



Working in partnership with H&M



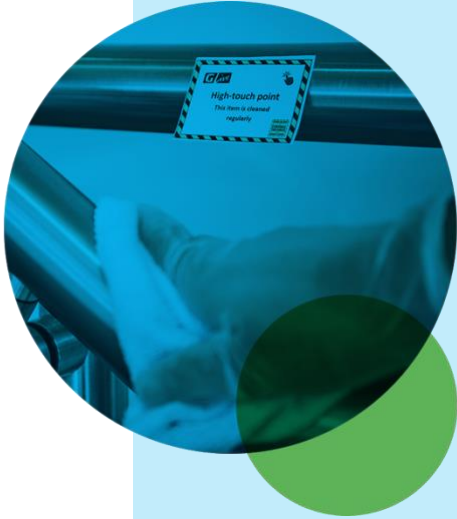
The Client

The world's second largest fashion retailer H&M appointed Exclusive Contract Services to provide daytime cleaning to store locations in the east and south east of England, with Exclusive cleaning 85 stores operating under the H&M brand as well the retailer's COS, Minki, & Other Stories, and Weekday specialist outlets. Over 500 Exclusive cleaning professionals have been allocated to the contract together with janitors for select stores.

The Plan

Exclusive expertise in national retail coupled to proven skills in team building and management helped to win this contract with the particular emphasis on our approach to Recruitment and Training, Reporting and Real Time access & Transparency of approach. The client requirements primarily meant that a value-add, flexible approach was required to reflect the undoubted changes with the retail world which we are all too aware of.





The Result

The result was that we undertook a clear and detailed mobilisation process in which our Project team ensured that every element of the plan was clearly updated on a minimum weekly basis with the client facilities team. We were able to highlight all areas of success and concern quickly in order to be able to restructure the individual and regional store requirements on a re-balancing basis that reflected trading patterns within three months. As would be expected, the Exclusive approach also required that all management and operational staff who were transferring in, had to undergo a full induction and training package in our approach. This was completed under the watchful eyes of our Group Training Manager Colin Brooker and via our new e-learning training module which allowed us to take the staff through the changes and requirements quickly & included our brand training video process. We also introduced and invested in Toucan given the clients high Environmental and Sustainability culture to reduce chemical usage which has also been successful.

From a positive operational start, the client has expressed their satisfaction and happiness within our Operational review meetings at which our Senior Operators and CEO attend on a quarterly basis.

“We are now working on the contract with our Solutions on other innovations which we feel will benefit H&M.”

SOLUTIONS DIRECTOR - THE EXCLUSIVE SERVICES GROUP



