



The Brief: PureGym - Planned and Reactive Works – Plumbing, Drainage, Groundworks

Moolands has been entrusted with a comprehensive range of reactive maintenance and drainage services across PureGym's extensive network of over 500 gyms, one of the largest gym and fitness operators in Europe, who provide high quality, low cost, flexible physical fitness facilities serving approximately 1.6 million members. This contract is for a 2 year period, with the option to extend at the end of the current contract.

To date the services we have provided include:

- Unblocking of drains and showers within the gyms
- Unblocking of manholes in toilet areas & carparks and replacing of defunct manholes
- CCTV Drainage surveys
- Descaling of pipes
- Emergency reactive jobs and ongoing planned maintenance jobs

To ensure this contract consistently meets the client's needs, we adhere to very high standards in all aspects of our work. This involves thorough planning, regular quality assessments, and continuous improvement practices, allowing us to deliver results that align with the client's expectations. By having these high standards, we aim to keep a strong, lasting partnership and ensure complete satisfaction.



- **Key Performance Indicator (KPI)** is essential for measuring the effectiveness and success of our work for PureGym. To achieve and exceed high KPI levels, we regularly monitor performance, provide training and resources to employees, and foster a culture of continuous improvement. By adhering to our high standards, we consistently reach KPI targets of **95% and above**.
- Delivering such high levels of service has resulted in PureGym entrusting us with a **growing portfolio**. As a result, we have been completing approximately 80 to 100 jobs each month across



the Southeast region. This reflects our commitment to quality and reliability, allowing us to effectively meet PureGym's needs while continuing to enhance our partnership.

- By achieving **ISO 9001** (Quality Management System) and **ISO 14001** (Environmental Management System) accreditations, we've taken significant steps to enhance PureGym's environmental performance. This initiative has allowed us to actively work on minimising waste and ensuring compliance with all relevant regulations. Embracing these standards has helped us establish effective processes that enhance our operations while demonstrating our commitment to sustainability.
- We have also received **recognition on our social media platforms** from PureGym, as well as from other respected industry leaders, highlighting our successful partnership. This acknowledgment not only reinforces our commitment to excellence but also showcases the value we bring to our collaborations within the industry. <https://www.linkedin.com/company/moolands-ltd>

