



11 December 2013

Outcome of IWM Visitor Services and Security Review

IWM commenced a Visitor Services & Security Review in September 2011. This review focused on effectiveness, efficiencies and also opportunities for staff development offered by our current in-house structures, examining the methods we currently use and those available in the market place.

After a feasibility study it was decided to market test IWM's services against external companies. A tender exercise commenced in August 2013 and IWM has considered bids from four companies.

All bids have been compared with IWM's in-house service levels using a wide range of criteria that cover both quality and costs - with continued and improved quality of service being of the greatest importance.

After a very thorough evaluation of our options, it has been decided that IWM will move to an outsourced provision for Visitor Services and Security from 1 April 2014. This decision was based on ensuring that our long term quality needs can be satisfied by a provider who delivers optimum value for money and also excellent career opportunities for Staff

The company who made the successful bid is the Shield Group. The Shield Group has experience of service provision for both visitor services and security, has a comprehensive training academy and management development programme and the ability to guarantee staffing levels. Notable contracts for Shield include The Mansion House and The Guildhall.

Under the Transfer of Undertakings Protection of Employment (TUPE) Regulations, IWM's Visitor Services and Security team's employment terms and conditions are protected. Throughout the review, IWM's Staff and the PCS union have been regularly consulted.

The greatest priority for both IWM and Shield Group now will be to meet with Staff and PCS in the New Year to ensure everyone is fully supported throughout this transfer.

The Visitor Services and Security teams at IWM are vital to the organisation and we appreciate all that they have done to date and will continue to do in the future, working with The Shield Group.

– Ends –

For further press information please contact:

Lucy Donoughue, Head of Communications at IWM, 020 7416 5311 / ldonoughue@iwm.org.uk

Bryony Phillips, Corporate Communications Manager at IWM, 020 7416 5316 / bphillips@iwm.org.uk

Notes to Editors

IWM

IWM (Imperial War Museums) tells the story of people who have lived, fought and died in conflicts involving Britain and the Commonwealth since the First World War.

Our unique Collections, made up of the everyday and the exceptional, reveal stories of people, places, ideas and events. Using these, we tell vivid personal stories and create powerful physical experiences across our five museums that reflect the realities of war as both a destructive and creative force. We challenge people to look at conflict from different perspectives, enriching their understanding of the causes, course and consequences of war and its impact on people's lives.

IWM's five branches attract over 2 million visitors each year. [IWM London](#), our flagship branch, is transforming with new First World War Galleries and a new atrium with large object displays which will open in summer 2014 to mark the Centenary of the First World War (Please note IWM London is partially open until 5 January 2014. The museum will close from January 2014 to complete works and the transformed museum will fully reopen from July 2014). Our other branches are [IWM North](#), housed in an iconic award-winning building designed by Daniel Libeskind; [IWM Duxford](#), a world-renowned aviation museum and Britain's best preserved wartime airfield; [Churchill War Rooms](#), housed in Churchill's secret headquarters below Whitehall; and the Second World War cruiser [HMS Belfast](#).

First World War Centenary

2014 - 2018 marks the centenary of the First World War, a landmark anniversary for Britain and the world. IWM will mark the centenary by leading a vibrant, four year programme of cultural activities across the country, including the opening of brand new First World War Galleries at IWM London in 2014. For more information visit www.1914.org

