

Facilities Management

GRAHAM /

GRAHAM Group Statistics

2200+



Employees

£853.3m



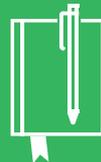
Turnover

100+



Live projects
across the UK
and Ireland

£1.8bn



Order Book

Facilities Management

an introduction

For over 20 years the Facilities Management Division has built its reputation on quality delivery.

Committed to cost reduction, effective response times and industry leading 'first-fix' rates, we are passionate about enhancing outcomes for our clients, their end users and the wider communities where we operate.

With an annual turnover of £73m, we are responsible for in excess of 60 live contracts across the UK and Ireland.

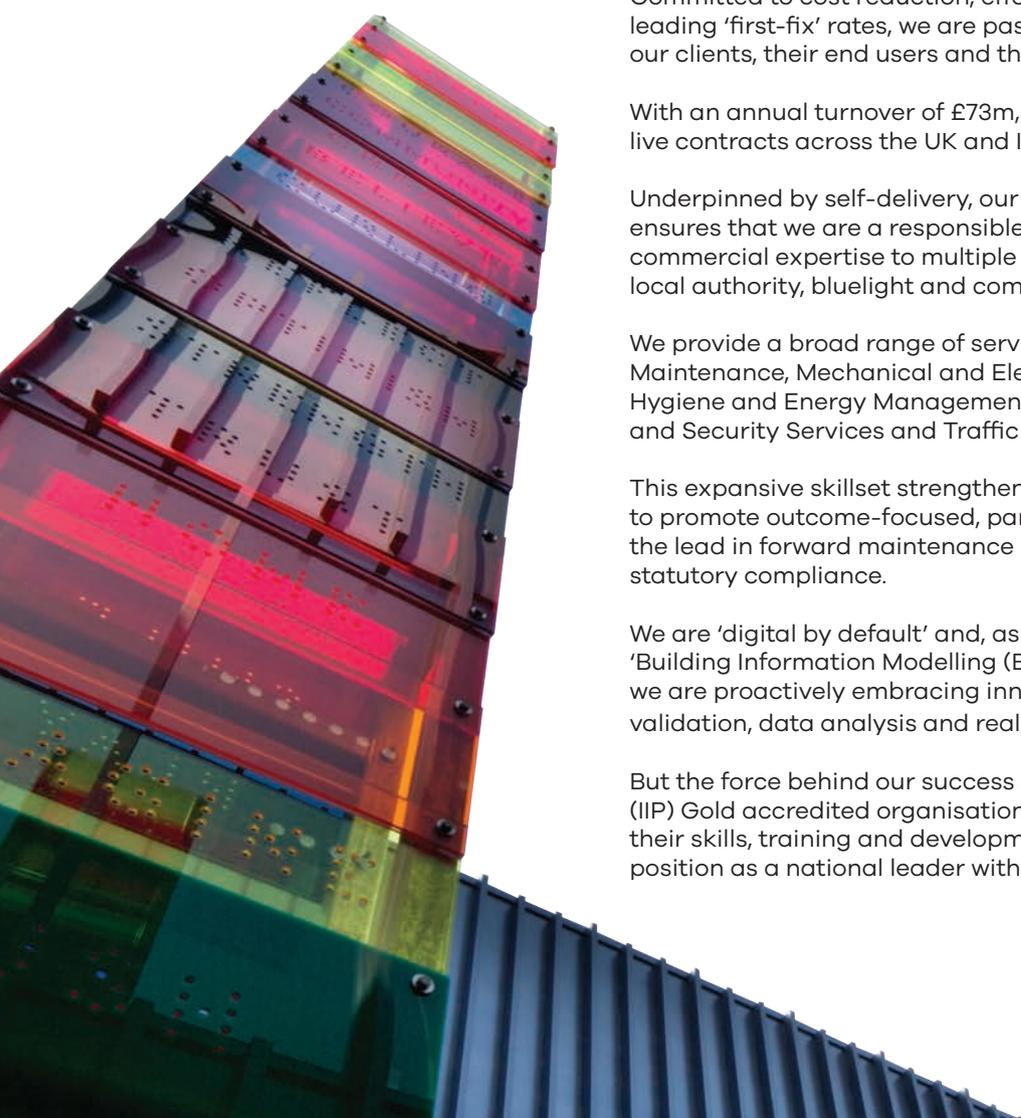
Underpinned by self-delivery, our highly-skilled pool of 750 colleagues ensures that we are a responsible business, which brings technical and commercial expertise to multiple sectors including education, healthcare, local authority, bluelight and commercial.

