



Wates Smartspace (FM)

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Ownership: Wates Smartspace,
part of the Wates Group
Staff: professional/management 73
technical/service operatives 170

Turnover: £27.5m

Total Customers: 50

Service Profile

FM Services

- ✓ Total FM
- ✓ Integrated services packages
- Services provided by directly employed staff:*
 - Cleaning
 - Catering
 - ✓ Building services maintenance
 - Security
 - FM consultancy
 - ✓ Central help desk
 - ✓ Central monitoring 24/7
 - ✓ Project management
 - ✓ Relocation management
 - ✓ Grounds maintenance
 - ✓ Energy management

Property Services

- Total property outsourcing
- Real estate management services
- Financing
- ✓ Asset management

Business Services

- ✓ Office services
- Procurement
- IT/telecoms
- Serviced offices

Major Contracts

Public sector:

- ✓ PFI/PPP
- ✓ Education
- ✓ Health
- Custodial/law enforcement
- ✓ Government department

Private sector:

- ✓ Real estate partnership
- ✓ Multi-site corporates
- Retail
- ✓ Leisure

Geographical Coverage

- ✓ UK
- Continental Europe/Eire

Selected clients

ACCA, Twycross Zoo, London School of Economics and Political Science (LSE), Royal Hospital for Neuro-Disability, TNT

Company mission statement

Our mission is to be the most trusted partner in the built environment by safely delivering high quality services, on time and on budget, every time.

Wates Smartspace (FM) is a national, hard services led, facilities management provider that thrives on operating in highly technical, complex and demanding environments where outstanding customer experience and 100% uptime of critical systems is key.

Our specialist teams have a wealth of knowledge and experience in operating across diverse and technically challenging environments including single and multi-site portfolios within the banking, media, commercial property management, finance, law, education, leisure, heritage, automotive, logistics and manufacturing sectors.

A bespoke service, with the backing of the Wates Group

Part of family-owned construction and property services company, the Wates Group, Smartspace (FM) is able to draw from 120 years of expertise across every aspect of the built environment.

This unrivalled support structure enables us to combine the longevity and commitment of a family business with the best aspects of a corporate group including high standards of governance; a forward-thinking, customer-focused approach to markets; and a drive for innovation.

And our customers agree. We are a trusted partner of high profile regional, national and international organisations and work collaboratively with each customer to transform their FM service by providing forward-thinking solutions to the highest standards.

A tailored, collaborative approach

Understanding that one size doesn't fit all, our approach is centred on tailoring each service delivery model to align with key stakeholder objectives and prioritising the elements that best support their day-to-day business needs.

We also build longstanding collaborative delivery

partnerships on the soft services side through a selection of our trusted supply chain partners, founded on a commitment to ISO44001 principles.

A culture of innovation

Innovation comes from all corners of our business and includes regular 'Green Dragons' Den' style events, delivered through Wates Sustainable Technology Services. This gives our clients the opportunity to hear from suppliers of the latest low carbon, energy efficient technologies and form on-going partnerships with those that are able to help them deliver against key objectives.

We also develop in-house innovations, including our Assurance Compliance Tool (ACT) that provides real time reporting on statutory compliance activities. This bespoke software helps us to manage, measure and report against service delivery requirements and compliance activities - improving accountability, minimising day-to-day disruption and providing easy to digest management information so that our customers can remain fully focussed on their business.

Above all, it's about people

Above all, great facilities management is about great people.

Our dedicated team of Customer Services Advisors understand how crucial it is to ensure that the right standards of customer service are established and maintained. We achieve these standards through tailored induction, training and team-building and a code of conduct that defines exactly what is expected to realise an exceptional customer experience for our clients and their building users.

Many of the talented individuals who join our team come from a range of vocational backgrounds including the military, broadcasting and the legal sector. This enables a thriving culture of innovation in an ever-changing FM environment.

