



UNIVERSAL SUPPORT SERVICES
GROUP LTD

CASE STUDY

Providing Manned Guarding Services for Costco Wholesale Corporation



OVERVIEW OF USSG LTD:

Universal Support Services Group Ltd (USSG Ltd) is a private security firm specialising in providing tailored security solutions, including manned guarding, to large corporations and commercial properties. As a leader in the industry, USSG Ltd has built a reputation for delivering high-quality security services through a customer-centric approach, leveraging trained personnel and integrated security solutions.

CLIENT: COSTCO WHOLESALE CORPORATION

Costco is one of the largest global wholesale retailers, offering a wide variety of goods in large quantities at competitive prices. Given its significant inventory and high customer traffic, ensuring safety, security, and asset protection is crucial to its operations. To maintain a secure shopping environment for its customers and protect valuable assets, Costco requires robust security solutions.



OBJECTIVE:

The primary objective of this partnership is to:

- Provide Costco with a safe, secure environment for customers and staff.
- Protect Costco's assets and prevent theft, vandalism, or other security breaches.
- Maintain operational continuity by providing a visible security presence and deterring criminal activity.






CHALLENGES FACED:

- 1. High Traffic and Inventory Value:** Costco's retail warehouses are large, high-traffic environments, often handling significant inventory values. The volume of people, products, and transactions increases the risk of theft, shrinkage, and security breaches.
- 2. Customer Experience:** While security needs are paramount, Costco's focus on excellent customer service means that security guards need to balance strong security with providing a positive customer experience.
- 3. Large Perimeter and Multiple Entry/Exit Points:** The physical layout of Costco stores, with large perimeters, numerous entry and exit points, and expansive parking areas, poses logistical challenges for monitoring, access control, and responding to security incidents quickly.
- 4. Asset Protection and Theft:** Retail theft, shoplifting, and employee theft are key concerns in Costco's operations. High-value products like electronics, jewellery, and other goods require heightened protection.
- 5. Emergency Situations:** The potential for emergencies, including medical incidents, fires, or customer disputes, necessitates that security personnel be trained not only in surveillance and deterrence but also in emergency response.




USSG LTD'S APPROACH TO PROVIDING MANNED GUARDING FOR COSTCO:

To address Costco's unique security needs, USSG Ltd tailored its services by implementing a multi-tiered approach, including the following strategies:


DEPLOYMENT OF HIGHLY TRAINED SECURITY PERSONNEL:

-  **Screening and Recruitment:** USSG Ltd ensures that security guards placed at Costco locations undergo stringent background checks, including criminal record verification, psychological assessments, and drug testing.
-  **Training:** Guards receive specialised training in customer service, conflict resolution, emergency procedures, and retail-specific security practices such as handling shoplifting incidents and loss prevention tactics.
-  **On-site Security Teams:** Uniformed guards are deployed to provide a visible deterrent against theft and suspicious activity. USSG Ltd ensures guards are positioned strategically across Costco's premises, including at entry/exit points, high-risk product areas, and parking lots.
-  **Communication Equipment:** Security personnel are equipped with advanced communication devices (e.g., radios, mobile apps) to ensure continuous coordination and prompt responses across the store's expansive areas.
-  **Alarm Response:** Guards are trained to respond to alarm-triggered incidents and other emergency alerts promptly.


LOSS PREVENTION AND ASSET PROTECTION:

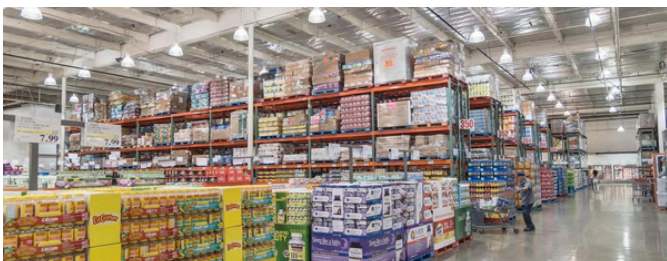
-  **Strategic Patrols:** USSG Ltd conducts regular patrols of high-value areas (e.g., electronics, jewellery, and locked cabinets) to prevent theft and unauthorised access.
-  **Inventory Checks:** Security guards collaborate with Costco's management to conduct periodic inventory checks to minimise loss and track any discrepancies.
-  **Employee Monitoring:** Guards are trained to identify potential internal theft or suspicious behaviour from staff while respecting employee privacy and maintaining a non-confrontational approach.

CUSTOMER AND STAFF SAFETY:

-  **Access Control and ID Verification:** Security personnel control access to Costco warehouses during off-hours and monitor employee entrances to ensure unauthorised individuals do not enter restricted areas.
-  **First Aid and Emergency Response:** USSG Ltd ensures that guards stationed at Costco are trained in basic first aid, CPR, and emergency procedures to handle medical incidents, fire emergencies, or active threat situations.
-  **Customer Service:** Guards are trained to engage in friendly, approachable ways with Costco's customers, assisting with directions and maintaining a welcoming store environment while balancing security needs.

POST-INCIDENT REPORTING AND DATA ANALYSIS:

-  **Incident Reporting:** USSG Ltd has a thorough reporting system to document all incidents, from minor disturbances to thefts or emergencies. Detailed records help in improving future strategies and preventing repeat incidents.



RESULTS AND BENEFITS FOR COSTCO:

- **Reduction in Theft and Loss:** The presence of trained security personnel has resulted in a marked decrease in shoplifting and internal theft incidents at Costco locations where USSG Ltd operates. This reduction in shrinkage has positively impacted Costco's bottom line.
- **Improved Customer Safety and Experience:** The visible security presence and the friendly approach of guards have improved customer perception of safety, leading to a better overall shopping experience.
- **Efficient Emergency Response:** With guards trained in emergency protocols, Costco has benefitted from quicker and more effective responses to medical emergencies, conflicts, and other critical incidents. This proactive approach has minimised disruptions in operations.
- **Enhanced Asset Protection:** High-value product areas are better protected, and staff are more vigilant in preventing unauthorised access, reducing potential losses significantly.
- **Seamless Integration with Operations:** USSG Ltd's approach, combining manned guarding with surveillance support, has aligned with Costco's operational needs without disrupting its business or compromising its customer service.

FIND OUT MORE:

To find out more about our specialist security services, call us for a free, no-obligation chat on **01619746506**, or complete our online enquiry form at sales@ussgl.co.uk.

CONCLUSION:

The partnership between USSG Ltd and Costco has demonstrated the effectiveness of a well-implemented manned guarding strategy in a high-traffic retail environment. By deploying skilled personnel, utilising technology, and focusing on both safety and customer service, USSG Ltd has successfully enhanced Costco's security infrastructure while supporting its operational objectives.

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