



# Case Study

Consultant services help  
Co-op deliver high quality  
installs nationwide

## Comprehensive Design and Audit

### Project Overview

Co-op is undergoing a nationwide programme of acquisitions, new builds and refurbishment of their existing retail estate. As a key consultant, Orwell Design Associates (ODA) works in partnership with Co-op providing either refrigeration installation auditing or producing a full design package and auditing.

Co-op set us a brief to:

- Deliver out of the box thinking to find design solutions for even the most challenging of sites
- Ensure value for money without compromising on standards
- Thoroughly examine installs at various stages to ensure high quality, snag-free stores at hand over
- Provide full support, advice and guidance to the Co-op team

ODA has been integral in the effective delivery of 145 Co-op stores around the UK to date.

### Our Solution

We produced detailed design packages and reviewed installations for Co-op, working alongside their new space and refit retail teams.

ODA worked closely with our team of site-based consultants who are strategically positioned across the country to ensure full coverage regardless of store location.

All of our refrigeration designs were developed to meet Co-op's specifications and deliver energy improvements, ease of maintenance and value for money. We selected equipment that would provide the ideal engineering solution on a site-by-site basis whilst adhering to the agreed model solutions. This was balanced with providing improved energy efficiency, the best possible capital cost, and suitable access for future maintenance.

We also delivered a comprehensive auditing service of the refrigeration contractor's installations at multiple stages. This included all refrigeration and air conditioning plant, back of house cold rooms and sales floor cabinets. We provided an independent service to ensure every store was installed to the required quality standards and adhered to best practice. This also included verifying the O&M manuals and the technical, test and installation costs for the project.

'We continue to receive positive feedback from Co-op for our consultancy services. Our innovative designs have saved them money by removing the need for expensive sound attenuation on many schemes, and also provided energy efficient plant solutions to reduce their running costs.'

**Jahangir Miah, Account Manager**

For further information on how Orwell Design Associates can help your business, please contact:

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orwell design associates

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## Challenges Faced

As with any new venture there have been a few challenges on our way to becoming a trusted consultant to Co-op. ODA were brought in to replace a previous long-standing consultant that was offering very little in the way of improvement or innovation, so part of our role has been to develop new ideas and solutions for Co-op. These needed to meet the company's high standards, be easily rolled out and simple to manage, while being cost-effective and provide long-term value. This has required us to challenge ways of thinking, lead Co-op's processes and suggest new ways of working.

As auditors, we needed to work with contractors familiar with redundant processes. To deliver best value for Co-op, ODA challenged these processes, for which we faced some obstacles, but have ultimately been successful.

The projects also required us to work to an ever-evolving specification as well as tight and changing time-scales, whilst at the same time providing advice and guidance to the contractors to meet the brief without compromise. Efficient time management, and continuous training of our employees to the latest specification and legislation enabled us to deliver the very best solutions to Co-op.

## Key Benefits

Co-op's decision to appoint an independent auditor for the store installations meant that problems could be identified early on, and therefore be resolved quickly without impacting on opening schedules.

We provided fully scoped, detailed designs that were coordinated with the contractor and client. This detailed approach helped ensure a fault-free store on hand over to the retail staff, giving Co-op colleagues peace of mind in the day to day running of the store as well as improving the store staff and customer experience in the long term.

Using our knowledge of acoustic information, design methods and product availability, we developed solutions which balanced energy management with cost. This delivered long-term value to Co-op, through energy efficient selections to reduce store running costs.

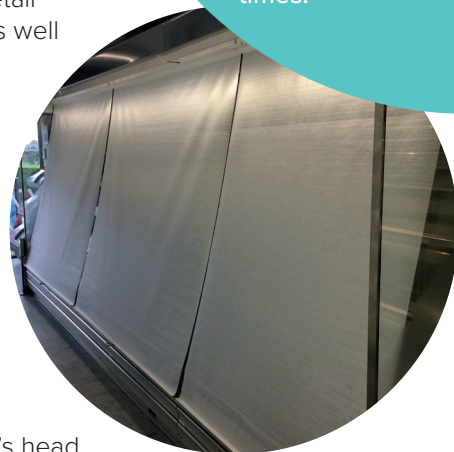
We also ensured all of our designs adhered to environmental restrictions. Where necessary, we challenged noise surveys, and using innovative thinking and our in-depth expertise, we resolved the issue and met Co-op's needs at minimal cost.

ODA provides Co-op with a key single point of contact to ensure a clear line of communication and direct support, which is further backed by regular visits to Co-op's head quarters. This approach ensures our clients' strategic goals are met which is vital for large-scale estate renewal programmes.



## Design Experience

With years of technical expertise and practical experience, ODA continue to support Co-op in achieving high quality refrigeration solutions across their estate. ODA's adaptability and forward thinking ensures we are well placed to support Co-op in their ambitions, now and in the future, providing optimal solutions and the best value at all times.



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