

# Eastgate Shopping Centre, Inverness



The Eastgate Centre in Inverness is the largest shopping centre in the Highlands and serves the largest shopping catchment area in Europe, with a footfall of 8.3 million per annum. The centre offers over 60 stores and 1,350 parking spaces.

Lynk FM, the strategic partnership between ECGFS and CleanEvent Services, provides a one stop facilities management solution to the centre. Lynk FM provides all the services required including cleaning, operational management, security, M&E, winter gritting, and project work, all delivered with a single point of contact. The contract was awarded in 2009 and has already been extended beyond the original term due to the high level of service delivered.

At the inception of the contract, Lynk FM recruited a full time Facilities Manager, in place of an engineering operative, to ensure all contract requirements were implemented and improvements made by strategic streamlining. In addition to hands-on management of all FM staff, the Facilities Manager provides project management, operational disaster recovery management, contractor management, health and safety management and additional duty management cover for the centre.

Specific focus has been given to improving building efficiencies including electricity, water and waste management processes, resulting in a significant reduction in site operating costs. Energy savings have been achieved through reconfigured BMS control strategies, installation of light sensors and the installation of half hourly electric meters. The installation of waterless urinals resulted in a saving of 1,138,000 litres of water, equivalent to 1.6 Olympic swimming pools. Dry mixed recyclable compactors resulted in a reduction in landfill waste of 18.75%.

#### **Savings since Lynk FM appointed:**

- **Energy savings: £248,404 (38.5%)**
- **Streamlining / Multi-skilling labour savings: £140,819**
- **Reduction in landfill waste: 18.75%**
- **Water saving: 1,138,000 litres per year**
- **Average KPI score: 96%**



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## Security is a Priority

The Lynk FM security team has been commended locally for its proactive and customer focused approach, helping shoppers and retailers with day-to-day issues and incidents. The team members have been congratulated by both the local council and the local police for their commitment to the community spirit of Inverness.

All security team members are trained in arrest procedures and conflict management and are able to deal efficiently and professionally with all types of situations. All staff are First Aid trained to enable further customer service delivery, with a defibrillator trained security officer available on every shift. Due to the remote location of the centre, security officers and other selected Lynk FM staff provide emergency lift release procedures for customers and tenants of the centre.

The security team also look after the two internal basement car parks at the centre. Any problems with the car park barriers or ticket machines are dealt with by the Control Room and security officers collect and bank all cash from the ticket machines.

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**“Lynk FM has been reliable, efficient and effective in providing support in areas that include security, cleaning, engineering, soft services and remedial works to the building. They are proactive in their support and thorough in their detail.”**

***Andy Wade, Operations Manager***

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