

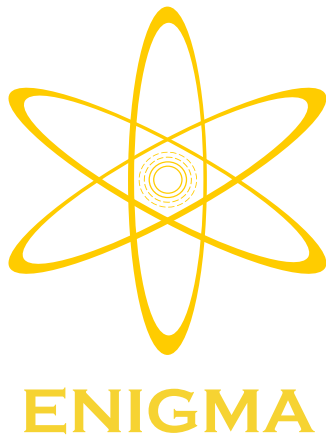


CASE STUDY

PRESENTED BY

ENIGMA
SECURITY SOLUTIONS

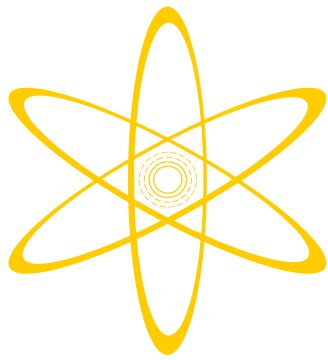




EDF and Enigma Security Solutions

Edf Energy is one of the largest energy companies in the world. Within the UK it is responsible for the supply of electricity throughout the eastern and south eastern areas of England including London. Edf Energy, like all electricity companies, needs to provide its customers an uninterrupted electricity supply whenever possible, and to minimise the duration of interruptions when they occur. It will therefore use temporary generators to support emergency network repairs (along with engineering upgrade works), and is able to deploy these on three hour's notice when required. Frequently, engineering works have to take place in secluded rural locations, for example an overhead pylon in the middle of a field.

By February 2007 the market price for copper had nearly tripled compared to recent years, making even shorter lengths of copper cable an attractive target for thieves. Live copper cables were often cut through (at great personal risk) to steal them. This resulted in material additional losses, as emergency engineering work was required to re-repair installations, in addition to the direct loss of cable.



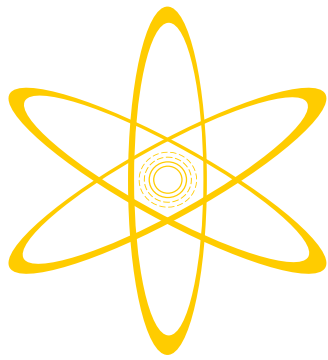
ENIGMA

Edf Energy used a variety of manned security providers to protect its field assets, but with limited success. Enigma was approached to replace the existing security company following a spate of repeat thefts from guarded sites and an increasing volume of complaints about the behaviour of security guards themselves at various sites.



Enigma identified that the approach taken by earlier security companies was not effective as it sought to apply mainstream guarding principles to an unusual set of circumstances.

Most manned security is planned and rostered in advance. The location is fixed and provides all necessary welfare facilities – consider a shopping centre security guard. It is the responsibility of the guard in question to make his own way to and from work. A small pool of replacements is available should a guard fail to report

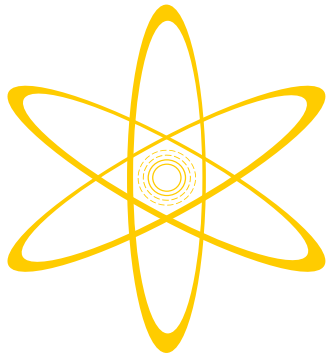


ENIGMA

for duty and there is generally a degree of flexibility should this not happen absolutely on time. The majority of manned guarding involves patrols and there is generally not a continuous physical presence at each discrete location.



Here, however, security can be called over a large geographical area, at a minimal (3 hours) notice, primarily to locations with no fixed establishment or welfare provisions. Guards have no assurance that they will be deployed to a job in a given week and therefore there is no certainty as to earnings. Continuous guarding is vital due the highly opportunistic nature of the thefts and even a relief break provides enough of a window for a loss to occur.

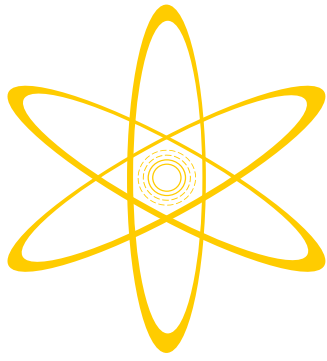


ENIGMA

Enigma's challenge was to devise a sustainable way to provide continuous cover and a highly visible presence in order to persuade would-be thieves that there would be no scope for an easy gain. This required Enigma to identify suitable guards who would reliably follow instructions in often unpleasant circumstances, and rewarding them properly both for the working conditions and the standby nature of the work.

Comprehensive welfare provisions are fundamental to retaining quality staff, and must include:

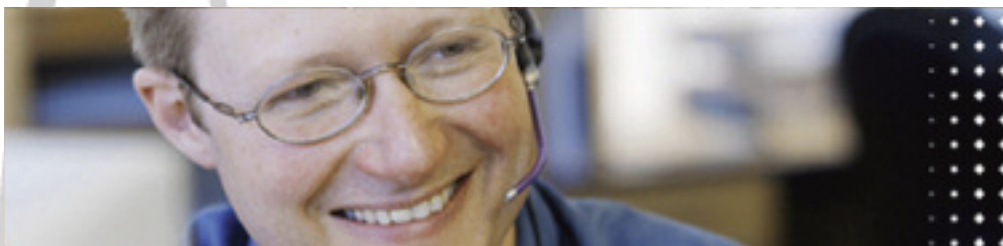
- shelter
- light and heat
- wet and dry uniforms
- dry changes of uniform
- hot meals where required
- hot drinks
- relief breaks provided by a welfare patrol
- rest breaks
- travel to & from site
- local accommodation if travel times are too great
- regular shift rotation



ENIGMA

In addition, a local mobile patrol is maintained to visit each guarded site throughout every shift, thereby increasing the show of presence and providing support and emergency back-up if required.

By providing continuous cover and a determined show of presence, opportunistic thefts have been eliminated and aggravated thefts virtually eliminated. Enigma provides EDF Energy with a risk assessment at the outset of each engagement with its recommended manning levels. Where these recommendations are adopted by EDF Energy, the risk of losses passes to Enigma, who are able to insure against any loss (including those arising from aggravated thefts).



As a result, EDF Energy has experienced a 100% decrease in loss through thefts at Enigma guarded locations. When the cost of security is viewed purely as an hourly rate, the required support functions result in an unfavourable comparison with more traditional guarding techniques. However, given that the service is completely effective, EDF Energy generates significant cost efficiencies overall.

Head Office

Enigma Group
47 Chancery Lane
London
WC2 1RH

t 0207 404 2266

f 0207 404 2112

e enquiries@enigma-group.info

Enigma Group
Vista Centre
Hounslow
Middlesex
TW4 6JQ

t 0800 783 9115

Enigma Group
Armstrong House
Washington
Tyne and Wear
NE37 1PR

t 0800 783 9115

Enigma Group
1 Portland Street
Manchester
M1 3BE

t 0800 783 9115

Enigma Group
Ground Floor,
Norfolk House
Smallbrook
Queensway
Birmingham
B5 4LJ

t 0800 783 9115

