

## FM in Retail Information Sheet

Effective facilities management has an important role to play in the fast moving, highly competitive and dynamic retail sector. The look and feel of a retail environment is crucial to keep customers coming back again and again.

To keep up the pace, grow and succeed retailers need to ensure that they offer safe, clean, tidy and inviting spaces to impress today's increasingly demanding customers and reinforce their brand. These factors are essential to the overall success of a retail outlet, however, a visually exciting and high impact environment can be incredibly demanding to maintain. This makes effective facilities management vital in the battle on the high street.

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Retailers face a number of options when sourcing facilities management services. While sourcing locally may be easier initially from an operations viewpoint, the varying service levels and lack of control centrally means that any multi-site national retailer should consider sourcing services centrally.

Using a single sourced supplier can provide a range of frontline savings as well as reduce administrative overheads significantly, negating the need for multiple invoicing and ensuring one main point of contact. There are a number of factors to be aware of when sourcing facilities management for the retail industry.



### Compliance

Store managers need the support and mechanisms to make informed decisions, achieve best value and verify insurance and right to work compliancy. Are you sure that the workers you are using are fully insured, trained, have the right to work and will adhere to health and safety regulations?

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Without correct insurance, any injuries sustained whilst working on your premises could result in legal action being taken against you; meaning the low cost option could end up costing you the earth. It's therefore vital to know that any contractor you choose to employ is fully covered.

Another area within compliance to be aware of is employee training, as without it, consistently high standards will not be achieved. For example, All cleaning operatives should be thoroughly trained on cleaning methodology, product use and equipment use for best results as well as extensive Health and Safety Training.

Moreover, compliance with security, fire precautions and other site rules must be adhered to at all times...and if this isn't enough of a minefield, don't forget that as an employer, you are also legally required to ensure that every member of staff has the legal right to live and work in the UK for the job in which they are employed. It is a criminal offence to employ someone who doesn't have the appropriate immigration permissions; therefore you need to ensure the correct procedures are in place.

Total FM providers will take care of all of the above compliance issues as a standard minimising any potential risks and allowing you to concentrate on your core activities.

## Transparency & Visibility

Consolidating services ensures transparency and visibility of cost and the service levels being provided on a national basis through a central point. The provision of crucial management information ensures the central team has visibility across the portfolio.

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Using multiple providers can make it difficult to be able to forward plan budgets and track expenditure. Locally sourcing window cleaning, may not seem expensive, but over a national portfolio the economies can make a real difference to a retailers bottom line.

## Performance Management

Performance Management through the setting of Key Performance Indicators (KPIs) is crucial. Without them no reliable information about how well the job is being done exists. Did your cleaner actually show up? Was the job completed in time and to the correct standard? Who is responsible for monitoring the quality of the work undertaken and how can they measure it without specific systems in place?

A single monthly facilities report containing all service, management and financial information for a contract ensures retailers are no longer left in the dark. A single provider also ensures any changes can be implemented centrally and rolled out across multiple sites ensuring consistency at all times.

## Flexibility & Enhanced Knowledge

In addition to this, managing everything centrally provides flexibility meaning that your service delivery can be altered to meet any changing market conditions with a minimum of fuss at any time. The experience a single provider will gain about your portfolio is essential in meeting store opening or refurbishment deadlines, whilst flagship operations can be used as a best practice model for national portfolios.



*'Benefit from industry best practice and innovations'*

Moving to a national FM provider also ensures the retailer benefits from industry best practice and innovations which can be shared across the portfolio increasing their benefit and impact.

As annual consumer spending in retail is predicted to fall by £19.4bn by 2010, the only way retailers can increase their sales is to work harder and excel in every way possible.

Working in partnership from initial design, to ongoing facilities management can ensure a visually exciting, well maintained and sparkling retail space.

If you would like to discuss some of the challenges your organisation faces and how Anabas can help, please get in touch on [020 7812 1155](tel:02078121155) or email [solutions@anabas.co.uk](mailto:solutions@anabas.co.uk).