

Case study | Retail



Marks and Spencer

“
Securitas go out of their way not only to manage my expectations but to exceed them
”

Clint Reid,
Head of Corporate Security



Marks and Spencer is a major British multinational retailer with over 700 stores across the UK & Ireland in high streets and retail parks as well as within many stations and airports. Marks and Spencer are one of the UK & Ireland's leading retailers, employing over 78,000 people globally, and have over 21 million people visiting their stores each week.

The background

For the 28-year period prior to 2006 Marks and Spencer had worked with a single supplier for security solutions. Growth in the already considerable estate had led to an increasing number of differing security risks and challenges. The decision was made to look for new solutions and innovation in the provision of the security service.

The beginning

Securitas first worked with Marks and Spencer in Dublin on an Ad hoc basis, providing temporary security cover on selected stores as and when required. This gave the Securitas team in Ireland the opportunity to demonstrate to Marks and Spencer the difference they could make. It also gave the Securitas team a valuable insight and understanding of the Marks and Spencer culture.

The Securitas team made such a good impression in the provision of temporary security solutions that they were given the opportunity to present their case to take over the supply of security provision for the whole of Ireland. Despite having a relatively small retail footprint Securitas were awarded the contract in October 2006 having demonstrated, passion, enthusiasm and of course innovation. In the words of Clint Read Head of Corporate Security at Marks and Spencer "Securitas won because they had the best proposition for us and I am glad I made the decision I did"

Partnership and reward

The years that followed the initial contract award saw the partnership between the two parties flourish.

Shared values and a passion to lead the way in retail security led to some award winning developments

Training and development

Over the next two years Securitas worked closely with Marks and Spencer in developing bespoke training for Retail Officers. Training that not only ensured the team had retail knowledge but that they understood the values and culture of Marks and Spencer.



Contract expansion

Further evidence of this excellent working relationship between Marks and Spencer and Securitas was evident in award of the contract to provide security cover for the whole of Scotland in April 2008.

In December 2009, Securitas were awarded the contract to provide store detectives to cover all stores across the Midlands and North of England, and in April 2010, Securitas extended its complete security coverage to include the whole of the North of England, the Midlands, Wales and the South West.

Innovation and recognition

Throughout the years Securitas and Marks and Spencer have led the way in delivering innovation within the retail security arena. A fact that has been recognised on numerous occasions.

When Marks and Spencer were looking for an effective deterrent to out of hour's criminal damage, Securitas worked with Head of Corporate Security, Clint Reid, on the development of a CCTV van. A CCTV van that could be used as and when required. Such was the success of this van that Marks and Spencer immediately requested two dual branded vehicles to be available and deployed to "hotspots" on request. There are currently three more CCTV vans on order that brings the UK total up to five.

Securitas and Marks and Spencer have been awarded the IFSEC Service delivery award on two occasions for leading the way in the proactive monitoring and analysis of real time information delivered through ground-breaking technology. Sector recognition came from the award of the BT Retail Week award for Innovation in loss prevention in 2011.





Trust

The success of the partnership between Securitas and Marks and Spencer has been built on a strong foundation of trust. This was best demonstrated in the running of the store detective programme on a complete "output specification" platform. Securitas were given a targeted R.O.I figure but the freedom to manage the entire security resource in order to achieve it. Securitas were trusted to make the correct decisions in return for achieving the correct result.

The Future

On April 13 2013 Securitas were awarded the contract to be the sole provider of security solutions to Marks & Spencer across their UK and Ireland stores.

The award was made following a comprehensive tender process by the Loss Prevention and Procurement teams of Marks & Spencer.

Commenting on the decision to award Securitas the contract Sean Bowen, Head of Loss Prevention at Marks & Spencer explained the reasons for their choice.

"We selected Securitas because we were confident they understood our specific risks and would deliver a high level of service that will help us achieve our security objectives."

Further development of the UK and Ireland security solutions are already underway, as is the focus on sharing this successful model across the increasing global network of Mark and Spencer stores. Securitas already cover stores across France and the Czech Republic.

