



**BLACK
DIAMOND
SECURITY**

CASE STUDY
HITACHI

25 Bedford Square, London, WC1B 3HH
T: 0800 804 8112

www.blackdiamondsecurity.co.uk
www.blackdiamondmayfair.co.uk
sales@blackdiamondsecurity.co.uk

PROJECT: HITACHI

SECTOR: RAIL



THE SITUATION

Black Diamond Security have been providing front of house duties and general security duties to Hitachi since January 2017. The current team were the original staff from VolkerFitzpatrick, the construction company that built the 'Maintenance Depot', they were instrumental in the transition from construction site to the Hitachi corporate site that it is today.

THE PROCESS

The day shifts Monday to Friday have a different focus to the nights and weekend shifts, Monday to Friday is very much a front of house role whereby our officer assists reception and various other members of staff in the control of visitors and contractors within the depot ensuring that they are suitable signed in, inducted, processed through 'Covid-19' procedures and announced to their respective host. The Officer will also carry out spot checks throughout the day in areas where contractors are working, check their permits and assess their working environment, reporting back directly to the SHEQQ Manager any potential discrepancies.

When time allows, patrols of the immediate office areas and car parks are also carried out throughout the day.

The night shift Officer's and weekend day Officers have a greater focus on full time patrolling of the site. Each patrol is recorded via patrol tagging with checks made throughout each patrol of strategic elements of the buildings and infrastructure, fire doors, roller shutters, internal doors are all checked and logged. In addition to these, they perform separate patrols for environmental checks, checking on heating, lighting within the offices as well as performing a fire extinguisher check internally and external fire points.

There is a CCTV system on site located at the reception area where all Officers on all shifts are based and will monitor the system whilst during breaks from physical duties. The Officers carry lone worker 'ManDown' equipment, as well as back to back radios with the Hitachi PIC (Person in Charge) who is also on-site 24/7. The PIC and Security liaise regularly with one another throughout the shift.

Any discrepancies found during the course of the patrol are reported directly to the PIC who is able to summon assistance whether that be BTP, regular police in relation to incidents or maintenance personnel in relation to building and infrastructure related problems.

Our staff on-site wear distinct security uniform dual branded with both 'BDS' and 'Hitachi' logos, due to the nature of the work, it is important that our staff are suitable skilled to deal with all sectors of labour from Warehouse Operatives to Senior Managers and Directors for the business. We receive numerous comments in relation to how respectful our staff are to all members of staff. This is certainly one of the key skills that we look for in our recruitment program and staff allocation planning.



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