



Sector: **CHARITY**

Service: **SECURITY RECEPTION**

Client: **RNIB**

“Working with a security company that has a local office gives us the peace of mind of responsiveness and attention to detail. AOS is a company that combines the attributes of being personal enough to care and big enough to cope” Amanda Gacowska, Facilities Manager, RNIB

About RNIB

The Royal National Institute for Blind People (RNIB) is a UK charity and membership body of and for blind people, offering information, support and advice to over two million people in the UK with sight loss.

In 1868 Dr Armitage founded the British and Foreign Society for Improving Embossed Literature for the Blind. In 1948 and, after receiving a Royal Charter, it became the Royal National Institute for the Blind in 1953.

The charity has a customer Service and Production facility based in Peterborough responsible for processing customer queries, despatching products, transcribing literature into accessible formats and production of Braille.

The Security Challenges

RNIB had used various security companies in the past but had not been totally happy with the overall service.

One issue was the failure to focus on the needs of the charity sector, like providing first aid trained Officers.

The standard of the Officers provided previously had not been suitable for the high profile site.

The Officers lacked customer service skills and did not have an empathy towards the needs of visually impaired occupants and visitors. This was particularly important as the Officer was the first point of contact on reception.

Our Solution

AOS arranged first aid training for the Officers that transferred through TUPE. The recruitment policy was also adapted in order to attract First Aid trained Officers and the success of this campaign enabled us to form a bank of Officers trained in First Aid to ensure that the contract requirements are always fulfilled.

Of particular importance was appropriate training for the contract. The Officers received training in customer service and the awareness of the needs of visually impaired people.

The reception security Officer adds value by performing ad hoc tasks such as replenishing photocopiers and setting up rooms for meetings, which all adds to RNIB's bottom line.