

# Santander LED lighting trial

## Case study PLM and Santander Property Operations



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Santander UK plc is one of the UK's leading personal financial services companies and one of the largest providers of mortgages and savings in the UK. With over 1,000 high street branches the requirement for high quality and robust LED lighting, emergency LED lighting and presence control with scalability for the retail estate was essential.

Following a successful relationship over the last 7 years and extensive experience of the Santander network, PLM were consulted by SGF to help conduct a review of the LED market to nominate manufacturers to design a trial at three branches, validate their performance and build a lighting specification and tender document.

## The trial

Santander asked PLM to act as consultants and using their unique knowledge of the estate and LED lighting help them identify and trial LED solutions from three selected manufacturers.

The aim of the trial was to achieve improvement in each of the following key areas to create a store environment that is clean, enticing and complementary to the branch experience:

- Easy in-branch customer navigation
- Accentuate key areas of the branch
- Leverage luminaire architectural aesthetics to reinforce brand perception
- Showcase industry leading energy efficient technology to demonstrate sustainability commitment at a local and global level
- Create a stimulating working environment to promote productivity
- Sympathetic design to balance 'accentuation of key areas of the branch' with a pleasant working experience

Philips, GE and Osram were selected by Santander as the three preferred manufacturers with each being given a branch to demonstrate capabilities. The requirement was to achieve 400 lux in banking halls and in the case of Northallerton Branch 600 lux in the main thorough fare of the branch and 400 lux elsewhere.

PLM negotiated the cost with the manufacturers saving £11k across the three branches and organised and verified the design, the supply chain, deliveries to sites and liaised with Santander Project Managers and their M&E Consultant.



# Results

GE have been short listed as the preferred supplier following the trials. The total lighting load for Northallerton is 3.6kw at a competitive cost which was supported by GE as part of this project.

Energy savings across the three trial branches against the current lighting regime were in excess of 30%. Across the existing lighting estate the savings will be in excess of 60% and further enhanced by sensor controls.

PLM had data for over 550 branches enabling identification of potential energy savings for the LED lighting solutions against the current Santander lighting design, allowing projection of savings to be made on the new branches.

With the data, knowledge and experience, we collated a full budget, business case and helped to write the tender documents for Santander to enable them to tender for the LED lighting solution they selected.

## Business benefits

Longer term the majority of branches have not been refurbished so the savings for these are significant as they have the previous lighting design solution.

On average the new LED solution will reduce load by 56% but due to sensor controls this will be over 60% giving an average saving per branch of over £2,500 per year.

The return on investment is less than 4 years for a project that is worth @£15m and will be the the most significant project in helping Santander deliver the energy saving reductions they have committed to.

- Optimised energy reductions
- Presence detection within meeting rooms and back-of-house areas
- Re-lamping costs eliminated for 10 years supported by industry-leading reliability statistics
- All accent lighting luminaires fitted with interchangeable modules optimising cost of ownership
- All 600x600's come with DALI as standard to future-proof design and allow control integration
- New build inventory rationalised to 10 luminaires to support retrofit and roll out plans
- Application guide detailing all luminaires will support specification

We consulted with PLM who advised on the manufacturer, design criteria, product selection and negotiated a reduced cost to enable our LED store trials. In addition PLM managed the trials resulting in the verification and feedback that allowed us to build a business case and procurement scope to construct a tender format. With a solution for our UK branch network in place we will achieve significant energy savings whilst improving the lighting in our estate.

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