

Brighton Myers Squibb

Chester & Moreton Site



The Client

BMS Chester is primarily a two-storey office facility which has undergone a considerable internal refit in 2016. The internal space is open and airy, bright, white with many glazed and open aspects. The facility houses multi-national clientele and is a European Centre of Excellence. The working ethos is that of open collaboration spaces as well as multiple hi-tech meeting spaces with state-of-the-art teleconference and videoconference rooms. High quality wall and floor finishes are installed throughout, as are contemporary furniture fixtures and fittings.

The working space is supported by a modern and energized restaurant facility, modern and contemporary washrooms and shower rooms and that working environment is deemed to be a key to the success of the facility. Therefore, requires care and attention to ensure its constant upkeep and maintenance in order to allow it to continually deliver the desired core business results.

Cleaning hubs are located one per floor, with some peripheral storage and the choice and use of cleaning chemicals / agents is pre-agreed with the client and strictly adhered to.

Currently cleaning is required on a scheduled and reactive basis during the working day, with a focus on the high traffic areas, upkeep of restrooms and breakout areas as well as the regular re-setting of meeting rooms.

The Site

BMS Moreton is a Pharmaceutical Research and Development facility comprising of 5 main buildings with annexes and sundry support facilities.

The site has the following operational areas:

- Scientific Laboratories (SL).
- Office and meeting space (OM).
- Restrooms (RR).
- Cafeteria (C).
- Cleanroom / Manufacturing (CM)
- Warehousing / Packaging (WP)

Managing the contract our Area Manager, who has been in the cleaning industry for 17+ years works extremely hard to ensure that both the partnership with the client and the staff as well as the high standards are maintained, and that all expectations are being consistently exceeded. To make this work on such a consistent basis, means liaising closely with clients and staff to ensure that regular meetings are held and that site operations run smoothly and efficiently.

The services provided in Chester include: daily cleaning (housekeeping, periodic cleaning), window cleaning (external and internal), coloured hard floors, carpet cleaning, consumables.

The services provided in Moreton include daily cleaning (housekeeping, periodic cleaing), window cleaning (internal and external), brise soleil, consumables.



The Process & Results

Brayborne have been working with BMS since 1999 which is an incredible 22years, and both Chester and Moreton were added in July 2017. We originally commenced with the clients Clairol site in Ickenham which was quickly followed by the Hounslow site in 2002 and worked in partnership with them during their move to their current location in Uxbridge in 2005.

The Results (cont.)

Brayborne have been the preferred supplier for BMS and have been re-awarded the contract on the two occasions when BMS has gone to the market to re-tender.

Over the last 22 years we have worked culturally with BMS representatives to meet various changes including financial constraints on their budgets. We have achieved this by introducing new working practices which include alternative cleaning method and increased efficiencies.

There is a requirement that all staff on site complete site induction on both BMS and Brayborne systems. Thereafter site awareness training takes place on an annual basis.

This contract is managed by one of our experienced Area Managers who manages the day-to-day operations of this contract and liaises directly with the client. In addition, there is a dedicated non-working site supervisor who manages the daily cleaning activities on site.

There are monthly minuted meetings with the clients where all aspects of the contract are discussed and retained as working documents. During this meeting the quality audits and in-house workplace checks will be reviewed. A monthly report is produced in line with the agreed KPI's and this will include the following criteria: Finance & Accounting, Quality of Service, Innovation, Performance Reporting, BMS Partnership, Management.

The result is that we have retain a very valuable client in very challenging conditions across nationwide sites in a constantly changing and moving industry for 22 years with a great deal of mutual appreciation, trust and respect.

