

Transforming corporate spaces to create inspiring environments



Putting ingenuity to work

By bringing the very best in intelligent facilities management and support services to buildings and workspaces, we can help your people to deliver their best, ensuring working environments run smoothly, safely and efficiently.

Improvements come from innovative, yet often simple solutions that benefit your employees and visitors at every stage of their workplace journey.

We believe in putting ingenuity to work; being imaginative; questioning whether the current way is the best way; and working with you to create solutions designed around your people and your space.

The success of this approach has helped Interserve grow to become one of the world's foremost support services and construction companies with gross revenues of £3.6 billion.

In the commercial property sector alone, we have over 13,000 people managing and delivering support services to over 2,000 customers and workspaces across the UK and Europe every day.

Our capability has attracted customers including the BBC, TalkTalk, Sony, Xerox, CMS Cameron McKenna, the British Medical Association and Ernst & Young, along with CBRE and JLL, to partner with us in the support of their workspaces and corporate goals.

From single service cleaning, security and maintenance, to total facilities management and property management solutions, we believe we can help your building, your workspace, and consequently your people, to work better. Regardless of whether you're a landlord, managing agent or tenant.

Giving TalkTalk 100%

Interserve has worked with TalkTalk since 2007 and now has a 150-strong team delivering a total facilities management solution at 16 key locations.

A dedication to sustainability, together with a successful combination of innovative systems and highly skilled people, ensures Interserve delivers superior performance across the estate.

Data centres

Interserve achieves 100% up-time for facilities, meaning there is no disruption from engineering system failures. This is above industry standard. Added to this the team work with TalkTalk to deliver maintenance around its business requirements, including working out-of-hours to reduce interference and downtime in its operations.

Energy management

Reducing energy usage is a guaranteed part of Interserve's service, achieving an 11% energy reduction in one year alone, 5% above the annual target.

- 11% energy reduction in one year
- Supporting 2,500 employees and visitors
- Operating across 16 locations
- Zero downtime at all data centres

Making buildings work better for everyone

We are re-imagining what facilities management can do for you: from business headquarters to nationwide office portfolios embracing distribution and data centres, regional hubs and mixed use developments, and in sectors from finance and legal through to technology, media and everything in between.

It is workplace support made more personal and pertinent – designed around your people and your space to find the solution that best fits your specific needs.

We literally put ourselves in your shoes, walking through and experiencing the building end-to-end, from both the employee and visitor perspectives. In forensic detail, we look at every possible touchpoint to see where we can bring ingenuity to work. We seek out a better customer experience by implementing best practice, enhanced sustainability, assured health and safety, better asset management and improved workspace utilisation. It is this approach that enables

us to bring new ideas to the table and, indeed, to the whole environment.

By focusing on such details, the result is a building that simply works better. A working environment that is fit for purpose, which impresses visitors, which motivates and engages people, and frees and empowers them to perform to the best of their abilities.

All this is delivered by our one-team approach. The key to its success lies in our people becoming your people so completely that they live and breathe your corporate culture.



Setting the standards at every level

The facts and stories highlighted in this brochure are not rare events or cherry picked achievements; they are the common outcomes our customers' experience, and what we expect to deliver every day.

We set out to make a positive difference and believe that our unique approach, and the talented people we employ to deliver it, gives us the edge in facilities management within corporate office environments.

Our questioning approach means we identify areas within a building where improvements can be made and efficiencies can be found – cutting costs without cutting corners. From car park management and front-of-house services to security, cleaning, catering, grounds maintenance, waste management, building maintenance and much more, we ensure the right support is delivered in the right way, by the right people and to the right standard.

Partnership, intelligent processes and exceptional people establish and sustain our difference. We work side-by-side with customers, sharing the insights and knowledge gained across industries and organisations. This enables us to continually improve performance and respond to changing needs. We are always looking ahead and embracing new technologies to deliver next generation services, now.

Our LEAN model is a perfect example of smarter processes achieving more. It's a unique site-specific cleaning model that responds to a building and its occupancy habits, maximising service efficiency by eliminating waste and re-engineering services to improve outcomes. Startling gains can be made from seemingly simple ideas and changes, whether that's through smarter equipment, multi-skilling people, new technologies or sharing efficiencies within the team.

In the crucial area of health and safety, our integration of key management systems allows for a single-audit regime to be implemented, making procedures, monitoring, controls, compliance, rectification and reporting swifter and more accurate.

Self-delivery of services by great people underpins everything we do. We aim to have the most engaged people delivering the best customer experience. Our industry leading training academy has centre status with four awarding bodies and all our people, whatever their role, are trained in customer service to support the specific needs of your workplace and your culture.

Over 400 IT hygiene specialists deliver over 3 million cleans in 18,000 locations across the UK.



Cutting our customers' cleaning costs by a tidy 20% through productivity mapping.



Keeping the BBC broadcasting 24/7: our transformative property management programme

Interserve was awarded a facilities management account with the BBC in 2014. Every day the team supports the BBC to stay on air and improve the productivity and creativity of its employees.

Interserve's unique workplace model covers the management and delivery provision of services at 150 sites across the UK, totalling 590,000m².

The team cover 26 service lines that range from providing critical engineering broadcast and business continuity services, through to implementing a new, flexible and dynamic workplace support model. The workplace model is designed around maximising creativity across the unique operating environments within the BBC from studios to storerooms. Interserve has introduced new technologies to allow increased visibility of how and when spaces are used, allowing the BBC to make informed decisions on its estate moving forward.

