

# Case Study

## HEALTH & SAFETY EXECUTIVE *United Kingdom*



a Mowlem Customer

### Background

Since April 1999 Mowlem have provided Facilities Management Services to 17 premises in the northern half of the Health & Safety Executive. The contract was awarded for an initial 3-year period, which has been extended until 31 March 2005.

Mowlem have recently secured a new contract with the HSE starting April 1 2005 for a further five years to supply Total Facilities Management services to 32 Health and Safety Executive (HSE) sites across the whole of the UK.

### Mowlem Role

The buildings cover a geographical area from the North of Scotland, Yorkshire & NE, North West, Wales, Midlands, the South and HSE Head quarters at Rose Court, Southwark Bridge, London. The services provided are tailored to meet the needs of each individual building:

- |  |                                    |  |
|--|------------------------------------|--|
| ▪ catering                             | ▪ waste removal and disposal       | ▪ cleaning   |
| ▪ 24/7 help desk                       | ▪ pest control                     | ▪ mail room  |
| ▪ M & E & fabric maintenance & repairs | ▪ planned preventative maintenance | ▪ computerised stock control, records management of 50,000 linear metres of filing |
| ▪ consultancy                          | ▪ project management               | ▪ relocation and space planning  |
| ▪ office refurbishments                | ▪ grounds maintenance              | ▪ security 24/7  |
| ▪ moves/porterages                     | ▪ minor works                      |  |

### Key Features

- On general day-to-day issues the helpdesk deals with approximately 9,000 calls per annum including reactive maintenance, fault reporting, portering, room booking, hot desking, asset reservation and general assistance in related matters etc.
- Dedicated facilities managers geographically placed to match the HSE regional infrastructure.
- The HSE vacated 7 of its original premises and acquired 4 new buildings. Mowlem facilitated these changes with a minimum of disruption by providing good planning and co-ordination.
- Working with the client to develop, maintain and expend, annual budgets, five year plans and forward maintenance registers.
- Working closely with the HSE Green team to assist the HSE achieve ISO 14001 accreditation
- The Management of records, including filing, location, retrieval, and distribution. Consisting of 50,000 linear metres of secure files.

Knowledge Reliability Flexibility Innovation Value

