

MANCHESTER SUPERSTORES

Retail security



TASKING

We deployed retail security officers for Manchester Superstores, the largest South-Asian supermarket in the UK.

Our team offered a strong physical presence, enhanced conflict management and crowd control.

SOLUTION

We worked with management teams to develop a rigorous policy framework to assist the management of health and safety; loss prevention; and complaint resolution.

Our dedicated management team provided a visible presence conducting regular audits, surveys and quality control measures to ensure operational success.

BENEFITS

1. Reputation management

Our security officers were equipped with exceptional conflict management skills to effectively manage incidents, accidents, criminal offences, events and complaints. We were able to prevent any unwanted media attention.

2. Policy development

Our team collaborated with store colleagues to improve the operational procedures of the supermarket. Overall, this saved the client thousands a week in shrinkage costs providing an excellent return on investment.

3. Civil recovery

We implemented a procedure for civil recovery in the event of theft ensuring the accuracy, integrity and confidentiality of evidence in line with the civil procedure rules.

AT A GLANCE CHALLENGES

- Potential cultural barriers
- Large client portfolio

BENEFITS

- Visible deterrence
- Policy development
- Civil recovery

MY DETECTIVES

www.mydetectives.com

Greengate Business Centre
2 Greengate Street
Oldham
OL4 1FN

T: 0161 820 2271

M: 07564 684 685

E: contact@mydetectives.com