



optimising efficiency

## hard services



- PLANNED PREVENTATIVE MAINTENANCE
- REACTIVE MAINTENANCE
- HVAC
- WATER HYGIENE
- GENERATOR AND UPS SYSTEMS
- BUILDING MANAGEMENT SYSTEMS
- FIRE & SECURITY
- ACCESS CONTROL SYSTEMS
- FABRIC MAINTENANCE
- PLUMBING
- EQUIPMENT & ASSET MANAGEMENT
- STATUTORY COMPLIANCE
- CATERING EQUIPMENT MAINTENANCE
- DEEP CLEANING

## governance



- BUSINESS CONTINUITY PLANNING
- ISO 9001 QUALITY MANAGEMENT
- OHSAS 18001 HEALTH & SAFETY
- ISO 14001 ENVIRONMENTAL MGT SYSTEMS
- DUE DILIGENCE REPORTING
- COMPLIANCE REPORTING
- SAFE SYSTEMS OF WORK
- STANDARD OPERATING PROCEDURES
- SPECIALIST SUPPLY CHAIN MANAGEMENT

## technical services



## specialist services



- HV/LV
- WORKING AT HEIGHT
- ASBESTOS MANAGEMENT
- PRESSURE SYSTEMS
- PA SYSTEMS
- CAFM/IWMS SYSTEMS

## bespoke solutions



- CAPITAL INVESTMENT PLANNING
- LIFE CYCLE WORKS
- DESIGN & PLANNING
- QUANTITY SURVEYING
- OFFICE REFURBISHMENT
- PROJECT DELIVERY
- CONSTRUCTION DESIGN MANAGEMENT

# Aligning business aims

Today's workplace is complex and demanding with many requirements, constraints and challenges. This is where we add value over and above the delivery of a commoditised technical services provision.

We will support you in creating a safe, compliant and appropriate work environment and help you to optimise productivity and efficiency within your organisation.

Our dynamic approach to designing, managing and delivering quality of life services places us in a unique position to align our service delivery to your business needs.

We utilise our operational experience across various business sectors and environments to optimise the performance of your facilities, through the delivery of a tangible value proposition.

Our portfolio includes the provision of services to static sites as well as mobile technical services solutions. We have a national footprint across wide-ranging client organisations in both public and private sectors. These include the pharmaceutical industry, FMCG, healthcare, education, financial and legal services.

This clearly demonstrates the diversity of sectors and contracts we are involved in, where we have successfully deployed our network of specialists to support operations across the UK.

We operate a market leading capability that allows us to work with you to improve the quality of life services to all your employees and stakeholders and deliver a truly integrated solution.



# Design

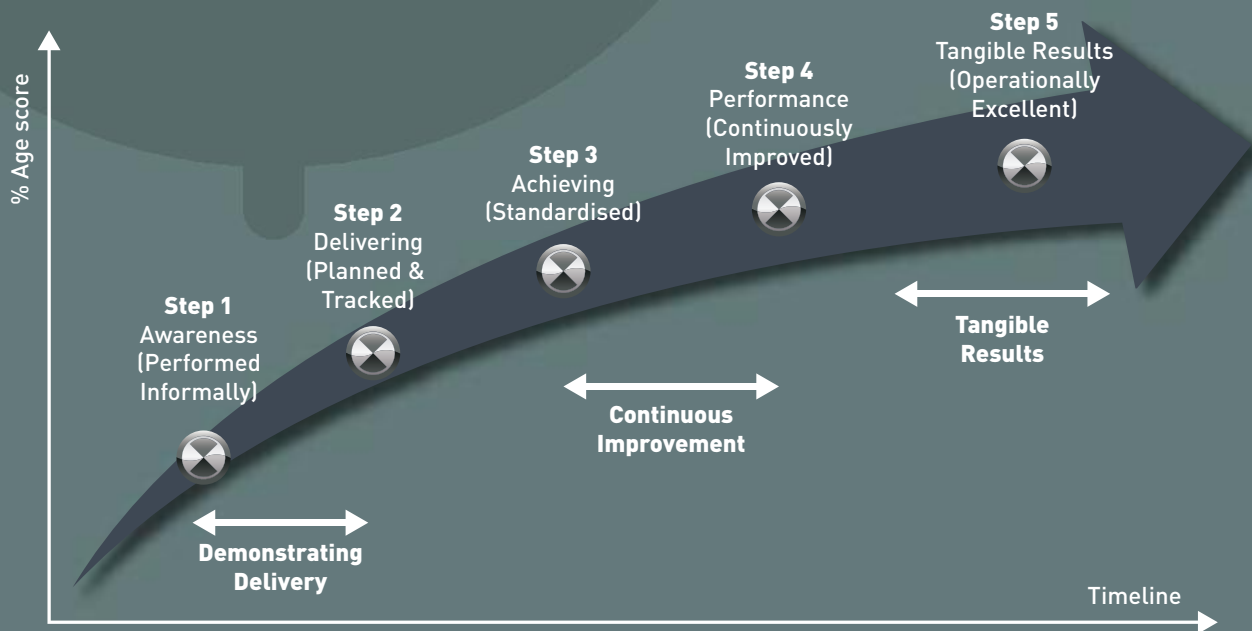
We will design the right solution for each client through a collaborative approach. Our robust process of due diligence is one of the cornerstones of our technical services operating platform.

