

CHISWICK PARK ENJOY-WORK

Cleaning and Waste Management at Chiswick Park

The Bigger Picture of Cleaning & Waste Management

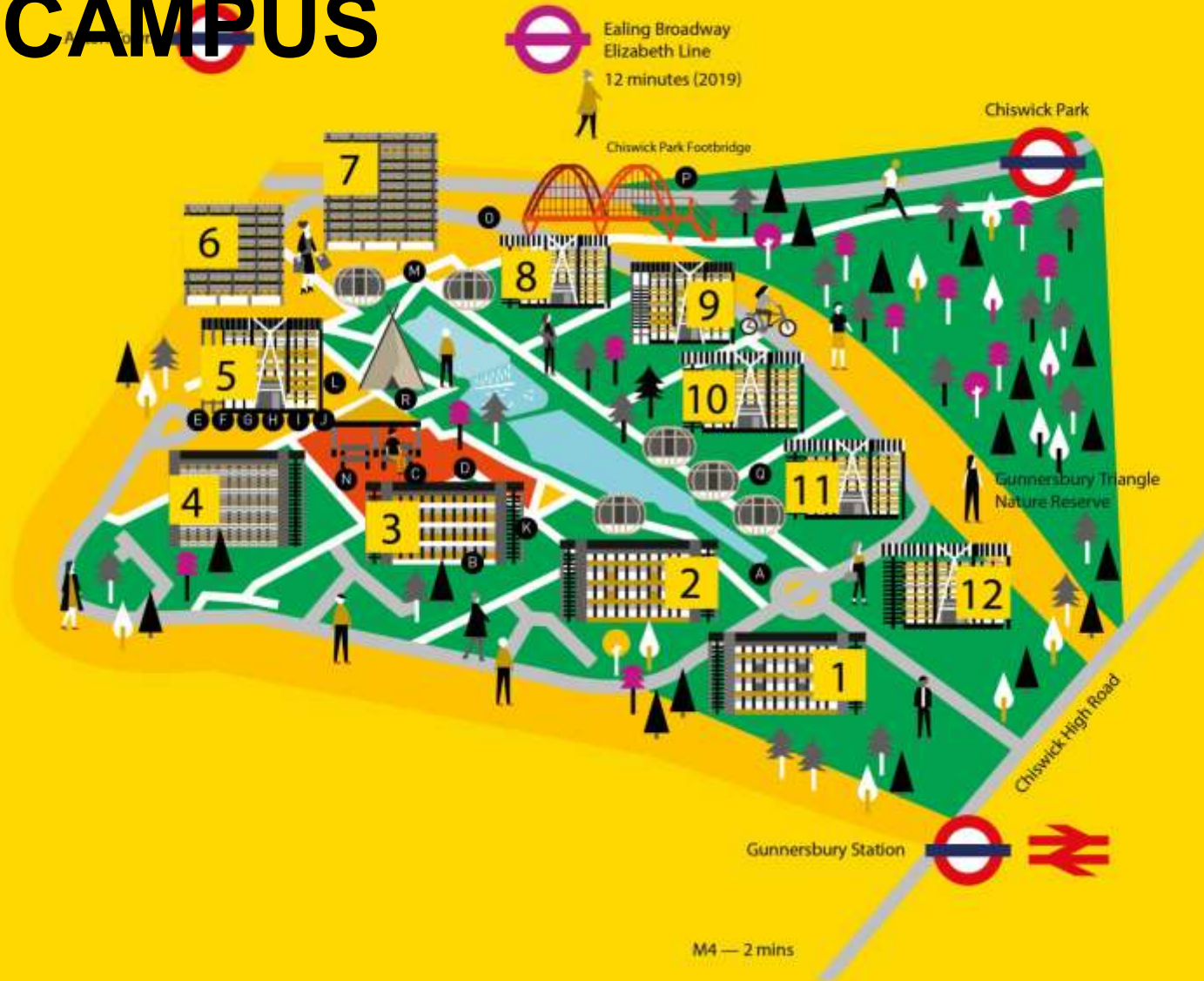
(Excel Centre 2019)

CHISWICK PARK
#ENJOY-WORK

BACKGROUND AND HISTORY

- 1.8million sq/ft Office Space
- 45,000 sq/ft Retail Space
- 33 Acres of Estate
- 9,000 Guests Daily
- Over 100,000 visitors annually
- 73 Guest Companies
- 19yrs old
- Unique Lake & Events Plaza
- 24hrs a day, 7-days a week, 365 days a year

