

# Case Study



## Churchill and JLL

Jones Lang LaSalle (JLL) is a global professional services and investment management company specialising in real estate. JLL's UK portfolio consists of various property types including offices, shopping centres, retail and leisure parks, industrial estates and business parks, each requiring different needs and services.



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### About the partnership

Our partnership with JLL began back in 2006 as we were awarded all sites across JLL's Southern region, where we showed our ability to deliver consistent service excellence; a determining factor in our initial success. Within four years, we were appointed as a Nationally Approved Supplier. In 2011, we supported JLL with their King Sturge merger given our unique position as an existing supplier to both organisations.

In 2015, JLL became one of our flagship clients having successfully won their Midlands and South East regions, following a comprehensive national tender process. In 2018, we successfully added the South West region to extend our national portfolio, and have recently retained our partnership for five years with an opportunity to extend for a further two years.

**Today the Churchill team looks after 105 JLL sites nationwide. Services provided include general cleaning, deep cleaning, periodic cleaning, washroom cleaning, window cleaning, pest control, provision of consumables and reactive works. We also provide security services to a number of larger sites.**





## A trusted partner

For over 10 years, we have proven ourselves to be an outstanding partner to JLL; demonstrating capability, flexibility and an ability to evolve in line with changing client/contract expectations.

JLL's portfolio has significant differences between property type, size and requirements. For instance, flagship offices and some retail spaces are usually landmark buildings and can be a mixture of modern architecture and Grade I/II heritage. Many of these properties are not manned daily by JLL and therefore the client relies on us to immediately report any defects or anomalies identified on sites.

**Property types we look after for JLL include shopping centres, offices, retail parks and business parks. We treat each property individually to meet its own unique needs, ensuring the highest standards are maintained across all properties so the tenants can enjoy a safe and clean environment.**

- Shopping centres – cleaning of back and front of house areas and external areas
- Offices – cleaning of communal areas, including entrance(s), reception, corridors, staircases, toilets, shared kitchens, management suite and external areas
- Retail and leisure parks – cleaning of back and front of house areas and external areas
- Industrial estates – cleaning of the main, external and communal areas
- Business parks – cleaning of the main, external and communal areas

Through our unique knowledge of the sector, we are JLL's safe pair of hands for any requirement or eventuality. This includes:



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**382 Churchill colleagues work on the contract. Our dedicated JLL delivery and management team includes: Client Relationship Director, National Accounts Team, Account Director, Senior Account Managers, Local Account Managers, Help Desk Co-ordinators, Mobile Support and Individual Property Delivery Teams.**

Our bespoke JLL training programmes are designed to develop our team and equip them with the necessary skills and tools to continue making a difference for JLL.

Members of the team who demonstrate flexibility, ingenuity and excellence are rewarded with our JLL Employee Award schemes held quarterly on-site and annually at our celebratory JLL Annual Ceremonies in collaboration with other JLL service partners.

### **A shared commitment to sustainability**

Over the years we have supported JLL with achieving their sustainability and ESG goals which align with our own. We're always looking for innovative ways to reduce our impact on the planet and provide a high-level service to JLL.

We have undertaken a plastic reduction initiative with PVA. The total plastic savings since the introduction of the initiative in 2019 is 3,700kg, which is the equivalent to 463 Henry Hoovers. As part of this initiative, we replaced the core PVA range with water soluble cleaning sachets, eliminating further single use plastic from the supply chain. The biggest impact in this area came from the toilet cleaner sachets, accounting for approximately 945kg.

To embed circularity within our operations, we rolled out OdorBac across our JLL sites. OdorBac is a powerful all-in-one odour eliminator and multi-purpose commercial cleaner which comes in 100% recycled HDPE bottles in a highly concentrated format to be diluted on site. The product comes with a closed loop initiative whereby empty bottles are returned to our supplier who then washes, refills, and redistributes the product, keeping the bottles in use in a fully closed loop recycling system.

As part of the recent retender, we've committed to transferring as many JLL sites under our management as possible to Metsä paper products. Metsä is our preferred provider of paper products and the first paper manufacturer to achieve the Platinum award for sustainability by EcoVadis, placing it in the top 1% of companies assessed. Our partnership with Metsä enables us to create cleaner and more sustainable environments for our clients, including JLL, as well as giving the washrooms a visual upgrade to create a better guest experience.



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Another recent sustainability initiative involved the collection of sanitary waste from 80 JLL sites and using it to create energy. The total weight of sanitary waste that was collected and converted from the sites to date was 25,158.40kg, which provided a total of 16,272.01 kWh. This is the equivalent amount of energy needed to boil 162,720 kettles a year.

Throughout the year we regularly collaborate with JLL and its service partners on various environmental and social value initiatives to raise awareness and influence change for the better, such as World Conservation Day, World Environment Day, Surfers Against Sewage, Breast Cancer Awareness and our first collaborative awards event being held at JLL offices in Canary Wharf.

### Looking ahead

We are pleased to be continuing our longstanding strategic partnership with JLL, and continue supporting them in achieving their goals and ambitions.

As JLL's leading service partner, we are their safe pair of hands; fully aware of their flexible requirements, portfolio fluctuations, challenges and opportunities. Our focus and drive is always to provide an outstanding customer experience for the tenants and occupiers at each of the properties that we service.

We continually score well over our KPI objectives which is a testament to the team's approach to ensuring we consistently deliver an excellent service to the client.

Our partnership continues to grow and we look forward to making a difference together.

**“We are pleased to be continuing our work with Churchill for the next five years to keep our properties safe and clean for their users. Churchill has delivered excellence in cleaning as well as its social value programmes over the years, and it's essential that these standards are continued and improved for JLL's clients and occupiers.”**

Andrew Neeson,  
Partnership Collaboration Manager and Deputy Head of PPO, JLL

