



## Enhancing the Workplace Experience of a Leading Autonomous Transport Client's London and Warsaw HQs



The client's rapid growth required a partner who could not only deliver seamless office launches, but also provide ongoing workplace support rooted in hospitality, culture, and employee experience. With new sites opening in London and Warsaw, and hybrid teams adjusting to new environments, the client needed on-the-ground expertise to help their people settle in, navigate the workspace, and feel supported every day.

### CHALLENGE

As part of a wider integrated facility services offering that took place in the US, the client wanted additional support for its main offices in Europe, namely London and Poland. Given the high-growth phase of the business, the client was eager to create a workplace conducive to productivity, cultural development, and talent retention. ABM's expertise in brand and experiential promotions, delivered through its ABM Experience Solutions product offering, made it a natural choice to execute the new office launches.

*"It was a fantastic example of collaboration within the ABM Experience Solutions team, with the client, and with a variety of suppliers. We're excited to see how we can improve our Human Experience offering even further."*

**— Leanne Nutter**

**Retail & Brand Director, ABM**

## SOLUTION

The ABM Experience Solutions team designed and delivered the European hot-desk environment to accommodate hybrid working needs, ensuring teams could easily collaborate and find space with confidence. This involved extensive events planning, including coordination with suppliers.

For example, collaboration with Square Mile Farms to install indoor vertical farming units, thereby connecting the staff with nature and enhancing wellbeing, was a key part of establishing a more human touch to the London HQ. Similarly, ABM added welcome packs with curated merchandise for staff members.

In Poland, the ABM team coordinated the procurement, logistics, and installation of 100 new desk spaces, ensuring the office was fully prepared for incoming teams and ready for a smooth operational start.

In 2025, ABM introduced two permanent Workplace Experience Navigators—one based in London and one in Warsaw—whose role is to remove friction from the work day and create a calm, well-supported, hospitality-led environment. Given the emphasis placed on workplace culture, ABM's knowledge of human experience was critical.

These Navigators supported the client leadership team and ensured that employees could access the tools, space, and services they need to perform at their best—from hot-desk management and resource support, to events assistance, and daily workplace operations.

The ABM Experience Solutions team also coordinated the production of creative and brand-led elements to bring the client's ethos to life, ensuring a truly immersive experience for staff members.

The ABM team also executed the Poland office launch due to its access to Europe, ensuring the environment was prepared for the client's workforce, both to welcome them and facilitate a productive workplace.

## BENEFITS

- **Seamless office openings.** Both the London and Warsaw launches were delivered smoothly, with strong brand presence and employee engagement.
- **Facilitating workplace culture.** In both the London and Warsaw offices, the ABM team successfully launched the offices, further developing a productive workplace culture and creating a desirable location to work.
- **Hospitality-led daily support.** Embedded Workplace Experience Navigators ensure employees feel guided, informed, and cared for, creating welcoming, functional, and culturally aligned spaces that reflect the client's values.
- **Embedded building navigators.** ABM's dedicated building navigators ensured the client's company culture was extended to the London HQ, as well as supporting staff members throughout the launch.
- **Mainland European reach.** The client's partnership with the wider ABM business in the US enabled greater collaboration between the client and ABM UK&I, allowing ABM to implement its services in both the UK and mainland Europe.
- **Trans-Atlantic partnership.** ABM, both in the US and UK&I, was well-placed to deploy additional support across the client sites in Europe, facilitating an efficient, well-aligned, and effective partnership with future-oriented solutions. This close collaboration with ABM US teams enabled a consistent global experience across the client's portfolio.



ABM helped this transportation client enhance its workplace experience with ABM Experience Solutions. Find out how we can make it possible for you by speaking to us at [Solutions@abm.com](mailto:Solutions@abm.com)