

COFIDIS facilities in Cornellà de Llobregat BARCELONA



With the aim of improving the cleaning service at the COFIDIS facilities at the WTC in Cornellà, while also strengthening its corporate social responsibility policy, Clece, through Integra CEE, chose to present a socially responsible, high-quality project. To implement the project, all the necessary resource improvements were made, a plan to monitor the service and for communication with the client was established, and work loads were reorganised.

Integra CEE has also provided Cofidis with support in changing the image of the facilities and in transferring and centralising offices, which now occupy a while building in the WTC Cornellà complex, for which resources had to be adapted to the new situation: facilities covering 14,000 square metres and almost a thousand users. Client satisfaction is rated as 9 out of 10, and in the first two years of the three-year contract all objectives have been met with regard to quality and inclusion.

14,000 square metres, almost 1,000 users

18 operators with disabilities

Satisfaction with the service: 9 out of 10

