



Flexible and safe technical solutions for your business

Let us take away the stress
of managing your assets and
services cost effectively, with
solutions based on our extensive
experience and expertise.

G4S Facilities Management





BUSINESS



DEFENCE



EDUCATION



GOVERNMENT



HEALTHCARE



MANUFACTURING



UTILITIES

Need a safe pair of hands?

Focusing on what's important to you and your clients can be difficult for organisations juggling several different requirements and services at once.

That's where G4S Facilities Management (G4S FM) can ease your workload.

We can take away the stress of managing hard services: M&E and building fabric – planned and reactive – statutory compliance, large and small construction and refurbishment projects and building lifecycle issues. We also have the expertise to help you reduce your carbon and energy costs.

So while you concentrate on your core business, whether that's providing excellent care to hospital patients, inspiring children and students in a learning environment or providing functional environments for your employees, clients or service users, you can be sure that your facilities are in safe hands.

We have many years' experience in the industry and have adapted innovative methodologies and continual improvement strategies geared to service excellence, driven by an exceptional supply chain, incorporating the 'buying power' one would expect from an industry leader.

Our knowledge and capability in managing facilities and services also means we can incorporate that insight into building design and servicing; adopting a whole full lifecycle approach to a diverse range of services.

Working closely with our customers, we translate your requirements into cost-effective solutions that maximise asset operability and support the efficient delivery of core services, allowing you to focus on your core business needs.



WHAT WE DO AT A GLANCE

Hard Services

- Planned Programme Maintenance (PPM) and Reactive Maintenance (RM)
- Building fabric maintenance
- CAFM and helpdesk condition based maintenance/risk based maintenance
- Lean Six Sigma service modelling
- Building Management Systems (BMS)
- Data centres and critical environments engineering
- Critical power
- Cooling
- Lighting
- Heating
- Air-conditioning
- Ventilation systems
- Low voltage and high voltage electrical distribution
- Boiler maintenance
- Generators
- Fire and intruder alarms
- CCTV
- Lifts
- Escalators
- Water treatment.

Statutory Building Compliance

- Fire services and extinguisher systems
- Risk assessments
- Water treatment and Legionella services
- Gas Safe™ inspection service
- Air Quality Assessments
- Electrical services and testing
- F Gas.

Engineering and Construction Project Management

- Building refurbishments
- Small and large works
- Fire safety improvements
- Infrastructure and security upgrades
- Space planning
- Safety and critical environments.

Asset Lifecycle Management

- PPM programme
- Reconciliation of maintenance activities for previous year
- Five-year plan
- Lifecycle works
- Draft schedule of programmed works for the forthcoming contract year
- Details of permission required and costs of works.

Carbon & Energy Solutions

Energy and Carbon Management Advisory Services and Project Delivery including;

- Energy surveys
- CHP studies
- CRC management
- ESOS compliance
- BEMS optimisation reviews
- Renewable energy studies
- "Best practice" utility procurement
- Building services technical consultancy
- Energy retrofit projects including EPCs

WHO DELIVERS OUR SERVICES?

Our expert engineers and personnel provide the services in-house and, in some circumstances, we use trusted specialist sub-contractors.

We also provide premises, vehicles and equipment to support the efficient delivery of core business activities in and around secure and critical environments.

Leading-edge technology processes and systems all support our innovative, bespoke and flexible provision of services.



Hard Services

We maintain and protect the long-term value of your assets through our expert planned, reactive and building fabric maintenance programmes – from HVAC systems to security systems maintenance.

