



## Haden to Maintain the Three Main Imperial War Museum Sites

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### General Overview

Haden have been awarded the Hard FM services contract to maintain the three main Imperial War Museum sites in Manchester, Duxford (Cambridge) and London.

The Contract goes live on the 4th June 2007 with a contract term of 5 years + 2 years with a contract value of £1.2m / annum.

### Service Delivery Scope

- Planned Preventative Maintenance
- Reactive Repairs Maintenance inc Fabric Maintenance
- Helpdesk and CAFM
- Space Management
- Building Records Management
- Grounds Maintenance
- Pest Control
- Health & Safety
- Environmental & Energy

### Imperial War Museum Objectives

- One single point of contact for Hard FM issues
- To work with a service provider who will drive continuous improvement and innovation
- To work in the spirit of partnership with the chosen contractor Introduce a self monitoring contract
- Improve supply chain
- To support the IWM's in it's pursuit of it's H&S, Environmental and Energy goals
- Improve quality of operation
- Focus on Customer service