



## Westgrove Technical Services





## ABOUT WESTGROVE

- Westgrove Technical Services division was established in 2020 due to demands from existing Westgrove Group partners for this service line.
- Westgrove Technical Services falls under the umbrella group of companies for Westgrove Group which has been established since 1998.
- Unprecedented growth.
- Currently servicing sites within the North West, Yorkshire, Midlands and North East.
- A management team with over 80 years experience in comprehensive technical services solutions.
- Experience in Building Services Facilities Management in retail, industrial, commercial and health care sectors.
- Servicing mobile and dedicated on-site contracts via our team of multi-skilled engineers.
- Ability to offer Total Facilities Management in partnership with our colleagues within the wider Westgrove Group and our network of trusted service partners.
- We are accredited to ISO 45001, ISO 14001, ISO 9001.





## OUR SERVICES

- PPM & Reactive Works
- Inspection & Testing
- Statutory Compliance
- General & EM Lighting
- System Upgrades & Minor Works
- Building Fabric Maintenance
- Portable Appliance Testing (PAT)
- CCTV, Access Control and Fire Systems
- Energy Surveys
- Asset & Condition Surveys
- Project work such as EV charging points and solar panel installation



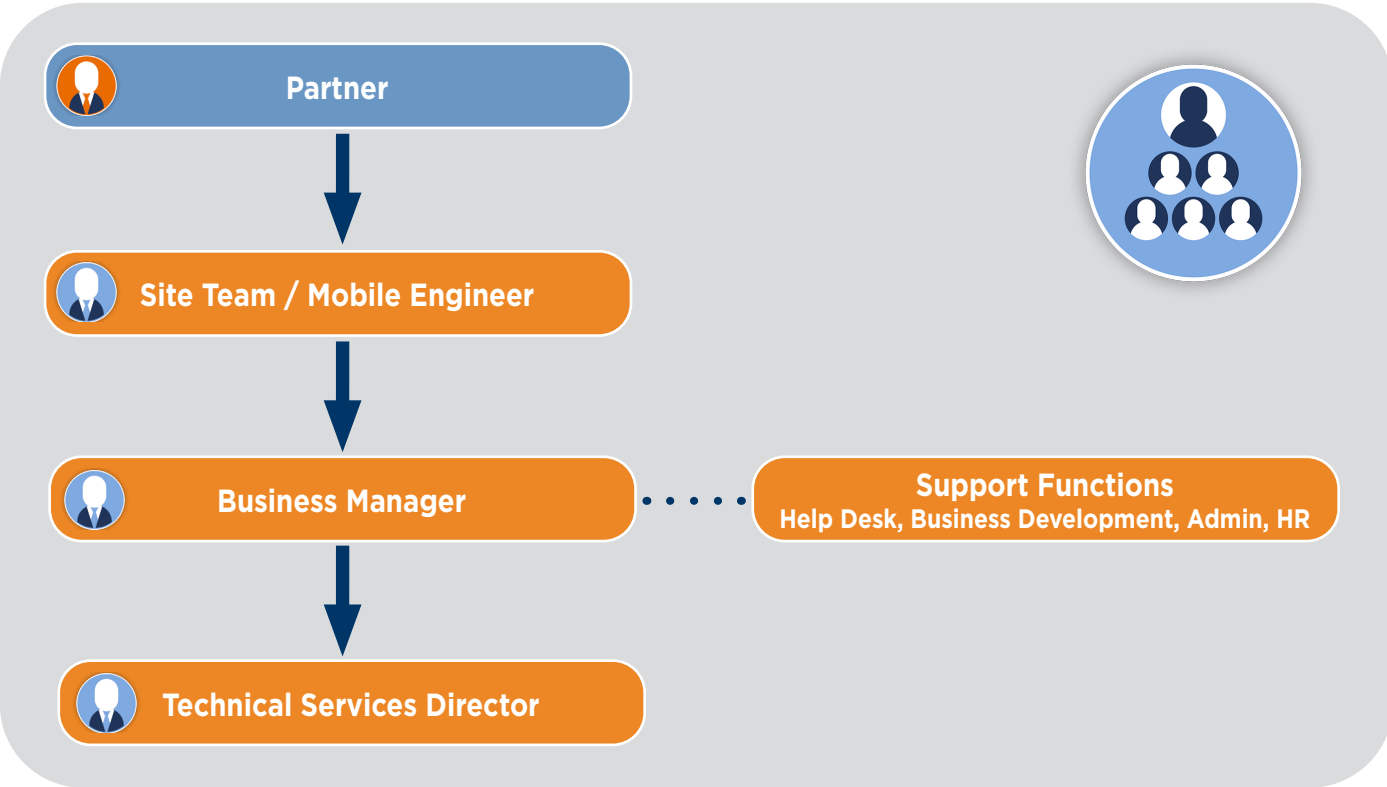
## OUR PARTNERS





## OUR TEAM

One of the most common complaints in the industry is the lack of support and management oversight on contracts. At Westgrove service delivery excellence is key and we have built an account management structure to deliver upon this which incorporates clear line management and day-to-day availability of the management team.







## OUR PEOPLE

- Westgrove truly value our colleagues and the work that they do. We are colleague centric, and we want our colleagues to feel valued.
- We offer a Reward & Recognition scheme for all colleagues where they are recognised quarterly and annually for their achievements.
- Westgrove work with [Retail Trust](#) who offer a wide range of well-being support including counselling, financial grants, an online well-being portal and access to a discounts app, helping with the cost of living.
- We have a Training and Development plan in place for every colleague including a bank of eLearning modules specific to a person's role. We conduct annual appraisals with all colleagues and have a succession plan in place for colleagues who want to progress their career with us.
- We send regular colleague engagement surveys to find out how our colleagues are feeling and report on any actions born as a result of these in our monthly colleague newsletter.
- Our Health Care and Benefits Scheme is run by HSF, to help with everyday health care costs, such as optical, dental and physiotherapy, a real benefit in the current cost of living crisis.
- We hold Access to HR sessions where colleagues can meet with a member of the HR team to discuss any concerns they may have.
