

## Challenges:

The construction industry faces enormous pressure to be at the forefront in driving sustainability and innovation through construction, design and build. Examples include sourcing sustainable products and materials, providing new builds, meeting BREEAM standards, and demonstrating a percentage of works to be delivered through energy-efficient measures.

Komfort Services has experienced the increasing requirement to evidence sustainable business practices at the tender stage with high expectations. Meeting these practices has proven challenging when competing in a wider arena and against larger businesses with a broader resource infrastructure within the sustainability sector.

## Impact:

Komfort Services has benefitted from learning with the School. It has resulted in them appointing environmental champions within the company, whose role is to endorse and encourage feedback and ideas from the staff.

**Electric Fleet:** To reduce emissions, Komfort Services has started to roll out an electric fleet. While this has always been a company aspiration, the benefits of reducing carbon emissions were reinforced through the Net Zero modules provided by the School.

**CSR & Social Value:** Komfort Services has looked at ways of increasing CSR and, as a result, won Social Value accreditation with Constructionline. The company are also on Surrey County Council's Social Value Marketplace, and now run an Apprenticeship scheme in the various trades they offer. The School has provided excellent information on this topic, which made Komfort Services take this aspect of their offering even more seriously. The company also saw an increasing trend of social value requirements in tenders.

**Sponsorships:** Another way Komfort Services has increased its CSR is by sponsoring local youth football and cricket clubs that help keep troubled teenagers off the streets and provide them with an outlet that supports their mental health and wellbeing. The company looked at various causes to support through its donations. The School's resource on Mind and the power of sport and physical activity to raise awareness and tackle mental health stigmas contributed to Komfort Services' decision to support youth sports.

**Sustainable Procurement:** Komfort Services is working with its supply chain and looking at increasing its offering to clients by providing them with more environmentally friendly alternatives. The company also utilises this approach at the tender stage as the requirement for sustainable provisions is more stringent. The School's E-learning modules on BES 6001 Responsible Sourcing and Embedding Sustainable

## Fact box



### Company

Komfort Services

### No of employees

60

### HQ

Uxbridge, Middlesex

### Website

[www.komfortservices.co.uk](http://www.komfortservices.co.uk)

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### Services

Construction services contractor

### About

Komfort Services has successfully been operating in the Construction Industry for over 25 years. The company is a multi-disciplined specialist contractor delivering high value, quality fit-outs, design and build, demolition, civil engineering, and commercial and residential construction projects.

Procurement offered valuable insight into areas that the company would not have otherwise thought about looking at.

**Best practice:** Since Komfort Services undertook the School's training on Modern Methods of Construction and Offsite Manufacturing, they better understand the benefits these bring. As such, they are looking to integrate these approaches into project delivery to maintain quality, minimise the programme and efficiently manage cost. Most of the company's experience is related to the offsite manufacture of major plant items and wiring control panels. In these instances, work has benefited from the concurrent management of activities to minimise the programme whilst ensuring high quality and robust equipment/plant installation.

**Modern Slavery and EDI:** Komfort Services has undertaken the School's training sessions on Modern Slavery and Equality, Diversity, and Inclusion in the supply chain. These sessions have been valuable to the company in making them re-think their supply chain's robustness and accreditation process.

**Benchmarking:** Komfort Services found the School assessments very useful in testing their knowledge and providing a benchmark for measuring the company's performance and continual improvement. The company have also found the resulting action plans to be thought-provoking as they make them more aware of areas that they need to focus on and provide useful insight.

## Value gained:

**Improving business practices:** As a result of learning with the School, Komfort Services has revised its environmental processes and policies and re-inducted its workforce. The company found workshops such as 'Carbon' and 'Delivering Energy and Carbon Efficient Buildings' thought-provoking and enabled them to implement a more robust foundation through its company-wide processes.

**Sustainability is high on the company's agenda:** After learning more about what sustainability is through the School, the issue of sustainability is now a standing item on Komfort Services' management meeting's agenda.

**Competitive edge:** When Komfort Services bids for future work, they are now more equipped in their knowledge and expertise to provide examples, innovative and sustainable products, and energy reduction measures. This will give the end client added value and contribute towards their carbon management plan.

**Waste management:** Through learning more about waste management, the company has upped its ability to re-cycle project waste from 80% to 99%, and provided detailed reporting on this to their clients.

**Reputation by association:** Reaching Silver Status has given the company better recognition, due to the School's strong reputation. Komfort Services' commitment to achieving Gold will provide added accreditation and demonstrate their passion for being better at what they do and how they deliver it.

## Future proofing:

The School has been an excellent tool for Komfort Services to network, engage and collaborate with other like-minded companies and learn from some of the larger companies that have already paved the way in the industry. The wide range of tools the School offers means the company can continue with best practices, improving their knowledge and awareness of environmental practices and that of their workforce.

Komfort Services has embedded the School's vast array of up-to-date resources and training into its ongoing organisational development plan. Komfort Services hopes to be an active member of the School, offering what they have learned and implemented and how that learning developed into a results-orientated environment in their business areas.