

WORKMAN OCCUPIER SERVICES

Delivering an enhanced managed solution

A WHOLE-BUILDING APPROACH

Successful building management extends beyond common areas. Our Occupier Services team integrates seamlessly with your operations, helping improve tenant satisfaction, efficiency, and long-term value.

By adopting a whole-building approach, we help:

- **Increase operational efficiency** - Streamlined FM services reduce costs and enhance service delivery.
- **Enhance tenant retention** - A well-managed workplace experience supports long-term occupancy.
- **Support ESG objectives** - Collaboration between occupiers, owners, and managers to meet sustainability targets.

We provide a full range of hard and soft Facilities Management (FM) solutions, with the flexibility to expand into workplace experience services - making sure your asset remains competitive and well managed.

“Our Occupier Services team creates workspaces that foster long-term tenant satisfaction, with some staying for more than 20 years.”

TAILORED WORKSPACE SOLUTIONS

For both leased and owner-occupied spaces, our team delivers fully outsourced FM solutions tailored to corporate occupiers such as PZ Cussons, Mirakl and AJ Bell.

We currently support over 500,000 sq. ft of occupied space, ranging from 1,500 to 60,000 sq. ft, working with leading brands.



Our comprehensive FM services include:

- **M&E (Mechanical & Electrical)**
- **Security**
- **Cleaning**
- **Repairs & Maintenance**

With a central service desk and local support, we ensure high service standards and fast response times, providing a seamless workplace experience for occupiers.

OCCUPIER SERVICES THAT BENEFIT BOTH OCCUPIER & INVESTOR

The solutions provided by our Occupier Services team mean customers benefit from;

- **Economies of scale** - Occupiers gain access to the same high-performing team managing the entire building, ensuring efficiency and cost-effectiveness.
- **A tailored solution** - We agree a specific package of services with each occupier, suited to their needs.
- **Reduced overhead** - Outsourcing service management reduces internal administration, freeing occupiers to focus on their core business.
- **Quality of Service** - Achieved by integrating workplace services with the wider building, under the direction of an FM specialist.

Landlords also benefit from being able to offer a workplace FM solution to their customers through;

- **Enhanced leasing options** - The ability to offer an added-value service to attract and retain occupiers.
- **Consistent customer experience** - Providing service delivery across the whole building.
- **Maintaining high standards** - Gain control over the upkeep of occupied spaces, ensuring compliance with health & safety, security, and maintenance standards.



DELIVERING OUTSTANDING CUSTOMER SERVICE

We provide a comprehensive management solution, ensuring customers always feel fully supported by:

- **Local Customer Account Managers** - Each occupier has a dedicated point of contact responsible for ensuring services meet high standards. Account Managers meet regularly with occupiers to address their needs, maintain performance, and identify additional requirements.
- **Centralised Service Desk Team** - Assists in managing service requests to agreed service levels, including; arranging proactive maintenance visits, responding to reactive maintenance requests, and liaising with customers for any specific requests.

ENSURING OPERATIONAL EXCELLENCE

Outstanding service requires meticulous management of our supplier network. Here's how we maintain excellence:

- **Performance reviews:** Regularly assess supplier performance to ensure they meet our high standards, delivering efficiency and value for money.
- **Clear metrics:** Suppliers are rated against clearly defined performance benchmarks.
- **Action triggers:** If a supplier's performance falls short, we implement corrective measures to safeguard service quality and reliability.

To find out more, please contact your existing Property Management liaison or our Occupier Services team:

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