**Case Study - Security Support Services Translink Events**

**Introduction**

Translink’s vision is to be the first choice for travel as an ethical and responsible business with our Corporate Responsibility approach focusing on the areas of Go Safe, Go Healthy, Go Eco and Go Together.

A key strategic objective is Customer Focus with the aim to meet and exceed customer expectations and attract new customers.

Translink provides opportunity to partner with and support our business in ensuring we deliver excellent customer service and safety.

**Objectives / Scope**

Translink identified a requirement for a Security provider to undertake crowd management and event security at transport hubs and halts to deal with people travelling to and from events, under the management of Translink.

There was a requirement to travel on trains and buses in support of Translink staff where necessary. The provider was required to have the capacity to deliver services at all geographical locations across the network. This includes an overall documented risk assessment and deployment of appropriate risk mitigations to include – but not limited to - staff and physical crowd control measures.

The events include rail and bus passenger traffic to and from concerts, parades and sporting events. Patronage to and from such events ranges from 500 to 7,000 passengers.

The appointed contractor was to be capable of providing services at both preplanned and spontaneous events

**Social Benefits**

Social Value is a key element of this project, and the successful supplier has proved their commitment to delivering on social value.

The key commitments by the contractor are –

* The supplier commits to provide paid employment for people who face barriers to employment or are from deprived areas.
* The supplier will create paid FTE SIA posts for people who face barriers to employment or are from deprived areas.

* The posts created will be in operational support roles.
* The supplier will create a number of casual steward roles to support this contract.

**Conclusion**

The objective of this contract is to provide event security in support of Translink. The requirement for the successful contractor is to provide the required resource to secure the events identified within the scope but also show a commitment to meet social value requirements set out within their tender.