

WeMaintain to provide lift and escalator maintenance at two London sites after striking 12-month deal with British Land

- PropTech start-up to install the Internet of things (IoT) on 22 units across two British Land locations
- WeMaintain will make sites more efficient and more sustainable while improving the occupant experience
- WeMaintain's proprietary IoT solution provides live data to building managers, allowing them to respond to and resolve issues quickly

LONDON, August 02, 2021 — WeMaintain, a fast-growing PropTech company based in Paris, London and Singapore has signed a 12-month deal with British Land plc for the provision of lift and escalator maintenance solutions at two sites across London. British Land is one of the largest property development and investment companies in the United Kingdom, and the deal signals WeMaintain's increased presence in Britain.

Under the terms of the deal, which began on 1st April, WeMaintain will provide its smart solutions to British Land properties at Ealing Broadway shopping centre and Appold Street, a commercial office space. WeMaintain will install its proprietary Internet of Things technology at the sites, which gives building owners and managers greater knowledge of the condition of their critical equipment and other assets in real time. WeMaintain will install its IoT devices in 11 lifts and two escalators in Ealing Broadway, and nine lifts at Appold Street, over the coming months.

Since its launch in Paris three years ago, WeMaintain has radically transformed the regulated lift and escalator maintenance market. It gives asset owners and operators an end-to-end solution for carrying out critical maintenance operations, providing rich data through its cloud-based proprietary technology. WeMaintain's business model has been praised by customers in Paris and London who include WeWork, Allianz and BNP Paribas Real Estate for giving asset owners access to real-time data not previously available to them. This allows customers to make adjustments to equipment before it breaks down, thereby making their buildings more efficient and responsive, improving the occupant experience. Earlier this year WeMaintain secured 30 million Euros in Series B Funding and opened an office in Singapore.

WeMaintain's model sets it apart from other maintenance providers in that it gives engineers and those on the ground sophisticated IoT technology to support autonomous working, creating the best possible customer experience. Importantly, engineers are incentivised to deliver on agreed customer KPIs, with performance bonuses paid monthly. This makes sure the standard of maintenance remains high. This 'pay-for-performance' model gives customers confidence that engineers working on their assets are striving toward the same goals and ensures engagement for the duration of the contract.

Commenting on the agreement, Tom Harmsworth, UK Managing Director of WeMaintain, said:

"We're delighted to be working with a leading UK property company like British Land and are sure to make the experience of their occupants and tenants in Ealing Broadway and Appold Street as seamless as possible.

"We're excited to be able to bring the highest standards of smart maintenance to these sites.

"Our IoT solution on these lifts and escalators will give British Land the means to better understand traffic flow at each site, how to invest in critical equipment and upgrades, and when faults or breakdowns are most likely to occur.

"We also look forward to making these sites not just more efficient but more sustainable, something both we and British Land have embedded into our business. Once our IoT sensors are installed, we'll be able to give site

managers at Ealing Broadway and Appold Street access to a wealth of high-quality real-time data not previously available to them. They will be able to know if there is a deterioration in critical equipment and react quickly to resolve any problems that might arise.”

David Hart, British Land Technical Services Manager at Appold Street, said:

“WeMaintain offered a new innovative and dedicated service that was symbiotic with the way British Land is driving delivery to our tenants. One of the most interesting elements is the IoT data that will permit improvements in lift operation, reducing our energy usage, compatible with the Zero Carbon target set by the business.”

WeMaintain recently won a contract with Workspace following a tender process that began in December and concluded in February, and in March this year won a contract to deliver IoT solutions to all stations on the Docklands Light Railway Network. The latest deal is further proof of the desirability of WeMaintain’s smart business model and its increased activity in London and the UK.

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About WeMaintain

Founded in late 2017 by Benoit Dupont, Jade Francine, and Tristan Foureur, WeMaintain is a French PropTech startup that is radically transforming the critical building operations market. To do so, it offers building managers and owners a solution that combines the technical skills of engineers with the agility and predictability of its proprietary technology. It takes care of the invisible yet indispensable operations that are essential to a building. WeMaintain puts quality back at the heart of the lift maintenance market, enabling managers to optimise their assets and the experience offered to occupants. WeMaintain began with lift maintenance and has recently expanded into fire safety following the acquisition of Shokly. WeMaintain supports a wide range of clients in both the residential and office markets and has won major contracts with clients such as Allianz Real Estate, WeWork, in the Paris region, and the DLR in London. Since its launch, the company has raised €38.8M from Eurazeo, Red River West and BPI France Digital Venture. The WeMaintain team, based in Paris, London and Singapore, currently comprises 100 people. <https://wemaintain.co.uk>

About British Land

Our portfolio of high quality UK commercial property is focused on London Campuses and Retail & Fulfilment assets throughout the UK. We own or manage a portfolio valued at £12.7bn (British Land share: £9.1bn) as at 31 March 2021 making us one of Europe’s largest listed real estate investment companies.

We create Places People Prefer, delivering the best, most sustainable places for our customers and communities. Our strategy is to leverage our best in class platform and proven expertise in development, repositioning and active management, investing behind two key themes: Campuses and Retail & Fulfilment. Our three Campuses at Broadgate, Paddington Central and Regent’s Place are dynamic neighbourhoods, attracting growth customers and sectors, and offering some of the best connected, highest quality and most sustainable space in London. We are delivering our fourth campus at Canada Water, where we have planning consent to deliver 5 million sq ft of residential, commercial, retail and community space over 53 acres. Our campuses account for c.70% of our portfolio. Retail & Fulfilment accounts for 25% of the portfolio and is focused on retail parks which are aligned to the growth of convenience, online and last mile fulfilment. We are complementing this with urban logistics primarily in London, focused on development-led opportunities. Sustainability is embedded throughout our business. In 2020, we set out our sustainability strategy which focuses on two time-critical areas where British Land can create the most benefit: making our whole portfolio net zero carbon by 2030, and partnering to grow social value and wellbeing in the communities where we operate.

Further details can be found on the British Land website at www.britishland.com

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