OUR CAMPUS



AMENITIES

- A Starbucks Coffee
- B Enjoy-Work Office
- C Virgin Active Health Club
- D Moot Bar & Restaurant
- E WHSmith
- F Go Chisou
- G WOLF
- H Source Food
- I Starbucks Coffee
- J The Union Bar & Grill
- K Building 3 ATM Machine
- L Building 5 ATM Machine
- M Kafe 23
- N Events Plaza
- O Bus Stop
- P Chiswick Park Footbridge
- Q Meeting Pods
- R Tipi

M4 — 2 mins

CHISWICK PARK
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BACKGROUND AND HISTORY

*If you enjoy work,
you do better work,
If you do better work,
you have a better
business!*

CHISWICK PARK
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[Our Partnership Approach]

Our Values:

- Championing Partnerships, as
- One Talking Team, by
- Empowering our people, to
- Deliver World Class Service, for
- A Sustainable Future

JPC – Our Cleaning Services and Waste Management Partner



[JPC - Overview]

- Formed in 1987, we have achieved 32 years of continual organic growth
- Recognised for a culture of cleaning excellence and tailored customer service. Delivering exceptional value to large PLC organisations in a range of prestigious locations
- We build strong and long lasting relationships. We still hold many of our initial contracts to this day, some 25 years later
- We have been partners with Chiswick Park Enjoy-Work since 2006 providing;
 - Personable, accountable, reactive and effective customer service
 - Highly trained, engaged and motivated workforce with high staff retention rates
 - Enhanced cleaning standard and service excellence
 - Added value, Innovation and Investment in new technologies
 - Annual objectives program including a waste management strategy developed in partnership

[Our GUEST SERVICES]

- This Team is made up of a range of sub-teams:
 - Building Team (Day)
 - Building Team (Night)
 - Building Demise Team (Day & Night)
 - Estate Team (Day)
 - Vertical Team (Day)
 - Reception Support (Day)
 - Waste & Recycling Team (Day)
- JPC Service Partner for 13 years
- Creating a true "experience" rather than a visit
- Over 60 team members
- Over £1.1m contract per annum



[Key milestones]

Our flat management structure removes bureaucracy / red tape from decision making, enhancing response time and overall effectiveness with full alignment with Chiswick Park brand.

Past achievements have included the following awards:

- Financial Times Great Places to Work 2007/2008/2009/2010/2011
- Clean Britain Awards (2009)
- Green Apple Awards (2009)
- Chartered Institute of Waste Management
- Crème De La Crème Award (2011)
- Queens Award (2013)
- Golden Service Award (2013 Finalist)
- Hounslow Business Awards (2014 Finalist)
- Golden Service Award (2015 Winner)
- Customer Service Awards 2016
- Green Apple Awards – Silver 2018
- PFM Awards – Partners in PFM winners 2018
- Hounslow Business Award 2018 – Green Award
- Best Business Award 2019 - CSR

[Key Stats - Cleaning]

- In the past **13** years at Chiswick Park JPC and the Guest Serves Team have.....
- Cleaned **102,159 windows** / carried out over **1.3 million toilet spot checks** / delivered **307,629 toilet deep cleans**
- Received **483 Wow** Nominations and **69 Captains** award (that's an average of **7 per year**)
- Increased the team by 350%
 - **34** Nationalities
 - **27** languages
 - Awarded **16 Internal** promotions
 - Celebrated **11 Crossteam** promotions
- Won **16 industry Awards**
- **80% reduction** in carbon emissions
- **Reduced chemical** consumption by **30%**
- **Cut consumable** usage by **9 million handtowels** per year

