



# Providing soft services for a client across 17 UK locations

London, UK



A key ABM client has 17 different locations, totalling over four million square feet and housing over 26,000 staff members. Their headquarters is based in the heart of Canary Wharf, London, with over 9,500 members of staff and 60,000 visitors per year. ABM has provided a range of soft service solutions across their UK portfolio for three years, and due to the trusted relationship, the contract has now been extended for a further five years.

## CHALLENGE

The client was keen to improve their sustainability and lower their environmental impact, so they asked ABM to re-evaluate their waste strategy to see create a considerable change in the way waste is treated. The client had also found that, since the pandemic, it is even more essential that staff feel safe while in the building and that they are protected against the spread of COVID-19, so they needed to improve in this area. Other requirements were to focus on reducing break downs, leaks and repair costs on site.

## SOLUTION

ABM provides soft services at the site including cleaning, portering, plant room operations, meeting room porters, in-house static window cleaning, daily electrostatic fogging, waste maintenance, consumables and hygiene specialist marble care.

To ensure staff on site feel safe, electrostatic fogging is carried out six nights per week at the client's headquarters, covering 1.4 million square feet of the building, and their other locations are fogged on a weekly basis.

*"ABM operates with a true 'one-team, can-do' attitude and nothing is ever too much trouble. ABM epitomises partnership and focus on continuous improvement while ensuring best practice and innovations are brought to our account to improve the end-to-end experience."*

*- Harrison Tovey,  
Regional Operations  
Director EMEA*



A large amount of hand-sanitising stations and wipes are also located throughout the building and maintained by the team.

To address the client's sustainability concerns, ABM worked with partners to ensure that vehicles are electric where possible and new innovations are considered and introduced such as robotic scrubber dryers and vacuums, as well as interactive robots. A fully re-engineered waste strategy was also introduced, which will see a considerable change in the way waste is treated to reduce the client's environmental impact. All products used within the washrooms on site are now regularly checked to ensure they are more environmentally sustainable, which includes being safe for waterways and vegan.

ABM began providing a fully detailed report which captures all activities across the entire UK portfolio for this client, which is then presented to the client on a monthly basis during the scheduled contract review meetings. In addition to this, the Account Director produces a monthly finance report detailing every individual cost against budget which is also presented to the client to demonstrate complete transparency.

## **BENEFITS**

- With the exception of waste management and hygiene services, the services are all self-delivered by the ABM team.
- The ABM team are dedicated to providing excellent service for the client, including travelling in during London Tube strikes.
- The team on site were extremely instrumental during the COVID-19 pandemic, with a "can do" attitude towards keeping the building safe.
- The client is a preferred employer and a favourable place to work, evident in the 2.3% churn year to date for 2021, with a large number of the team being long-serving staff members.
- The innovative solutions for this client have managed to save on costs by reducing break down issues, repairs and risk.