

Case Study

Multinational DIY & Home Improvement Retailer





BACKGROUND

This client is a leading British multinational retailer specialising in DIY and home improvement products, operating over 300 stores nationwide. As part of a major retail group, they have been serving DIY enthusiasts and trade professionals for over 50 years, providing comprehensive home improvement and gardening solutions.

Throughout their UK stores, the client has irrigation systems installed in many of their Garden Centres. These systems require annual recommissioning every April and decommissioning in October to ensure proper operation and maintenance. TEC was contracted through a facilities management provider to manage this critical process across 181 locations.



THE CHALLENGE

When TEC began working on this contract, there were significant challenges within the scope and scale of the project. Limited existing information was available about the systems at most stores, creating uncertainty about which locations had functional irrigation systems. Access to elevated water tanks required specialised equipment and qualified personnel. Additionally, we needed to coordinate work across a large number of locations nationwide while meeting the required timeframe.





THE SOLUTION

TEC implemented a comprehensive approach to manage this large-scale project:

- Established weekly contract meetings with the facilities management provider to report on work status and planned visits
- Deployed multi-skilled water hygiene engineers qualified in IPAF for scissor lift operations
- Utilised simPRO software for scheduling and asset management
- Created detailed asset records for each location
- Developed systematic approach to identify and document existing systems



THE OUTCOME

The project delivered significant results within the required timeframe. Through our systematic approach, we completed a full audit of all 181 sites.

We successfully recommissioned these systems and implemented local disinfection for stores without irrigation systems. All asset records were delivered to the client, and we established a clear timeline for completing the remaining remedial works.

The successful delivery of this project demonstrates our ability to manage large-scale, time-sensitive operations across multiple locations while maintaining high standards of service and documentation.





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