

## Amulet stays on track with c2c

9 months ago



Local rail operator Trenitalia c2c has extended its partnership with [Amulet](#), the security provider that specialises in the rail sector, for another five years – with the option of two more – solidifying a commitment to social value and safeguarding operations.

The extension builds on a partnership that c2c and Amulet have enjoyed for over a decade, with Amulet's safeguarding expertise forming the foundation of the new contract.

The partnership began in 2011, managing passenger safety and experience. By 2016, it had expanded to include full security service provision across c2c's 26 stations. The partnership has gone from strength to strength and was the winner of the 'Partners in Expert Services – Public Sector' category at the 2019 PFM Awards.

With the rail operator increasing its focus on safeguarding in recent years – indicative through its White Ribbon accreditation, support for industry wide campaigns, and investment in expanding its internal team – the contract shares dual values and commitments.

Rob Mullen, c2c Managing Director, said: "Our partnership with Amulet and the work we have done together is something that we are very proud of at c2c. So, to confirm this new contract and commitment for the next five years is excellent news for our customers, colleagues and local communities.

"I look forward to deepening our already close working ties and to tackling the challenges that the next five years will bring together, with a security service that our customers and colleagues know and trust," he added.

Kieran Mackie, Managing Director at Amulet, said: "Our partnership with c2c is a blueprint for what successful collaboration looks like. We've achieved so much together beyond what you would expect in a

typical security contract.

“Everyone at Amulet is delighted that we’ll continue this partnership, and we can’t wait to widen the scope of our support to foster safe and welcoming environments across c2c stations and strengthen our community impact.”

Iain Palmer, Head of Revenue Protection and Security at c2c, said: “I am delighted that our partnership with Amulet will be continuing, as Amulet has become an authentic extension of our internal team since we first started working together.

“Their demonstrated commitment to safeguarding was a key reason we wanted to continue this partnership. Security is often about soft skills rather than enforcement and our Amulet Officers excel in ensuring that rail customers have a safe, comfortable journey. Reducing ticketless travel across our network is one of the biggest challenges we at c2c face as a business. Our partnership with Amulet demonstrates our commitment to ensuring that our trains and our stations continue to be places where people feel safe and secure,” he added.

Amulet’s extensive sector expertise and understanding of c2c’s requirements were big factors for the contract extension, as was the commitment to colleagues. This is reflected through its transition to an Employee-Owned Trust and its social value commitments.

Over the years, the Amulet and c2c teams have raised thousands of pounds through various joint fundraising efforts, supporting charities such as Craig Tyler Trust, Samaritans and Railway Children. Local recruitment has resulted in an annual social value contribution exceeding £5 million, while community initiatives such as the Stamp Out Spiking campaign have improved safeguarding.

Another safeguarding success is Operation Serrano, an initiative which sees officers tasked on intelligence-led operations aligned to requirements of the network, events and seasons. The team has grown from 35 to 65 safeguarding ‘Serrano’ officers who are providing passengers with reassurance and visibility, helping to address issues like anti-social behaviour, child safeguarding, revenue protection and fare evasion.

As the joint c2c and Amulet partnership moves forward, the teams remain fully committed to our local communities and colleagues, with multiple new facets being introduced as part of this new contract, which include:

- RSAS training modules tailored for c2c
- A mental health first-aid programme
- Deploying Project Blueprint
- Storm radio devices
- Halo body-worn cameras to enhance security and evidence collection in real-time

Furthermore, c2c and Amulet will continue fulfilling joint social value and community commitments, which include:

- Supporting staff volunteering and c2c charity days

- Creating green spaces at stations
- Recruiting locally
- Facilitating security apprenticeships
- Sponsoring railway safety programmes in schools