

Amulet secures contract with Docklands Light Railway

8 months ago



[Amulet](#) has secured a 13-month contract win with Docklands Light Railway (DLR), in line with its concession agreement, that includes security to manage the access control at the gatehouse and front-of-house security services at DLR depots in Beckton and Poplar. Amulet will focus on enhancing security at these two locations to ensure safety and confidence for railway users.

The DLR is a Transport for London metro extension running in the dockland area to connect major financial districts along the Thames. On an average weekday, approximately [325,000 trips](#) are made on the DLR, making up [92.3 million](#) passenger journeys per year. Transport for London has recently awarded KeolisAmey a new 8-year contract to run the DLR on its behalf.

Transport is a specialist sector for Amulet, which already supports customers including Northern Trains, Avanti West Coast, East Midlands Trains and c2c. This expertise was one of the reasons that Amulet was successful in a competitive tender process.

Amulet's commitment to its people also stood out. DLR recognised Amulet's passion for supporting and managing its team and was impressed by its reputation in the transport sector.

The partnership is a few months in and Amulet has already put a trial in place for a new sound app which detects verbal aggression and asset damage, and identified the need for additional CCTV towers and site guards to deter graffiti. Amulet also used its CCTV control and command vehicle at events such as the London Marathon to provide additional CCTV coverage and a deterrent to anti-social behaviour during the event.

Kieran Mackie, managing director at Amulet, said: "We were delighted to start what we hope will be a long

and successful partnership with such a prestigious transport network. We're looking forward to implementing our recommendations and enhancing the existing security operations."

Alisa Sultmane, head of security and emergency planning at DLR, said: "Amulet's reputation for excellence and dedication preceded them during the selection process. Immediately after the contract start, Amulet became more of a partner to us than a supplier by involving us in innovation days, providing proposals for new solutions and trialling new technology to enhance security across the depots. Their commitment to our partnership and innovative approach to security management make them the ideal choice for helping us to hit our objectives."