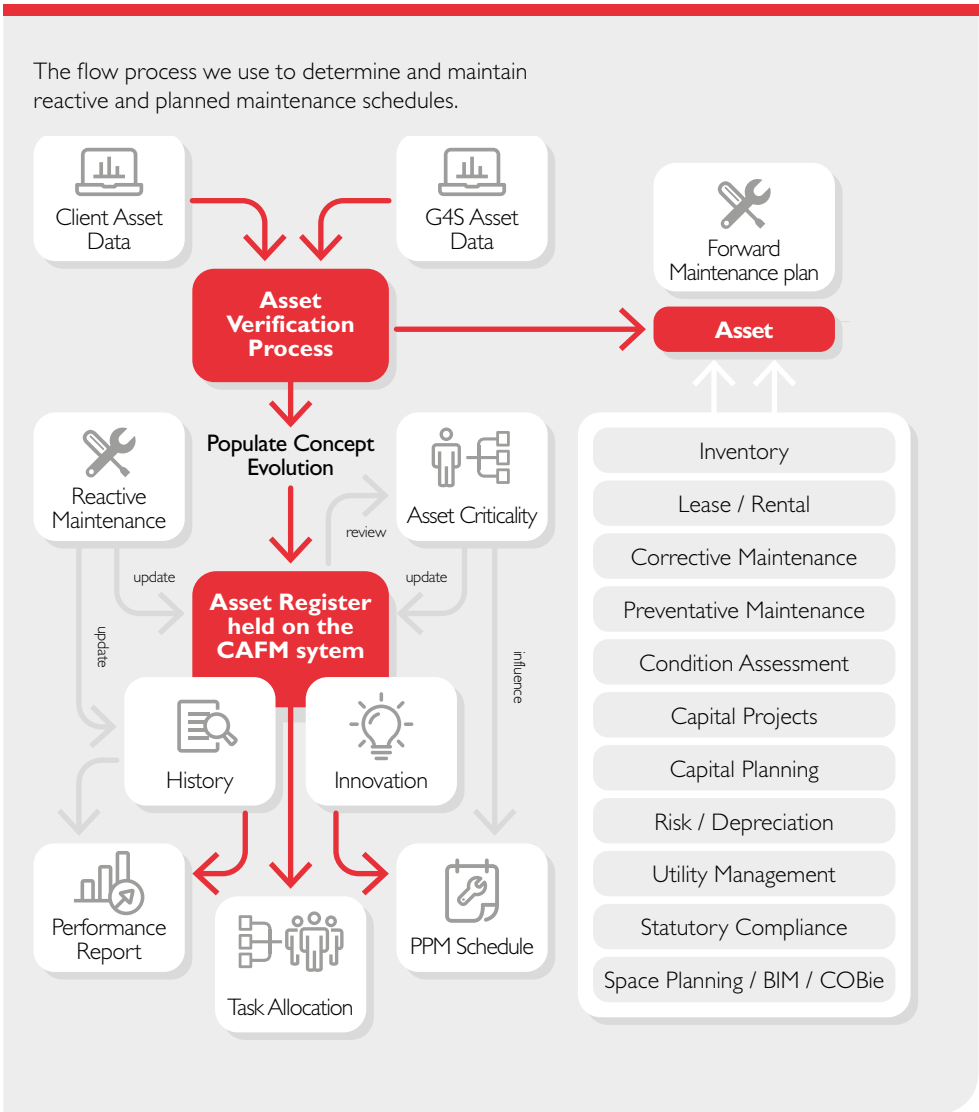
Services are delivered through bespoke contracts geared to a self-delivery regime, incorporating and using the networks of our specialist sub-contractors.

We work in partnership with clients, supporting and delivering recognised industry standards to develop your asset management strategy with the aim of maintaining safe working environments, whilst extending the lifespan of assets.

The start point of our planned maintenance strategy is applying SFG20, JSP and HTM maintenance standards.

Following a thorough asset verification and condition survey, our maintenance teams compile a full Asset Register.

In line with ISO 55000, we develop capital replacement programmes and forward maintenance plans, which allow us to design Condition or Risk Based Maintenance programmes more suited to assets and their environments.





DID YOU KNOW?

We're widely experienced in providing and operating helpdesk facilities across a diverse range of contracts in the public and private sectors...



500,000

Calls handled a year

41,000

Calls a month from client teams, staff and members of the public



If you'd like more details about how we can help please contact:

g4sfm@uk.g4s.com

0844 387 7744

OUR DELIVERY IS BASED UPON:

Advocacy

By understanding how a client's business operates, including the drivers and 'business as usual' principles, we can develop flexible solutions centred around buildings and user groups with cultural change management protocols built in.

