

JLL appointed by the Foreign, Commonwealth and Development Office to deliver facilities management and property services in Europe

3 years ago



The Foreign, Commonwealth and Development Office (FCDO) has appointed JLL to provide facilities management (FM) and property related services in twelve countries and project services in twenty-two countries across Europe.

JLL was awarded an initial seven-year contract following a robust and comprehensive procurement process. This mandate builds on the existing partnership that JLL has with the FCDO in Asia-Pacific, where JLL has been delivering similar services for the past two years. Full-service delivery in Europe will begin in December in 2023.

The contract award signifies the next generation of service for the FCDO, introducing a new management and service model that will leverage JLL's extensive FM and project service capability across Europe, and will bring new technology-driven solutions to unlock business insights, identify efficiencies and enhance the experience for the FCDO and other partners across government in Europe.

In this next generation of service, JLL will support the FCDO's objectives of compliance, value, flexibility, proactivity and consistency. JLL will immediately launch a change management programme to integrate the team and embed a sustained proactive, experience-led and energised "one team" culture, whilst driving efficiency and performance by being consistent in-service standards and, through meticulous governance and administration, ensure safety, compliance, and risk reduction.

Eddie Hannah, Head of Estate Operations and Chief Engineer, Foreign, Commonwealth and Development Office, said: “We are looking forward to developing the relationship we have previously established with JLL in Asia-Pacific, and building on our shared experience to ensure our estate remains safe, sustainable, agile and delivery focused.”

Steve Lawlor, JLL Divisional President, Work Dynamics, added: “We’re delighted to expand our relationship with the FCDO into Europe. The FCDO estate is a unique and prestigious environment with a unique set of demands. We are excited to bring our expertise and capability across the region to deliver a step-change in service, experience and value. We look forward to, not only making this a success for the FCDO in Europe, but also the showcase for other governments globally.”