We provide a broad range of services from Total FM, Building Fabric Maintenance, Mechanical and Electrical Engineering, Minor Works, Water Hygiene and Energy Management through to Asbestos Management, Fire and Security Services and Traffic Management.

This expansive skillset strengthens our client offering and empowers us to promote outcome-focused, partnership models whereby we take the lead in forward maintenance planning, estate rationalisation and statutory compliance.

We are 'digital by default' and, as our BSI Kitemark certification for 'Building Information Modelling (BIM) Asset Management' demonstrates, we are proactively embracing innovative technology to enhance our asset validation, data analysis and real-time information sharing.

But the force behind our success is our people. As an Investors in People (IIP) Gold accredited organisation, we remain committed to investing in their skills, training and development, which will ensure that we retain our position as a national leader within the facilities management industry.



We go beyond

Our strong moral code – the DNA of the 'GRAHAM Way' – is the force behind our continued success.

We get the fundamentals right, from the responsible and sustainable way the business is managed, to the in-house technical expertise that is applied to every project we undertake.

Importantly, we operate from a position of financial strength that promotes investment in the business and empowers us to be forward thinking, innovative and digitally focused.



Financial strength



National coverage



Technical competency



Track record



Relationship focused



Innovation



Digital by default



Social value



Industry recognition





Sectors



Healthcare



Education



Local Authority



Offices



Bluelight



Commercial

Healthcare

We have been a trusted delivery partner within the healthcare sector for over 20 years.

Our impressive work stream spans the entire spectrum, ranging from acute hospitals to mental health facilities, community hubs and integrated primary care centres.

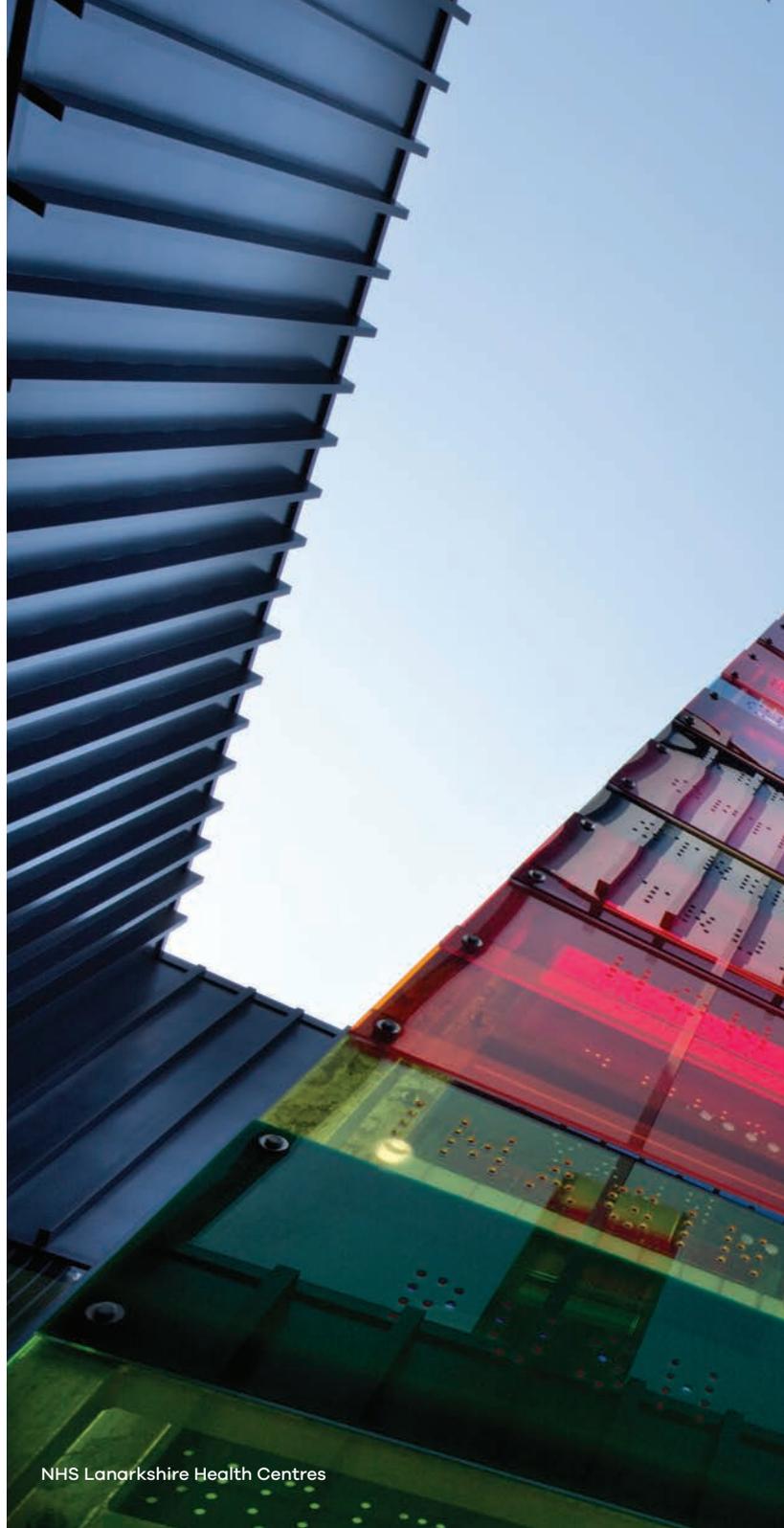
As the NHS continues to face rising demands for its services, ever-tightening finances and workforce pressures, we provide practical and innovative solutions that generate efficiencies.