- Westgrove offer Volunteering Days for all colleagues, where they can volunteer for a cause close to their heart.







## OUR SYSTEMS

- **Westgrove have a cloud-based system for the management of planned and reactive works.**
- The system allows asset data to be imported and tasks to be planned and scheduled and is fully compatible with SFG 20 maintenance instructions.
- Reactive works can be managed through the system and all contract related KPI's can be added to ensure that the correct priorities are attached to jobs as they are logged.
- Both reactive and planned works are dispatched from the system to the technicians mobile device and a full audit trail is available showing how jobs are being progressed through to completion.
- We have a live view of our technicians location so we can dispatch the nearest technician with the correct skill set for each job.
- Stock control is included within the system and this allows us to manage both site based and vehicle stock levels with auto-notification when stock needs to be replenished.
- Our web portal shows contract activity in real time along with visibility of quotations, planning calendar, reactive works and much more.







## CASE STUDY

### Touchwood Shopping Centre

**The Westgrove Group have a 5-year partnership with Touchwood Shopping Centre in Solihull delivering a full TFM contract valued at over £15M.**

Footfall of 12,654,650 and over 100 stores, restaurants, bars and a cinema. Total retail floor area: 650,000 sq. ft (60,000 m2).

The contract award followed a competitive tender process which involved a number of market leading facilities management companies.

The contract includes cleaning, security, concierge and technical services (reactive and planned maintenance) – it is output based with Monthly KPI Performance linked to profit (deductions for failure).

Changing mindset has been key to the transition – Westgrove created a one team ethos through engaging with the teams as a collective, combining the cleaning, security & M&E Team including introducing a new TFM Manager to manage all services. Previously, split service management was weak and inconsistent.

The transition was extremely positive and embraced by the team – face to face

engagement with the Westgrove management team has shown a positive impact and renewed motivation.

Early engagement with the team was key – 121 meetings, group engagement meetings, weekly newsletters during mobilisation up to start date and branded goody bags!

Increased visibility on hard services via new CAFM system, previously the hard services incumbent had inconsistent data in their system and a lack of reporting / use by the on site team meant that the true picture of the assets on site and the PPM / reactive work was not clear.

Full deep dive of the assets on site and sent to the Partner for review – all the PPM's now on the CAFM system and the help desk reactive reporting used properly via handsets by the on site team (easier clearer software).

