



## Customer Profile

# WeWork

### Customer

WeWork

### Term

2019 - Ongoing

### Value

\$1.5m p.a.

### Location

National

### Number of Sites

21 properties

Commercial properties

► Coworking spaces

## Facility Management Services

WeWork provides over 490,000 members with office space, community and services. They have 828 physical locations in 77 cities and 23 countries around the world. WeWork has rapidly grown in Australia from an initial 12 buildings distributed across Sydney, Melbourne and Brisbane to 21 sites nationally.

Each location provides hot desks, dedicated desks and private offices. Amenities available to members include front-desk service, 24/7 building access, security, IT support, office supplies, printers, private phone booths, global network, bike storage, daily cleaning, mail and package handling and coffee.

WeWork's members are entrepreneurs, freelancers and small businesses to middle-market and Fortune 500 corporations.

WeWork sought a partner from the market to share in their vision of having the world's greatest facilities while proactively achieving all legal compliance. They chose Programmed to provide Reactive and Planned Preventative Maintenance to meet all compliance regulations and minimise the impact of breakdowns and failures on members.

### Locations

Programmed provides services across WeWork's Australian portfolio comprising 21 buildings as follows:

- New South Wales - 11
- Victoria - 5
- Queensland - 4
- Western Australia - 1

## Scope of Services

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Services provided by Programmed include Planned Preventative Maintenance, Reactive Maintenance services, Help Desk services, contract and subcontractor management and engagement with members, landlords and building managers. Maintenance activities must ensure that all sites are kept to WeWork's desired high standard.

Programmed provides a full range of facilities management services, including:

- ▶ Asset Management
  - ▶ Establish and maintain asset register, Ongoing asset data capture and condition assessment
- ▶ Planned and reactive maintenance
  - ▶ HVAC
  - ▶ Electrical
  - ▶ Plumbing & Gas
  - ▶ Fire services
  - ▶ Lift maintenance
  - ▶ Handyperson
  - ▶ Carpentry
- ▶ Compliance
- ▶ Minor Works

Internal technicians and qualified subcontractors deliver these services. The contract uses Programmed's 24/7/365 National Support Centre to provide support in an emergency or unforeseen breakdown.

During reactive and emergency works, the on-site WeWork representative is kept informed of arrival times for tradespeople, job status and completion through regular email and SMS updates from the Programmed National Support Centre.

## One Team

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Programmed and WeWork have a genuine One Team approach. This approach is proven to encourage collaboration, a positive customer-focused culture, the right behaviours and better performance outcomes. It also generates better opportunities for incentives, such as risk and reward, which drives greater efficiency and process innovation, thus achieving better value for WeWork.

