



# Ethypharm

We began our relationship with Ethypharm in 2017, when we took over responsibility for the security provision at their three locations, including, two in Essex and their Head Office in High Wycombe. We currently provide Ethypharm with 240 hours per week of security.

As a major UK pharmaceutical production company, security is a key function of their day-to-day operations. Ensuring their production sites are expertly guarded and monitored and that their stringent health and safety protocols are abided to, is of paramount importance.

When we took over from the incumbent, the security service was sub-standard. The main issues were staff capability and retention, including a general lack of management support. We wanted to raise standards as quickly as possible and knew we could make significant improvements to the service.

Our initial focus was on staff training and management support. We worked in partnership with the Ethypharm facilities management team to create a training needs analysis framework and subsequent training plan for all security officers. We quickly focused on improving communication and management support, and setting specific KPI review meetings with our client. We also focused on the following areas and initiatives.

- Revised site inductions for new joiners
- Enhanced Health and Safety training for security officers
- Customer service and conflict management training
- Revised assignment instructions
- Implemented structured management visits for staff, including one to one's and six-monthly performance appraisals
- Structured management visits with our client, including KPI implementation and review
- A dedicated account manager, who has remained in place since 2017



Since inception, our client has seen significant improvements in the service, and we have received very pleasing KPI scores and client satisfaction scores via our feedback surveys.

