

ISS UK and Ireland announces new five-year integrated facilities management contract with Northern Trains

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[ISS UK and Ireland \(UK&I\)](#) today announces a new facilities management contract with Northern Trains, the largest train operator outside London connecting tens of thousands of people to work, leisure, education and more every day.

The contract is part of the company's strategic ambition to build its presence in the transport and aviation sectors.

Ongoing partnership

ISS has enjoyed a collaborative, constructive partnership with Northern since March 2017. Under the terms of the new contract, which has been awarded on a three-year basis with option of a further two, ISS will continue to provide 477 sites, from the most northerly points of England down to the Potteries, with cleaning, mechanical, engineering and fabric (building and grounds maintenance) services.

Evolving the service model

One of the driving forces behind ISS' successful bid was a fresh approach to service coordination and data analysis. The introduction of innovative technology that enables tasks to be allocated on a flexible basis and allows for real time reporting of maintenance and cleaning issues, including at sites that might not otherwise be visited by ISS or Northern personnel, is a real step forward for all concerned.

In addition, an ongoing ambition by ISS to convert its 115-strong vehicle fleet that supports the facilities

team in delivering cleaning and engineering services to electric or hybrid vehicles is just one of several measures to drive sustainability. Others include the reduced dependence on chemical cleaning products, energy saving campaigns across the estate and targeted environmental and recycling initiatives.

Driving social value

One of the main developments in the new contract, which came into force on 1st October 2022, is an increased focus on social value. Under the terms of the contract, ISS and Northern have a shared ambition to commit to over 250 volunteering hours every year as well as supporting Community Rail Partnership initiatives and School Liaison projects.

Keith Middleton, Managing Director, Infrastructure, ISS UK&I, commented: “We already know that as a business, we have what it takes to deliver a top-notch service to transport clients. But this contract really hits a lot of our sweet spots, from the sheer scale of the Northern network to the great mix of services and products we can offer its colleagues and customers.

“But what really stood out for me during this bid process was the similarities between our two cultures, including our real desire to make every site a destination in itself, irrespective of whether it’s a station, a depot or an office.”

Mark Powles, Customer & Commercial Director, Northern Trains Limited, said: “With nearly 100 million passengers every year using services provided by our 6,900 colleagues, it’s a priority to find a facilities management partner that can keep our sites clean, safe and sustainable. “In the ISS team, we saw a group of people who shared our passion for delivering an outstanding service, and who really care about our people and our customers. This passion, alongside our joint ambition to drive innovation, will help us to continue our successful partnership for the benefit of our colleagues and our customers.”