

## Rochdale Exchange Shopping Centre

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Working together with the centre management team as a service partner and meeting monthly they have continuously improved staff development in the following areas.

- Welcome Host Accredited customer service training
- C.O.S.H.H.
- Health and safety
- Uniforms
- Auditing of standards
- Inproved staff relations
- Investment in hardware and software

As a result of their continued excellent service standards, Andron Facilities Management was recently successful in securing the cleaning contract for a further five years. In addition they have also been awarded the security contract which reflects my confidence in their Management Team in order to deliver the high standards that I expect from our service partners. In addition to these two key contracts, Andron Facilities Management also supply all the soft servicxes such as waste management for which the centre was recently awarded Gold in the National Green Apple Awards for our waste minimisation project. andron was instrumental in ensuring the success of this project and the team on site have worked tirelessly to drive down waste sent to landfill at every opportunity.

The key to the continued success of andron Facilities Management at the Rochdale Exchange Shopping Centre has been their open and transparent management style. This has made the managment of these two important contracts straight forward from a Centre Managment perspective."

Lorenzo J O'Reilly DipSCM  
Centre Manager