

An integral part of the team AstraZeneca, Paddington



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When international pharmaceuticals company **AstraZeneca** moved their head office into a state-of-the-art building in Paddington, they asked Sodexo to expand their remit to manage all of the on-site services.

'We used to look after their facility in Mayfair,' explains Anne Bown, Sodexo Facilities Manager. 'We'd proved ourselves and built a really good relationship. So, when the global headquarters moved to Paddington, we were appointed to run full services.'

'We've created a blueprint that AstraZeneca now want to roll out at other locations. It's very much about working in partnership. By looking after all of the on-site services, we manage everything for them so they can focus on their core business and Paul Hyatt, AstraZeneca's Director of Executive Services, says it's "stopped the noise for him".'



SODEXO SERVICES:

- Cleaning
- Conferences
- Domestic services (including housekeeping for five company-owned flats)
- Catering
- Fine dining
- Hospitality
- Mailroom
- Maintenance services
- Meetings
- Helpdesk
- Reception
- Reprographics
- Second-line security

DIRECT CONTACT

'AstraZeneca staff – even senior execs - now come direct to my team to get things sorted out and that has made a huge difference,' says Anne. 'They don't trouble Paul anymore and he hasn't got lots of different service providers to manage. He's kept informed but he finds out about things after solutions have been implemented.'

Paul Hyatt agrees: 'Sodexo challenged our previous ways of working, which has delivered not only some significant cost efficiencies but a lean and engaged support structure. This has given us a true "facilities management customer face" and a single point of engagement to deal with the day-to-day support requirements.'

Anne explains: 'Sodexo staff are very much empowered to make decisions and get things done. Paul sees this result in a very high standard of customer service. Things just get sorted straight away – you don't get a situation where you have wait 10 days for a new light bulb.'

'The Sodexo team have become the eyes and ears of the building. The team are all multi-skilled – cleaners can do catering, reception can do admin, one of the concierge team

has been trained up to do reprographics, they support video conferencing, help with engineering, office moves, printers etc.

'The Sodexo staff really enjoy the multi-skilling as they've been able to learn and develop. It has led to almost 100% staff retention as it keeps staff interested, empowers them to solve problems and to build a good relationship directly with customers to provide consistency for our client.'

WORKING PARTNERSHIP

The partnership approach adopted by Sodexo at AstraZeneca's global headquarters even extends to staff development. The companies collaborated to develop a university certificate in professional business practice (facilities management) at Sheffield business school, a qualification which AstraZeneca and Sodexo staff undertake together.

'The Sodexo site team and management team have become true partners,' says Paul, 'enabling AstraZeneca to concentrate on its core business while being comfortable in the knowledge that our support needs are catered for professionally.'