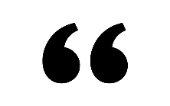
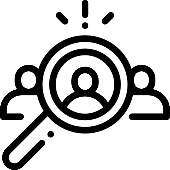
**Enhancing Guarding Services for Job N Job**

Case Study



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*Supreme Protection’s commitment to excellence, cost-effectiveness, and customer service has significantly enhanced our security operations. From optimized guard rosters to visible uniforms, they consistently deliver. Their dedication to ESG objectives and energy-saving practices is commendable. Highly recommended!*





**BACKGROUND**

***Akbar Mirza****,* ***Global Head of Business***

Job N Job, a prominent employment services company, sought a security partner to enhance their operations. Its specific requirements included guarding services with a strong emphasis on customer service, efficient patrols, rapid response, and support for ad-hoc events. Job N Job’s security service contract, valued at £65,000 per annum as we look after approximately 20 sites in the UK. Job N Job aimed to achieve the objectives as shown to the right.

**OBJECTIVES**

A piggy bank with a coin

Description automatically generated

***Cost Reduction****: Job N Job aimed to lower guarding expenses.*

A black and white image of two people shaking hands

Description automatically generated

A black and red line drawing of a paper with a check mark and leaves

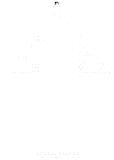
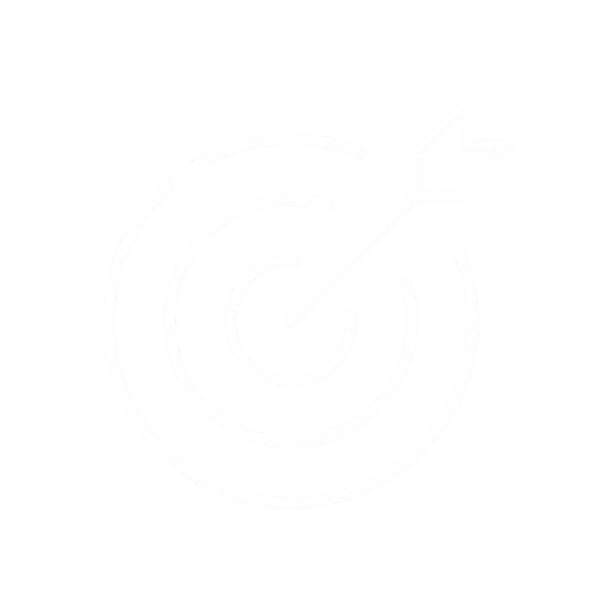
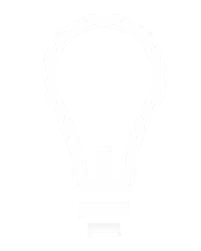
Description automatically generatedA clipboard with a pencil and checklist

Description automatically generated

***Sustainability****: A partner that could assist them with their sustainability objectives.*

***Reliable Coverage****: Job N Job required 24/7 shift fulfilment.*

***Improved Customer Service****: they wanted better service quality and satisfaction.*

A white outline of a person with stars above their head

Description automatically generatedA light bulb with rays of light

Description automatically generatedA black and white hands shaking

Description automatically generatedA group of people connected to each other

Description automatically generatedA hand holding a graph

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*Reduced energy bill by*

***10%***

*Achieved shift fulfilment of*

***100%***

*Reduced guarding costs by*

***20%***

*Customer satisfaction score*

***95%***

**CONCLUSION**

Supreme Protection’s partnership with Job N Job exemplifies our commitment to cost-effectiveness, exceptional service, and sustainability. We look forward to continuing this successful collaboration.

**Cost reduction**

**Roster Optimisation**: We meticulously reviewed our roster to maximise efficiency. By strategically reallocating resources, we achieved more with fewer guards, resulting in a 20% (£20,000 per annum) reduction in guarding costs.

**Cost Reduction**: This was a proactive measure to enhance overall security effectiveness.

**Enhanced Customer Service**

**Training and Visibility**: Our guards underwent comprehensive customer service training. Additionally, their visible uniforms encouraged people to approach them for assistance.

**Customer Satisfaction Surveys**: Regular surveys helped us maintain a satisfaction score of over 95%.

**Reliable Shift Fulfilment**

**Shift Coverage**: Over the last six months in 2024, we consistently met all hours, achieving 100% shift fulfilment.

**Effective Communication**: Weekly, monthly, and quarterly management meetings allowed Job N Job to track our performance and address any service issues promptly.

**ESG and Sustainability Contributions**

**Diverse Workforce**: Over 50% of our guards come from BAME backgrounds, aligning with Job N Job’s ESG objectives.

**Energy Efficiency**: We provided assignment instructions to Job N Job’s facility management teams, promoting sustainability. Tasks included turning off lights, managing work gear, and ensuring recycling bins were not overflowing.

**Energy Bill Reduction**: Our efforts led to a 10% reduction in Job N Job’s energy bill for 2024.

**OUR SOLUTIONS**

**KEY RESULTS**