

CSUSA

CASE STUDY

04

CLIENT NAME WITHHELD

COMMERCIAL OFFICE SECURITY · CONSTRUCTION SECURITY

A growing corporate campus cut recorded incidents by 37% with one security standard

NATIONAL PROFESSIONAL SERVICES COMPANY · 4-BUILDING CAMPUS · 1,200+ OCCUPANTS

37%

fewer recorded security incidents

99%

of scheduled post and patrol checks completed

100%

of active construction vendors processed through check-in in the final audit month

How CSUSA kept security consistent while a headquarters added a building, parking and a construction zone.

CLIENT	PROFILE	SERVICES
Client name withheld	National professional services company · 4-building campus · 1,200+ occupants	Commercial Office Security, Construction Security, Unarmed Security Guards, Visitor Management

The situation

A national professional services company expanded its headquarters with a new office building, more parking and shared amenities. Construction and move-in brought temporary entrances, new vendors and shifting employee traffic. Security had grown building by building, so post orders, visitor procedures and reports all differed.

What the company needed

The facilities team had to add coverage without confusing employees or slowing the business. Management wanted:

- One view of incidents across all four buildings
- Reliable coordination with building operations
- A plan that changed as construction areas became occupied space

What CSUSA put in place

We ran a campus-wide assessment with facilities, human resources, building management and the construction project team. It found gaps in access control and mapped contractor routes, loading areas, emergency assembly points and peak traffic times.

The campus security plan set shared post orders and escalation rules and kept each building's own instructions. Coverage includes lobbies and entrances, vehicle and foot patrols, contractor check-in, perimeter checks and response coordination.

During construction, officers staffed the temporary entrances and checked contractor credentials against approved lists. As each area opened, we updated patrol routes, emergency information and access procedures.

Supervisors brief facilities regularly and review incident trends, patrol records, access exceptions and service requests. Every building reports in the same format, so management can compare them and decide what to fix first.

Results

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Figures from a six-month review.

What we measure

Campus security has to change as the workplace changes. Shared standards, clear owners and regular meetings keep it consistent. We track:

- Incidents by building and type
- Access exceptions
- Contractor check-in compliance
- Patrol completion
- Emergency response times
- Feedback from employees and facilities

NEXT STEP

Get a Free Security Assessment

A CSUSA supervisor walks your property and puts a recommendation in writing.

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