



**BLACK
DIAMOND
SECURITY**

CASE STUDY
LNER

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

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

PROJECT: LNER

SECTOR: RAIL



THE SITUATION

On April the 29th 2019 we commenced working with LNER at four of their stations on the East Coast Main Line. Our remit being to provide Security and Customer Support Services. As with many of our services we required staff that were respectful of the client's staff and very customer focused as they would have a lot of interaction with the public.

LNER were keen throughout the process to understand how we carried out staff selection and how we managed absence for holidays and sickness as one of their key criteria was continuity of staff as they had been let down previously in this area and were keen to ensure improvement.

THE PROCESS

The team that we have in place are involved with general security of the stations and their incumbent buildings, cafes, kiosks, offices, toilets etc; their role is to regularly check these throughout the shift, checking on their condition and security.

One of the key areas for patrolling is the furthest extent of all the platforms where easy access is gained onto the station also where potentially vulnerable people may be hiding. In addition to this the staff liaise with the Station Manager or their appointed representative in respect of train arrivals so they are present on the appropriate platform should a Train Manager have phoned ahead and warned of anyone disembarking who may be worse for wear or troublesome. At this point the Officer is there to assist station staff with directing the person or persons politely and swiftly through the station to the exit without any adverse effects upon any other passengers.

As well as carrying out basic and sometimes more challenging security tasks the staff are also often asked questions by the station customers, what time trains are etc and for these, all staff have to be well trained in customer service to know how to deal with such enquiries and to the satisfaction of the LNER staff.

THE RESPONSIBILITY

We are also responsible for locking the main station access at closing time, liaising with the Station Manager ensuring that everyone from the last train is off the station and then re-opening later in the morning.

The Officers assist with passenger numbers, helping staff to manage crowding on major dates within the football and horseracing calendar as applicable. One of the major responsibilities at these times is policing the platforms and encouraging people to maintain a safe distance from the platform edge.



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

www.blackdiamondsecurity.co.uk
www.blackdiamondmayfair.co.uk

info@blackdiamondsecurity.co.uk
sales@blackdiamondsecurity.co.uk

