



**BLACK
DIAMOND
SECURITY**

CASE STUDY

PUBLIC SAFETY - SERSA GROUP

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**PROJECT: PUBLIC SAFETY
SERSA GROUP**

SECTOR: RAIL

LOCATION: MANCHESTER



THE SITUATION:

Sersa UK took a weekend possession of the Manchester Metrolink to carry out critical works for their client Greater Manchester Passenger Transport Executive (GMPTE). When works are needed within the public arena, a time crucial possession needs a little help to allow the engineers to do their work without the worry of public safety. In order to complete and hand back for Monday morning.

THE SOLUTION / BUSINESS REQUIREMENTS

- Static Guarding
- Mobile Patrols

THE PROCESS

Sersa UK selected Black Diamond Security Ltd to provide essential manned guarding. The brief was to provide high visibility patrols of the platform area ensuring pedestrians did not enter the works area, posing a health and safety risk and potentially delaying the works.

Although not technically required, all guards were qualified to PTS standard. The guards understanding of rail working allowed them to work within the rail environment with ease and appreciate the constraints to which Sersa UK had to work, whilst their first class training and professional approach allowed them to interface with the public ensuring zero confrontation and trespass.

A multinational group, Sersa UK provide innovative and economic solutions in building and maintaining the railway infrastructure. Through our recent contracts, we are building excellent working relations with Sersa UK resulting in other projects in the pipeline.

THE EVALUATION

Following the works on Manchester Metrolink we received very positive feedback and look forward to working with Sersa again in the future.

TESTIMONIAL

“First class professional and polite service. Allowed us to concentrate on getting the work done”

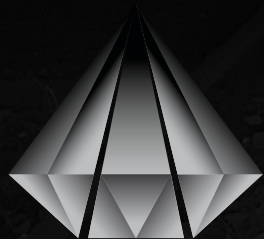
Thompson, Business Director Sersa (UK) Contracts and Procurement Manager, GBRf.



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