



FACILITIES MANAGEMENT



Flexible solutions
delivering safe environments

G4S FM



TRUSTED TO MAKE A DIFFERENCE

TODAY'S COMPETITIVE, COMMERCIAL ENVIRONMENT INCREASES THE PRESSURE ON EVERY ORGANISATION TO KEEP ASSETS AND SERVICES WORKING AT THEIR BEST.

Choosing the right partner is a crucial decision which can have a significant positive impact not just on operational efficiency but on business performance.

This is why leading organisations from the Met Office to GCHQ, financial institutions to public sector organisations and a broad range of property owners and operators in

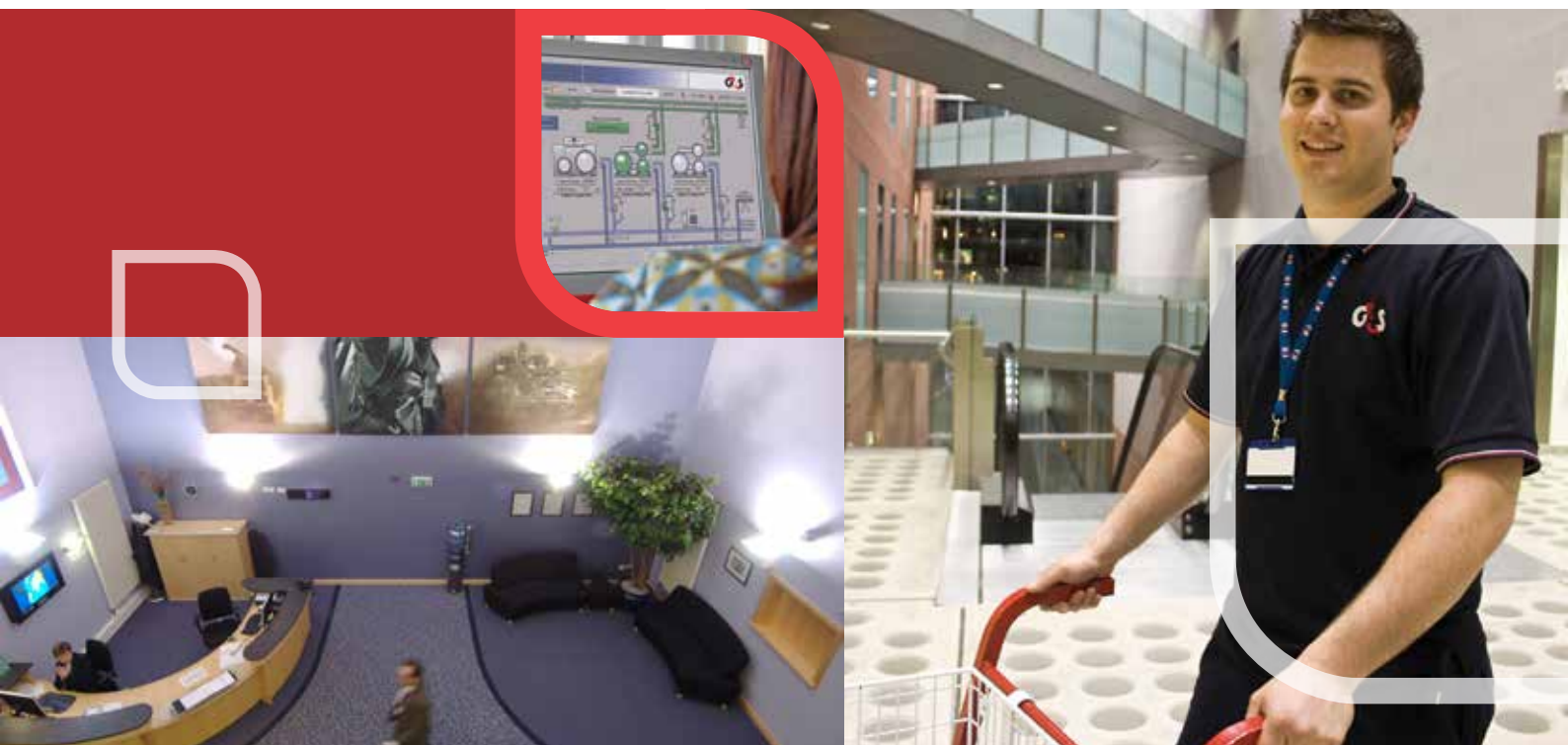
a variety of sectors trust G4S Facilities Management to deliver integrated facilities management services in secure and critical environments which require the highest standards of governance.

G4S FM is a partner with the experience and capability to deliver individual customer requirements of flexible service and dynamic performance.

Successful organisations entrust us with their core assets and services, safe in the knowledge that they are managed to the highest standards by committed, skilled people – enabling them to focus their energy on what they do best.

"I was particularly impressed with the way G4S employed a separate mobilisation team and with the exception of the week leading up to the transfer did not utilise staff from other contracts to provide additional staffing on the Pennine Acute Hospital sites. I have been involved in a number of contract mobilisations and was very impressed with the smooth transition and the engagement of the G4S team with the facilities and other clinical teams in the Trust."