Dependability

It is key that the service is delivered 'on time, every time', creating trust through a collaborative understanding. We make sure that new equipment, practices and assets are brought into service as soon as practical, in line with client expectations.

Consistency

We use a consistent approach to deliver management and services to ensure that everything is compliant with overall objectives.

Value for money (VfM)

Continual benchmarking means all our services are delivered through VfM service modelling.

HOW WE CAN HELP

- **Centralised Helpdesk and web-based Concept Evolution (CAFM) System** which is seen as the leading standard across the industry and co-ordinates tasks from fruition to completion; maintaining an auditable and historic trail of vital asset data and information, whilst providing 'real-time' management information.
- **Forward maintenance planning** helps us to prioritise maintenance resources and schedules towards assets that are business critical, and define structured mitigation and redundancy strategies to ensure outages are negated.
- **Lean Six Sigma service modelling** helps us to create optimum work patterns, analyse processes to discover where and how defects occur, measure them whilst eliminating problem areas, enabling us to provide our clients with high quality services.
- **Safety critical environmental engineering** where Health & Safety is the priority on sites, such as major transport hubs
- **SFG20** standardised approach to maintenance





SIMPLE COMPLIANCE™

To maintain the integrity of information and ensure that critical time frames are adhered to, we use the industry-leading Simple Compliance™, an online resource which manages an organisation's health and safety compliance obligations.

Statutory Building Compliance

Our Compliance team provides services promoting safe and healthy working environments for all building user groups, by promoting regimes and developing rectification strategies to make sure everything is legally compliant)

They travel across the UK undertaking detailed surveys and audits, often working closely with our Carbon and Energy Solutions department, capturing site or portfolio data to ensure all necessary tests, certification and statutory requirements are carried out.

Our managed environmental systems could also help you to significantly reduce current and future operating costs across a complex portfolio of properties in a variety of sectors.

HEALTH AND SAFETY QUALITY, ENVIRONMENT (HSQE) SERVICES AND SYSTEMS

Our Compliance Auditors are also trained and qualified Health and Safety practitioners. By using their knowledge of our EMS and quality management systems, we're able to provide a comprehensive HSQE solution backed by powerful reporting and recording platforms.

We want to make sure your assets work for you by maximising or improving efficiencies and generating cost savings.

Management systems we use include:

- ISO 9001 Quality Accreditation
- ISO 14001 Environmental Accreditation
- OHSAS 18001 Health and Safety Accreditation

OUR SERVICES

We can offer any combination of the following services to suit your needs:

- Fire services and extinguisher systems
- Specialist Risk assessments
- Water treatment and Legionella services
- Gas Safe™ Inspection Service
- Air Quality Assessments
- Electrical Services and Testing
- Carbon & Energy Inspections.



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HOW WE CAN HELP

We can help you to identify and choose the service that meets your needs, starting from building decommissioning to SFG30 to one of our compliance packages:

BRONZE

which provides comprehensive compliance

SILVER

which gives you enhanced compliance

GOLD

our industry-leading compliance service

You can also adapt any of the packages to fit your bespoke requirements.

	Bronze	Silver	Gold
Detailed findings and report including H&S Plans	✓	✓	✓
Health and Safety audit	✓	✓	✓
Fire Risk Assessment including extinguishers	✓	✓	✓
Annual statutory inspections covering:			
■ Escalators and lifts	✓	✓	✓
■ Lifting equipment	✓	✓	✓
■ Pressure systems	✓	✓	✓
■ Pipework	✓	✓	✓
■ Drainage	✓	✓	✓
■ Water distribution systems	✓	✓	✓
■ Drinking water	✓	✓	✓
■ Sprinkler systems	✓	✓	✓
■ Electrical systems	✓	✓	✓
■ Emergency lighting	✓	✓	✓
■ Alarm systems	✓	✓	✓
■ Lighting protection	✓	✓	✓
■ Public address systems	✓	✓	✓
■ Security systems	✓	✓	✓
■ HVAC	✓	✓	✓
Access to our 24/7 helpdesk with integrated CAFM		✓	✓
On-site/off-site training		✓	✓
Bi-annual audits		✓	✓
Alerts and updates service		✓	✓
Dedicated competent person			✓
Enhanced training (various subjects & disciplines)			✓
Assessments of home-based employees			✓
Energy survey			✓



WHAT WE OFFER

Our expert Engineering and Construction Project Management team can deliver a full turnkey solution to meet your requirements, or assist individually with:

- Remedial works following Statutory Compliance Audits
- Engineering procedures and good practice guidance
- Design liaison
- Technical project management
- Lifecycle costing/capital expenditure analysis
- Project mobilisation support.

