

Nigel Mapp reflects on the 2019 MAPP Site and FM Team Conference

December 2019

MAPP have recognised for over a decade that our site and FM teams are an absolutely essential part of our business. Uniting the whole team in one merged business in 2010 was one of the best decisions we have made. It has reinforced that crucial message by ensuring there is no difference between how we manage, reward and grow our teams.

This year saw us relaunch our annual On Site and FM team conference. Over 120 of our site team travelled from across the UK to gather in Birmingham for two days. Gathering that many of our site team is a logistical challenge but if we are to build a cohesive and integrated team united in their commitment to delivering an exceptional service to our clients customers we need to share our passion, deliver training and provide a forum for sharing ideas. It was great to be part of it and to share a little more about our evolving v2.0 property management offer.

A two day conference is a huge commitment and required significant resources but the feedback proves it was worth it all.

One Building Manager who has just joined us said that we had given him more attention, inspiration and training in his first four hours at the conference than his previous employer had provided in four years.

Other feedback was as follows;

Shirley McCullagh, Assistant Building Manager

Well done and thank you to all of our MAPP Team. Fabulous inspirational people, great to reconnect with colleagues from other sites , and lovely to meet the new faces just starting their MAPP journey. Looking forward to rolling out more V2.0. Reflecting on the last couple of days. It's great to feel valued and part of the team and lovely to see so many like minded people who share the same vision and values.

Shaun Brown, Operations Manager

The way it was presented and managed was great. All information was easily understood as it all was very informal not like other conferences I have been on in the past with other managing agents

Jane Matthews, Building Manager

Meeting the lovely MAPP team from all over the country, as well as HQ. Sharing ideas, experiences and finding out what, how and in which direction things are progressing behind the scenes. Privileged to be onboard the MAPP boat with some seriously talented, open minded individuals

Heather Whitfield, Building Manager

Being surrounded by such positive and inspiring people, understanding more about V2 and hearing about the exciting times ahead.

Alex Daughtrey, Facilities Manager

Fantastic couple of days with great people! What a company! So much passion and fire and Polly's presentation and thoughts about FM were brilliant. Thanks for arranging such a great conference!

Frank Smith, Operations Manager

Had an enjoyable 2 days, great venue, interesting to see future projects and visions. Met a lot of lovely and welcoming people ideal for carrying the MAPP vision forward. 2020 looks like a busy, challenging but also exciting year.



About MAPP

MAPP is a market leader in the management of commercial and mixed-use property, managing around £12 billion of commercial property and 5,000 occupiers throughout the United Kingdom for a variety of leading funds, REITs and other investors in Real Estate. MAPP employs 320 people across five offices across the UK in London, Manchester, Bristol, Birmingham and Glasgow.

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