

## West Cornwall Pasty Co. case study

### Protecting your world

#### Project Overview

The West Cornwall Pasty Co. launched in 1998 and now has 35 locations across the U.K. The company makes all of its pasties in Falmouth, West Cornwall, and bakes all pasties fresh in the individual outlets.

Chubb Fire & Security has renewed a nationwide contract with the West Cornwall Pasty Co. to service and maintain its fire safety equipment, helping to protect employees, customers and property.

#### Customer Needs

- To service and maintain fire safety equipment at its 35 locations nationwide.
- To ensure the protection of employees, customers and property.
- To support the company in ensuring fire health and safety audits are passed without fail, in compliance with health and safety legislation.

#### Solution and Benefits

Fire safety is paramount to the West Cornwall Pasty Co. as its sites contain a wide range of electrical equipment including ovens, hot plates, kettles, coffee machines and air-conditioning units.

Chubb has installed and serviced fire safety equipment for the pasty chain for more than 10 years, under a contract that covers all the chain's high street and rail station outlets. Chubb will test and service fire alarms and detectors, extinguishers, fire blankets and emergency lighting, and make recommendations for new equipment as required.



Lydia Sanderson, Head of Retail at the West Cornwall Pasty Co., says Chubb was chosen for its reliability, knowledge and efficiency:

*"It is critical that we pass all of our audits, especially for our rail station outlets where the legislation surrounding health and safety is extensive. Failing an audit can mean being shut down for 20 days or more, so we couldn't put a price on the efficient, proactive and flexible service we receive from Chubb,"* Sanderson said.

#### Project Summary

Sanderson summarises the contract's main benefits: *"Chubb is flexible with our ever-changing servicing schedules, and our account manager offers fast and appropriate solutions. I don't need to double-check the work carried out; it is a given that it will be to the standards required."*



For more information please call

**0800 32 1666**

Chubb Fire & Security