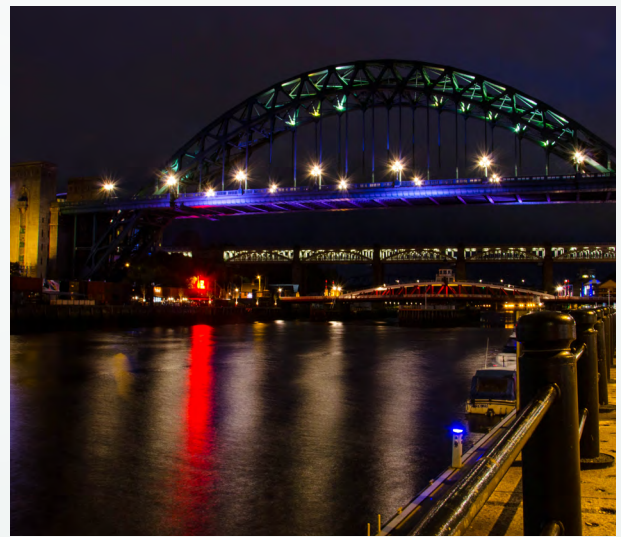


# Collaboration through creativity and innovation

The strong relationship between CBRE and MTS can be traced back to the turn of the millennium and the need for the legacy LFM business to have a more robust supply chain and a mechanism to ensure compliant and standardised PPE products.

The journey began when there were just 155 employees and operated from a single location into what is now a multinational EMEA wide business employing in excess of 13,000 people.

Our story is one of mutual respect and growth centred on openness, trust and collaboration. Often referred to as a “guardian of the CBRE standards”, MTS function as an extension of the QHSE team resulting in savings on resources.

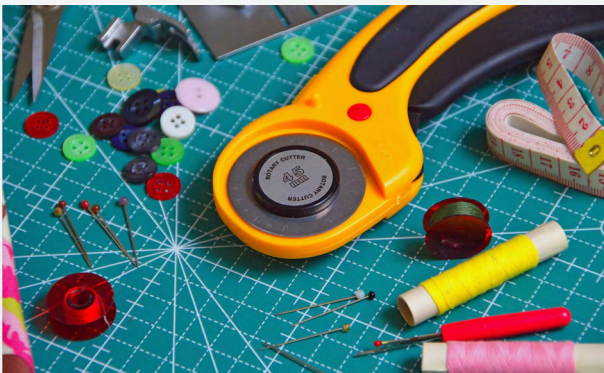


## Building relationships

MTS engage with a cross section of the CBRE organisation; from engineers and their contract support, through to contract managers, AGM's and directors, MTS have an unrivalled grasp of CBRE's requirements. MTS share this valuable knowledge with procurement and QHSE managers and directors helping to forge continual improvement.

## Our core areas of expertise include...

- PPE
- Workwear
- Tools & bespoke toolkits
- Test equipment
- Power tools
- Signs and bespoke service boards
- Environmental spill response and prevention
- HV / LV specialist equipment
- Access equipment
- General industrial equipment
- Lockout / Tag Out



## Our competencies

We embroider and print in-house which enables us to deliver an agile service in branded clothing, large format printing and short run bespoke items including service tags, self-adhesive signs and ID cards. Aside from the supply of goods, MTS pride ourselves on our award winning service that only comes from over 30 years' experience in being experts in FM supply. We understand the challenges in our industry and have the solutions to counter them.

## Regular reviews

Quarterly review meetings include; KPIs, SLAs, QA, Regulation updates, benchmarking, new product considerations, potential cost savings and sharing of feedback.

## Manufacturer visits & workshops

Several visits are arranged each year to engage a cross section of CBRE employees with the MTS supply chain. These visits include QA, training and workshops to further refine the MTS product offering and lead to the holistic specification and improvement of products used by CBRE.

## New product trials & testing

Driven by quarterly reviews, end user feedback, regulation changes and new to market products CBRE and MTS collaborate to trial and test a host of new products often resulting in improved performance, a refined specification and often resulting in a cost saving.

