



European Financial Headquarters - London

ABM Security Services



The European headquarters of this financial institution at 100 Bishopsgate in London is a highly prestigious, state of the art, new-built environment. The bank now occupies the first seven floors (250,000 square feet) of the 37-storey tower and employs 2,500 people at that location.

CHALLENGE

In early 2020, ABM was contracted to provide 8 security officers for their new headquarters, expected to open later in the year. However, due to the strict operating procedures and risks associated with fitting out the new headquarters, ABM had to increase the security team to 30 personnel. Coverage was required at all hours for various shifts to secure all entry points and exits during construction. ABM ensured their high value assets were secured and not damaged once installed, a reasonable precaution given the 300 contractors onsite at any time.

ABM also needed a logistics manager to oversee, book, and coordinate all the fit-out deliveries arriving at 100 Bishopsgate. In addition, this manager had to handle two buildings that the client was handing back as part of their move into their new headquarters.

The landlord and other key stakeholders needed assurance that the building would be COVID-secure and managed stringently by the newly formed security team. Otherwise, the final completion of the project would have to be put on hold, and millions of pounds' worth of project work would cease.

SOLUTION

ABM dealt with multiple stakeholders in a fast-paced situation. Given the client did not wish to employ additional supervision or management, the onsite team worked to step up and take responsibility, supported by ABM management off-site.

"We have been impressed with the level of expertise and professionalism shown by ABM and the security team during a challenging and demanding mobilisation...the security approach by ABM has been excellent".

Account Sourcing Manager



Case Study | Security

ABM mobilised the security guarding contract from initial construction and fit-out phase to practical completion, with ABM taking full control of access and egress amid the new norm of social distancing.

On short notice, ABM initially provided a team of up to 30 security personnel covering shifts 24/7. ABM also promoted a member of the core team of 8 to the logistics manager role. The client and the landlord team were extremely complementary of his professionalism during a very difficult project.

Due to the collective efforts of all involved plus the stringent procedures, protocols, and additional checks were implemented, ABM ensured that all client employees could work at their HQ, in line with government guidance. ABM was able to reopen the client's demised 7 floors to allow the completion of the remaining snagging works to be carried out.

Once the larger fit-out security team finished their part, ABM's team of 8 began providing 24/7/365 manned corporate security service, protecting staff, visitors, contractors, assets, premises and information. ABM devised and implemented a tailored approach to meet these needs, providing the safest and most welcoming environment possible for building occupants, staff and visitors.

ABM advised on how to create security processes and procedures and shared best practices from other security contracts. In addition, the client had never had a security team or control room before. ABM invested management time to help set up the control room and associated protocols including installation of a new radio system and repeater.

ABM implemented a pan-EMEA service for CCTV and the access control system. This is managed and monitored from a central security control room within the premises on a continual basis.

ABM is delivering a security service which is commended often for service delivery. They uphold exceptional standards, allowing a safe and secure environment in the heart of London for the client and their staff to work, visit and enjoy.

BENEFITS

ABM's security team act as a visible and proactive deterrent against attack, theft, damage, injury, corruption or non-availability, whether by deliberate or accidental means at all times, and to ensure the continuity of operations in London and across Europe.

ABM team members are trained to be the best in the industry, working in collaboration with clients and a joined-up portfolio approach, including SIA recognized intelligence sharing.

ABM is proud to be within the top 3% of security companies in the UK, receiving more commendation than any other security company in the 2021 SIA audit. ABM's security provision forms part of their wider soft FM services partnership with a true one-team approach. These include cleaning, facilities help desk support, and guest experience/front of house services.

At the height of the pandemic, ABM worked to ensure the most up-to-date safety advice and to help to interpret government guidelines to avoid disruption to service delivery.



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