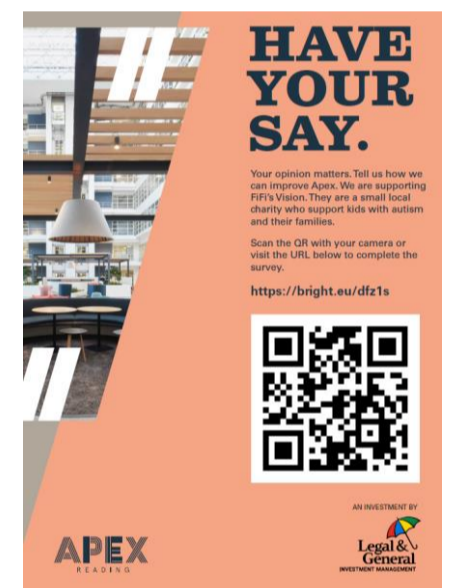


# L&G Mercury Model

In 2019 L&G established a new operating model to reduce the layers between our asset managers, property managers and occupiers in a traditional multi-let property. The Mercury Model introduced a Facilities Management Integrator (FMI) to provide a data-led, agile service focussed on local property and occupier requirements.

## FEATURES

- An award winning facilities management team and platform exclusive to L&G properties
- A Service Delivery Manager for your property who is responsible for occupier satisfaction and ensuring your teams have the best possible experience
- Integrated management of air quality, energy and technical data to optimise working environments + verified by Air Rated
- QR code feedback posters to allow building users to give L&G feedback directly 24/7
- Highly responsive regional supply chain partners including SME's
- Access to Vizta by L&G, our occupier platform, which provides a one-stop-shop for data, documents, processes and specialist partners to support your business



## BENEFITS

- ✓ Highly motivated facilities management teams focused on our occupiers
- ✓ Market-leading smart building tools and processes that increase transparency of our performance as property owner
- ✓ Flexibility to deliver managed services to our occupiers through a best-in class localised supply chain
- ✓ Direct access to L&G and your property management team

