

## EBM-PAPST

Ebm-papst is the UK subsidiary of Europe's largest motor and fan manufacturer. From small, compact electronic cooling fans to energy efficient light industrial applications.

# ebmpapst



Adsec were pleased to welcome ebm-papst back to our portfolio of clients in April 2021. Our relationship with ebm-papst started in 2011, after a short break of trying out a new security company in 2020, we are so pleased they decided to choose Adsec again to manage their security provision. We currently supply 123 hours per week of security services at their Head Office and manufacturing centre in Chelmsford, Essex. From inception, our focus was on recruiting new members of staff for the onsite team. We sourced high calibre, reliable staff who lived locally to the site.

Next, we focused on staff training and management support. We worked in partnership with the ebm-papst facilities management team to create a training needs analysis framework and subsequent training plan for all security officers. We swiftly focused on improving communication and management support, setting specific KPI review meetings with our client. We also focused on the following areas and initiatives;

- Revised site inductions for new joiners
- Enhanced Health and Safety training for security officers
- Customer service and conflict management training
- Revised assignment instructions
- Implemented structured management visits for staff, including one to one's and six-monthly performance appraisals
- Structured management visits with our client, including KPI implementation and review
- A dedicated account manager, who was the original account manager from 2011. ebm-papst were so pleased to have him back!

Since inception, our client has seen significant improvements in the service and we have received very pleasing KPI scores and client satisfaction scores via our feedback surveys.