Engineering and Construction Project Management

HOW WE WORK

We get involved with complex projects right from the start by gaining a clear understanding of your business needs and project requirements.

Working alongside our clients at this conceptual stage helps towards integrating systems, commissioning and operations that comply with statutory regulations, reflecting industry best practice and taking account of all end-user requirements.

We then leverage our considerable experience of large, complex projects, including PFI, PPP, BSF and LIFT Co, to apply our specialist services to your particular project.

DESIGN COMPLIANCE AND FUNCTIONALITY

From the beginning we integrate FM and maintenance needs within the building design process, so that we can achieve maximum cost efficiency and minimum impact on your business.

This helps us to deliver innovative, service-led design solutions which improve performance and service delivery.

We focus on:

- Accessibility
- Lifecycle
- Service delivery plans
- Resilience

HOW WE MANAGE THE PROJECT

We use our own Reviewable Design Data Process (RDDP) to make sure that all criteria are met and to manage the input of multi-disciplinary contractors and agencies.

It's a process that helps us to control all the decisions made as the project moves towards operational readiness, removing any ambiguity between designers, builders and the operator of the finished building. We also ensure that the design takes into consideration the whole life costing of the building so that you have a clear understanding of ongoing cost liabilities.

MOBILISATION

After successfully mobilising numerous complex projects in the public and private sectors, from financial close to the first few months of operation, we understand the challenge of bringing together a number of work streams to achieve a fully operational project, often to tight deadlines. We can help to determine the key objectives and establish the roles and responsibilities of all associated work packages and then co-ordinate everyone involved to ensure that key milestones are met.



DID YOU KNOW?

In 2003 we relocated 1600 Met Office staff from Bracknell to a new build HQ in Exeter and in 2009 mobilised and managed a 25,000m² nine-storey 'state of the art' HQ for the Dublin Criminal Courts of Justice



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HOW WE CAN HELP

Project management

We provide guidance and management of all teams involved in the project by developing mobilisation project plans and lead-in-programs that co-ordinate work streams, including:

- ICT (provision of data connections and telephone systems)
- Computer Aided Facilities Management system (CAFM)
- Planned Preventative Maintenance system (PPM)
- Asset management and lifecycle plans
- Operational procedures
- Furniture, fixtures and fittings (FF&E)
- Health & Safety, CDM (including creating a Health and Safety file).

Decant

We work closely with clients to develop decant procedures and manage service relocation, including fixtures, fittings and equipment, and data and archive management, minimising disruption to end-users.

Contingency planning

We develop comprehensive contingency plans, including business continuity protocols and evacuation plans that cover all building users.

Utility management

We advise and manage the design to ensure that we use the most effective building management systems to contribute to the efficiency of the completed building, including energy monitoring software to track energy consumption.

Design review

For new build or renovation projects, we review designs throughout construction to ensure the building is compliant to the FM services solution and is aligned to the lifecycle plan.

Defect management

We manage the defects period and ensure any required remedial action is undertaken with minimal disruption.

Energy and Sustainability

We work with experts in our team on mechanical and electrical engineering, building management systems (BMS), renewable technology, monitoring and targeting, building certification and energy reduction technology.



DID YOU KNOW?

We manage lifecycle funds in excess of £300m in five different business sectors:

- Office and secure accommodation
- Prisons
- Hospitals
- Court Facilities
- Schools.



Asset Lifecycle Management

After taking care of the statutory and planned preventative maintenance obligations when managing a facility, the next area of concern for a building manager is asset life management.

