

Suite 12B
Manchester One
53 Portland Street
Manchester
M1 3LD



Dear Mr. James Quinn,

RE: Reference for Meridian Productivity

I am very happy to provide a reference for Meridian Productivity Limited, following the completion of a 24-week project in our Property Division. Meridian's work with CHP began in October 2018, following on from a 3-week analysis period. The analysis identified the opportunity: to increase productivity, eliminate regional variations of practices and standardise the workforce nationally.

With the help of our team, Meridian created standardised Operating Handbooks for the Area Property Asset Managers (APAMs), Business Support Managers (BSMs) and Tenant Liaison Managers (TLMs), defining the responsibilities of each role and including procedures which act as best practices for staff across the country to refer to. Furthermore, Meridian designed and installed a Capacity & Demand Model, which enables CHP to assign work and resources continually as needs change. Supplementary to that, a Master Schedule in the form of a map of England was also created to help with the planning of work allocation. These tools are used to achieve the opportunities highlighted during the analysis.

The Operating Handbook, Capacity & Demand Model and Master Schedule have helped CHP to achieve the following results:

- Identification of the spare resources available of the equivalent of 32 WTEs, (whole-time-equivalents based on a 40-hour week), which when converted into annualised savings, is worth around £1,396,120.
- Nationally established a standardised way of work and consistent roles and responsibilities and more defined expectations for staff to work towards.
- All APAMs, BSMs and TLMs alongside with staff from supporting functions (Property Finance, Health & Safety, Contract Management) received training in behavioural workshops delivered by Meridian to highlight and address the issues caused by different practices across the 3 regional teams and therefore the emphasise on the importance of standardisation and behavioural changes within their teams.

I would definitely recommend the services of Meridian Productivity Limited to any other organisations that are seeking to improve their effectiveness and ensure that their management teams have the tools and approach to succeed. The Meridian team were very professional, flexible and personable, they held multiple workshops and 1:1 sessions to develop and agree the remit, state and plans of the project with all levels of management, to encourage positive engagement and collaboration with my staff.

Yours Sincerely,

Mark Day

A handwritten signature in black ink, appearing to read 'Mark Day', is written over a horizontal line. The signature is fluid and cursive.

Acting Chief Executive Officer