

food manufacturer

What we achieved

EMCOR UK has worked closely with this customer to provide operation support through our wide-array of facilities management (FM) services. Through dedicated, exceptional service, we have built and maintained a close partnership with our customer, earning us a 10-year contract and recognition as an integral part of the facility's team.

Benefits we delivered

Sugar beet processing is a highly intensive procedure, which demands optimal facility performance and rigorous compliance processes. EMCOR UK's essential FM services have improved operating standards, while also helping to ensure production continuity.

Throughout the plant, strict health and safety standards have been implemented, in an effort to increase employee wellbeing, better protect staff, and create a more effective workforce. We have also provided dedicated support to our customer's quality, environment, safety, and health (QESH) team and helped the plant attain full compliance with Sedex Members Ethical Trade Audit (SMETA) Ethical Trade Initiative (ETI) standards.

Challenges we overcame

Before working with EMCOR UK, a low retention rate for FM employees was a persistent problem at the facility. We helped to resolve high turnover by transforming the employee hiring and training processes.

Our method focused on applicants searching for long-term employment, willing to work in demanding conditions, and then we demonstrated our commitment to them by investing in rigorous workplace training and long-term succession planning.

Finally, we utilised cross-functional training of our teams, which helped us remain resilient across key deliverables, if labour shortages occurred.

Services we delivered

EMCOR UK has provided a full-suite of FM services, including:

- ▲ Cleaning
- ▲ Reception
- ▲ Subcontractor management
- ▲ Mechanical and electrical
- ▲ Conditioned based maintenance
- ▲ Security
- ▲ Catering
- ▲ Building and civils
- ▲ Grounds maintenance and pest control
- ▲ Welding
- ▲ Banksmen
- ▲ Project management
- ▲ Statutory compliance inspections and audits

