

Sodexo secures a contract with HMRC for new integrated workplace services covering 24 sites

9 months ago



Sodexo has secured the integrated workplace services contract with HMRC for 24 sites across the western part of the UK. The new five-year contract includes an option to extend for up to a further five years.

The contract award follows HMRC restructuring its FM services contracts into two regions and has a start date of 1 May 2025. Sodexo has managed the soft FM services for HMRC in the central and southern regions since 2019.

The new contract will see Sodexo retain 19 sites adding **hard FM services** at these sites and will take on an additional five sites in Belfast, East Kilbride and Glasgow. The sites include seven regional centres, valuation offices and other workplaces. Services will include: building maintenance, minor works, catering, cleaning, landscaping, pest control and waste management.

Sodexo will introduce a number of innovative technology solutions, such as its compliance performance index, providing a view of compliance across the estate at any point in time. It will also deploy a building-focused maintenance model supported by both static and mobile engineers. For cleaning Sodexo will adopt the use of cobotics – robotic cleaners working alongside colleagues and chemical-free cleaning products.

HMRC and Sodexo have a shared commitment to sustainability and, as a service provider, Sodexo's services fall within HMRC's scope 3 GHG emissions. Sodexo believes collaboration in efforts to reduce carbon emissions is key and will work with HMRC to help it achieve its net zero targets.

Sodexo was the first food service business, and one of the first organisations globally, to have both near

and long-term Net Zero targets validated by the Science Based Targets initiative (SBTi). Earlier this year, Sodexo UK & Ireland reported that it was ahead of schedule in its net zero journey having achieved a 37% reduction in absolute GHG emissions across scopes 1, 2 and 3, compared to its baseline year of 2017, this reduction represents the removal of approximately 400,000 tonnes of carbon (tCO₂e).

Sodexo's [Kitchen Works](#) concept will be delivered at the regional centres Cardiff, Glasgow, Bristol, Birmingham, Liverpool, Manchester, in addition to East Kilbride Tax Office and will offer HMRC employees a blend of cafés, micro-markets, smart and traditional vending services enabled by digital solutions.

Tackling food waste is an area Sodexo has been working on for many years and is a high priority for the organisation as a key lever in its net zero 2040 target. Its award-winning WasteWatch, food waste management programme, will be deployed to all HMRC sites where it serves food to minimise waste and improve kitchen practices.

Paul Anstey, CEO Government, Sodexo UK & Ireland said:

"We are absolutely delighted to continue our strategic relationship with HMRC. We are committed to supporting HMRC's wider transformation and ambition to be a great place to work and will do all that we can to ensure everyone experiences the best possible service from Sodexo colleagues. Working together with both HMRC and the wider supply chain we will focus on continually improving and adding value for our client."

At the heart of Sodexo's operations is its long-standing commitment to being a purposeful business to make a positive difference to its people, those it serves and the communities in which it operates.

Throughout the HMRC contract Sodexo will strive to increase the representation of under-represented groups and has committed to 10% of vacancies being filled by individuals facing barriers to employment.