



Sector: **PUBLIC HERITAGE**

Service: **MANNED GUARDING**

Client: **ZSL LONDON ZOO**



About ZSL London Zoo

ZSL London Zoo is a charity devoted to the worldwide conservation of animals and their habitats. Since Sir Stamford Raffles founded ZSL in 1826, there have been a number of conservation achievements within ZSL London Zoo.

ZSL London Zoo was opened to the public in 1847. Today it houses a collection of 755 species of animals, with 16,802 individuals, making it one of the largest collections in the United Kingdom. It is situated at the northern edge of Regent's Park, on the boundary line between the City of Westminster and Camden.

ZSL receives no state funding and relies on sponsorship and entrance fees to generate income.

The Security Challenges

ZSL London Zoo was not totally happy with the relief service provided by the incumbent security provider. They had concerns about the lack of management visits to the site and support for the Officers as the Officers suffered from low morale.

Customer service is absolutely vital to ZSL London Zoo and an important part of their engagement with the public.

ZSL London Zoo believed that the poor quality of customer service Relief Officers, coupled with their lack of good communication had reached an unacceptable level.

In addition, ZSL London Zoo had no record of the patrols that were happening as the patrol recorder did not function.

Our Solution

When AOS took over it was imperative to convince the client that not all security companies are the same.

AOS lifted the Officers morale through regular management visits and continual training including NVQ customer service. A pool of highly trained Relief Officers has been created to support the various events that are held at the Zoo and AOS installed the Watchman Monitoring Service as proof of service delivery for the client.

The team have grown from strength to strength and are very happy, well trained, motivated individuals.

The client is very satisfied with AOS and has peace of mind and confidence in the security provided to ZSL London Zoo. As a result ZSL London Zoo have now increased their security requirement.