Pam Miller,
Associate Director of Facilities
Estates & Facilities, Pennine
Acute Hospitals NHS Trust



MAKING TECHNOLOGY WORK FOR YOU

G4S FM delivers fully integrated facilities management services using the latest technology management systems and professional support functions, ensuring full compliance with all relevant professional guidance and legislation.

We use a Computer-Aided Facilities Management (CAFM) system to measure, plan, manage and control all types of facilities services centrally. Its use is fundamental to delivering our facilities management services including planned preventative maintenance programmes, asset lifecycle management and all reactive activities.

Our help desk system provides our customers with a real time responsive, 'one stop shop' for all their service requests and queries including performance reporting and analysis.

END-TO-END SOLUTIONS, TAILORED TO YOUR BUSINESS

Our heritage in security and our experience of working successfully in some of the UK's most sensitive and secure environments makes us the ideal partner for any secure or critical location anywhere in the UK or Ireland.

Our extensive knowledge and scope of services, and the availability of the specialist resources of our organisation, enable us to meet all your service requirements, end-to-end, through a solution customised to your individual requirements. Our considerable strengths range from first-rate engineering expertise and award-winning front of house and soft FM services to a global reputation for risk management.

But we go beyond simply meeting your specifications. By understanding the unique requirements of your operations on any given site, we can

offer specialist insight and influence innovative, service-led design solutions which improve both performance and service delivery.

In response to identified customer needs, we have developed specialist services that few other organisations can provide. For example, through collaboration with customers, we have developed our Information Security and Assurance service.

This provides a discrete, end-to-end solution for all organisations requiring the assurance that, once any type of media or equipment which contains or carries sensitive information has left their ownership, it will be handled and destroyed by a company accredited to the highest possible standards, with unique credentials to handle classified data and materials.

"We have extensive experience of transferring staff into our care and changing negative into positive attitudes. Teamwork and a 'can do' culture is key to our success."



INVESTING IN TIME FOR A BETTER SOLUTION

Understanding the dynamics of an organisation, in whatever environment it operates, takes time.

We invest time in developing a thorough grasp of precisely what makes your organisation tick. From this insight and understanding, we can work in partnership with you to deliver a service that best meets your needs, not a standard, off-the-shelf solution.

We change as you change.

Because our people have worked in the sectors we serve, we understand the commercial and operational pressures our customers face, and can adapt accordingly.

We know that organisations need to change to meet shifting market demands and we have the agility to change what we do, so that we can move forward and help you to compete effectively.

IMPROVING PERFORMANCE AND PROFITS

For many organisations, the pressures on profitability and operational efficiency intensify daily. Receiving value for money without compromising quality, security or service is of paramount importance.

We add real value through our ability to understand the risks your business faces and we price to manage solutions accordingly.

With this market know-how and in-depth experience, G4S FM can help support the efficient use of your property, assets and services.

"The real test of any partnership working between client and outsourced provider comes when both parties have to adapt to a challenging economic environment. With G4S's support we have been able to implement a workable plan that cuts costs while retaining service quality for our building users."

Louis Loizou,
Estates Manager,
Food Standards Agency



"We are committed to our partners, the people we employ and the places and communities we serve. We ensure that social responsibility and respect for the environment sit at the heart of all that we do."



OUR PEOPLE YOUR TEAM

Our customers select G4S FM because we do things differently. They believe that we do them better. Time and again, our approach has a marked and positive impact on our customers' operations and performance.

Put simply, we deliver better workplaces with committed, motivated teams that transform the business environment. We develop a culture which focuses on supporting our customers' and service users' needs.

This transformation is made possible by our people. Dynamic leadership, a flexible approach and active encouragement to develop personal skills combine to inspire G4S people in all that they do.

We self deliver the key services with our people becoming your people, thinking and acting exactly as you, our customer, would want them to. They care about the organisations and people they serve – a fact borne out by the exceptional feedback we receive.

We actively encourage the achievement of the Investors in People Standard by all our teams to help promote this way of thinking.

"Busy school environments always bring cleaning challenges and this is made more complex when the building is over 200 years old. G4S's cleaning team fully understands the tough cleaning requirements and the extra work that goes in to the management of a large Victorian building, including uneven flooring, high ceilings and substantial halls. They continually provide us with high levels of cleaning service and we work proactively with Area Facilities Managers to see where improvements can be identified."

**Paul McGrath,
PFI Monitoring Manager,
London Borough of
Tower Hamlets**



"Your achievement demonstrates that you have recognised the importance of developing an in-depth understanding of your customers' needs."

The Rt. Hon. Gordon Brown MP
The Prime Minister*

* On G4S being one of the first 100 companies to achieve the Customer Service Excellence standard, a first time achievement for an FM contract.