MTS conduct vigorous wash testing and aftercare procedures to ensure products such as polo shirts, work trousers and sweaters meet the required lifecycle. This is vital to ensure that the supply of the corporate uniform worn throughout the EMEA region is consistent and meets the standards required by CBRE for their client facing workforce.

CBRE refer new manufacturers and their products to MTS who, in turn, vet suitability/viability prior to presenting. This reduces the input required from CBRE in the early stages of this process and ensures that unsuitable products are filtered out. Acting as gate keepers MTS create cost efficiencies for CBRE as they are not required in the early stages of this process.



## Tool inspections

MTS visit new CBRE contracts to assess and inspect tools and equipment. The CBRE rules state that tools must be of a professional standard, branded with the manufacturers name and in good working order. Whilst new tools may be specified, there is a considerable saving to CBRE when MTS approve existing tools as suitable and fit for purpose.

## Training

Over the course of conducting numerous tool inspections, MTS have developed a process to enable CBRE to conduct its own tool inspections, utilising the MTS process. This is conducted through the training of CBRE Safety Champions, who are empowered to resulting in cost savings.



## Mobilisations & Transitions

MTS provide a unique end to end service for day one deployment of new contracts. The planning for these events starts as soon as the business is won. MTS are integral to this go-live process.

This results in savings of time and essential resource by ensuring the correct requirement is specified, planned for and delivered right, first time and in full.

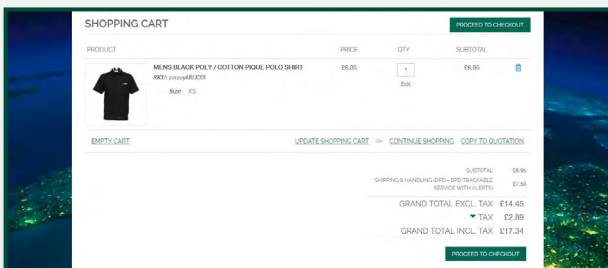
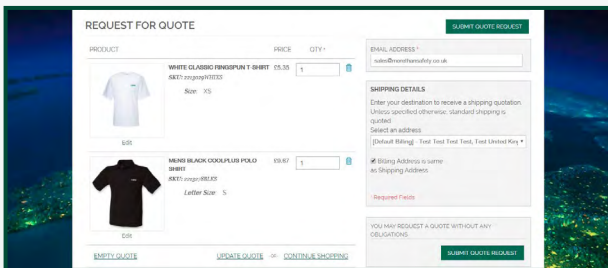
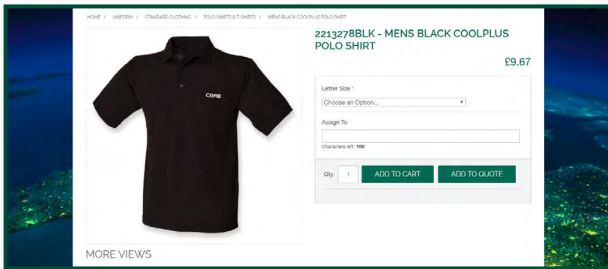
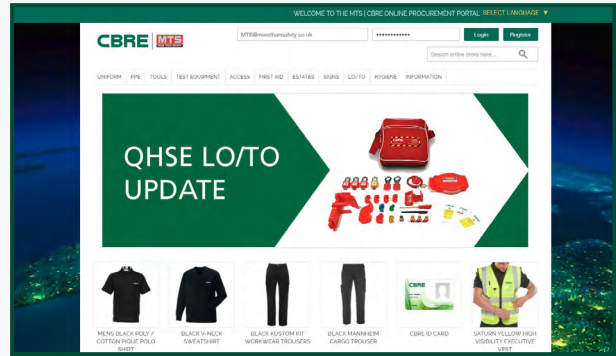


- Visit sites to conduct uniform sizing and measuring service.
- MTS are often amongst the first people to be seen by a potential new employee (during the TUPE process) and as such MTS staff deliver a positive message helping in the transition process.
- Toolkit / site tool and equipment inspection.
- Collation of requirements and data.
- Investigate potential areas of cost saving.
- Manage total requirement into individual person packs consisting of uniform, PPE, tools and equipment; everything needed for engineers to start work on day one. All delivered with inspection and asset signing sheets.



