

TURNER TOWNSEND.

This global professional services provider helps organisations to manage their assets, and operates from 65 offices in 29 countries around the world. The company places high value on the condition, comfort and security of its offices, and its global headquarters in Leeds is no exception.

Home to a workforce of 250 and set in half an acre of grounds, Turner and Townsend's Grade II listed headquarters had previously been maintained by no less than 12 different contractors and an on-site caretaker. RFM Group began working with the company in 2002, providing a total facilities package embracing cleaning, security, maintenance and engineering, handyman, grounds maintenance, pest control, washroom services, office refurbishment and painting and decorating.

RFM Group's solution provided a single point of contact, consolidated monthly invoicing and monthly reviews and reports. Better still, by multi-skilling our workforce and creating a truly integrated team we were able to improve the overall service and reduce costs for Turner and Townsend. We also undertook extensive work on the property's impressive grounds, and our major contribution was recognised through the Leeds in Bloom Awards in 2004, 2005, 2006, 2007, 2008 and 2010.

"Since first meeting with RFM I have been ecstatic with their level of commitment and performance. We have over the last few years definitely seen them grow as a business, which is very nice to see in the current climate. I sincerely wish them all the best for the future, and long may continue their impressive and proactive service to us".

Turner and Townsend.



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