COMPLIANCE, QUALITY, AVAILABILITY AND PERFORMANCE

We rigorously apply recognised national and international standards and awards to drive continuous improvement across our teams. This ongoing commitment sets us apart from our competitors providing facilities management services. We count ISO9001, ISO14001, OHSAS 18001, ISO22000, SIA Approved Contractor, NSI Guarding Gold Certificate, Investors in People, Investors in Excellence and Customer Service Excellence amongst our growing number of accreditations.

The health and safety of our employees and those in our care is paramount.

All our operations are expected to achieve British Safety Council 5 Star status, and so successful have we been in this endeavour that G4S FM has achieved no fewer than seven of the coveted BSC Swords of Honour over a two year period.

Our collaborative approach to working with our partners is driven by our core values. These values are fundamental to and evidenced by all that we do. As well as talking to our staff and customers to obtain feedback on our performance, we pursue excellence, and seek external verification by recognised independent authorities.

Our people are critical in demonstrating our values. G4S FM looks to employ the best people and help them to develop to their full potential. By developing and challenging them, we are able to develop better systems, improve performance, and ensure we perform not just well, but outstandingly.

G4S FM customers can be certain that their facilities are available when they need them, and are run by highly motivated professionals performing to the best of their ability. Our teams meet the highest standards of best practice and legislative compliance.



BRITISH SAFETY COUNCIL



INVESTOR IN PEOPLE



investor in excellence



G4S FM has extensive experience across a wide range of public and commercial environments with secure, sensitive and specialist sectors. We manage people, premises, information and equipment to deliver facilities management, logistics and business support.



OUR SERVICES



CLEANING SERVICES

- All internal cleaning
- All external cleaning
- Office cleaning
- Washroom services
- Graffiti removal
- Consumables
- Specialist cleaning e.g. stone, marble
- Infection control
- Deep/periodic cleaning



SUPPORT SERVICES

- Sustainability and CSR
- Waste management
- Grounds maintenance
- Internal planting
- Event/crisis management
- HR and training
- Welfare facilities
- Procurement catalogue
- Fleet management
- Pest control
- Chauffeur services
- Real estate strategy



SECURITY SERVICES

- Manned guarding and patrol
- CCTV monitoring
- Access control systems
- Key holding and response
- Security passes
- Security vetting
- Lone worker management
- Traffic control and parking
- Security policy
- Cash management



CATERING

- Cafe/coffee shops
- Deli bars
- Restaurants
- Hospitality
- Fine dining
- Healthy eating
- Nutrition and wellbeing
- Ethical ingredients
- Open book procurement



OFFICE SERVICES

- Meeting room set up and booking
- Switchboard and reception
- Visitor management
- Office configuration, furniture and moves
- Travel planning
- Mailroom, couriers, goods in and out
- Video conferencing and audio
- Secure/non-secure technology
- IT hardware and software
- Document storage
- Reprographics



HARD FM

- M&E maintenance
- Fabric maintenance
- Asset management
- CAD
- Major construction projects
- Large scale structural works
- Building maintenance programmes
- Technical project management
- Life-cycle costing and management
- Corporate relocations
- Emergency call outs



CARBON & ENERGY SOLUTIONS

- Planning to reach environmental targets
- Meter reading
- Bill management
- Retro fitting (e.g. LED lighting)
- Consumption reduction utilising surveys and projects
- Consumption monitoring and reporting
- Advising on carbon reduction
- Energy management
- Legislative energy compliance



FM COMPLIANCE

- Health & Safety
- Quality assurance
- Business continuity planning
- Food safety standards
- Environmental compliance ISO 14001
- COSHH regulations compliance
- Risk assessments



CUSTOMER SERVICE CENTRE

- 24/7 helpdesk
- Professional FM call handlers
- CAFM systems/latest web based systems
- Real time access to information
- Task scheduling to meet SLAs
- Intelligent life cycle management
- Electronic permits to work



- Integrated services
- In-depth consultancy
- One team approach
- One invoice process
- Single FM supplier
- 75% self delivery
- Nationwide coverage
- Standardised processes
- Comprehensive governance

G4S CORE VALUES GUIDE ALL THAT WE DO

Safety First

We prioritise safety management to protect the health and well-being of our colleagues and those around us

Customer Focus

We have close, open relationships with our customers that generate trust and we work in partnership for the mutual benefit of our organisations

Performance

We seek to improve performance year-on-year to create long term sustainability

Integrity

We can always be trusted to do the right thing

Expertise

We develop and demonstrate our expertise through our innovative approach to creating and delivering the right solution

Teamwork & Collaboration

We collaborate for the benefit of our customers and G4S

Best People

We employ the best people, develop their competence, provide opportunity and inspire them to apply our values

Care

We always demonstrate the utmost care and respect for those people whose welfare and safety is entrusted to us



LEADING WORLDWIDE

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Securing Your World

G4S is the world's leading secure outsourcing group, specialising in outsourcing of business processes in sectors where security and safety risks are considered a strategic threat.

G4S plc:

- Operates in over 120 countries
- Employs approximately 618,000 people
- G4S is the largest employer quoted on the London Stock Exchange

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