Essentially, this means that we deliver our capability through utilisation of our proven experience, tools and techniques. These procedures and processes are embedded within the fabric of our day-to-day operations and support us in delivering our solution in a manner which is totally aligned with your:

- values and culture
- operational constraints
- site characteristics
- budget constraints

Under the umbrella of Sodexo’s asset management framework, built around PAS 55, our offer moves into more strategic discussions around how we can add value through:

- increased operational efficiency through applying improved workflow process
- optimisation of capital and operational expenditure through better maintenance and investment planning
- minimising the risk the assets represent to the business through improving risk and fault investigation techniques



Asset Management Maturity and Impact Model

The core principle of the model is to establish the baseline at the point of initial assessment for a specific group of assets. We then define the associated actions necessary to improve capability to migrate the provision of commoditised service delivery to a mature, asset management capability.

The timeline of this journey to deliver tangible results will be set in accordance with your business objectives.

In summary, Sodexo is able to support your business through a range of technical solutions designed to optimise your performance and help you achieve the best possible outcomes.



## Value pillars

These are the value pillars that drive our delivery:

### **agility**

Our organisational structure and customer centric approach enables us to respond with a tailored solution aligned to our client's changing environmental, financial and legislative conditions

### **efficiency**

Our operating model is designed to optimise efficiency and ensure cost effectiveness.

### **wellbeing**

We work with customers to promote and enhance the workplace experience, delivering a safe and compliant working environment

# Mapping change

Our process of mapping change starts with a clear definition of your current position in relation to the defined scope of our offer.

This is underpinned with an understanding of your strategic aims and how Sodexo can support those aims and deliver change through the design of our offer.

This is a shift in paradigm from the delivery of a commoditised service, to the design of a solution that supports your core strategic objectives and delivers change. In essence, this means we will deliver our core technical services function while continuing to seek new ways in which we can add further value to your business.

Our offer, although clearly designed to suit individual clients and environments, always draws upon our robust standard operating and management models. This ensures that our operators have a delivery framework they know and understand, along with an assurance and governance process that is consistent and provides true benchmark data.

We deliver a highly bespoke solution, drawing on our market leading, standardised operating procedures and assurance framework.

Accredited health, safety and

No

Performance measures

Self monitoring (site and contract level)

