

## ISS to work with Government Property Agency for another 18 months

3 years ago



ISS has agreed an 18-month extension of its contract with the Government Property Agency (GPA). This will see the servicing of buildings used by the Department for Business, Energy and Industrial Strategy (BEIS) and other core ministerial departments across the UK.

The TFM (Total Facilities Management) agreement will see ISS continue to deliver both soft and hard FM services, including security, cleaning, building maintenance and waste, to the 50 building estate, which houses 40,000 building occupants. The new contract commenced on 1 April 2022 for the government departments.

ISS has serviced the GPA estate since March 2018 and has developed a highly successful partnership with both the GPA and its customers. ISS currently delivers enhanced service solutions and initiatives around health and safety, waste management and carbon reduction. In March 2022, ISS servicing the Government Property Agency received a distinction in the International Safety Awards from the British Safety Council and a Gold RoSPA Award. These awards were given in recognition of ISS's commitment to keeping its workers and the Government Properties Agency's workplaces safe during 2021.

During 2021, while the department focused on fighting coronavirus by supporting businesses and the safe return to the workplaces, the 500+ ISS employees that work on the contract enabled the government services to be fully operational and safe during multiple lockdowns.

The refreshed contract combines ISS' experience and knowledge of the department with a variety of exciting new innovations including advanced technology to improve user experience in an ever changing environment.

Martin Burholt, Chief Operating Officer at ISS, said:

“We are absolutely delighted that the Government Property Agency has chosen to extend their partnership with us. The GPA are leading the way on workplace transformation and defining future ways of working for the civil service, so we are excited to be able to continue delivering world class workplace services to the building users on the cluster contract. Credit for this extension must go to our placemakers who delivered enhanced services throughout the pandemic, and worked doubly hard to deliver service excellence across the estate, enabling buildings and key government and health functions to remain open.”

Louis Roberts, Deputy Director Workplace Services, Government Property Agency, said:

“This extension allows us to ensure the continuity of service standards we need as we undertake a number of key strategic initiatives in the coming two years. ISS and the GPA have a longstanding relationship on this cluster and we are pleased to award this extension. This will enable us to leverage the momentum the teams have developed thus far, and deliver for civil servants across this portfolio. Creating great places to work for civil servants is the centrepiece of our purpose and we are sure ISS will bring this to life through their placemakers.”

Image: [Kenneth Allen](#). Shared under [Creative Commons Licence](#).