

Pareto FM retains prestigious contract at London and Whipsnade Zoo

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[Pareto FM](#) has announced the successful retention of its long-standing contract with London and Whipsnade Zoos for the provision of Hard FM services. This renewed partnership, which marks an exciting new chapter in Pareto's eight-year collaboration with conservation charity ZSL, will introduce an enhanced service delivery model focused on partnership, innovation, and opportunity.

The retained contract underscores Pareto's commitment to providing bespoke facilities management solutions tailored to the unique needs of its clients. Over the past eight years, Pareto FM has worked closely with ZSL, which runs London and Whipsnade Zoos, to ensure the seamless operation of their facilities, helping to maintain one of the world's most iconic zoological environments.

Under the renewed contract, Pareto will implement a new delivery model designed to foster even closer collaboration with ZSL. The model emphasises shared goals and a proactive approach to service delivery. This approach aims to enhance operational efficiency, improve responsiveness, and ensure that London and Whipsnade Zoos remain world-class destinations for visitors and wildlife alike.

James Clarke, CEO of Pareto FM, comments: "We are delighted to continue our partnership with ZSL. Over the years, we have developed a deep understanding of their operational needs, and we are committed to supporting them with innovative, high-quality solutions. This renewed contract represents a shared vision of excellence, sustainability, and continuous improvement. We look forward to the next phase of our journey together."

Robin Fitzgerald Head of Facilities and Estates at ZSL added: "Pareto has been a valued partner over the past eight years, and we are delighted to continue our collaboration. Their consistent service and

adaptable approach has been instrumental in ensuring the smooth operation of our facilities. We are particularly excited about the new initiatives that will further enhance our visitor experience and support our mission.”

Pareto FM’s retention of the ZSL contract is a testament to the company’s people-centered approach, technical expertise, and unwavering commitment to client satisfaction. With the introduction of new team members, opportunities for existing staff, and the introduction of a new apprenticeship, Pareto FM is poised to deliver even greater value to London and Whipsnade Zoos.