Interserve also provides full facilities management support for event management, which includes management of public tours, programme audiences and special events.

- Five-year facilities management agreement, with options to extend for a further four
- Supporting 24,000 BBC employees across the UK
- Delivering services across 590,000m² of floor space
- 900-strong facilities management team

“The BBC was impressed by all the bids received, but the vision and better value offered by Interserve made them the right choice for this important account. From the first day we met Interserve through to now, it has consistently delivered and behaved exactly the way it said it would.”

Director for Property - BBC



The corporate real estate partner your buildings deserve

Every organisation needs a facilities management partner that can enhance their business performance and the image they project. We approach every facet of your property with an open mind and a rare intelligence, developing solutions that mitigate risks, respond to your challenges and protect your brand.

The accreditations we hold and the many awards we have won will give you further assurance that we are the partner your buildings deserve. We have an unwavering commitment to sustainability and minimising our impact on the environment, collated under our SustainAbilities™ plan, which can be explored at sustainabilites.interserve.com.

And, recognising that individual buildings and customers have very particular needs, we have established a suite of companies with very specific expertise. Knightsbridge, Lancaster and The Perception, respectively operating in security, cleaning and front-of-house services are located in, and are wholly committed to, the support of premium buildings across London.

Autograph, also located in London but serving the whole of the UK, provides nourishment to the workplace, from food 'to go' and on-trend coffee bars, to deli style offerings and artisan fine dining. Autograph shapes not only the menu but the entire corporate experience to make the most of every environment.

To learn more about any aspect of our service and how you can share in the success we create, call us today or explore online.

70% first-fix reactive response rate for customers.

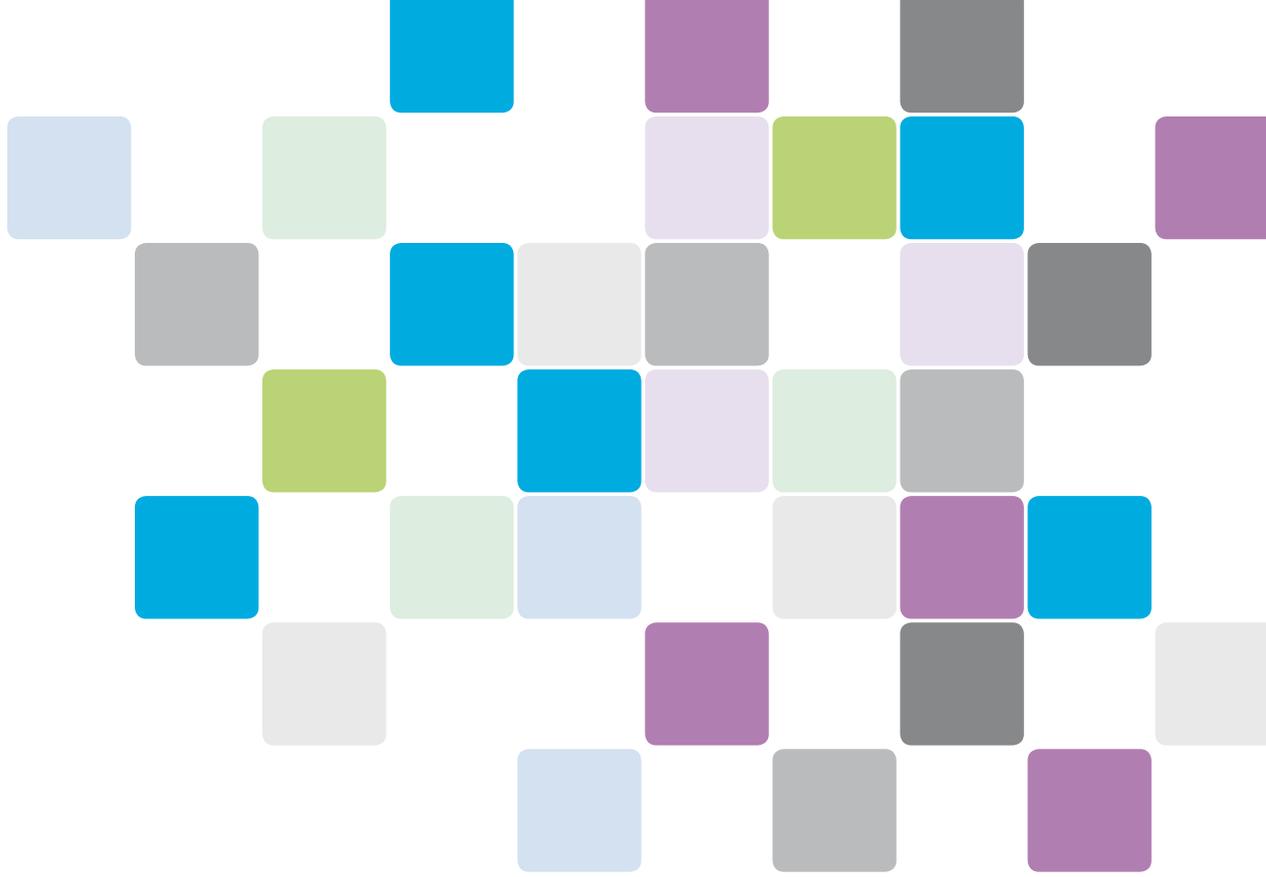
Since 2012 we have delivered integrated energy management solutions to a leading newspaper's property, saving over £200,000 in energy costs and reducing carbon emissions by 10%.



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