

# NEWS RELEASE

February 2011

## **Beautiful Relationships Are Borne Out Of Strategic Partnerships**

'Clients – as well as suppliers – should work to Key Performance Indicators (KPIs) and even perhaps Service Level Agreements.' That was one of the conclusions to come out of a technical forum hosted jointly by the UK Chapter of CoreNet Global and the British Institute of Facilities Management (BIFM) around the subject of estates and facilities management and procurement.

That statement might have raised an eyebrow or two among the 260 or so forum delegates but most agreed it to be true. The theme for the event, held in the splendid surroundings of Glaziers Hall near London Bridge, was 'Creating a Beautiful Relationship' and the panellists were unanimous in their belief that relationships between clients and suppliers are much more effective if they're approached as strategic partnerships.

Event moderator and CoreNet Global UK Chapter member Peter Copley, a Consultant for Corporate Property Advisers, suggested: "In a world where the client is no longer king, two-way communication is key and clients have a duty to prepare themselves for engagement and to fully understand and commit to their obligations, just as much as suppliers do."

The session also emphasised the need for suppliers to spend time understanding clients; their culture, their marketplace, their competitors and what they do and don't want. And, importantly, that the tender process needs to take account of balancing all of a client's requirements, not just price.

An excellent mix of service providers and real estate advisers, as well as occupiers from the public sector, retail, utilities, banking and finance and a broad spectrum of private sector companies ensured a balanced debate among the audience.

The speaker line-up included Julie Kortens, Head of FM for Channel 4 Television; Guy Addison, Deputy Head of Real Estate for Barclays Global Retail Banking; Martyn Hayward, Director at DTZ and Andrew Burt, International Director of Real Estate EMEA for Johnson Controls.

The event was sponsored by Temco, the Glaziers Hall, Como and Vail Williams.

Further information on the support offered by the CoreNet UK Chapter to the corporate real estate sector can be found on the website **[unitedkingdom.corenetglobal.org](http://unitedkingdom.corenetglobal.org)** or by calling 01722 339811.

## **ENDS**

*For further press information, please contact:*

Michelle Luscombe at Progressive PR & Marketing on 07734 109200 or [michelle@progressivepr.co.uk](mailto:michelle@progressivepr.co.uk)

## **Note to Editors**

**CoreNet Global** is the world's leading association for corporate real estate (CRE) and workplace professionals, service providers and economic developers. The Network has active chapters in the EMEA region including Benelux, Central Europe, the Middle East and the United Kingdom.

The UK Chapter of CoreNet Global is the second largest worldwide, and as the 'Voice of the Occupier' highlights occupancy issues across all property types. Members meet locally, globally and virtually to develop networks, share knowledge, learn and thrive professionally, benefiting from an extensive programme of Chapter events, educational courses, research, annual UK awards and a UK Summit.

For further information visit [www.corenetglobal.org.uk](http://www.corenetglobal.org.uk)