

Incentive FM wins two SCEPTRE Awards

3 years ago



Incentive FM, integrated facilities management company and division of global facilities management service provider Atalian Servest, wins Customer Services Team of the Year with The Mall at Cribbs Causeway in Bristol, and Security Team of the Year with Beaumont Shopping Centre in Leicester at the 2022 SCEPTRE Awards.

The Security Team of the Year Award recognises best practice in shopping centre security. The team at Beaumont Shopping Centre was recognised for helping reduce anti-social behaviour by 90%, loss prevention improving with a 75% increase in the return of retailers goods and having a 97% staff retention rate across 2021/22.

The Customer Services Team of the Year Award recognises best practice by a customer-facing team employed in a retail destination. The team at The Mall at Cribbs Causeway were awarded for improving customer service initiatives within the centre including helping customers during the cost-of-living crisis through offering free sanitary or baby care products, undertaking CSR events to donate to local charitable causes and integrating Customer Engagement Hosts to build closer relationships with visitors.

In addition to the two wins, Incentive FM was awarded 'Highly Commended' in the Customer Services Team of the Year category with Crystal Peaks Shopping Centre in Sheffield and Security Team of the Year with The Mall at Cribbs Causeway.

The SCEPTRE Awards, held at The Hilton London Bankside, crowned winners across 19 categories.

The prestigious awards recognise the best practice and the best people in the shopping centre industry. They are the pre-eminent accolades in the shopping centre industry, putting the spotlight on management teams, retailers and suppliers that demonstrate real excellence.

Bruce McDonnell, Managing Director at Incentive FM, said: “We are thrilled to be winners of two prestigious SCEPTRE Awards. It is a real testament to all the hard work and dedication of our Incentive FM colleagues working within retail destinations across the UK. It also underscores our excellent capabilities as a leading facilities management provider in the retail sector and the special partnerships we forge with our customers.”