G4S FM recognises that as all building assets wear out, the most proactive maintenance regimes only delay the need for asset replacement for so long. The penalty for not having a planned approach is poorly managed works causing disruption to the core business. As such, our in-house asset managed lifecycle team provides a proactive asset lifecycle management strategy, based on extensive experience gained from our portfolio of PFI projects, to minimise the disruption to the facility and allow forward funding provision.

HOW LIFECYCLE COSTING AND MANAGEMENT WORKS

We use our Structured Condition Survey to produce detailed one and five-year plans, helping you to forecast expenditure against lifecycle funds.

Fiscal control

Our approach to calculating lifecycle costing conforms to international standards (BS 15686-5), provides complete visibility, allowing us to monitor the status of the lifecycle fund year-on-year.

Standards and processes

We work within the industry standards of ISO 9001:2000, OHSAS 18001 and ISO 14001.

Expertise

Our team uses Prince2 project management, the gold standard for managing projects of all sizes. We also operate to the RIBA Plan of Works, the definitive UK model for the building design and construction process.

BIM

We have introduced Business Information Modelling (BIM) principles into our asset selection and renewal programmes to ensure that we are using the best, up to date and most environmentally-friendly assets where applicable. We're currently working on various BIM initiatives including the attainment of BIM Level 2 by 2016.

Insight

Our design knowledge and understanding of the life expectancy and maintenance needed for plant and materials allow us to calculate lifecycle costs, and implement the most effective maintenance regime to maximise operational efficacy.

Benchmarking

We use industry benchmarks, and insight, drawn from our extensive portfolio of contracts, to inform our lifecycle models.

Integrating design and operation

We use Planned Preventative Maintenance (PPM) systems to ensure maintenance is completed in a timeframe to protect life expectancy, as well as predictive and condition-based technologies. These increase asset life expectancy, reduce maintenance costs and failures.

Contract variations or changes to building use

Our expertise allows us to calculate the effect of any changes and then assess their impact on the lifecycle of plant and finishes.

Sub-contractor assessment

All our subcontractors and their systems are rigorously assessed so that Mean Time Failure Rates (MTFR), lifecycle and PPM maintenance interfaces match contract requirements.



If you'd like more details about how we can help please contact:

g4sfm@uk.g4s.com

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HOW WE CAN HELP

Each fund has its own bespoke and defined asset management and lifecycle plan, which is developed as part of the "drawdown" philosophy, process and model.

We use the model to create the planned lifecycle replacement works for the forthcoming year, as well as an overall five-year plan, which allows us to balance expenditure during the contract.

This ensures that the lifecycle fund doesn't fall into deficit and allows us to review the planned maintenance programme.

Contract obligations typically cover:

- Planned Preventative Maintenance (PPM) programme
- Reconciliation of maintenance activities for the previous year
- Five-year plan
- Building standards to Condition State B
- Lifecycle works and fund management
- Draft schedule of programmed lifecycle works for the forthcoming contract year
- Breakdown of work specifying which elements we consider to be lifecycle as defined by the contract
- Details of permission required and costs of works
- Reconciliation of works programmed in previous year against actual works undertaken and costs.

Asset management – 1 to 5 year plan



Planned Maintenance

- Resources used
- Costs
- History
- Failure costs
- Failure trends
- Frequency of failure



Contract Aspects

- Payment mechs.
- Trigger points
- What cost
- Termination warnings
- Lifestyle funding levels



Commercial Aspects

- Hand-back definitions
- Risk allocation
- Transfer
- Interface protocols
- Asset events



Condition Surveys

- Works required
- Cost of works
- Why needed
- Operational issues
- H&S issues
- Performance issues

Risk management / Audit control review

DID YOU KNOW?

Our experienced consultants carry out hundreds of energy and carbon surveys a year, as well as designing and project managing the delivery of over



£500,000

of energy retrofit projects each year.



Carbon & Energy Solutions

With public and private sector organisations under sustained pressure to improve energy efficiency and environmental performance, we can help you achieve cost savings and compliance.

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G4S Carbon & Energy Solutions (CaES) provides specialist technical advice and guidance to support you to reach environmental targets – monitoring consumption, reducing waste and saving money.