Statutory, mandatory, financial and contractual

Service level agreements

Key performance indicators

Self performing capabilities

Customised sourcing solutions

Matrix management support

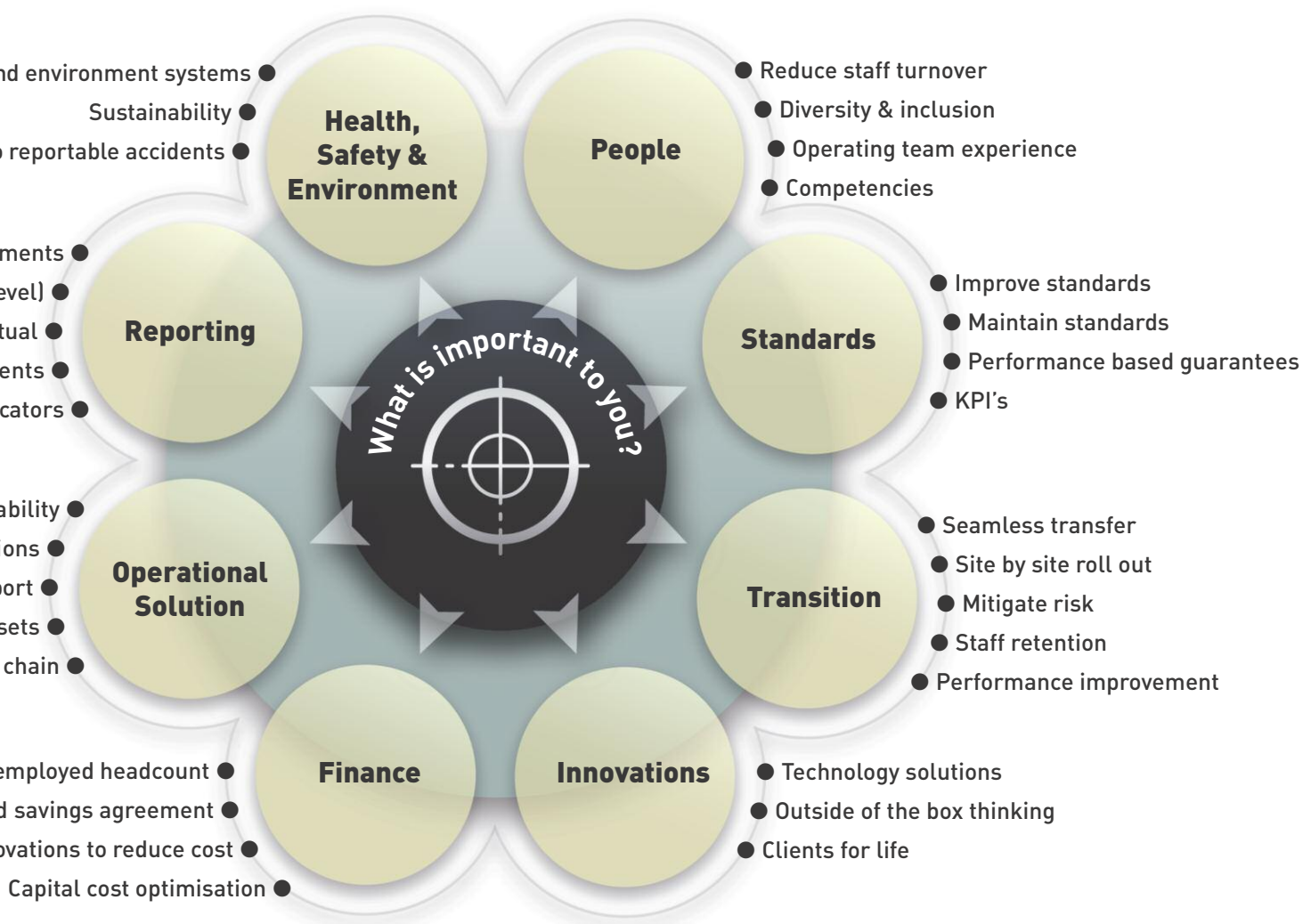
Maintain assets

Flexible working with current supply

Reduced directly employed

Applying guaranteed

Continual innovation



# Manage

Having designed the optimum solution, we ensure that we embed robust management processes which define and measure success against the goals we have agreed.

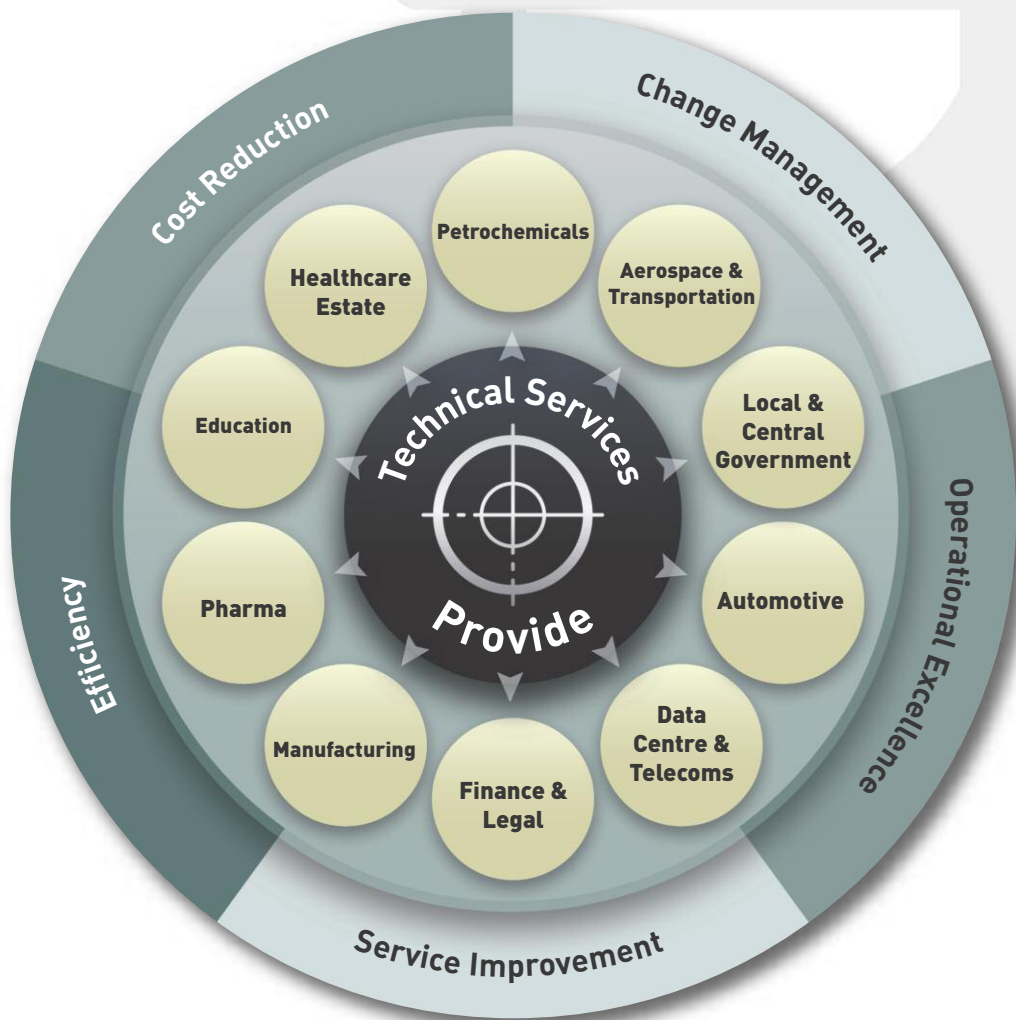
In addition to establishing the appropriate level of rigour around our management processes, it is of even greater importance that we have the management and operational capability within our organisation to secure the outputs we have agreed. These outputs are key to driving the difference.

