

CBRE A collaborative triumph for the John Lewis Partnership.



A collaborative partnership for the John Lewis Partnership.



The latest contract between PTSG and CBRE, for delivering specialist fire and security solutions to the John Lewis Partnership, is the latest in a long and successful partnership between the two organisations.

The first contract between the two organisations saw PTSG's engineers provide a single specialist service. Over a number of years, many further contracts have been completed for a range of services from all four of the Group's divisions.

In 2019 the Group attended the CBRE Preferred Supplier of the Year Event for the fourth year running, held for CBRE's specially selected supply chain partners. PTSG was shortlisted for awards in the "Innovation" and "Investors in People" categories.

CBRE invited PTSG (via constituent company Trinity Fire & Security Systems) to tender for the management of fire and security solutions for the John Lewis Partnership. The three-and-a-half-year contract covers all the John Lewis and Waitrose stores nationally, via long-term facilities management partner CBRE. The scope of work includes the provision of fire and intruder system maintenance and the reactive works, CCTV and access control systems.

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PTSG won the tender, which led to an extremely busy and productive five-week period of mobilisation. This saw PTSG create and implement a mobilisation plan to begin the delivery of fire and security solutions.

Mobilisation plan – several months’ work compressed into five weeks

During the five-week mobilisation period, a total of 28 engineers and staff from CBRE were TUPED (Transfer of Undertakings – Protection of Employment) to PTSG. CBRE’s management of fire and security solutions ended on 7th February 2021, with PTSG taking over this function seamlessly the day after, on 8th February.

To enable the smooth transition of the management of fire and security solutions from CBRE to PTSG, the mobilisation plan went into exhaustive detail in the

Weekly management meetings overcame obstacles presented by the TUPE process

following areas: Contractual Aspects and Agreed Specification; Data Required Outstanding from the Tender; Client Welcome and Inductions; Specification, Schedule and Asset Verification; Human Resources; Quality and Health and Safety; Compliance and Technical; and IT Systems and CAFM.

Weekly management meetings overcame obstacles presented by the TUPE process, while four specific task teams were created to cover all areas of the mobilisation plan.



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What collaborative excellence looks like

PTSG and CBRE are committed to partnership working and to that end they have adopted many of the guiding principles of BS11000 (now ISO44001) – the collaborative working standard. They believe the key elements in a successful relationship are trust and safe, first-time delivery, whilst always seeking new ways and approaches to business in an attempt to innovate and continually improve.

The teams have identified the key factors that help them to develop and manage a truly collaborative business relationship within their respective, and between both, organisations. PTSG works closely with CBRE's building management team, making sure its skilled and highly trained operatives are immediately available for a range of services, whether this be testing, training or emergency out-of-hours activity. The teams work collaboratively on:

- Workflow planning;
- Surveying and recording;
- Assessment; and
- Planning programmes of maintenance and repair.
- This has had the following benefits:
- Wider geographical reach with access given to more buildings
- A more integrated and co-ordinated approach on every assignment
- Financial savings and better use of existing resources
- Knowledge, best practice and information sharing on every building
- Sharing the risk, opportunities and rewards in new and untested projects
- Capacity to replicate success as the relationship develops
- Better co-ordination of CBRE's and PTSG's activities
- Mutual support between organisations

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PTSG is delighted that the John Lewis Partnership, for whom its fire and security services are being delivered, has not experienced any drop-off in service during the intense five-week period of mobilisation, and has even noted the improved levels of service in the weeks after the start of the contract (on 8th February).

The clearing of legacy issues on sites over the first few weeks of the contract greatly supported the successful mobilisation period (these issues were around for months and years prior to contract).

The CBRE management team that worked collaboratively on this project with PTSG remarked that this has been one of the smoothest starts to a contract they have experienced, whilst also being one of the largest.