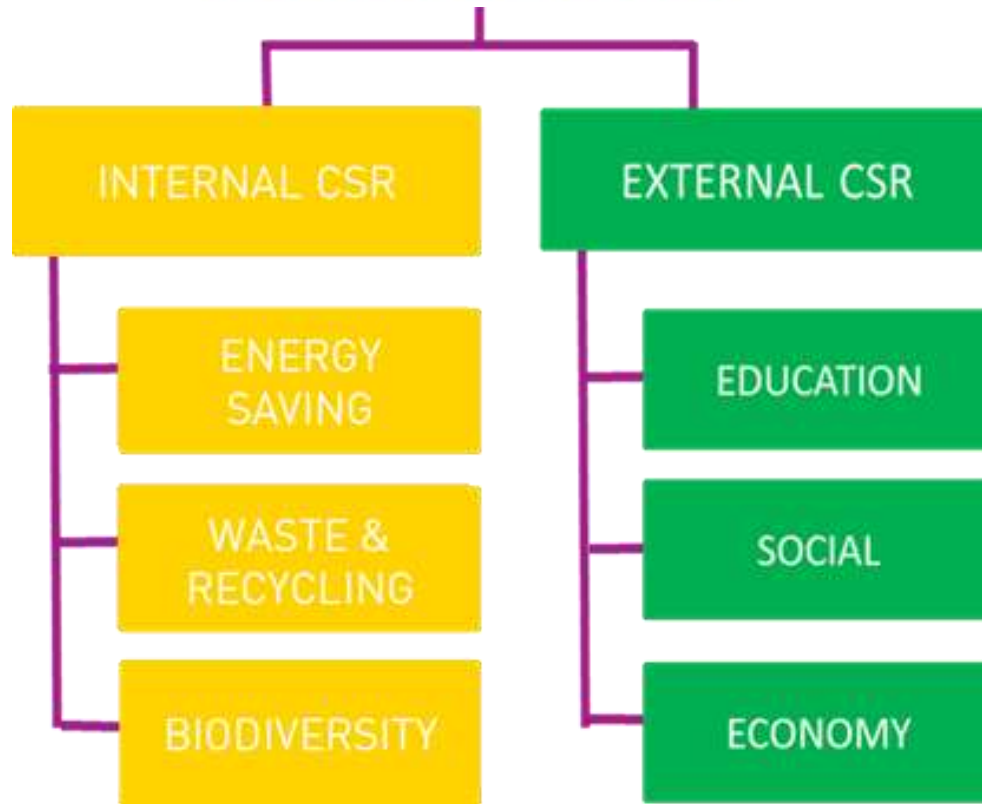
[Our Approach - Cleaning]

- Overall Annual Planner – a strategic approach
- Bespoke Building plan – a specific operational task focused approach
- Bespoke Team Plan - Training & Development
- Service! Service! Service! (Our Guests and our Team)
- Standards! Attention to Detail is a priority (Teamwork)
- Innovation
- Reporting, Analysis and inspections
- Guest Feedback



[CSR OVERVIEW]

#ENJOY-WORK
TOMORROW



[Key Stats – Waste & Recycling]

- **50 tonnes** of rubbish every month generated (600 tonnes per annum)
- On-site wormery with **100,000 worms** capable of breaking down **50kg** of food waste per day
- **65%** waste & recycling target
- Recycling rates have increased over **20%** in the last 2 years
- We recycle **100% of our green waste**



WASTE & RECYCLING – Our Approach

- We are passionate about waste & recycling
- We can only do so much – we engage with guest companies through our ‘sustainability forum’ to create more awareness and share best practice – together we are much more effective!
- We now measure waste production by each individual company
- Our recycling rates have increased over 20% in the last 2 years
- We recycle 100% of our green waste
- We manage our food waste through our two wormeries located on the campus
- We recycle all coffee grounds via our on-site mulching bay’s



[WASTE & RECYCLING – Our Approach]

- We had to change our strategy – we were not efficient in any way, our vehicle movements were high and our data not reliable
- We centralised our operation and asked JPC to support with resource and management
- We now have a solid and reliable operation that measures each guest individually – with this history we are looking at billing in this way moving forwards to enable us to recognise those companies that recycle well and penalise those that don't!
- We have an onsite baler to enable cardboard rebates
- Our vehicle movements are more than half of what they used to be with our own on-site electric vehicle which tows our bins
- We announce our top 5 guests for recycling every month in our park newsletter and on our e-screens and discuss in our monthly building meetings

[WASTE & RECYCLING – Our Approach]

- **We work hard on guest engagement:**
 - We bespoke our approach where possible – e.g. our retailers
 - We provide training, education and awareness for our guests
 - It's about guest engagement and guest company engagement
 - We promote through exhibitions in reception areas, we run events, communicate via our e-screens in lifts, the building's and the estate as well as online
 - We share best practice as part of our sustainability forum's we run on the park
 - Plastics, WEE Waste & Confidential shredding is an opportunity for us
 - Our team and partnership approach has helped to drive our achievements today
 - Great thinking, planning and regular reporting and communication for all those involved – including our guests!



IF YOU **ENJOY WORK**, YOU DO
BETTER WORK. IF YOU **DO BETTER** WORK,
YOU HAVE A BETTER **BUSINESS**.

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