We have a proven track record of adding value, with our expertise extending to the design stage where early involvement allows us to influence, and shape, building concepts and functionality to improve the satisfaction levels of clinicians and patients.

Ultimately, our industry leading Whole Estate Maintenance and Facilities Compliance Services support the smooth operation of complex hospital estates 24/7/365 and promote the provision of healthcare in the community.

Illustrating our capacity, we are a long-term partner to NHS Lothian (Hub South East) and NHS Lanarkshire (Hub South West) and deliver Hard FM and Lifecycle Services for the respective Scottish Regional NHS Boards.

We also complete Electrical Maintenance Works and Minor Electrical Installation Works on behalf of Northern Ireland's biggest hospitals complex – the Royal Victoria Hospital in Belfast.







Education

Our services maintain the learning environments that inspire future generations.

Universities, colleges, primary and secondary schools, and facilities which cater for children with special educational needs, all benefit from our tailored delivery model.

As university and school budgets become squeezed further, we are proactive and committed to maximising the life of assets at minimum costs. Enhancing the 'student/pupil experience' is central to our unique partnership approach, and accounts for our industry-leading 'first fix' rates in the completion of over 100,000 reactive jobs per annum.

Our university portfolio is extensively spread across the UK and Ireland, and includes Liverpool John Moores University (LJMU), the University of the West of England (UWE), Swansea University and Gower College and Dublin City University (DCU).

Within Public Private Partnership contracts, we enjoy long-term relationships with higher education colleges and schools such as Lagan College, Tor Bank Special Needs School, South Eastern Regional College (SERC) and North West Regional College (NWRC).

Increasingly, frameworks such as the Scape Procure Framework, and 'partnering arrangements' with local authorities, such as Solihull Metropolitan Borough Council (SMBC), require the application of our FM and Minor Works expertise within educational settings.



Local Authority

We have a proud record in supporting local authorities, councils and statutory agencies so that they can focus on their fundamental priorities – meeting the needs of the thousands of residents and stakeholders who fall under their remit.

Across expansive, geographically dispersed estates, our agile, mobile teams efficiently respond to large volume work requests – demonstrated in our 'M&E First Response Contract' with NI Water which sees 30,000 tasks per annum in the management of 4,000 sites.

We deliver industry leading 'first-fix' rates and utilise mobile solutions and intelligent data to prioritise jobs and inform our clients of real time progress and task completion.

Since 2013, we have been a long-term partner of Solihull Metropolitan Borough Council (SMBC), implementing a 30% reduction in costs while improving response times by 80% in the completion of all Planned, Capital and Reactive Works to over 2,000 buildings.

We assume responsibility for a range of Facilities Management Services for Croydon Council, North Somerset Council and Cambridgeshire County Council, while we effectively manage in excess of 50,000 service calls per annum as part of a Compliance Services brief for the Department of Finance in Northern Ireland.

Most recently, we were appointed as the sole contractor for 'Lot 3 – Warwickshire' on the prestigious Scape Procure Framework.





