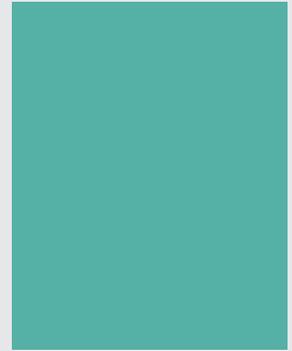
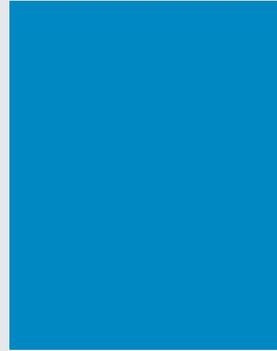




Securitas Critical Infrastructure Services Xcel Energy



Communication is Key to Success in Transitioning Security Forces

Challenge

Transitioning from one guarding company to another can be a challenging time for employees, especially when it takes place through the holiday season. During the most recent transition, the nuclear segment of Securitas Critical Infrastructure Services (SCIS) found multiple communication methods as a key component to easing the concerns and addressing the questions of the 350 new officers and supervisors. SCIS Nuclear Area Vice President, Darrell Williams, noted, "The success of the transition was due in large part to our constant on-site presence and the utilization of electronic, print, and verbal communication methods to reach the employees."

Solutions

Since this transition involved such a large workforce spread across two client locations separated by over a hundred miles, it was decided early on that while being available in person for the employees was important there was also a need to provide an interactive source of real time information. To accomplish this, the SCIS transition team in conjunction with IT utilized a Securitas SharePoint webpage in a different capacity than had been done previously. Generic log-ins were created for each of the client locations, as well as for officers and supervisors. The website was loaded with pertinent policies, forms, and key dates. In addition, an interactive question and answer portion was developed allowing the employees to ask questions about any topic related to the transition with a less than 24 hour response time from SCIS management.

In many instances postings were answered within the same hour they were asked. "The benefit of the website was tremendous. It served not only as a resource of information for the employees, but also as a means to stay connected to the SCIS team even when we couldn't physically be there," commented Williams.

To assure that each employee was reached regularly, a weekly newsletter was provided via e-mail and hard copies made available on shift. "Each employee is unique when it comes to the method of communication that will be most effective with them; we felt that diversifying our communications was key to connecting with everyone and conveying important messages such as benefit information and new hire paperwork deadlines," mentioned Williams. These more conventional approaches also allowed the employees to get to know the SCIS team by including 'People You Should Know' columns, safety articles, and timely holiday messages.

Results

While the intention of creating and maintaining multiple communication channels during the transition was to ease the stress a transition can place on the employees, it had the additional positive impact of keeping the client constantly informed of the steps SCIS was taking. The client's ability to see in real time what was being done and not just be informed by the SCIS management team about the process allowed them to feel more comfortable that their change in security vendor would not provide a disruption to their business. Thus reassuring them they made the right decision contracting with SCIS.

