

## Case Study: Whistl

**Whistl is a delivery management company that provides high-quality and efficient services in the UK and internationally.**



### The Challenge

As the second largest postal company in the UK providing mail, packets and parcels and doordrop media services, not only are Whistl reliable, but they tackle each day with a can-do attitude and strive to put the customer first.

The company has a network of six UK depots, each providing a high-quality service and protection from changes within the market. In 2016 alone, Whistl managed over 3.7 billion mail and parcel items and over 1 billion doordrops, helping connect client brands to consumers in their very own homes.

Having carried out a strategic review of the existing location of Whistl's depot sites in Warrington and Leeds and factoring in the company's growth strategy, a decision was made to relocate to a bigger site. Whistl therefore needed a fit-out contractor to complete a full refurbishment of the standalone warehouse site in time for them to move in.

### The Brief

This was the first industrial project that Workspace had been appointed to work on and Whistl's 16,000 sq ft speculation unit is also the company's largest sortation depot in the UK. The main objectives were to provide the Whistl workforce with a productive and effective workspace. Timing was critical due to the Warrington depot closing in April and staff needing a fully kitted out place to work.

The new building has 30% more capacity than Leeds and Warrington combined. Careful floor space planning was administered to ensure the space would be flexible to provide capacity for further business growth and accommodate additional members of staff. Whistl also instructed Workspace to install two floors of meeting rooms in addition to the refurbishment of the large warehouse space.



## Our Solution

Workspace worked efficiently with Collier's and completed the full CAT B refurbishment in three months. The team also had to ensure the space was ready for the installation of live machinery.

In addition to the large-scale warehouse unit, Workspace installed internal meeting rooms across two floors. These office spaces were fitted with uniform desks for staff to work on. Orange featured prominently in the colour scheme of the office mirroring the Whistl brand. Additional breakout areas with comfy sofas for employees to use were installed for brainstorm meetings, collaboration opportunities or to enjoy during breaks.

A 160ft canteen facility, premium toilet block, 4,000 sq ft internal operations unit and 25sqm internal engineer workshop were also included in the fit-out. Whistl as a company administer a thorough CSR initiative. Within each of their depots they reduce their environmental impact through setting targets and performance measurement. Workspace followed these guidelines to ensure energy efficient measures took place, including the installation of T5 lighting and power down sensors. A LQRI audit also took place.

The team at Workspace installed all the lighting and electrics on site, including the warehouse space.



## Testimonial

"The team at Workspace delivered a full refurbishment at our new depot in Bolton within very tight timescales and in time for the installation of the mail and parcel sortation equipment ready for go live. They worked efficiently and professionally at all times collaborating with the team here at Whistl to deliver a great workspace."

***Gary Maddock, Bolton Depot Manager at Whistl***

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