

## CBRE and BT Group extend their Facilities Management Partnership

2 years ago



BT Group has extended its agreement with CBRE to provide facilities and project management services to its UK portfolio spanning more than 7,500 properties and supporting over 80,000 BT Group and Openreach colleagues. The contract extension takes the existing partnership through to 2026, to deliver a new and improved level of collaboration and service delivery.

CBRE has been delivering a full range of workplace services for the BT Group since 2019, when CBRE was awarded the facilities and project management packages, one of the largest facilities outsourcing projects that the private sector had seen for ten years.

The choice to outsource their previously in-house function was a bold and significant step for the BT Group. Transforming the operating model allowed CBRE to provide BT Group with industry-leading expertise, flexibility to adapt and respond to a changing portfolio, and improved opportunities for colleagues to develop and grow.

The extended agreement also includes CBRE's continued provision of [Host services](#) to support BT Group's Better Workplace Programme – the largest workplace improvement programme and consolidation scheme of its type ever undertaken in the UK.

Mark Harris, CBRE Alliance Director, says, “This contract extension is a testament to the collaborative relationship that CBRE and BT Group have developed over the years. By working closely together, we were able to understand their ambitions and challenges fully and develop meaningful value propositions focused on prioritising exceptional customer service whilst continuing to optimise costs. I’m proud of the team’s dedication and look forward to further developing our relationship as we focus on our newly aligned goals and commitments.”