

# case study

Swiftclean partners with a global facilities management company to ensure compliance with industry regulations and uphold fire safety standards through its critical fire damper function testing and cleaning service. For over four years, we have established a strong relationship with the site teams at various retail centres in London.



## ABOUT

**This global provider of integrated facilities management services offers a wide range of solutions to businesses across various industries. Their services include cleaning, security, catering, energy management, and technical support, with a focus on creating efficient and comfortable work environments.**

## WORKING TOGETHER

Since April 2021, Swiftclean has been responsible for a substantial contract involving comprehensive fire damper function testing and cleaning services. This contract covers several expansive shopping centres situated in the Southeast of England. Our work ensures that fire dampers are functioning effectively and are compliant with safety regulations, contributing to the overall safety and operational efficiency of these high-traffic retail environments. By implementing rigorous testing protocols and thorough cleaning procedures, Swiftclean plays a vital role in maintaining the fire safety standards necessary to protect both patrons and property within these commercial spaces.

Martin Hembling, the Commercial Director at Swiftclean, oversees the successful execution of the contract. Here's his perspective:

"We initially tendered for the cleaning of kitchen extract systems and the testing of fire and smoke dampers, successfully securing both tenders. We set up an early onboarding meeting to learn as much about our client and their needs, then planned with them the frequency and which areas would need to be out of hours.

The first step was to hold an onboarding meeting to better understand our client's needs. After that, we collaborated to determine the frequency of cleaning and identified which areas would need to be cleaned out of hours.

Each month, we conduct review meetings to address any issues from the previous month and to plan the upcoming month's program, minimising the disruption to the shopping centres' operations. We regularly carry out small remedial works such as fitting access doors and replacing fusible links alongside our planned schedules. This approach reduces the need for return visits and helps maintain compliance.

At the end of the first year, we discussed potential changes to the frequency of cleaning that not only benefited our client but also ensured their continued compliance.

Having worked with our client throughout the three-year duration of the initial contract, we participated in their tender process again and successfully retained the contract for an additional five years."