

SECURITY



Case Study: Bradford Market Product: PES



Background

Bradford Markets are home to an eclectic mix of stalls and shops catering for retail and wholesale customers, boasting four indoor and outdoor sites.

The challenge

Julian Daniel heads up operations at Bradford Market's four indoor and outdoor sites, and is responsible for security, cleaning and caretakers.

He said: "We had a pretty robust system in place but it was all paper-based and needed manually processing, analysing and filing - which took time and manpower."

Across their sites the Bradford Market facilities team were involved in security and cleaning checks as well as closely monitoring the areas where forklifts and wagons unloaded stock to ensure driver and customer safety at all times.

"One of our sister sites, the Kirkgate Shopping Centre, mentioned that they had moved to an electronic monitoring system and found it had given them a wealth of extra benefits," said Julian.

"I was interested on many levels, particularly when I realised it gave us a way to prove to our stall holders that we are doing what we say and providing 24 hour security for the sites."

"But it was really important that the staff bought into the system as I didn't want it to appear that we playing 'big brother' monitoring their work as we knew this would break a lot of trust."

The solution

Julian contracted Connect Technology to provide them with the perfect solution with patrol guard system, PES. This system would enable vital information to be captured to be stored quickly and easily and any issues identified and recorded within seconds. All of this information filters

directly through to a central system and can be revisited at any time, whether weeks, months or years.

The company now has 20 staff across the site using the PES and not only have they found the transition easy, they now prefer it to the old system.

"Since bringing the PES on board just over a year ago we are still finding new things it can help us with. The Connect team were really helpful with the initial training as well as providing on-going support to make sure we are getting the most out of the technology."

The result

"On the health and safety side the PES gives us peace of mind, as before I worried that if customers made slips, trips or falls claims against us we didn't really have a leg to stand on - but now we can easily access guards reports to find that relevant areas were undoubtedly checked," said Julian.

“Another additional benefit to us is that we work hard to gain and maintain the ISO accreditations. The PES makes this area of our business paper free so it's good for our environmental credentials as well.”

"It is a flexible system that is easy to use for both our guys on the ground as well as management who can tailor reporting; whether they want to check who logged what patrols or how often certain areas are checked.

"Overall it has not only improved our day-to-day procedures by giving us greater efficiency, it has been a useful management tool that adds value to our service."