

CASE STUDY

CANARY WHARF ESTATE

Canary Wharf Management limited benchmark their way to excellence



CHALLENGE

As Canary Wharf Management limited pride themselves in delivering the highest standards, selecting the right contractors is a necessity to protect tenants and reputations.

"For us, maintaining quality is single-handedly the most important thing. However, no one contractor offers the same package, therefore benchmarking performance at tender stage becomes difficult - contractors will always say they can deliver, but can they actually provide it. We needed someone independent to help us understand the capability of each and every contractor that bids for tender."

Vince McNaught, General Services Operations Manager, Canary Wharf Management.

SOLUTION

Sitemark were selected following the success of their work at the tower, One Canada Square.

Collaboratively, Sitemark consultants worked with Canary Wharf Management limited facilities and legal teams to evaluate work processes and benchmark against similar sites. Following a review of current contracts, the teams worked to formulate new contracts and develop specific technical detail.

Sitemark supported the tender process through benchmarking, shortlisting and analysis and have been retained to support future tenders and current contracts through Sitemark 6-monthly best practice Site Certification reviews.

RESULT

"We have very high expectations, but Sitemark put on an impressive performance. The projects took about a year to deliver, but there was no depletion of standards in the process.

The Sitemark benchmarking process enabled us to see the fuller picture and to develop a process for continual improvement, as every one of our tenants would expect.

We have a new procedure for companies looking to work for us. Contractors are forwarded to Sitemark so they can learn about our business needs and be advised accordingly before the selection stage. Sitemark also manage our shortlisting process and support our tenders to ensure we work with the right contractors."

ABOUT CANARY WHARF

Canary Wharf Group is an integrated property development, investment and management group of companies, which through civic transformation, helped consolidate London's position at the centre of the business world.

The estate spans 97 acres, with 35 completed buildings occupied by some of the world's best companies employing over 105,000 people and attracting 30,000 visitors a day.

ABOUT US

Sitemark provide independent best practice benchmarking to organisations in all sectors, helping clients and providers improve standards, reduce costs and ensure best value for money from cleaning and waste management services.

Sitemark has demonstrable experience in the private, public and voluntary sector, having worked with blue chip organisations through to NHS, local authorities, museum and landmark attractions.

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