

Case study | Culture



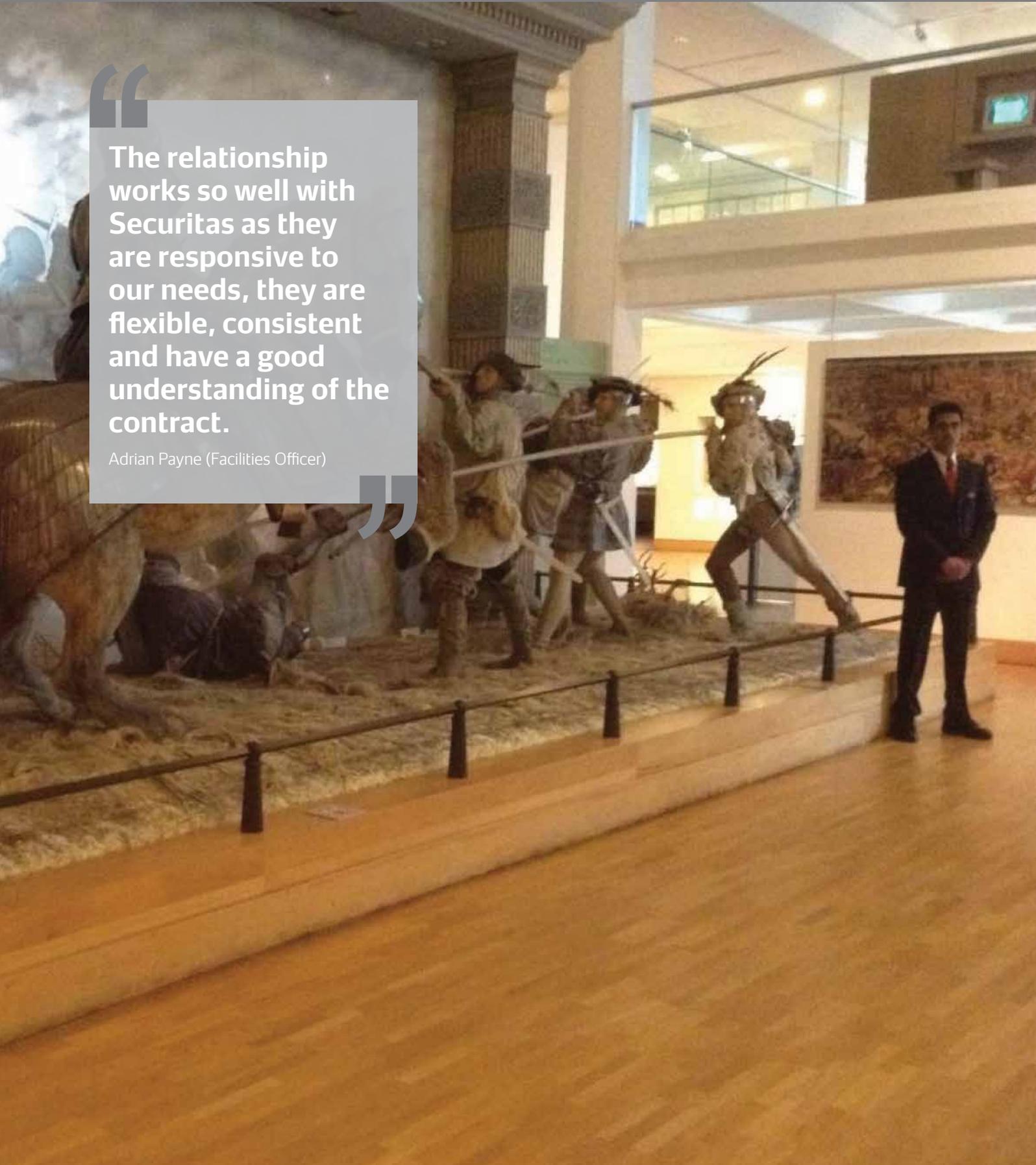
Royal Armouries

Leeds, West Yorkshire



The relationship works so well with Securitas as they are responsive to our needs, they are flexible, consistent and have a good understanding of the contract.

Adrian Payne (Facilities Officer)





The Royal Armouries is Britain's national museum of arms and armour. Royal Armouries Leeds is the headquarters of the Royal Armouries complex of museums. There are over 8,500 objects on display in five galleries: War; Tournament; Oriental; Self Defence and Hunting.

The background

Securitas were awarded the contract to provide security solutions to the Royal Armouries in Leeds in 2012. Since then, Securitas have been providing supporting services to the in house team on a regular basis. Securitas Officers work seamlessly alongside the museums' in-house security team, providing full support services ensuring that the valuable exhibits, many of which are of great historical importance, remain fully secure but fully available for the general public to enjoy.

Getting the balance right

The front of house aspect of the security service demands that the Securitas team focus on customer satisfaction. An essential part of their role is to ensure that the customer experience is an enjoyable one. The Securitas team are often the first point of contact for visitors to the Royal Armouries and they reflect the welcoming ethos of the Museum. Securitas Officers not only have specific onsite cultural training, but are continuously learning new facts about the Royal Armouries collections in order to advise and direct visitors if approached.

The Securitas team remain visitor focussed but balance this with the need to protect the high value objects on display. Officers work with the in-house team to secure the perimeter of the site and protect the collections within from intruders or acts of vandalism. The Security team effectively combine the guarding of the building with CCTV monitoring, control room management, key issuing duties and traffic control as required.

The result

Securitas have recently been awarded an extension on this contract. The Royal Armouries in Leeds have been impressed with the difference the Securitas team have made.

For us, as a customer facing business, it was important that Securitas provided the same excellent level of service as our in-house team. The Securitas guards have integrated very well and are always polite and approachable. This ensures the Security department continue to provide the standards expected of a National Museum.'

Margaret Eyre
Contracts Manager

