

# Delivering advanced security and fire safety solutions across One Stop's estate

**750+  
stores**

Supported across England and Wales

**100%  
success**

Arrests achieved through GPS tracking technology

**National  
Rollout**

Advanced integrated security solutions deployed across the estate

## Overview of the challenge

One Stop Stores operates a large network of convenience stores with extended opening hours, requiring robust fire and security systems to protect staff, customers and stock.

Key challenges included addressing staff safety risks, reducing theft of high-value goods and cash, and managing disruptive behaviour in-store.

The client required an innovative, scalable solution capable of supporting both new store rollouts and upgrades across an evolving estate.

In addition, the fast-paced retail environment meant solutions needed to be both reliable and easy to operate, ensuring store teams could respond quickly to incidents while maintaining a safe and welcoming environment for customers. Consistency across the estate was also critical to ensure uniform standards of safety and security.



## Our Approach

Mitie Fire & Security delivers an integrated fire and security solution across One Stop's estate, including fire detection, CCTV, intruder alarms, emergency lighting and remote monitoring.

Working closely with the client, we developed a 'Store of the Future' model, combining CCTV verification, asset tracking and duress systems to enhance security and staff protection. Key technologies include GPS tracking for stolen goods, smoke cloak systems, lone worker protection and real-time monitoring through our Alarm Receiving Centre.

Our multi-disciplinary approach supports efficient installation, upgrades and maintenance across both new and existing stores, ensuring consistent performance across the estate. This enables One Stop to respond quickly to risk while maintaining a safe and secure environment for staff and customers.

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## Services

We deliver comprehensive fire and security services including:

- Planned and reactive maintenance
- Fire alarms and life safety systems
- CCTV, intruder alarms and access control
- Compliance reporting and digital integration

## The Results

The integrated solution has delivered measurable improvements in store security and staff safety. Innovative tracking technology has enabled successful recovery of stolen goods and supported police intervention, achieving a 100% success rate in tracked incidents.

Enhanced monitoring and proactive security systems have reduced risk, improved incident response and strengthened protection across the estate.

The improved visibility and control provided by the system have also increased staff confidence, creating a safer working environment while supporting more efficient store operations and reduced loss across the portfolio.

## Why Choose Mitie

Mitie Fire & Security combines national coverage with a structured, data-driven approach to compliance. We deliver consistent performance and full visibility across complex estates, supporting safe, efficient operations.

## Get In Touch

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