



How Morrisons has implemented “safe distance” security in all of its distribution centres

“Having invested in upgrading our depot security infrastructure, ThruVision’s innovative new “safe distance” technology is now helping us respond to the unique challenges of Coronavirus.”

David Oliver, Senior Loss Prevention Manager, Morrisons

Improving safety and security in Morrisons distribution centres

WM Morrisons PLC is a leading retailer in the UK grocery market with head offices in Bradford, Yorkshire, and just under 500 stores across the United Kingdom. With 110,000 employees in total, and supplying to over 11 million customers every week, Morrisons has distribution centres (DCs) across the country supplying fresh, ambient or frozen goods.

Morrisons’ recently completed security upgrade of all of its DCs has helped it deliver effective new security while meeting the very challenging “Social Distancing” requirements presented by the Coronavirus pandemic.

Operational losses in grocery distribution centres – a long-standing problem

Over the last decade, the grocery retail industry has focused significant efforts on improving front-line sales operations, but innovation within DCs has been limited. This has resulted in growing levels of staff theft. Market research¹ estimates the grocery market suffers an annual average shrink rate of 1.8% of revenue. Of this, 23% is due to internal theft, with around 5% taking place in DCs. As an example, a retailer with £10 billion annual revenue would expect to be **losing £6.5 million per year** from their DCs to staff theft.

Grocers also report that “grazing”, where employees help themselves to food or drink items, is a significant contributor to shrink. While these items are often low

value, the business loss is much larger once the cost of repacking or writing-off whole cases of affected product is taken into account. Grazing is a particular issue in DCs where security operations are lax, where staff are more confident they can steal or graze without being caught, and this culture starts to become the norm.

“Safe Distance” security – not a new concern

All grocers find designing staff security exit procedures difficult because items being stolen are almost all non-metallic. Morrisons had been asking staff to empty their pockets and then using hand-held metal detectors as their exit process. Even pre-Coronavirus, David Oliver, Morrisons Senior Loss Prevention Manager, had realised that this “close proximity” approach caused conflict with, and complaints from, staff. This was based on a feeling that the process was slow, intrusive and highly ineffective at detecting or deterring theft.

So, in the summer of 2019, David identified ThruVision as a potential solution. He saw that ThruVision could detect all types of grocery products hidden in clothing and that it operated at an optimal “safe distance” of 3 metres. Critically, by allowing security staff to see any items hidden in clothing, David realised that he could completely remove the need for any physical searching of staff. This, he believed, would speed up the exit process leading to happier staff, and by reliably detecting non-metallic grocery items, he saw that ThruVision could improve security effectiveness at the same time.

Developing a new security exit process

Having established Thruvision could provide an integral part of a wider security infrastructure upgrade programme, David selected Morrisons' Northampton DC as the test bed to design an innovative new, "safe distance" security exit process. His objective was to improve security and operational exit flow across three shift changes per day, and up to 300 people exiting per shift.

A mobile Thruvision people security screening camera unit was deployed in order to allow David and his team to evaluate the potential benefits of the technology. Once satisfied that Thruvision met his requirements, David was then able to demonstrate the new security process to stakeholders from HR, unions and senior management to get their buy-in to the safety, effectiveness and return on investment of the proposed upgrade programme.



Comparing old with new - Thruvision's "safe distance" security in action

Learn More - Contact Thruvision Today

To learn how Thruvision's breakthrough passive terahertz technology can reduce employee theft, inventory shrinkage and maintain employee productivity, visit www.thruvision.com/lossprevention today or contact:

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About Thruvision

Thruvision is the leading provider of next-generation people-screening technology. Using patented passive terahertz technology, Thruvision is uniquely capable of detecting metallic and non-metallic items hidden under clothing at a safe distance of 2.5 to 6 m (8 to 20 ft) depending on Conops. Addressing the growing need for safe, fast, respectful and effective security Thruvision is used daily by retailers and supply chain logistics partners across the world. More than 350 units have been deployed worldwide over the last five years for applications including supply chain loss prevention, mass transit, aviation security, facilities and public area protection, and customs and border control. Thruvision is headquartered near Oxford, UK, and runs its US operations from Washington, DC.

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