

# West Kowloon Cultural District



## Project overview

This case study highlights the remarkable achievements of Chubb in solidifying its position as a trusted partner in the industry through unwavering commitment to delivering exceptional services and comprehensive solutions.

Stretching across 40 hectares of reclaimed land, the West Kowloon Cultural District (“WKCD”) is one of the largest cultural projects in the world, blending together art, education, open space, hotel, office and residential developments and retail, dining and entertainment facilities. When complete it will provide about 23 hectares of public open space with two kilometres of harbour-front promenade of 20 metres in width as well as a host of arts and cultural facilities that will produce and host world-class exhibitions, performances, and arts and cultural events.

## Customer Needs

Fire and security systems are crucial in protecting art and cultural facilities like WKCD in order to safeguard large number of visitors, and the valuable and irreplaceable artifacts or cultural treasures from the risk of damage or destruction due to fire, theft or vandalism.

To do that, the fire and security maintenance service provider plays a vital role in ensuring the systems’ reliability, accuracy and scalability to ensure the ongoing performance, compliance, emergency response, expertise, cost savings, and peace of mind.

## Services and Benefits

Since being awarded the initial security system maintenance contract in 2022, Chubb has been providing support to the security systems across multiple facilities at West Kowloon WKCD including Xiqu Centre, Hong Kong Palace Museum and Art Park. In addition, it has also been awarded a maintenance contract for fire safety systems at Hong Kong Palace Museum. The scope of works includes regular preventive maintenance, inspections, emergency service calls and enhancement works to ensure optimal performance, reliability and scalability of security and fire safety systems, and meeting regulatory requirements.

The success can be attributed to Chubb’s expertise, commitment to excellence, and dedication to understanding the specific needs of WKCD. The team went the extra mile by providing insightful recommendations and unparalleled support. The proactive approach and in-depth knowledge of the industry has set Chubb apart from competitors and enabled it to deliver premium services and solutions.

## Project Summary

Chubb has consistently surpassed expectations and delivered exceptional results that led to back-to-back successes in securing multiple maintenance contracts. This is especially evident in their remarkable performance during emergency situations, which has further cemented their position as a trusted and reliable partner in protecting the facilities at WKCD.

As a leader in the fire and security industry, Chubb will continue striving to stay at the forefront of technological advancements and industry best practices, providing its customers with peace of mind and ensuring their ongoing satisfaction.

**For more information, please visit:**

[www.chubbfs.com](http://www.chubbfs.com)