



Mobilisation and Restructure at Churchill Square

Brighton, UK



ABM has had a hard services contract at Churchill Square for a number of years and then won cleaning and security contracts in 2021. During the initial mobilisation stage, the contractors got everything up and running, including uniforms, equipment, machinery and supplies. This was an intense few weeks, but ensured that the team were ready for day one of the contract.

CHALLENGE

ABM was asked to mobilise the new soft services contract at Churchill Square, with a focus on bringing the existing team structure together to be more integrated, particularly for the security services. Client satisfaction was key for this project, as was improving the staff morale, with a focus on reducing illness and turnover levels. The team on site had reservations about ABM taking over the old security and cleaning contracts, so ABM made multiple visits to site before taking over to present their 'one team' approach and share their values.

SOLUTION

The 'one team' mentality made a huge difference to the overall mindset and morale on site. The original format of team clusters were integrated by ABM, generating considerable efficiencies and savings while introducing flexibility around illness and absence. ABM also implemented robotic equipment at the site, alongside other process to make the day-to-day running of the site significantly smoother.



BENEFITS

- The increased morale and better pay (pay rise of 10 per cent) has improved efficiency and activity. This, in turn, has improved client satisfaction as the team are investing more heavily in the site.
- The implementation of robotic equipment and other processes has considerably reduced labour hours, giving the team a better work-life balance.
- Integrating the teams has created cost and energy savings as well as introducing a more flexible roster pattern for staff.
- Recruitment at the site has improved thanks to the increased morale and better pay.
- Illness and turnover levels have significantly reduced, with illness absence rates at the lowest they have been in four years.