



Case History BBVA

Total Focus on Staff Training and Supervision gets the Right Result

Adsec Group Ltd were awarded the contract to supply manned guarding services to BBVA's Cannon Street based Head Offices in October 2002.

The Client was experiencing problems with the previous contractor. Issues relating to staff training and general supervision were the main causes for concern

As is often the case in these situations, it was the staff themselves who were holding things together as best they could, with little or no support from the contractors management team.

Ancillary Officers provided for holidays and sickness cover had little or no idea what to do and the assignment instructions were little more than a crib sheet.

The client was also unhappy at the level of communication he received from the contractor at that time. This prompted him to change companies and we were given a chance to prove our worth.

In no time at all we had provided a set of concise assignment instructions and provided full training to all staff based on the site, either permanently or in a support role during holidays and sickness.

The client also began to enjoy regular dialogue with our management team in the form of regular meetings to discuss the issues relating to the guarding service. We are pleased to say that our continued excellence resulted in the award of a second site in New Covent Garden which we took over in December 2006.

We are pleased to say our association with one of Spain's largest banking organisations continues to flourish.



TESTIMONIAL FROM BBVA

Adsec Group have been providing security services to our premises for over five years at both our London Head Office and more recently also at our New Covent Garden Branch.

During this time I have been consistently impressed with the quality service provided by both management and staff. Their ethos to customer care is cascaded throughout the company so whoever I deal with provides me with exemplary service with a real effort to get it right first time.

I have no hesitation in recommending their services.

George Scarborough

Banco Bilbao Vizcaya Argentaria (BBVA)

BBVA is a global group that offers individual and corporate customers the most complete range of financial and non-financial products and services. It enjoys a solid leadership position in the Spanish market, where it first began its activities over 150 years ago.

It also has a leading franchise in South America; it is the largest financial institution in Mexico; one of the 25 largest banks in the United States in terms of assets and one of the few large international groups operating in China.

BBVA employs 112,000 people in over 30 countries around the world, has more than 47 million customers and 890,000 shareholders.

Adsec Group Limited provide 24/7 manned guarding and front of house receptionists at BBVA's Head Office in Cannon Street in the heart of London's Square Mile. We also provide a day officer during opening hours at their Covent Garden Branch Office.

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