

Uptime Institute Professional Services Management and Operations Stamp of Approval for One Angel Lane

2 years ago



NG Bailey's Facilities Services division celebrates another significant achievement as One Angel Lane, the European headquarters for a leading investment bank in London, retains its Uptime Institute Professional Services Management & Operations (M&O) Stamp of Approval for the third time. This prestigious designation reinforces NG Bailey's commitment to delivering exceptional, world-class service to its clients.

One Angel Lane is now among only 21 buildings in the UK to hold this coveted global standard. Maintaining uptime is critical for this high-profile facility, needing robust and secure infrastructure to protect the bank's operations. NG Bailey's Facilities Services team, through a combination of innovative energy performance strategies and a team of dedicated specialists, ensures the smooth and efficient operation of the building in a safe, secure, and sustainable manner.

The Uptime Institute is a recognised, unbiased advisor focused on optimizing performance, efficiency, and reliability of business-critical infrastructure. Their M&O Stamp of Approval signifies the effectiveness of an organization's operational practices and risk management protocols. By achieving this certification, NG Bailey demonstrates its unwavering commitment to minimizing unplanned downtime for its clients.

Sarah Hotchen, Managing Director, Services, NG Bailey, said, "This is another fantastic result for the Facilities Services business and underpins the robust processes, procedures and operations that are in place. It also demonstrates the continuous improvement that we provide for our One Angel Lane. This is testament to our fully effective and collaborative one team approach and I would like to thank everyone involved."

Mark Hounslow, Head of Facilities Management, at Nomura, said: “We are extremely proud of our key service partner and internal teams for accomplishing such an achievement. This illustrates how our firm meets global standards and reinforces our unwavering commitment to operational risk management within our buildings. We continue to embed the guidance learned from Uptime Institute into our infrastructure standards, the training of our teams, vendors and other key service partners while building upon Uptime Institute’s recommendations.”