Driving the difference – where we add value to your organisation:

- cost reduction
- change management
- service improvements
- business efficiency

Key enablers:

- our people – we invest in our people and create opportunities
- standard operating procedures to suit your work environment and ensure compliance
- robust and clearly defined management systems for health and safety, environment and quality management
- global presence – our information and technology platform draws on best practice from around the world to implement expert solutions at a local level





# Deliver

The successful delivery of our service is dependant upon on a number of key factors:

## Communication and expectation

Good communication is vital at all stages in the development of our relationship. One of the key elements of communication during the earliest stages of the delivery phase is agreeing on expectations. The format of expectation meetings varies, from looking at the tangible elements of the mobilisation plan and what levels of performance we are expecting at key stages, to broader strategic discussions regarding the future development of our service provision.

Fundamentally, this is about defining expectations and then meeting them.

## Mobilisation

We recognise that effective mobilisation is critical to the success of the contract life. We have dedicated teams within our technical services centre of excellence function who support our steady state operational teams through the successful mobilisation, transition and stabilisation of contracts. The mobilisation phase is meticulously planned with our clients, drawing on our extensive experience across all sectors. The successful delivery of our mobilisation programmes are monitored by a member of our executive team.

## People

We recognise that to deliver a best in class service, we must have best in class people. We invest in our people to ensure that they are fully informed of and aligned with our objectives. We have robust succession plans in place to mitigate risk to our clients and stakeholders, to allow for the successful advancement of our employees. This enables us to successfully retain highly motivated individuals who are engaged in supporting the delivery of our operations to our clients.

## Supply chain management

It is essential that we elevate our supply chain partnerships beyond the traditional client/contractor relationship. We endeavour to build long-term partnerships with sufficient scale to ensure the highest levels of commitment, value and service standards. Our supply chain and all of our strategic partners are fully aligned with our culture, values and aims. These relationships are underpinned by a rigorous vendor governance process which provides total objectivity.



# Measuring and reporting

The technical services centre of excellence is built on a platform of several key components. These components ensure that a best in class solution is clearly defined, applied, and assured in an objective manner.

Our policies are defined at executive board level and are constructed around the cornerstones of health and safety, compliance and people.

Our operating procedures draw on a combination of factors, including our policies, national and international standards and codes of practice, industry best practice, innovation and experience.

This operating model is embedded within our operational teams through training, coaching and mentoring.

We measure and monitor our service delivery against the implementation of our operating model and the outputs of the asset management framework, in order to give the following assurances:

- to clearly demonstrate to our clients and external accreditors that we are delivering upon our contractual obligations, statutory obligations and meeting expectations
- that we have a closed loop management and control cycle through which to feed back performance-related information and take appropriate action where required

Our operations are supported by our SAP business management platform, global maximo service management and asset management applications. The data streams supporting these applications provide highly granular information which can be tailored to suit your reporting requirements and that of your management teams.







**technical  
services**

by *sodexo*\*

[www.sodexo-technical.com](http://www.sodexo-technical.com)