



Santander Global Facilities

MADRID

When Clece won the gardening service contract for the Santander Bank financial city, through its environmental services subsidiary, Talher, it was faced with a complicated situation, as on the one hand the upkeep of the areas of greenery was not up to date, and the client was not satisfied with the current state of the facilities, and on the other the staff were demotivated and lacked certain elements training to be able to meet the standards of quality required by Talher.

Faced with this situation, Talher changed several work procedures and implemented specific solutions to recover the areas of greenery, assigned responsibilities according to people's status and provided training to ensure the necessary quality could be attained. With these measures having been taken, the client's trust was won, and the service contract was extended beyond the initially agreed elements. The staff, meanwhile, are more motivated and their performance levels are up.

734 million square metres of greenery

6,000 users

Staff of 62-80 workers

