

ISS UK and Ireland (UK&I) announces 2-year, full facilities management contract extension with Warwick Hospital

3 years ago



ISS UK and Ireland (UK&I) announces an extended facilities management contract with Warwick Hospital, continuing a prosperous five-year relationship with a renewed two-year service agreement extension.

The renewed contract, valued at £7.8million, elaborates on an existing, highly collaborative strategy between ISS and Warwick Hospital. Comprising cleaning, catering, workplace and technology, portering and security, this latest service agreement supports the hospital's innovation strategy, implementing unique new solutions which future-proof its technologies and uphold Warwick's proactive, patient-first reputation.

ISS is now working towards a 24/7 service across the hospital's labour suites, which are to be upgraded with new catering facilities and offerings. Meanwhile a unit of 'cobots' is to be deployed to assist placemakers in large-scale cleaning operations.

Donna Brown, Managing Director of Healthcare at ISS says: "Our relationship with Warwick Hospital continues to flourish, and this latest contract is testament to just how much both they and ISS have achieved together. In elaborating upon the hospital's forward-facing strategy, we have a remarkable opportunity to demonstrate us both as innovators in the medical and facilities management fields. Our placemakers have gone above and beyond to make this relationship prosperous, and to see them so engaged in this enterprising project has been exceptionally rewarding for all."

Kevin Carney, Key Account Manager at ISS says: "Through the strength of our working relationship, ISS and

Warwick Hospital have done so much more than overcome operational challenges; we've created a holistic working team that shares its successes, develops future-proofed strategies and exceeds both staff and patient expectations. I could not be prouder of what the ISS team have achieved, nor the consistent growth of Warwick Hospital; neither of which could have happened without the other."

The shared strategy of ISS and Warwick Hospital is to rethink and refine hospital management, implementing modern technologies and contemporary design to serve both staff and patients seamlessly.

Mark Rowlands, General Manager Hotel Services at South Warwickshire University NHS Foundation Trust says: "South Warwickshire University NHS Foundation Trust welcome the opportunity to continue working with ISS following discussions to extend our current Soft FM contract under the terms of that agreement for a further 2 years .

Over the past 5 years and certainly throughout the pandemic, ISS and the onsite team have really stepped up and faced many challenges to ensure that the services they provide are of the highest quality. The next 2 years will be an exciting time as we see several innovative ideas as part of the extension coming to fruition. I look forward to continuing our successful partnership."

Managed by the South Warwickshire University NHS Foundation Trust, Warwick Hospital is accredited as either 'good' or 'outstanding' across all standards of care by the Care Quality Commission (CQC) and comes recommended by over 95% of patients for their community, outpatient and inpatient care.