## Online Procurement Website

First developed in 2006 the primary purpose of this bespoke website was to control content and therefore drive compliance. It immediately had significant impact as it reduced ad-hoc spend overnight. Since its first version the site has been developed holistically to provide a whole host of enhancements.



- “Quote me” a function allowing users to create their own quotes thus reducing the amount of time between a quote request and receipt.

- “Assign to” a field created to assign each item bought to either a user or a particular part of the CBRE business that aids management information reporting.

- “Site Specific” areas, allowing certain sites to hide their contract specific items from other sites, an extension of the content control functionality first envisaged, continuing to reduce wanton spend.

- “Site Specific” also shows the unique branding for each site/client allowing users to correctly order the right items for their site. This has reduced errors, wastage, returns and associated costs.

- As of September 2016 the International MTS CBRE Procurement portal was launched to support the EFM business. The update includes the ability to sell country specific products in 3 different currencies in over 20 different languages.

By driving spend through the website MTS are able to keep overheads to a minimum in order to service the account which keeps costs stable. Ordering via the website rather than using

other channels (email, telephone, fax) has proven to produce a time saving as orders bypass the customer services team and are picked sooner.

# Organisational benefits achieved for each organisation

The CBRE relationship with MTS is beneficial to both parties. Working with CBRE's Procurement and QHSE teams, MTS have developed their knowledge and brand through a number of channels. CBRE have benefited from a strategic partner driving

standards, consistency, conformity and compliance. The relationship has grown organically over many years and as a result MTS have grown exponentially with CBRE allowing continued investment in MTS's FM market offering.

## Key Benefits to CBRE

### **Integrated and consistent standards - compliant advice**

MTS ensure conformity and compliance by driving the approved products and audit methods on behalf of CBRE.

### **MTS are seen as an extension to both Procurement & QHSE as a valued resource**

MTS actively reinforce the Procurement and QHSE standards and expectations.

### **Reduction in RIDDOR incidents**

Through innovation and collaboration, MTS have designed products that have proven to reduce accidents and drive conformance.

### **Saves Time, Effort and Money**

Utilising MTS' added value services, such as tool inspections, CBRE benefit from savings in resources, time, effort and money.

### **Reporting**

Using in depth MI from the suite of reports available from MTS, both CBRE and MTS are able to conduct trend analysis to identify potential savings.

### **Sales Support**

MTS provide samples and additional media to aid the sales team at presentation stage of new bids.

# Organisational benefits achieved for each organisation

## Key Benefits to MTS

### **CBRE organisational skills helped MTS achieve ISO certifications**

ISO 9001:2008 - OHSAS 18001:2007 - ISO 14001:2004.

### **Access to training modules**

CBRE have assisted MTS in the development of a suite of training modules for their staff. The training modules reflect CBRE's knowledge and expertise and afford MTS access to world class resources which would otherwise be unavailable to an SME such as MTS.

### **MTS have evolved to become specialist providers to the FM Industry**

Shared experience and knowledge has facilitated MTS to develop into an all-encompassing, industry leading, specialist product and services partner.

### **Platform for Innovation**

By engaging with operatives through workshops and forums across the CBRE business, MTS have introduced new products for trial and evaluation offering true feedback. Working closely with manufacturers and end users MTS ensure that industry specific, fit-for-purpose products are developed and deployed.

### **CBRE Sub-Contractors**

Driving compliance and conformity has been key to CBRE's approach to managing their business. Collaborative engagement with approved and preferred sub-contractors has resulted in MTS gaining new customers. CBRE benefit from the supply chain conforming to their standards and reducing the need for external audits. The sub-contractors benefit from better pricing and added value services of the CBRE/MTS relationship.

### **CBRE clients**

In a similar fashion to spend from sub-contractors, CBRE recommend the services of MTS to their clients benefiting all parties.



# The Journey Continues

Moving forward we will look to maximise and grow a strategic partnership transcending the traditional supplier / customer relationship. We will aim to ensure scalable conformity and compliance across the CBRE GWS business operations in the EMEA region.

We will continue to offer CBRE the benefit from value added expert services provided with competitively priced products, sourced from a partner who understands your business operations, technical, QHSE and brand expectations with aligned core values.



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