Department of Finance
Greenmount Campus



Department of Finance
Lanyon Building

Testimonials



"We have engaged with GRAHAM for the last three years. We have found them a pleasure to work with and they have not only provided us with a great level of service but have become part of our day to day office life."

said Gaby Cattle
Facilities and Communications Lead, Allen & Overy LLP

"GRAHAM work closely with the University's Estate teams to deliver a range of high quality maintenance and small works services. GRAHAM's attention to detail, flexibility in approach, and the professionalism of their staff and supply chain has made this a very successful partnership over many years."

said Ian MacPherson
Associate Director - Estates and Facilities Management,
Swansea University and Gower College



“GRAHAM has been proactive in identifying capital expenditure requirements, which in turn has also resulted in efficiencies and cost savings. The staff and the management team are excellent and, in addition to their technical abilities, focus on customer service. I have no hesitation in recommending GRAHAM.”

said Lorraine Montgomery
Senior Manager – Finance,
Bar Library

“The collaborative approach we have with GRAHAM has really started to make a positive contribution to the effective running of our estate. Having an experienced partner who is prepared to work with us, combined with their commitment to help us to achieve our objectives, makes a real difference to the way we work together and improve for the benefit of our residents and services.”

said Mark Norrell
Director of Facilities and Support Services,
Croydon Council



Offices

We provide intelligent solutions in support of a range of illustrious clients within the offices sector.

Ranging from international law firms, to global auditors, we deliver flexible FM services that enhance corporate working environments and encourage employee productivity.

Our multi-disciplinary teams are fully integrated within each of our partners' organisations, building relationships and accommodating requests to meet the complex challenges associated with 24/7, worldwide connectivity.

Close collaboration is fundamental to our success and accounts for the achievement of best-in-class KPI scores.

We consistently add value and harness the technical expertise of our directly employed operatives, delivering Hard FM Planned and Reactive Services to KPMG's flagship Belfast headquarters at the 35,000 sq ft Soloist Building, and Mechanical and Electrical Planned and Reactive Maintenance Services to Allen & Overy's Legal Services Centre in Donegal Quay.

As a measure of our professionalism, we have enjoyed a long-term relationship with The Bar Library in the heart of Belfast's Legal Quarter, which won the prestigious LexisLibrary Award in 2016 for the Best Information Service (UK and Ireland). Demonstrating our capacity for delivering lasting impact, we helped to reduce the Library's total energy consumption by 19% between April 2016 and March 2017.



Bluelight

Flexibility is the essential element of our practical, and trusted, delivery of Facilities Management within the highly compliant driven, and security sensitive, bluelight sector.

We are a vital support services partner to a range of key clients across the full breadth of emergency services.

Our collaborative approach supports the efficient completion of Essential and Minor Works, which mitigates potential disruption to the core functions of police forces, constabularies, ambulance services, fire and rescue services and the military.

As a measure of our partnering ethos, we relocated our North-East operations to Durham, where we deliver Planned, Mechanical and Electrical Maintenance Services on behalf of Durham Constabulary. In a move that served to prevent the permanent closure of the Constabulary's Framwellgate Moor Police Station, we now base our operations from this station, managing a vast estate, comprising 70 buildings spread across 48 sites.

We also provide Hard FM Services to Merseyside Police and are a key supplier on its Minor Works Framework. Understandably, given the unpredictable nature of policing, stringent restrictions are routinely in place and work schedules are regularly amended.

The Yorkshire Ambulance Service and the Defence Infrastructure Organisation (DIO) represent additional high-profile clients in this critically important sector.









George Best Belfast City Airport

Commercial

Our commercial sector portfolio is wide-ranging and covers clients within aviation, retail and biotechnology.

Given the diverse nature of these industries, and their global operations, we adopt fluid mobile solutions, bolstered by an integrated 24/7/365 helpdesk, which ensure that our skilled workforce closes out tasks swiftly and seamlessly responds to sudden changes in planned work schedules.

Our cutting-edge technical competency differentiates us.

On the national stage, we provide Total Water Hygiene Consultancy and Risk Management to the Co-Op and deliver comprehensive FM and Compliance Management Solutions to LGC Group Limited - the UK's National Measurement Institute for chemical and bioanalytical measurement.

Since 2010, we have supported George Best Belfast City Airport's upward trajectory through the management and delivery of an extensive range of Planned and Reactive Hard and Soft Services, Minor Works Projects, Energy Management, Fire and Security Services and Environmental Services.

Above all, we are innovative problem solvers and go the extra mile to enhance outcomes for our clients and their end users.



Co-op

INVESTORS IN PEOPLE™
We invest in people Gold



BS EN ISO 19650:2018



“The customer service provided by GRAHAM and their understanding of client requirements has always been of a high standard, largely due to the professional and helpful nature of key staff attached to the contract.”

Head of Estates for Durham Constabulary

Contact us

Aberdeen
Belfast
Birmingham
Bristol
Dublin
Durham
Edinburgh
Glasgow

Hillsborough
Leeds
Liverpool
London
Manchester
Peterborough
St Albans
15 Locations



For more information or to discuss how we deliver lasting impact, please contact:

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