



# LONDON BRIDGE CASE STUDY

Rail Modernisation with Costain at London Bridge

## DELIVERING FULLY INTEGRATED SECURITY SERVICES



### SECTOR

Rail Modernisation

### SERVICE

Access control

CCTV Surveillance  
& Control Room

Temporary Inductions

Drug & Alcohol Testing  
Searching Persons & Vehicles

Crowd Control

### CLIENT



### THE PROJECT

H&M security services have been working in partnership with Costain at London Bridge station since April 2012. As their requirements shift, we continue to offer solutions that aid their efforts from a security perspective.

Whilst the role of the team and number of officers working on the contract over the life of the project has varied considerably, we provide over 30 officers, day and night to fully secure the location.

We have a team of 90 security officers who are fully inducted to the site and available to fill any request for any extra security requirements should the need arise.

### THE CHALLENGE

The site is positioned at one of London's busiest train stations and commuter hubs with the work zones adjoining busy station areas. As a result of this, keeping the public and construction areas separate and safe proves to be a constant challenge. Due to the location of the site this makes the site a prime target for terrorists and protesters looking to gain maximum publicity.

### THE SOLUTION

The team use PDF devices for checking all personnel entering the site, ensuring appropriate identification is shown on entry. This effective process ensures only authorized persons enter.

The team are also responsible for the monitoring of the CCTV covering the site, and regular patrols to ensure that perimeter security and site safety is maintained.

We have also provided formal training for CCTV control room operators, first aiders and incident controllers.

In addition to this, we have developed coaching modules for staff in non-accredited skills, such as using PDFs and carrying out drugs and alcohol screening.

### BENEFITS TO COSTAIN

With huge demands on site, the project has to work closely with the local community who live and work in the area, and with the large number of commuters who use the station every day. This involves interacting with the Network Rail staff, London Underground, TfL, British Transport, Metropolitan Police and the many local community and business groups in the area.

Our officers are the first point of contact for many of these groups and the individuals. We have established a network of both formal and informal communication channels to assist in our interactions with these key stakeholders and our client's representatives.

*" We need a provider who is reliable, accredited, gives us good ideas on how they can add value, a holistic solution and someone who is going to work with us to deliver the optimum solution for the site."*

Mark Howard, Project Director

“ Whilst delivering a great service is always our main priority, building long term relationships through a warm and friendly approach is something we strive for at H&M ”

**Ian Henderson, Managing Director**

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