



Looking after our neighbours: Tidy Green Clean's team cleans for global operator that share its HQ

The client

NorSea UK Ltd provides supply bases and integrated logistics solutions for the energy industry, including nine bases in Norway, as well as bases in UK and Denmark.

The business has two offices, one in Aberdeen and one in Peterhead, where their teams regularly host customers and partners, as well as being busy work centres for the company. As well as Supply Base and Port Services, NorSea also offers property management, maintenance and operations services, marine operations and supply chain management, serving offshore oil & gas customers, the offshore wind industry, and government services.

The challenge

As a global business, all premises must be held to the same high standards of hygiene and cleanliness. Finding reputable, hardworking and reliable commercial cleaners had been a challenge, particularly because NorSea were seeking a long-term relationship so that the physical appearance of the offices and bases would never cause issues or problems for the business. As many businesses recognise, when the cleaning provision is excellent, it's taken as a given. People only notice poor cleaning and hygiene – and this was something NorSea did not wish to ever experience.

The solution

Tidy Green Clean Head Office shares a commercial building with NorSea UK's offices in Aberdeen. In the course of regular conversations, it became clear that NorSea UK were in need of regular, reliable and reputable commercial cleaners. Tidy Green Clean provided regular office cleaning to start with and the contract subsequently expanded to include other commercial

premises, warehouse and yard. Tidy Green Clean HQ invited Tidy Green Clean Aberdeen South and North to share some of the contract as it spread into their geographic regions and the contract now covers a wide range of Covid-19 sanitation and hygiene services and facilities management services in both Aberdeen and Peterhead.

Additional services, beyond commercial cleaning, that have also been provided include gritting, building maintenance, lawns and gardening services, because of the outstanding ability of TGC HQ and its regional directors, to deliver exceptional value and unfailing support to its customers, as required.

The outcome

The contract with NorSea UK has rapidly grown into a six-figure account from its original modest base and is an excellent demonstration of Tidy Green Clean HQ's modelling of sound and solid working relationships.

Karen Russell, Managing Director of NorSea UK said,

“We are a global operator and deliver high levels of service and performance to our clients. We hold our partners to those same standards. Clients and colleagues regularly visit our offices and commercial premises and it is imperative that they find us working in a healthy and hygienic environment. Tidy Green Clean operates at global safety and environmental standards, following ISO9001 processes and procedures to ensure levels of cleanliness and service that is rare to find in commercial cleaning businesses. I have no hesitation in recommending them to any other global operator in our region as TGC doesn't just deliver, they partner with us to find solutions that we require beyond the scope of their contract and are a pleasure to work with.”