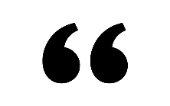
**Improving Alarm Response Services for Subway**

Case Study



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*Supreme Protection has significantly enhanced our Subway franchises. Their cost-effective security, swift alarm response, and reliable shift coverage are invaluable. We appreciate their proactive approach, data-driven insights via the customer portal, and commitment to sustainability by hiring a skilled, local and diverse team.*



**BACKGROUND**

***Abbas Hanif, Director (Subway Franchise Owner)***

**Subway, the largest submarine sandwich franchise globally, operates over 23,200 individually owned restaurants across 80 countries. Their commitment to entrepreneurial success drives their continuous innovation and support for franchisee owners and operators. Their specific requirements included alarm response and guarding services for 15 sites with a strong emphasis on rapid response, partnership, and cost reduction. Our security service contract with Subway is valued at £50,000 per annum, aimed to achieve the objectives shown to the right.**

**OBJECTIVES**

A black shield with a check mark

Description automatically generated

***Improved Alarm Response****: They required swift and efficient handling of alarms, ensuring safety and minimising disruptions.*

A piggy bank with a coin

Description automatically generated

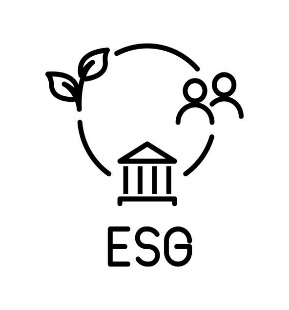
***Cost Reduction:*** *Subway aimed to lower guarding costs while maintaining service quality.*

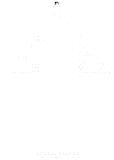
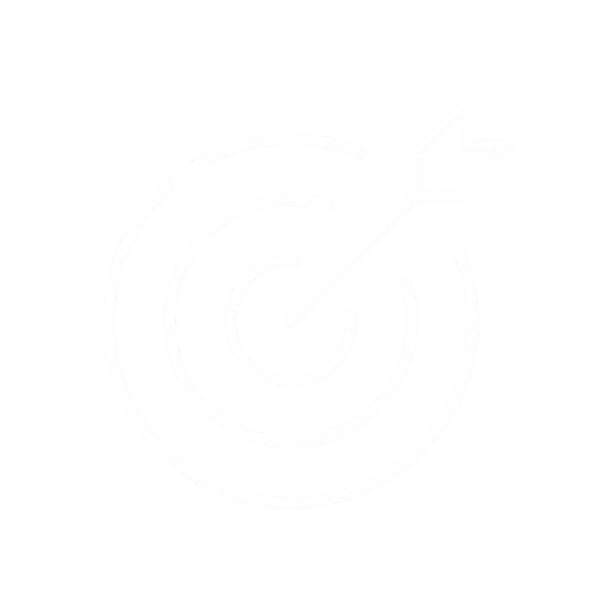
A black line drawing of a checklist

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***Reliable Shift Coverage****: Subway needed a provider capable of meeting all hours consistently.*

A group of people in a black background

Description automatically generatedA hand holding a bag of money

Description automatically generatedA light bulb with rays of light

Description automatically generatedA group of people connected to each other

Description automatically generated

*Met* ***100%*** *of our KPIs*

*Over* ***50%*** *of guards from BAME backgrounds*

**KEY RESULTS**

**ESG and Sustainability Contributions**

**Local Employment**: All our staff are locally employed, aligning with Subway’s ESG objectives.

**Diverse Workforce**: Over 50% of our guards come from BAME backgrounds, promoting diversity.

**Sustainability Practices**: Our assignment instructions include energy-saving tasks (e.g., switching off lights, managing recycling bins), contributing to Subway’s sustainability efforts.

**Cost-Effective Guarding**

**Roster Optimisation**: We meticulously reviewed our guard roster, identifying opportunities to enhance efficiency. By streamlining resources, we achieved a 15% reduction in guarding costs (£15,000 per annum).

**Positive Approach**: We upskilled staff that remained to enhance overall security effectiveness.

**Reliable Shift Fulfilment**

**Shift Coverage**: Over the last eight months in 2024, we consistently achieved 100% shift fulfilment, ensuring Subway’s safety around the clock.

**Effective Communication**: Regular management meetings (weekly, monthly, and quarterly) facilitated transparent communication and swift issue resolution.

**Swift Alarm Response**

**Meeting KPIs**: Our commitment to responding to all alarms within 30 minutes allowed us to meet 100% of our Key Performance Indicators (KPIs) for alarm response.

**Reducing False Alarms**: By analysing alarm triggers and educating Subway staff on proper procedures (e.g., ensuring closures and lights are switched off), we significantly reduced false alarms, enhancing security and saving costs.

*Achieved shift fulfilment of*

***100%***

*Reduced guarding costs by*

***15%***

**CONCLUSION**

Supreme Protection’s partnership with Subway exemplifies our commitment to excellence, reliability, and social responsibility. We look forward to continuing this successful collaboration.

**OUR SOLUTIONS**