



Securing the headquarters of a global financial business

London Bridge, UK



This client was looking for a partner with experience in similar industries and a clear understanding of requirements. After using ABM's cleaning and waste management services for three years, the client chose to also use ABM security services for their London headquarters.

CHALLENGE

Because of the COVID pandemic, there was a need to implement a much larger security presence to deal with people returning to work and wanting to feel safe in the building. However, the pandemic affected various elements such as start dates, staffing and sickness cover. Recruiting was challenging as many security officers were supporting other areas at the time. The client had left their previous supplier because of a lack of confidence in them and poor communication. It was essential that the team needed to feel valued and motivated.

SOLUTION

Six security officers came from the previous provider and ABM delivered an additional eight, providing skills gap analysis and essential training for 14 security staff and 22 cleaning staff. ABM also implemented new systems, refreshed uniforms, and delivered a Brand Ambassador programme including a bespoke element aligned to the client's values. The processes put in place improved staff morale and resulted in consistently positive feedback in quarterly review meetings.

BENEFITS

ABM arranged a seamless transition that provided clear benefits. The importance of the guest experience remained a priority and was elevated with the use of training programmes that ensured the highest levels of service. Creating a bespoke security area offered space for training and a headquarters for the ABM team alongside an office within the client's site housing keys, safes and CCTV.

"The urgency of building a COVID-19 "ABM's processes resulted in consistently positive feedback, improved staff morale and ensured that the expected level of guest experience was achieved in the building."

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