

Boehringer Ingelheim

Working in Partnership since 2011



The Client

Brayborne have been working with Boehringer since 2011 when we were awarded the contract for cleaning services. Brayborne have continually worked in partnership with Boehringer and had added value to the contract by adding several additional service provisions to the contract. The latest being the waste contract.

At the start of the contract there were several TUPE implications which needed to be dealt with in a swift and timely manner. These included changes to the supervision, shift times and the introduction of time and attendance systems. The changes were all in place within the first 12 weeks of the contract with very little resistance from the staff.

Since the start of the contract we have used alternative working practices to improve the standards that were being achieved which we have maintained daily throughout the site.

In 2014 we successfully implemented a central bin system throughout the site this has created a significant reduction in general waste costs.

The Process

This contract is managed by Sharon Mylum who is based at our Wokingham office. Sharon manages the day to day operations of this contract and liaises directly with the client. In addition to Sharon there is a dedicated non-working site supervisor who manages the daily cleaning activities on site.

Sharon attends a monthly minuted meeting with the client where all aspects of the contract are discussed. During this meeting the quality audits 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
- Management

The Operations Manager attends these meetings on a quarterly basis to review all the services provided and discuss any improvements or cost savings that can be achieved.



Services Provided

- Daily Office Cleaning
- Housekeeping Service
- Full -Time Handyman
- Window Cleaning
- Carpet Cleaning
- Deep Cleaning – Kitchen
- Kitchen Duct Cleaning
- Personal Hygiene Services
- Dust Control Mats
- Supply of Consumable Products
- Waste Services