

14forty wins multi-million-pound facilities management contract with leading digital retailer

3 years ago



[14forty](#), one of the country's leading facilities management companies and part of Compass Group UK & Ireland, has won a new contract with online retailer, N Brown Group plc, to provide catering, cleaning and security services across its three UK sites.

The agreement is a multi-year deal and will see [14forty](#) consolidate operations from three separate companies into a single contract, welcoming around 100 staff.

N Brown Group, which specialises in clothing and footwear as well as furniture and electronics, owns brands such as Jacamo, JD Williams and Simply Be. It has nearly 2,000 employees working across its headquarters in Manchester's Northern Quarter, as well as distribution centres in Oldham and Glossop.

Ken Mellis, Head of Workplace Facilities & Engineering at N Brown, said: "Our intention was to look at the market with a view of improving the service and bring more innovation to our colleagues. 14forty successfully demonstrated the financial and operational benefits of consolidating the services, as well as its proven track record in this arena.

"We were also impressed with 14forty's environmental credentials, with its commitment to reducing waste and carbon emissions, and achieving Net Zero status by 2030 which aligns with N Brown's own ESG agenda.

"The company delivered a winning pitch, and its size means it has the capacity to take on more services for us if required. This clinched it for us, so we were delighted to award 14forty the work in its entirety."

Upon being appointed, 14forty has focused on launching an enhanced food offer at each site, with a wider choice and healthier options, including menus to meet the needs of the colleagues at each location. This includes a high street style grab-and-go, and improved coffee offering at the Manchester head office.

14forty has elevated N Brown's security presence across the three sites, providing officers with brand new uniforms and retraining them to work in high-visibility, front-facing 'concierge' roles. This means they offer general assistance, as well as providing front line protection to property and people.

14forty has also provided its N Brown cleaning teams with new equipment to enhance the service delivered, as well as implementing chemical-free cleaning to support the ESG agenda. Focussed training continues to ensure its services are first class, and most importantly safe, for a post-covid world.

Matthew Lockton, Business Development Director at 14forty, added: "We're thrilled to be working with leading UK digital retailer N Brown Group.

"We adopted a collaborative approach to win the N Brown business, putting its representatives in touch with current clients to demonstrate the benefits of consolidating the contract, as we know this was a big decision for them. We also utilised a range of media and video content to bring our proposition to life which helped N Brown understand and ultimately embrace our vision."

"I very much look forward to seeing this contract flourish on the strong foundations that we've implemented and supporting N Brown with providing the best service for their colleagues."

N Brown has commenced building a new workplace restaurant at its site in Shaw with 14forty. Supporting the design will provide a fantastic area for greater colleague engagement. More information about this exciting new project coming soon!