Westgrove provide a more hands on approach than the incumbents, creating a strong and reliable partnership with the centre management team.





## CASE STUDY

### Breedon

**Breedon is a leading construction materials group, producing cement, aggregates, asphalt, ready-mixed concrete, Welsh slate, specialist concrete and clay products and offer a range of contracting services.**

Westgrove provide support services to many of their sites in the Northwest ensuring that the site plants are kept running and producing products which in turn helps Breedon to stay on schedule with their customers orders.

Typical works we carry out for Breedon include:

- Electrical Installation & Repairs
- General Plant Repair
- CCTV Installation & Repair
- Portable Appliance Testing
- Pump Installation & Repair
- General and Emergency Lighting Installation
- EICR Support

Our technical team are on call 24/7 to provide support with all job tasks managed through our cloud-based CAFM system. Use of the system enables jobs to be prioritised and despatched to our technicians in real time with job and location information immediately available on their mobile devices.

Job completion data, including materials used and job specific RAMS are captured whilst on site and sent to the back office system for processing through to invoice.

### Tata Technologies

**Westgrove provide Tata Technologies, Leamington Spa with a total facilities management service which includes Technical Services, Cleaning, Security and Front of House.**

Westgrove Technical Services bring a wealth of facilities engineering experience to TATA complementing our excellent soft services provision. Following the initial mobilisation phase and asset validation exercise, we have fully implemented our cloud based CAFM system to ensure that all maintenance tasks are carried out on time and to the correct SFG 20 specifications. We provide a portal view of the CAFM system to the partner on site which gives full visibility of the PPM planning calendar, reactive works and additional works quotations which gives our partner much needed real time



## CASE STUDY

information 24/7 on which works are currently ongoing as well as those tasks which are planned for the future.

Our works are a mixture of self-delivery and specialist sub-contracted works, all managed by Westgrove within our TFM integrated team based both on and off site. Being a full TFM contract we have the benefit of having quality on-site colleagues who are capable as first responders to help identify issues, make safe where possible and give feedback to ensure that engineers with the correct disciplines are despatched to site, enabling more first time fixes to be achieved.





## ESG

As a business we are currently base-lining our Scope 1, 2 and material Scope 3 carbon footprint elements and expect to have Science Based Targets (SBTs) soon.

To achieve our SBTs, we will be reviewing our processes, equipment, consumables and service delivery methods. Once we have thoroughly reviewed and amended any processes, equipment and systems to remove as much carbon from our operation as possible, we will then look to work with projects to offset our residual values.

As a services company, we have established that our biggest impact will be through Scope 3 elements, so are already putting together initiatives and teams towards improving the environmental impact of our waste, fleet, business travel, the content of the products we use in our operations and our supply chain distribution.

Westgrove aim to be a transparent and ethical business, making positive contributions to the people and communities we work with, the 4 main areas we focus on are:

### Environment

Base-lining our carbon footprint and setting SBTs and initiatives to work toward Net Zero Carbon.

### Workplace

Colleague well-being, benefits, support, learning & development.

### Community

Employability, Mental Health, Charity Support. Working with organisations such as Employment 4 All, the Job-centres and other DWP initiatives such as Kickstart, to offer employment to hard to reach groups of individuals and positively affect the diversity of our workforce. Westgrove Volunteering policy and Charity Support Program.

### Sustainable Supply Chain

Supply chain vetting and partnership approach to improving issues, such as removing single use plastics and improved carbon impact through better delivery scheduling.





## WHY WESTGROVE?

- Financially stable, agile company
- A true partnership approach
- Proactive and pragmatic workforce, focussed on customer solutions
- Transparency and integrity in all works and interactions.
- CAFM system access with regular KPI's and reporting.
- Strong contract management
- People centric organisation
- Innovative and ethical working practices to offer our partners a real “value for money” solution

## WHAT OUR PARTNERS SAY...



**Our Global FM Manager for Tata Technologies was over for a site visit and review and he was extremely impressed with the services provided and how the CAFM portal recorded and relayed information. He was also impressed with how the site was maintained and concluded, this was one of the best sites he has reviewed.**

**Tim Brown, Tata Technologies**

