



Extra flexibility and convenience.



The extent of Regus' workspace, facilities and high standard service enabled them to offer an extra level of flexibility.

Client

The international food and drink group Danone has two UK subsidiaries in Ealing, West London: its dairy business, Danone UK Ltd, which sells yogurt brands Activia, Actimel and Shape, and Danone Waters UK & Ireland Ltd, which sells the natural mineral water brands evian, Volvic and BADOIT.

Challenge

Ironically, water became notable by its absence from Danone's workplace in December 2012 when problems with the building's water pressure meant the company was forced to close the office. With the company's financial year end falling on 31 December, this was a critically busy time for the finance team. It was also a vital time for the supply chain teams,

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**Steve Godwin, Crisis Director,
Danone Dairies and Waters UK**

who were heavily involved in planning supply for year end and New Year activities. It was essential Danone's employees could get back to work as quickly as possible.

Want more information?

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Preparation is everything in dealing with workplace crisis management, and Danone had done its homework.

Solution

Preparation is everything in dealing with workplace crisis management, and Danone had done its homework. Danone's Ealing businesses had taken out a Dynamic Workplace Recovery contract with Regus in July 2012.

"The reasons we chose Regus were the coverage of its office network and the flexibility it offers. We knew there would always be convenient workspace and the right facilities for us to use," explains Steve Godwin, Crisis Director, Danone Dairies and Waters UK, who heads the workplace recovery team.

Outcome

When Danone found its Ealing workplace was unusable Steve, who was on holiday, called the dedicated Regus Workplace Recovery number to put the plan into action.

That same day Regus arranged for Danone to use private office space for 40 people at nearby Regus Kensington Olympia. An extra layer of complication was that a senior executive from Danone's head office in Paris was due to visit the following

"My yardstick of success for Regus' workplace recovery service was that there was no drama at all. Work just carried on as usual."

**Steve Godwin, Crisis Director
Danone Dairies and Waters UK**

day and would possibly need meeting space for 12 people - an aspect not included in the original contract. Regus' handling of this impressed Steve Godwin, who said: "The provision of meeting space was not in the contract, yet Regus was willing and able to go beyond the original requirement. The extent of Regus' workspace and facilities enabled them to offer us this extra level of flexibility; so did the high standard of service offered by the staff."

As a story ending, it's anti-climactic. But with Dynamic workplace Recovery, that's as it should be. The drama should just fade away, and with Danone and Regus that's exactly what it did.



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