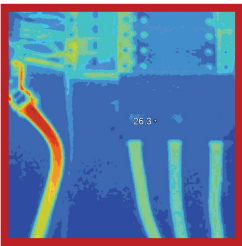


## General Merchandise Distribution Centres



### Marks & Spencer General Merchandise

Marks & Spencer have some 13 GM distribution centres operating across England, Scotland and Northern Ireland with a total square footage in excess of 7 million sq feet.



Marks and Spencer's wanted a different approach to their maintenance strategy and Westways innovative approach was chosen.

A new management structure was implemented and additional engineers and painters were employed to enable a fresh new approach to the upkeep of the sites within this portfolio, some of which are over 20 years old.



### Content

Working with the client the first priority was to carry out a full asset verification and dilapidation report in order to create a new planned maintenance regime using HVCA recommendations. The dilapidation report would then form part of the future CAPEX programme.

One key aspect was to identify the key pieces of equipment within each DC and pinpoint the key drive elements. We created a sectional maintenance in order that we could reduce the impact on the systems but give clear information on what work needed to be done, where this would affect and then produce

engineers reports as to what was found, what maintenance was carried out and highlight any remedial actions that would be required. These were highlighted by severity and down time identified in order to that we could liaise with the operation in order to carry out those repairs.

This process enabled us to create visibility of the reactive requirements on the equipment in order to identify trends and potential capital investment needs. This was a culture shift for both the site teams and the site operators which had to be driven through in order to meet the standards set out by Marks and Spencer.

We have also delivered energy improvement projects, thermal imaging as well delivering all aspects of property maintenance including, HVAC, refrigeration, electrical, mechanical, garment systems, conveyors, fabric repairs and installation projects across every aspect of the business.

All information is captured via a web based system enabling all stakeholders full visibility of each and every task or quotation across the portfolio.

### Benefits

- Reduction in overall costs
- Improvement of service delivery Transparency
- Greater visibility of deliverables
- Intelligence led structured CAPEX plan
- Improve in house delivery