



“The works carried out at the Warrington Rail Terminal were brilliant. The two gentleman who attended signed in with ID and full safety PPE. They worked unsupervised and the work/tasks specifically requested by us were completed. They worked as a team in a difficult environment - on an embankment with little room to move.”

Diana Swift
Staffing Officer, Warrington Rail Terminal

Royal Mail

0845 270 2300
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BACKGROUND

Tivoli - formerly ISS Landscaping - has been working with the Royal Mail, on a national basis, since 2016 delivering grounds maintenance services to 2,200 sites in every postcode in the UK.

The services are designed to enhance the aesthetics at each site of the UK's pre-eminent delivery company, whose postal network has been serving the country since Tudor times.

PROJECT

The contract sees Tivoli deliver both pre-planned and reactive maintenance services to the Royal Mail estate, utilising an unrivalled operational, management, depot and digital footprint that deploys teams to geographically dispersed sites in an efficient, cost effective and reliable manner.

The Tasking Cycle is controlled by AllonMobile, an innovative and market leading web-enabled work management tool, which together with Tivoli's Operations Support Centre enables the work programmes to be delivered and produces a reporting system which establishes the 'truth' of the sites' appearance to be determined by both Tivoli and the Royal Mail.

RESULT

Tivoli's capability and capacity to manage, deliver and record grounds maintenance tasks across a national estate is demonstrated through the Royal Mail contract. Success factors included:

- Gaining a complete understanding and analysis of each individual site allowing services to be delivered in an efficient and cost effective manner; resulting in reduced travel time, fuel consumption and carbon emissions.
- Exploiting the digital infrastructure to enable an efficient, cost effective and robust Tasking Cycle from deployment, via risk assessments to the 'closing off' of each site as completed.
- Continuously assessing each site to deliver service improvements via Tivoli's team leaders, supervisors and managers.
- Establishing local relationships at each site to ensure effective management at a local level.

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SERVICES

- Grass cutting
- Shrub maintenance
- Hard surface maintenance
- Litter collection
- Arboriculture services
- Pre-planned maintenance - operated between normal office hours for all services
- Reactive maintenance - additional requests for service, reactive work orders and emergency works managed via Tivoli's Operations Support Centre
- In 2017, Tivoli handled 895 individual Reactive Maintenance requests

"Thank you so much for the manner and way in which your operatives cleaned the site at Royal Mail Bordon. They have made the site more tidy, neat and clean than any previous contractor and on successive visits have tackled issues which have been long neglected. It was a pleasure to have them on site"

Alison Waterhouse
Delivery Manager, Royal Mail, Bordon