

Case study | Industry

TATA Steel



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The biggest difference we've seen since working with Securitas, as a sole security solutions provider, is the introduction of standardised security practices and procedures. This is really benefiting the business and is making it much easier to identify risks and remedial actions.

Alan Dagleish, Group Security Manager

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The Tata Steel Group is one of the world's most geographically diversified steel producers, with operations in 26 countries and commercial offices in over 50 countries. The Group serves many different and demanding markets worldwide, including automotive, construction, energy and power, lifting and excavating, rail, packaging, aerospace, defence and security and shipbuilding.

In the UK, Tata Steel operates a number of manufacturing sites including major production facilities in Port Talbot and Scunthorpe. A number of smaller engineering and maintenance centres and distribution centres make up the rest of the UK portfolio.

The background

Securitas was appointed in April 2014 to provide security solutions to 11 sites across South Wales and the North East of England, with a view to rolling out the contract across the whole of Europe during 2015.

Tata Steel was looking for a specialist security provider that could deliver standardised practices and policies across all of its European sites. The contract was won through a competitive tender process and Securitas was successful because of its innovative ideas and expert technology solutions.

At the Port Talbot and Llanwern sites, which employ 5,600 people, Securitas were required to take over all the duties previously delivered in-house by the TATA Steel Works Protection Team and a brand new team had to be recruited, trained and put into place.

The service

Over 150 Securitas officers provide manned guarding, key holding and mobile security services to deliver a safe working environment for Tata Steel to work in, to deter and detect all forms of criminal activity but especially aimed at keeping the sites secure and free from unauthorised intruders. Officers manage visitor entry for all contractors and employees, patrol the sites and administer Tata Steel's alcohol and substance misuse policy.

The teams include fully qualified medical first responders, (Port Talbot even has its own Securitas-run fully-equipped ambulance), dedicated traffic officers who monitor on-site driver behaviour including provision of road safety education, and weighbridge officers who are responsible for the control of movement of all goods, materials, plant and machinery moving on and off sites every day. Securitas also delivers the initial on-site induction processes as part of the health and safety training for all new personnel before they are authorised to work on many of the sites.



Risk Mitigation

Steel making processes and the associated sites are extremely complex in nature with a myriad of hazards and risks with the potential to cause serious harm or death when risks are not mitigated. Port Talbot in particular is a COMAH (Control Of Major Accident Hazards) Tier 1 site, meaning strict regulations are in place to prevent and mitigate the effects of major accidents involving dangerous substances.

Securitas is working closely with Tata Steel to complete a set of Assignment Instructions and Health & Safety Risk Assessments for the site. Once approved, these will become the blueprint for the entire portfolio. Whilst some will be tweaked to meet different site dynamics, this will prove a more efficient solution in terms of production of the documents for local branch teams.

Technological Solutions

Tata Steel is one of the first customers in the UK to benefit from the innovative web-based, interactive system, SecuritasVision. The system allows officers to quickly, easily and securely manage daily activity reports, incident reports, post orders, passdown logs, site tour

information and other documents from a PC or PDA. Managers and customers can review critical information about the site, printing only those reports that are needed. The rest are stored securely and can be searched and accessed at any time in the future.

Tata Steel is also benefiting from the roll out of the Securitas Customer Portal. A complete communication, information and interaction platform, the Portal is accessible from a smart phone or tablet and enables managers to access up to date security information in one place at any time. From event logs to critical site information and from key contacts to invoices, this time-saving, efficient and transparent system puts Securitas in close contact at all times.

Alan Dagleish, Group Security Manager at Tata Steel UK, said: "These two systems will certainly make my role a whole lot easier. Instead of getting bogged down in minor day-to-day issues coming from individual sites, I can concentrate on the bigger picture to ensure service levels are being met and that operations are running smoothly. It also cuts out the need for endless paper reporting."





Results

TATA Steel is a strong advocate of solution-based service development to save long term cost and enhance local site security deliverables – and Securitas haven't disappointed.

Securitas has proposed the introduction of a remote surveillance system at the Pontarddulais storage facility in South Wales that will result in a saving of 168 hours per week in man-hours, but will also improve efficiency too. Alan explained: "Technology can't get distracted and it's not at risk from intruders, as some lone guards can inevitably be. It's a large site and the mobile monitoring solution is the cost effective solution that can

deliver best our security needs. We have plans to roll it out over further sites in the coming months.

"Securitas carried out an audit of the existing security arrangements across our sites and showed us that in some instances we actually had more in place than we realistically needed," said Alan. "We now have a more streamlined, but extremely professional and robust, security solution in place and things are looking good for the future across Europe."



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