

Implementing Security Services for LondonEnergy, a Leading Energy Provider



CHALLENGE

LondonEnergy, a leading waste management company that creates energy from waste, enough to supply electricity to over 80,000 homes every year, needed a facilities services supplier to oversee its security and cleaning operations across various locations. Given the complex network of stakeholders involved, LondonEnergy wanted a consistent, long-term partner.

This supplier would need to increase overall productivity and integrate effective security and cleaning capabilities. Given the sensitive energy infrastructure on-site, minimal disruption and proactive security and cleaning teams were essential. Staff needed a safe, secure, and clean work environment, so that LondonEnergy could fulfil its customer obligations. The client also emphasised the importance of better reporting standards on-site, both for personal databases and external stakeholders, such as local police units.

"LondonEnergy now has an experienced, well-trained, and productive security operation that is both proactive and highly responsive across the client's site"



ABM was tasked with supplying security and cleaning services on-site, managing critical stakeholder relationships, and introducing support systems into LondonEnergy's security and cleaning operation, such as task management, vetting functionality, and incident response. As the client was part of the wider national energy infrastructure, minimal disruption to the daily operation was essential.

SOLUTION

To guide implementation and integration of security and cleaning services, ABM and London Energy worked together on an all-encompassing mobilisation plan. This outlined the client's operational objectives, and target KPIs, and services rendered for the site.

To oversee the implementation process, ABM introduced a new management team. This team oversees daily operations, tracks performance against established KPIs, and acts as a first point of contact for the client. The client would now have a reliable way to monitor its site.

TUPE (Transfer of Undertakings, Protection of Employment) was an immediate priority for LondonEnergy. ABM helped operational staff renew their contracts and identify any subsequent gaps in on-site capabilities.

Now that operational staff contracts were renewed, ABM's mobilisation team was able to onboard the operational teams. This included new training methods (such as incident reporting and crowd control), vetting, and task workflows. LondonEnergy could now access ABM's wider business support systems to organise a compliant security and cleaning operation.

As part of the new workflows, staff were trained in effective reporting standards, so that they could relay critical information to stakeholders, especially police units in the event of an on-site arrest.

As a result, LondonEnergy continues to develop its relationship with the local police force. Similarly, the site now has a dedicated police liaison officer who regularly checks in with the operational staff for any security updates.

Staff were also trained in best security practises across the site. This included standard site patrolling, radio communications, and how to engage safely during incidences.

For example, during a site invasion (which began as a protest), the security teams were able to manage the crowd, conduct arrests, and deescalate the situation safely.



This aspect remains business-critical for the client. As the electricity supplier for hundreds of thousands of homes and business in north London, the security team needed excellent crowd control and preventative security capabilities. Otherwise, vital infrastructure would be disrupted.

LondonEnergy also wanted to preserve operational knowledge and retain highly skilled team members. To recognise and reward staff achievements, junior leadership now have a structured pathway for advancement into senior management roles.

The client regularly communicates with both ABM and the on-site management team, which has significantly reduced lead times and task turnaround. Most importantly, LondonEnergy is able deliver electricity to its customers, assured in the knowledge that its site is secure.

BENEFITS

- **Increases in efficiency and productivity:** KPIs across LondonEnergy's site improved dramatically. Security scored an overall rating of 97% (ABM was contracted for 90%). The security operation is staffed with longstanding staff members, many of whom have over 10 years on-site experience.

- **Increased strategic visibility:** Now that LondonEnergy has access to better reporting workflows and a reliable first point of contact with ABM (on-site), the energy supplier can monitor the site's daily operation and plan proactively.

- **Integrated security operation:** LondonEnergy's security team continues to integrate itself into the wider operation and build cooperative relationships, both on-site and with external stakeholders (such as local police units).

- **Reduction in lead times:** LondonEnergy's site has experienced significantly reduced lead times and work turnaround on-site since ABM's initial mobilisation. The facilities services supplier continues to maintain and reduce lead times where possible.

- **Reliable recruitment systems:** LondonEnergy now has a reliable and efficient system for recruiting and vetting its security staff. Given the sensitive energy infrastructure on-site, this continues to assist the supplier with hiring the best candidates for the security operation.

- **Improved reporting standards:** The security teams on-site have access to ABM's streamlined reporting tools, allowing them to report quickly, consistently, and with appropriate language so that police could respond appropriately (if needed). Similarly, LondonEnergy now has a robust database of reports from which to draw develop additional strategies.

- **Greater operational proactivity:** LondonEnergy's on-site security operation is now able to take proactive action to plan, organise, and schedule work much further into the future. This includes standard shift patterns and long-term project implementation.

- **Greater police cooperation:** LondonEnergy's security operation is in regular communication with police units to provide updates and incident reports. Additionally, the site now has a dedicated police liaison officer to manage the relationship.

- **Complex stakeholder management:** Due to the nature of LondonEnergy's business, ABM continues to manage the client's complex network of stakeholders. This includes the local police force and LondonEnergy's parent company.

- **Effective leadership teams:** LondonEnergy's on-site management team, in collaboration with ABM's leadership team, continues to oversee the security operation. This is key in tracking target KPIs, managing client relationships, and identifying opportunities for productivity.

- **Advancement opportunities:** LondonEnergy's security operation now has a pathway for junior leaders to enter senior management.

ABM delivered enhanced security services for LondonEnergy
Find out how we can make it possible for you by visiting [ABM.co.uk](https://www.abm.co.uk).