A STRATEGIC PARTNER

AstraZeneca

Improving quality of life at AstraZeneca: a case study focusing on ease and efficiency and the physical environment
Strategic partnership delivers quality of life outcomes at AstraZeneca

Sodexo is a global leader in quality of life services – increasingly recognised as optimising efficiency and productivity within businesses.

Our strategic partnership with global pharmaceutical business AstraZeneca perfectly demonstrates how putting quality of life at the heart of the proposition has brought significant benefits to the physical environment of the organisation and savings through improved ease and efficiency.

The partnership is based on fundamental principles of service excellence, quality, compliance and mutual trust, with good communication and effective account management key to success.

Supporting AstraZeneca’s change programme, Sodexo has brought a fresh perspective to some key challenges, helping the organisation bring about an overall £30 million cost reduction through people and building consolidations.

SODEXO AND ASTRAZENECA

Sodexo has provided food and soft services at AstraZeneca UK sites since May 2008. In 2012, Sodexo won the contract to provide IFM services to all UK sites, and services to six sites in Sweden and the Nordic states. The Sodexo Group also provides services to sites in France, China, Canada and Mexico.

The integrated services contract has helped AstraZeneca meet its strategic goals of improving efficiency, cutting costs in order to reinvest in finding medicines to treat cancers, heart disease and other serious illnesses, and to create a great place to work.

KEY CLIENT CHALLENGES:

- Closure of its major Alderley Park R&D site and relocation to a new £330 million R&D centre and Corporate HQ in Cambridge.
- A need to increase staff satisfaction and motivation; improve performance; maximize the use, profitability and reliability of infrastructure and equipment and improve living and working environments.
- Staff time being wasted trying to find the right people to resolve issues, with varied requirements across office spaces and R&D facilities in most sites.

SODEXO SERVICES

HARD SERVICES
- PPM/reactive
- Local exhaust ventilation support
- Data centre management
- Minor works
- Legionella control
- Parts fabrication
- Heating, ventilation and air conditioning
- Fabric work
- Small projects
- Building management system
- Grounds maintenance

SOFT SERVICES
- Logistics
- Mailroom
- Fleet management
- Lab support
- Office cleaning
- Specialist cleaning
- Facility operators/concierge

FOOD & EVENTS SERVICES
- Cash dining
- Costa outlets
- Hospitality
- Vending
- Conferencing
- Executive events
SOME STAND OUT INITIATIVES

OUR ASSET MANAGEMENT FRAMEWORK
Key to Sodexo’s activities within AstraZeneca has been the introduction of the Asset Management Framework. This harnesses our best practices worldwide and defines the way we manage assets across a wide variety of business environments.

The Asset Management Framework, or ISO55001, is a Sodexo initiative and internationally recognised standard for Asset Management. At AstraZeneca’s Alderley Park site, ISO55001 is being implemented across operational buildings to provide a three year ‘fit for purpose’ maintenance strategy and asset management model.

ZONAL TEAMS
Sodexo introduced a lean service business model to meet service and savings challenges and a ‘zonal’ management model with heads responsible for different areas aligned to AstraZeneca work groups, and a single point of contact. This met AstraZeneca’s need to reduce the time staff had been spending trying to resolve particular issues across large and complex sites.

INNOVATIVE APPROACH TO UNDER-USED BUILDINGS
An innovative approach on under-used or redundant buildings at AstraZeneca’s Alderley Park, saw Sodexo put 27 buildings into ‘tick over’ mode. This measure led directly to a 30 per cent reduction in AstraZeneca’s energy footprint.

In tandem with a robust strategy on assets and buildings, the Sodexo team continually focused on enhancing the quality of life for the client, their employees and their customers. Supporting the move to new facilities in Cambridge and delivery of a new 20,000 sq. ft. office in Luton provided environments that promote collaboration, meet customer needs and focus on wellbeing - making it “a great place to work.”

Sodexo’s implementation of a ‘one team’ culture ensures AstraZeneca and Sodexo people work in harmony to deliver service excellence and enhance quality of life throughout the organisation.

“£3 million worth of energy savings achieved through support to site changes and implementation of an asset change management programme.”

MEASURING OUR RESULTS AS PART OF WIDER ASTRAZENECA PROGRAMME OBJECTIVES

- Operating costs reduced by 15%.
- £3 million worth of energy savings achieved through support to site changes and implementation of an asset change management programme.
- A 20,000 sq. ft. office in Luton delivered, providing environments that make it “a great place to work.”
- 20% increase in patronage and sales.

- More than 90% of all jobs completed within agreed service levels.
- A 70% reduction in the backlog of planned preventative maintenance (PPM).
- Less down time of assets and increased productivity.
- More services delivered in-house and a reduced supply chain, leading to lower costs.

“£3 million worth of energy savings achieved through support to site changes and implementation of an asset change management programme.”
Sodexo’s solution is delivering tangible outcomes for AstraZeneca

Everything we do is designed to improve the quality of life for our clients and consumers. Here’s how some of our services at AstraZeneca have an impact on quality of life dimensions:

**EASE AND EFFICIENCY**
- A lean service business model to meet both service and savings challenges.
- A zonal management model with heads responsible for different areas aligned to AstraZeneca work groups, and a single point of contact.
- A ‘one team’ culture ensuring AstraZeneca and Sodexo people work in harmony to deliver service excellence.

**PHYSICAL ENVIRONMENT**
- An Asset Management Framework harnessing best practices.
- Putting 27 redundant or under-used buildings at Alderley Park into ‘tick over’ mode, leading to a reduction in AstraZeneca’s energy footprint by 30 per cent.
- Segmentation and recycling of waste and measures to cut energy use.

Sodexo provides quality of life services that have an impact on six dimensions:

- **EASE AND EFFICIENCY:** All factors that impact an individual’s ability to carry out activities with ease, efficiency and minimal interruptions.
- **HEALTH AND WELLBEING:** Promoting a healthy lifestyle through a well-balanced diet and exercise.
- **RECOGNITION:** All factors that contribute to an individual feeling truly valued.
- **PHYSICAL ENVIRONMENT:** All factors that contribute to the comfort of individuals and make them feel safe.
- **SOCIAL INTERACTION:** All factors that strengthen bonds among individuals and facilitate access to culture and entertainment.
- **PERSONAL GROWTH:** Everything that allows an individual to learn and make progress.
WHAT ASTRAZENECA’S SAYS:

“Sodexo challenged our previous ways of working, which has delivered not only some significant cost efficiencies but a lean and engaged support structure. This has given us a true ‘facilities management customer face’ and a single point of engagement to deal with the day-to-day support requirements.”

Paul Hyatt, Director of Executive Services, AstraZeneca

“Sodexo’s quality of life focus fits perfectly with our philosophy. We can count on Sodexo to ensure our people are able to focus on the important work they are carrying out each day. The array of services they are able to integrate means we can concentrate on working in partnership to develop our facilities management model in-line with our business goals.”

Caroline Durkin, Senior Client Relationship Manager, AstraZeneca

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OUR SUCCESS
We are proud to be named as the winners of the PFM Partners in Corporate Award with AstraZeneca