



## CASE STUDY M&S

## Background

M&S required the services of experienced project managers to assist with the management and implementation of works in all of their stores in the UK that had been identified in their Facilities and Property Capital expenditure programme. This has included multiple land and build projects for roofs, car parks, HVAC, lifts and escalators, electrical and mechanical and refrigeration. Callidus project managers have delivered a yearly average of £13 million worth of fabric and plant jobs ranging from £10,000 to £1.5 million and prioritising completion based on store profile as defined by the business.

## Solution

M&S carried out the tender process with a number of their registered contractors and once they had been appointed a Callidus project manager took over the management of the works. The feasibility studies, budget, and details of the appointed contractor were provided.

Callidus would confirm the works that were to be carried out with the contractor and arrange a pre-start meeting on site to ensure the store and the contractor were aware of what was being done, the impact to the store during the works, any constraints they had to work with, which minimised the impact on trading and to their customers and most importantly ensured works were being carried out safely.

The Callidus project manager ensures the competencies of the contractors, such as asbestos awareness training, has been checked. Contractors provide Pre-Construction Information Packs (PCIP) before any work can commence on site and are checked for completeness. The project manager liaised with the M&S asbestos team to confirm whether there is any asbestos in the area they are working and arrange for removal or making the area safe before the work is carried out.

## Outcomes

The Callidus team have managed several hundred store refurbishment schemes, ensuring they are carried out safely. By working closely with contractors and stores, any potential issues have been identified before they have arisen.

We have made substantial cost savings for M&S by identifying smarter ways of working and managing the contractors closely.

## What We Transformed



Minimised the impact on trading and customers and worked with contractors to maintain this.



We have made considerable cost savings for M&S by identifying where contractors could work smarter and consistently.



As a dedicated team working closely with M&S and their contractors, we have built a strong working relationship with both.



We have ensured all contractors follow M&S policies and procedures.



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