

one vision
many advantages

Dedicated to
the passionate
delivery of
forward-thinking
FM solutions

ANABAS™

Retail Case study



The customer is always right...

Retail is a fast moving, competitive and dynamic business sector. The vast array of retail outlets and intense competition from new sources, such as the internet, means that consumers are becoming increasingly discriminating and demanding.

Safe, clean, tidy and well-managed retail spaces are essential to the overall impact and success of retail outlets. Anabas works on an ongoing basis with its retail clients to look for service improvements and efficiencies that can help make the difference.



Robert Dyas Case study

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Established in 1872 Robert Dyas is one of the oldest names on the UK high street. Providing a wide range of home, DIY and garden products, this national retailer maintains a local approach to satisfying its customers.

The Project

Anabas is successfully delivering a bespoke retail FM model to the well-known high street hardware and homeware retailer, Robert Dyas, to save costs on cleaning and maintenance services.

The contract with Robert Dyas began some two years ago when Anabas was engaged to undertake window cleaning across half the portfolio. From this Anabas has worked with Robert Dyas' management team to develop a new holistic approach that envelopes all its cleaning and maintenance requirements for every store within the Robert Dyas portfolio.

The Anabas Approach

Anabas has particular experience in the retail sector and it has developed a strategic total FM approach to Robert Dyas' facilities solution. Anabas recognised the nature of the Robert Dyas business and saw a need to change the way costs were allocated to non-core business functions in order to control its operational cash flow more closely.

Now Anabas delivers a bespoke floor care programme combined with fabric maintenance, M&E services and a keys and security element to all 80 Robert Dyas stores nationwide. Every service line is self delivered by trained Anabas staff, ensuring consistency and measurability for benchmarking KPIs across the whole contract.

Each service is underpinned centrally by Anabas' comprehensive helpdesk system in Yorkshire. Service at all levels of the contract is essential: from a trained and informed helpdesk staff who understand the requirements and culture of Robert Dyas' business as well as the daily pressures faced by store managers, through to senior management relationships that develop

the contract as a mutually beneficial partnership. Everything is geared to ensure the customer experience is nothing short of excellent.

Service Delivery

- Floor Maintenance
- Fabric Maintenance
- Window Cleaning
- Mechanical & Electrical maintenance
- Helpdesk

Don't just take our word for it...

"We are pleased to be expanding our working relationship with Anabas as we move forward as an organisation. They bring extensive retail experience and expertise to the table and have demonstrated their commitment to the relationship with Robert Dyas over several years."

Alan Holliman

Head of Property and Development

Space covered	Over 400,000 sq ft
No. of stores serviced	80
No. of Anabas staff	20
Coverage	UK & Ireland
Duration of contract	3 years

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Robert Dyas

The Body Shop Case study

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Part of L'Oreal, The Body Shop is one of the UK's most recognisable high street brands. It has over 2,000 stores worldwide and plays a leading role in ethical retailing practices involving environmental, fair trade and animal welfare issues.

The project

Following the contract win in 2007, Anabas has been responsible for a range of FM services in over 240 stores nationwide. In awarding this contract, The Body Shop recognised the synergy between Anabas and its own business practices.

The Anabas approach

Every organisation requires something different from its FM provision. At Anabas, we recognise that individual organisations require individual FM solutions that meet the unique challenges they can face on a daily basis.

For The Body Shop, providing cleaning services at multiple sites for only a few hours a week was a challenge Anabas met through our established and systematic approach. We developed a unique FM solution that fitted within The Body Shop's budget and met their needs across the board.

Anabas implemented a planned role out, focusing on specific local areas first before going national over a period of several months. This approach enables careful analysis and evaluation at each stage allowing our systems and processes to be adapted to accommodate specific requirements for The Body Shop.

Service delivery

- Store cleaning
- External window cleaning
- Internal glass and mirrors
- Staff amenities cleaning
- 'Back of house' area cleaning
- Floor maintenance

Service excellence

Window cleaning forms part of our service provision for all retail clients. At Anabas we put great emphasis on delivering against the high expectations our clients demand. Whether we are servicing windows, atriums, retail fascias, mirrors or signage, our operatives are trained to produce the levels of cleanliness and visibility which project the right impression, inside and out.

Space covered	Over 350,000 sq ft
No. of stores serviced	249
No. of Anabas staff	145
Coverage	UK and Ireland
Duration of contract	2 years

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Crabtree & Evelyn Case study

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Crabtree & Evelyn is an American retailer of body and home products with stores globally. Founded in 1973, Crabtree & Evelyn uses over 160 natural botanical ingredients to produce the purest and most effective skin care products possible.

The project

Anabas has been contracted by Crabtree & Evelyn since 2008 to improve operational efficiencies and service levels across its 48 UK stores. After working closely with the in-house team to ensure effective service provision, Anabas devised a proactive service to ensure minimisation of reactive costs. Crabtree & Evelyn now enjoys consistent levels of service across all sites, a single point of contact for all of its facilities service managed centrally through the Anabas Helpdesk, and regular reports ensuring accurate and reliable financial reporting data.

The Anabas approach

One of the real differences we offer is consistently high service. This is not something we simply pay lip service to, as we guarantee levels of service through the use of bespoke software, customised processes and KPI reporting.

Crabtree & Evelyn is assured of our service delivery at all times and we provide regular information that reports on our performance. Behind the scenes we are focused on identifying problems early and rectifying them even before clients need to get involved.

Service delivery

- M&E - planned preventive maintenance
- M&E - Re-lamping
- M&E - Reactive
- Window cleaning
- Helpdesk
- Financial reporting

Space covered	55,000 sq ft
No. of stores serviced	48
Coverage	UK
No. of Anabas staff	15
Duration of contract	2 years

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CRABTREE & EVELYN®
everyday luxury • beautiful gifts