After all, we have extensive experience of 'greening' our own estate and that of our many public and private sector clients and hold the industry gold standard ISO 14001 accreditation.

Our industry-leading team is dedicated to delivering cost-effective, responsive and client-focused energy and carbon solutions to our wide range of clients within budget and on time, every time.

We can advise on potential suppliers, prepare procurement specifications and manage the complete end-to-end solutions implementation.

WE OFFER:

- Low carbon solutions
- Energy and carbon management
- Utility monitoring and targeting
- Energy surveys
- Display energy certificates
- Energy performance certificates
- Legislative and environmental consultancy
- Retrofit energy solutions
- Renewable energy solutions.



DID YOU KNOW?

You will have access to our leading-edge **Monitoring and Targeting** bureau which collects and reports on energy consumption and cost for 3,000 sites – including utility costs in excess of

£38 million

a year for clients such as the Ministry of Justice, General Dynamics UK and Lincolnshire Police.



For more information, please contact the Carbon & Energy Solutions team on:

g4sfm@uk.g4s.com

0844 387 7744

HOW WE CAN HELP

UTILITY SUPPLY SIDE CONSULTANCY

Automatic Monitoring & Targeting helps you get real value from utility information such as gas and electric by using a class-leading Utility Data Management System (UDMS) to capture data from sources like invoices and meters.

Utility Procurement can be based on accurate historic energy consumption records to ensure that tender recommendations are based on the true lowest costs.

UTILITY DEMAND SIDE CONSULTANCY

Energy surveys establish the energy consumption or carbon emission of your site or building and provide a benchmark to identify potential savings and can be carried out as a single day energy health check or as a detailed site investigation.

Project Implementation Support for initiatives that come from energy surveys involve either operational change or capital investment, such as raising staff awareness and LED lighting retrofits etc.

RETROFIT ENERGY SOLUTIONS

We deliver solutions to increase the efficiency of your **lighting** and **boilers** and reduce a site's **voltage**.

We also provide the technology for **Building Management System** (BMS) where you can control the environmental conditions of a building, helping you to be energy efficient, while providing a comfortable working environment for employees.

CARBON AND LEGISLATIVE MANAGEMENT

CRC – Energy Efficiency Scheme the new carbon "tax" introduced in 2010. We use our substantial data management skills and knowledge to help you respond to the CRC challenge.

Renewable Energy Solutions help you find the most suitable technology. We carry out a full site survey, looking at risks for each technology and assess the potential capacity and income.

Display Energy Certificates are mandatory for all government-owned buildings with a total floor area over 1,000m², visited by the public and we can help you to produce yours annually.

DID YOU KNOW?

We're responsible for

£17 million

worth of gas and electricity procurement a year for G4S and clients such as General Dynamics UK and the Foreign and Commonwealth Office.



DID YOU KNOW?

We delivered a £1.5m project to retrofit LED lighting and replace almost 5000 light control fittings for the Met Office in Exeter, helping to save in excess of



255,000kWh

DID YOU KNOW?

We delivered

2,000



Domestic boiler load management controls for the G4S Care & Justice COMPASS estate, worth... with Utility Services meter workers acting as CaES installation sub-contractors.

£750k

DID YOU KNOW?

We provided an energy manager to the University of Hertfordshire for six days a month to support the university in delivering its challenging carbon reduction targets.



DID YOU KNOW?

We make over

53 million



visits to UK properties a year and take



39 million

meter readings for utility companies



Facilities Management

For more details about our technical solutions services;

Email us on : g4sfm@uk.g4s.com

Phone on : 0844 387 7744

www.g4sfm.co.uk

G4S Facilities Management creates flexible facilities management solutions to deliver safe and secure environments. We have an annual turnover of around £300m and employ more than 7,200 staff across the UK, Ireland, Channel Islands and the Isle of Man.

G4S FM offers integrated facilities management, cleaning, catering, security, front of house, hard FM and service desk services to contracts within the corporate, healthcare, education and central government sectors. Customers include the Met Office, NHS, Rio Tinto, Aggregate Industries, HMRC and General Dynamics UK.