

adapt · renew
thrive

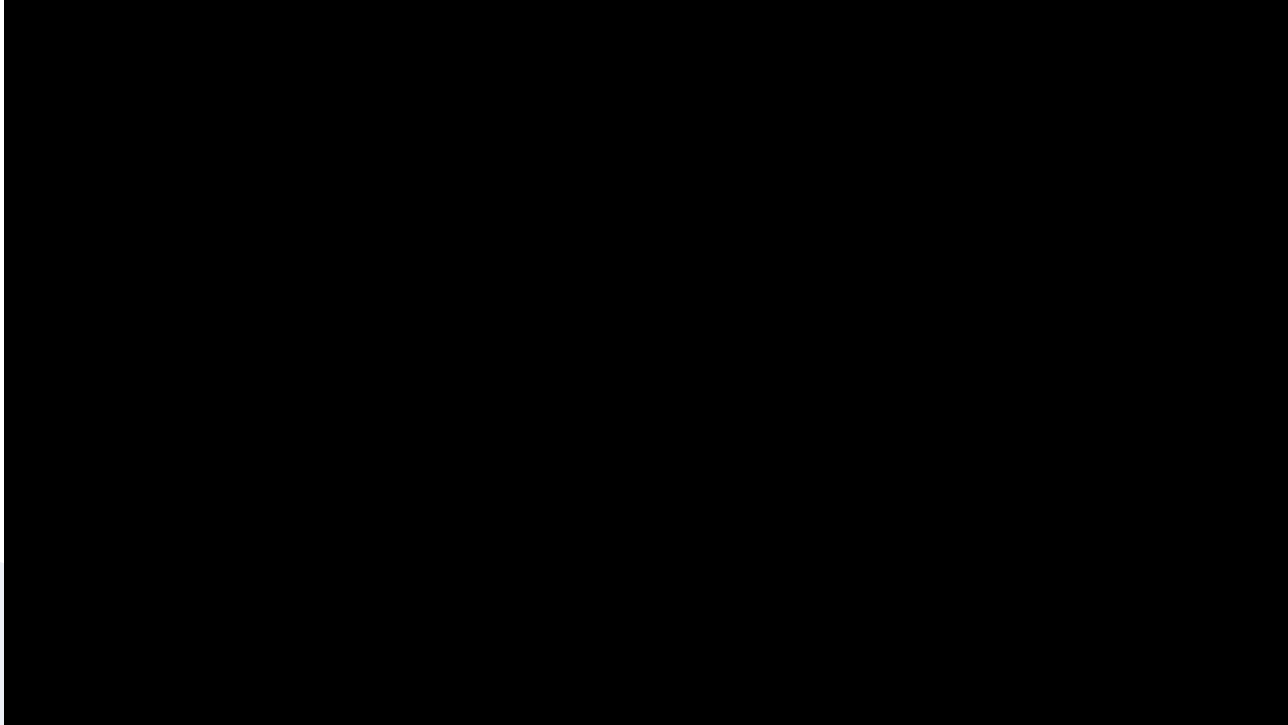
city

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www.cityfm.com

city

Adapt Renew
Thrive



City FM global stats

Established 
1985

15 locations  **9** countries

14,000 colleagues 

11,800 sites worldwide  

4M calls handled 

3M jobs logged 

£1.2 BN turnover 

our sectors

-  Retail
-  Government
-  Leisure and hospitality
-  Health and social care
-  Petrol forecourts
-  Construction & engineering
-  Corporate workplace
-  Distribution & logistics

Adapting to covid restrictions



- 1000 City Colleagues moved to home working within a week
- People forums for communication updates
- Virtual Meetings with Regional Managers weekly
- Wellbeing Hub driving activities to look after colleague health
- 'THRIVE' wellbeing app launched

Looking after our colleagues



Support packs covering:

- Working from home
- Working from home with children
- Health and Wellbeing
- Mental Health
- Financial advice and support

Looking after our community



Responding to PPE demand

- Sourcing the materials within 2 weeks
- Manufacturing visors within 2 weeks
- Distributing 2500 visors to local care facilities

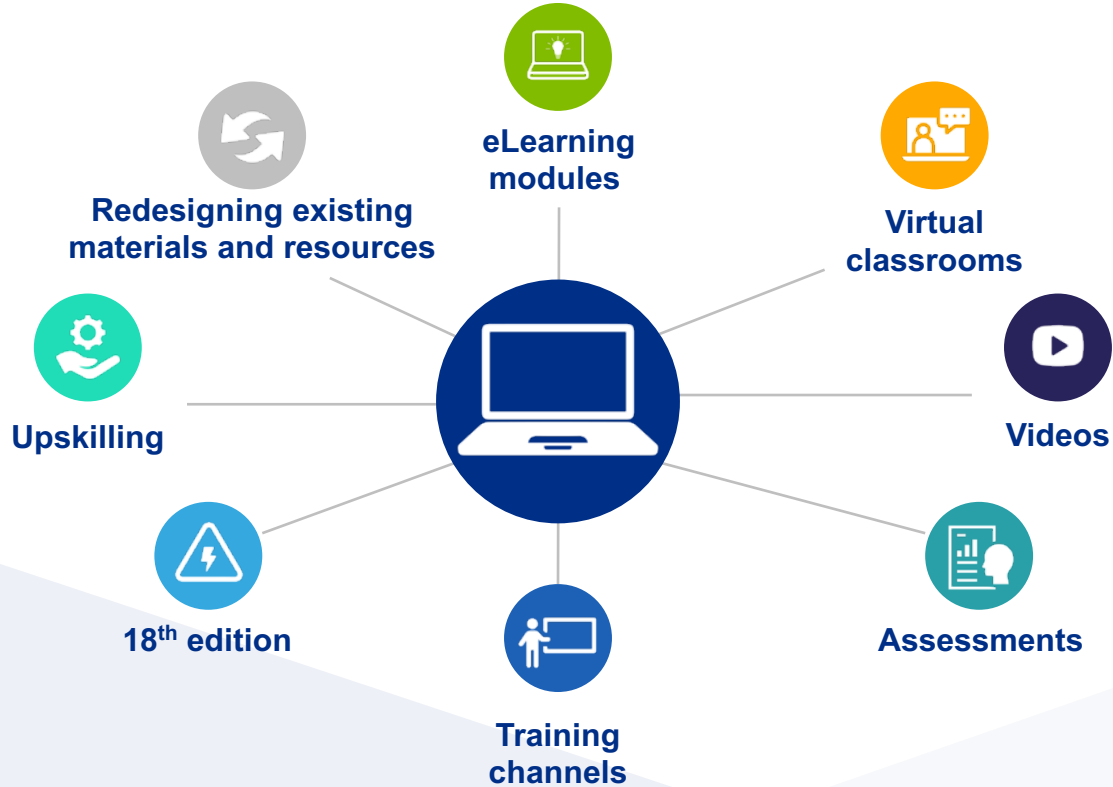
Dealing with returning to work



Adapting to learning needs



eLearning solutions



Key learning stats

Internal technical training

10,400

training hours

delivered to

1,925

colleagues



4,800

virtual classroom
learning hours



5,600

face to face

Internal learning and development

7,000

training hours

delivered to

1,500

colleagues

over
260

days

600

virtual
classroom
learning hours



30,000

eLearning
modules



Innovative Solutions



‘Necessity is the mother of invention’

