

Case study | Aviation



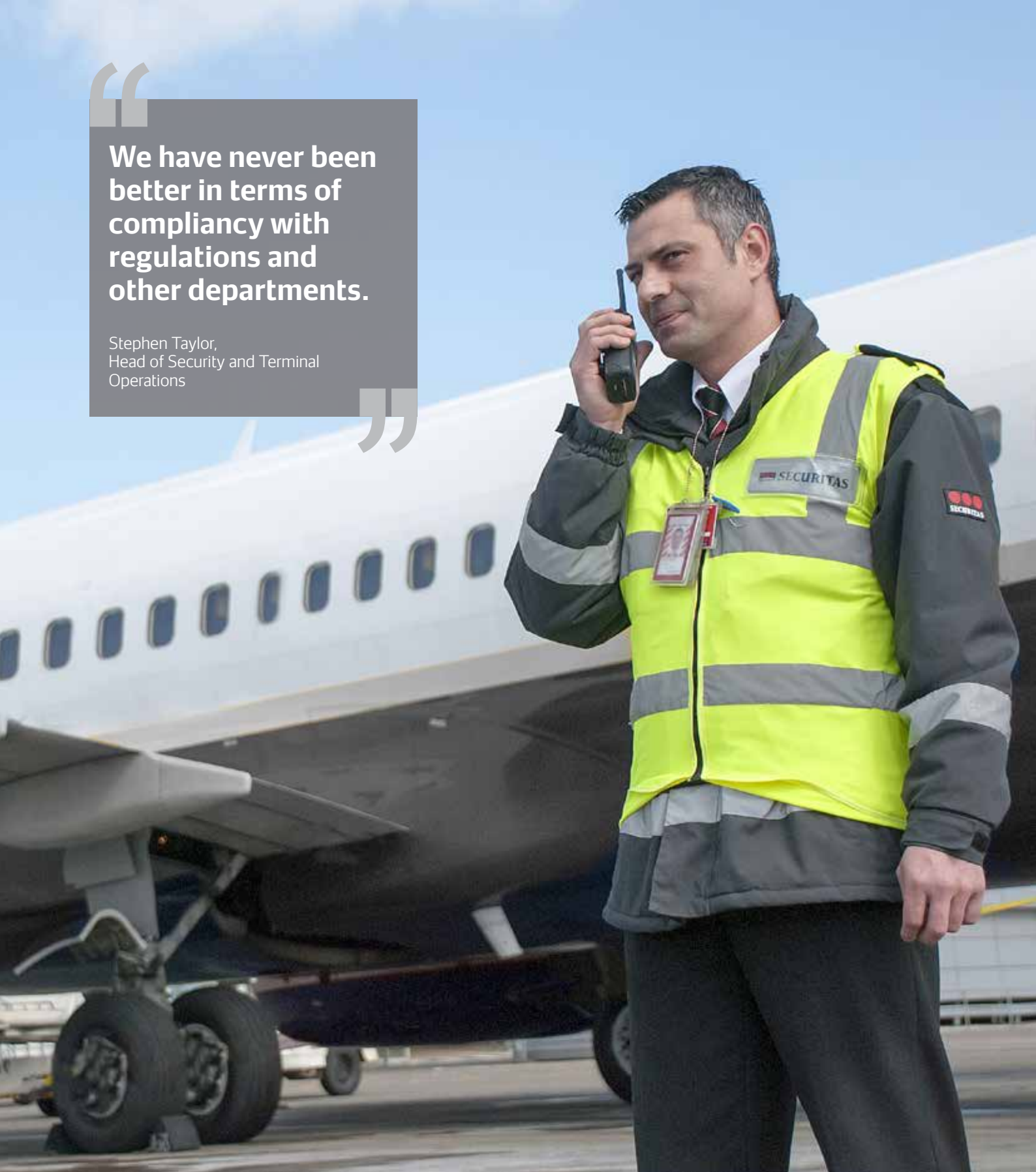
Liverpool John Lennon Airport

Liverpool



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Stephen Taylor,
Head of Security and Terminal
Operations





Securitas Transport Aviation Services (STAS) provide a full provision solution to the airport, delivered through an experienced, knowledgeable team consisting of a Station Manager, Duty Managers, Team Leaders and Agents.

The background

In 2010 Securitas were awarded the contract to provide security solutions to Liverpool John Lennon Airport.

Ongoing development

The airport team knows exactly what is needed to get passengers safely from one place to another. Mark Allen, Securitas Aviation Contract Manager explains, "The Aviation Security Officers at Liverpool John Lennon Airport are highly trained in passenger and baggage screening and ensure that all passengers and aircraft that depart from Liverpool arrive so safely and securely at their destination".

The range of duties carried out begins as soon as passengers enter the airport;

- Passenger and Baggage screening
- Cargo screening
- Travel documentation control
- Aircraft search and guarding
- Access control

As with many airports, compliance was high on the agenda. When Securitas took over the contract three development objectives were identified; compliance, processes and customer service.

Each objective is carefully measured through a customer survey that is carried out by the airport. Liverpool John Lennon Airport and Securitas reported that the feedback received, detailed scores averaging at 97% for over a year. Stephen Taylor, Head of Security and Terminal Operations explains "We are making great strides, we have come on leaps and bounds from where we were and the customer service element has improved significantly".

Results

A best in class approach ensures exceptional standards of training. Securitas Transport Aviation Services deliver an extensive catalogue of approved Department of Transport courses to staff at the airport, covering a range of aviation security functions.



As the partnership between Securitas and Liverpool John Lennon Airport grew, Securitas introduced 'on the job trainers' to the airport. These trainers work with the teams, observing and identifying any training requirements needed. Stephen Taylor, Head of Security and Terminal Operations has seen the benefits, "We have never been better in terms of compliancy with regulations and other departments. Having the trainers has proved invaluable, we are consistency exceeding targets which is down to the training programme and management of staff".