

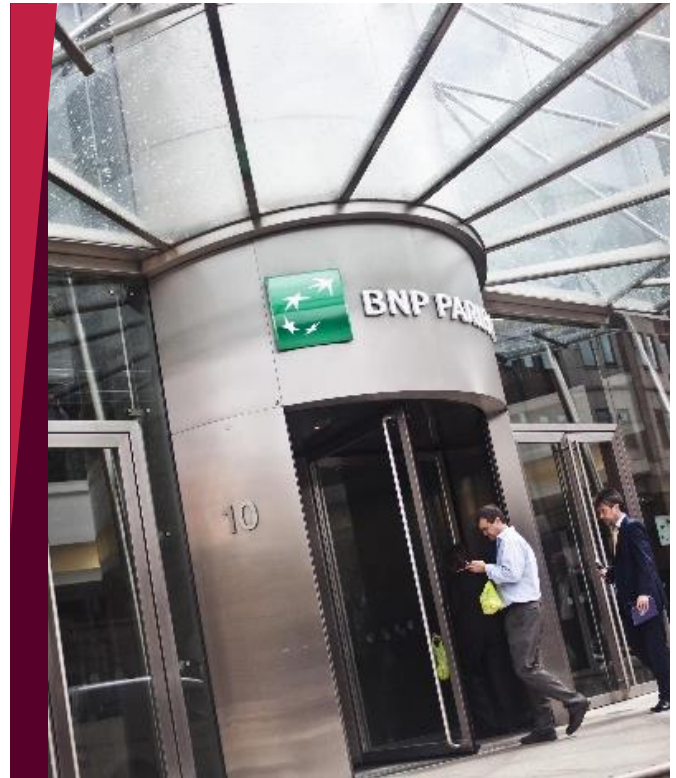
*A valued contract for Corps Security, BNP Paribas was fully mobilised in January 2019. The process was completed very successfully, setting the scene for a mutually beneficial partnership between client and contractor. The BNP Paribas estate comprises four key buildings across London, including their flagship premises in Marylebone and operational offices in Moorgate. One BNP Paribas location is multi-tenanted with the bank operating across 11 of the 24 floors within the building.*

### Our team

Our team at the bank is headed up by an Account Manager who fulfils a very strategic role focussing on client and community engagement, building relationships and reviewing site performance. Reporting to this manager is a Security Operations Manager who oversees the day to day running of our contract including areas such as scheduling, individual performance reviews, training, site policy and procedure maintenance and team communications. Four Supervisors are responsible for teams across the four-building campus including front of house operations.

### What we do

The standards at BNP Paribas are extremely high and Corps Security support this through the delivery of an immaculate security and front of house service. Our teams carry out our general security duties including the administration and management of passes, access and egress control, full building patrols, CCTV management and review, loading bay management and alarm response.



### Service delivery

BNP Paribas is a well-known investment bank, and as such are subject to heightened threat from tailgating and access breach. Therefore, tight access and egress protocols are critical, and our team are highly vigilant and appropriately trained to detect and deal with incidents of tailgating or unauthorised access. The bank is undergoing a large regeneration project involving construction and fit out works across their premises. This provides security with additional challenges and as such provision is increased and decreased as required by build use.

Close protection services are also required from time to time, in line with movement in the UK threat level. This involves Corps CP officers escorting members of the bank's senior management team and VIP's when in transit or moving between buildings. BNP Paribas can sometimes find themselves a target for negative attention due to specific political alliances or wider business associations, this can lead to localised protests and demonstrations held outside their buildings. The Corps contract management team monitor French news and political channels to help identify any specific threats and work in partnership with the bank to put plans in place to protect those identified as vulnerable.

The Corps team at BNP Paribas are also heavily involved in the practice of 'dawn raid' scenario testing which sees representatives from the HMRC arrive on site and demand access. During this live exercise the team are required to respond as if this were a genuine raid, following the specific processes and protocols outlined by the customer.

The Corps team support the one-team way of working at BNP Paribas, an ethos which is very much led from the top. This requires our front of house officers to liaise closely with the reception team to create a positive customer interaction at every touchpoint.

Joint daily briefings are carried out to share information across the teams and ensure every individual understands activity taking place across the estate. Here a list of visiting VIPs is also shared so all team members know who will be passing through the building and can provide a suitable welcome. Out of hours the security team manage the reception facility at the bank, meaning they are the first point of contact for anyone wishing to contact the business.

BNP Paribas operates a lively entertaining and events schedule, showcasing their impressive facilities. In the case of events taking place Corps provide additional cover to ensure the safety and security of all building users whilst becoming ambassadors for the business and creating a lasting impression on guests and visitors.