



Grant Thornton – TFM

Total facilities management model makes ENGIE the trusted long-term partner for Grant Thornton across UK estate





“ENGIE is a trusted partner for our business. We rely on their expertise to help us provide world-class facilities and services for our people and customers. They are always proactive in implementing new initiatives to help us make savings and enhance our efficiency and sustainability. They have a strong team and have aligned their provision with our priorities and culture to help continuously improve our performance across the estate.”

Stephen Hart,
Head of Property,
Grant Thornton UK LLP



Requirement:

Grant Thornton UK LLP requires the highest standards of building and facilities management for its UK estate, which includes its headquarters in London and 29 offices across the country. The firm not only expects its facilities management provider to maintain and manage its buildings sustainably and efficiently, but also to provide a professional, efficient, world-class service to its clients, staff and visitors.

The Solution:

ENGIE has been providing tailored facilities management services to Grant Thornton since 2009. By working in close partnership with the company, ENGIE has transformed service delivery from a multi-supplier environment to a single point of contact for the management of all facilities procurement, operation and delivery.



Total facilities management

ENGIE specialists provide a full suite of hard and soft services to Grant Thornton. These range from mechanical, engineering and fabric maintenance, waste and water management through to cleaning, catering and hospitality, front-of-house and switchboard services, grounds maintenance and security.

The service delivery model provided by ENGIE varies across the estate, from full self-delivery of all services in London, to sub-contracted services and landlord responsibilities in regional offices across the UK. The scope of services is tailored to the needs of each location.



Maintenance helpdesk

ENGIE provides a central helpdesk to manage all aspects of planned and reactive maintenance across the estate. Over the contract term, the number of calls logged has increased to reflect the increased scope of services, although the number of reactive calls has declined due to ENGIE's proactive approach to identifying and tackling potential issues.

Statutory compliance is a key priority for both companies. Early in the partnership, ENGIE developed a bespoke gap-analysis tool to monitor compliance against mandatory and statutory standards. This tool is now used to complete annual health and safety audits and to demonstrate year-on-year improvements in standards.



Sustainability and social responsibility

Sustainability is another key priority, and ENGIE plays a fundamental role in helping Grant Thornton achieve its corporate responsibility commitments. Grant Thornton has achieved national accreditation to ISO 14001 and ENGIE has introduced many initiatives to deliver the required 10% reduction in gas and electricity usage. In addition to energy-savings, ENGIE has helped to create jobs for local people (including the homeless) and engaged with local schools and the wider community.



Relocation and refurbishment

ENGIE has been involved many major projects for Grant Thornton. One of the biggest challenges was relocating the company's London headquarters, and 700 employees, from its Euston office to Finsbury Square and 110 Bishopsgate. This involved a comprehensive refurbishment programme at Finsbury Square, in line with their agile working initiative to make better use of their offices space implementing a new 'neighbourhoods' layout with extensive common working space and meeting areas. ENGIE was involved in the project team from the outset, and took responsibility for managing the relocation, including ensuring the firm's work could continue uninterrupted by accommodating all staff during the refurbishment programme. Once the move was complete, ENGIE adapted its services to meet the demands of the new building, including managing all aspects of its service around extended working hours and weekend events.



National switchboard

In a first for ENGIE UK, the company has taken on responsibility for running the Grant Thornton national switchboard. ENGIE's shared services centre now has a specially trained team dedicated to answering all calls to Grant Thornton offices in the UK. The volume of traffic and performance against very strict service levels are closely monitored and reported.

The switchboard team now answers up to 10,000 calls a month and have succeeded in achieving a "Gold" rating on the Genesis Communication Merit table for its outstanding performance. This table features other leading corporations including the "Bank Of England" and "Deutsche Bank".



Long-term savings

ENGIE continuously works to identify and deliver long-term cost-saving initiatives across the estate, which have so far achieved savings in excess of £2m. Grant Thornton recognises the value of this long-term partnership approach and has recently extended its contract with ENGIE for another five years.

For more information

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