

Securitas delivers a complete security solution to Dutch Entrepreneurial Development Bank (FMO)

The investment bank in The Hague has been investing in companies and projects in around eighty developing countries since 1970.

Fast Facts

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Sector:
Finance

2

Location:
The Netherlands

3

Services:

Mobile services

Video surveillance and Securitas
Operation Center connection

Static guarding and reception services

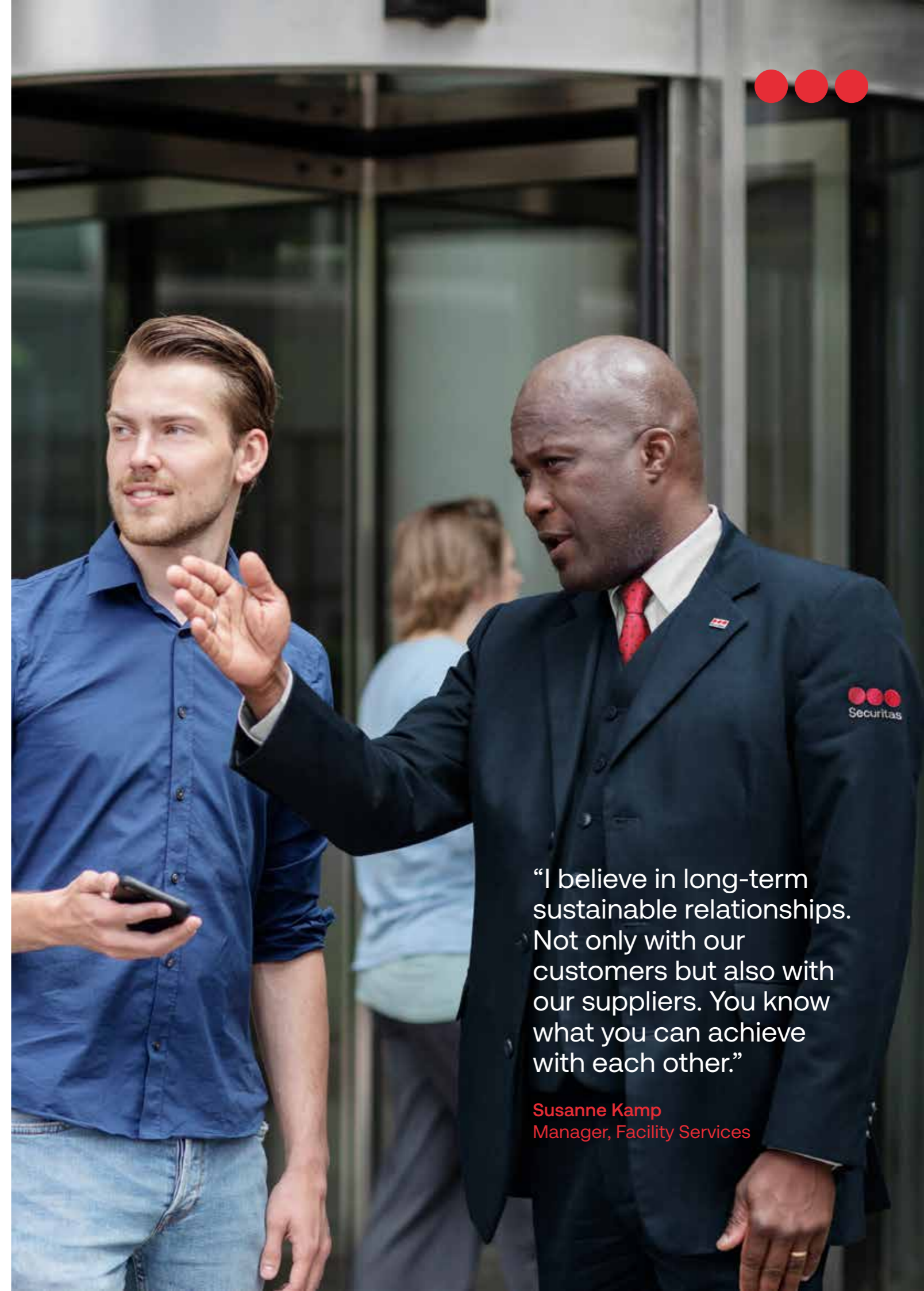
THE CHALLENGE

Relationships and commitment are vital to FMO operations, whether it is with a supplier, a customer or with Securitas, their security partner.

“We mainly focus on markets that are essential for building economies, such as the financial, energy and agricultural sectors,” says Susanne Kamp, Manager Facility Services. “We believe it is important that good infrastructure is built in the poorest countries and that people have access to energy and employment.” “Creating a sustainable future is our mission. We empower entrepreneurs to build a better world,” says Kamp.

“But sustainability is also an important part of our company philosophy at our office in The Hague. Sustainability is woven into our entire business operations. Internally and in the field of facilities, we also try to link up as much as possible to the sustainable aspects of entrepreneurship.”

Although the bank is well secured with perimeter protection, access gates, cameras and a card system, bank robbery is actually not seen as a strong threat. “We don’t have any gold bars here,” she says. For example, the threat of an incident involving a confused or unwanted person is more realistic. We also pay extra attention to the different cultures and customs of our international guests and employees. That is something that should be taken into account. Language, customs and habits can be a barrier for our visitors and employees.”



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Susanne Kamp
Manager, Facility Services



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THE SOLUTION

According to Kamp, the many years of cooperation with Securitas is a good example of a sustainable and strong customer relationship with the investment bank. Securitas has been supplying a complete security solution for more than ten years, which includes static guarding, mobile services, control room services and technology. Kamp says, “Securitas provides us with a real total solution. From burglary protection, camera surveillance, reception tasks, telephony to receiving the mail. The employees are the calling card of our company and of my team.”

According to Kamp, a hospitable and safe reception is one of the most important challenges for security at FMO. “Our security officers are both security guards and hosts. That’s two functions in one. They face the challenge on the one hand to give our guests that hospitable, warm welcome feeling, and on the other hand to ensure that our location is properly and visibly secured. That is a special mixture.”

This mixture becomes even more important as FMO switches to hybrid work. “Before the outbreak of the corona pandemic, 500 people came to the office every day, in the future there will be a lot fewer,” Kamp expects. “Employees will soon be in the office on average only two days a week. This has consequences for our role as a facility service provider. The office will have more of the function of a meeting center and a place where people work together. That means we have to pay more attention to our guests and visitors.”

THE RESULT

Kamp expects Securitas to be able to handle the post-covid challenge well. According to the facility manager, the collaboration with Securitas has been going well for many years and the contract was recently extended by five years. “With one employee, we were so happy that we transferred her to my team. I was really happy with her performance and saw her as an extension of us. I thought that was nice to see. I therefore believe in long-term sustainable relationships. Not only with our customers, but also with our suppliers. You know what you can achieve with each other.”

ABOUT SECURITAS SOLUTIONS

Securitas Solutions are client-focused security packages, combining technology with a number of protective services to provide both security and efficiency. Providing the right combination of technology, people and other services in our security solutions allows our clients to keep focus on the priorities of their business.