

KINGHT FRANK.

Knight Frank is a market-leading commercial and residential estate agency with a reputation for quality.

In 2003 the company began working with RFM Group to help look after security and cleaning at its 50,000sq foot Woodland Park site - home to 500 workers from prestigious businesses including World Event, ISG plc, Habinteg and Bibby Factors. The site's previous contractor had fallen short on its promise to deliver these services, with absentee and staff turnover figures of 18% and 33% respectively among cleaning staff. Low morale was contributing to poor levels of cleanliness and unacceptable security at the site.

Through a combination of rigorous recruitment, staff training and incentive initiatives, RFM Group was able to completely turn around the level of morale and commitment at Woodland. Absenteeism and turnover have declined dramatically, and RFM Group now has 15 staff based on site and boasts an impressive 80% staff retention rate over an 8-year period. Not only that, close monitoring and auditing of performance reveals consistent scores of between 90% and 95%, representing a huge breakthrough.

Another change made possible by RFM Group was to address Knight Frank's desire to make environmental considerations a part of its wider corporate and social responsibility programme. RFM Group introduced waste recycling and helped its client fulfill a Carbon Reduction Commitment by making sure security staff switch off electrical and IT equipment at night wherever appropriate. A knock-on effect of this simple but important move was to reduce annual energy costs by more than £3,000. To help further satisfy Knight Frank's ongoing Carbon Reduction Commitment, meter readings are now taken, documented and reported by RFM Group staff every three months.

"RFM were the existing contractors when we took the building over, and we have been very impressed in their commitment to continue to deliver a high level of service to both ourselves and our clients. A single point of contact for cleaning and security makes my job easier than the other buildings we manage. RFM are a committed FM provider."



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