



FACILITIES MANGEMENT CAPABILITY STATEMENT



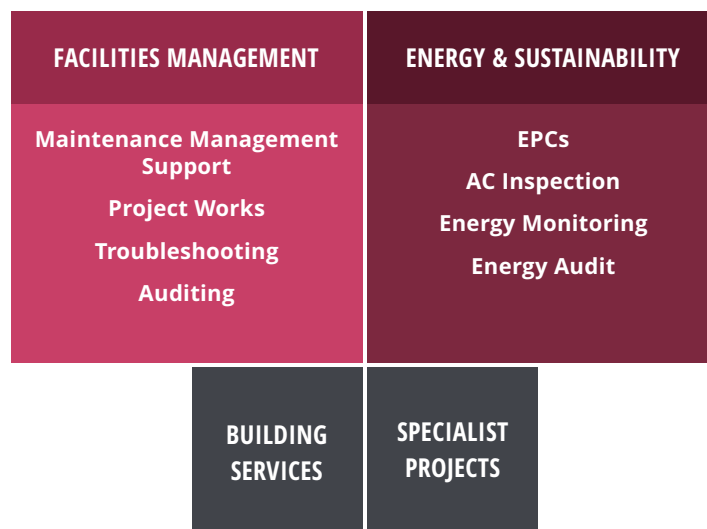
INTRODUCTION

For more than 20 years Mecserve's Facilities Management team has provided the highest standard of facilities management consultancy in Operational Engineering.

APPROACH

The Mecserve *Facilities Management* team prides itself on its ability to work with a range of clients in the facilities management sector to give sound consultancy advice, to provide maintenance management support and to implement creative and innovative solutions applying appropriate technologies to solve operational engineering problems.

Above all, we strive to meet with our clients' objectives every step of the way.



Mecserve's *Facilities Management* staff bring practical knowledge and experience from a diverse range of industry sectors and across disciplines, enhancing our ability to provide the most effective solutions.

VALUES

The core values of our company – integrity, empathy, innovation, collaboration and a passion for excellence – are embodied by our directors, and they ensure that all members of our growing team share these values and are nurtured to succeed in their goals.

OUR PROJECTS AND CLIENTS

We have worked with *Facilities Management* clients across a wide range of sectors: offices, residential, healthcare, industrial and mixed use.



CLIENTS

Our client-base is varied, but we are particularly proud to work for the following organisations:

- BBG Real
- Chime Communications
- Cluttons
- Cubit Consulting
- Dron & Wright
- Freshwater
- Fletcher King Facilities Management
- Grosvenor Estates
- Helical Bar
- Hunter Brook
- Knight Frank
- Matthews & Goodman
- Mercers
- Montague Evans
- Osborne Construction
- Qube Property Management
- Savills
- Stiles Harold Williams
- Thomas Williams Group
- Workman

WHAT WE OFFER

EFFORTLESS DEVELOPMENT

Mecserve's *Facilities Management* team offers you a comprehensive range of maintenance management services, all of which can be adapted and incorporated to suit your building assets requirements. Fundamentally, any given building or project has a unique purpose and we can assist you with continuous supervision throughout the life-cycle of the building to ensure that key services are delivered in accordance with the necessary standards.

YOUR PLAN, YOUR WAY

Mecserve's *Facilities Management* will examine your business; paying particular attention to

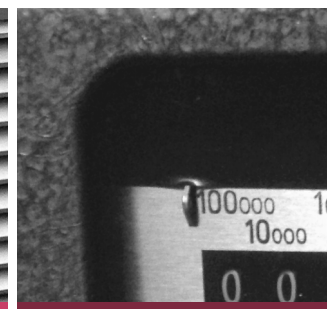
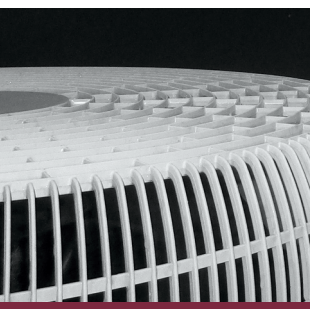
the current building services, current maintenance records, and documentation. We then provide you with a 'Mecserve Facilities Management Plan' recommending a simple, smart and sustainable solution that gives value, based on the insight & experience of our staff and knowledge of the market place.

IN-HOUSE EXPERTISE

As part of a practice designing building services, sustainability and environmental solutions, we can harness the appropriate resources to meet the varying needs of our clients and their building management portfolio.

Adding Value

TECHNICAL EXPERTISE
SPECIALIST KNOWLEDGE
MARKET AWARENESS
CONSISTENCY ACROSS ESTATE
KNOWLEDGE OF LEGAL REQUIREMENTS
PROTECTION OF ASSET VALUE
COMPETITIVE CONTRACTOR COSTS



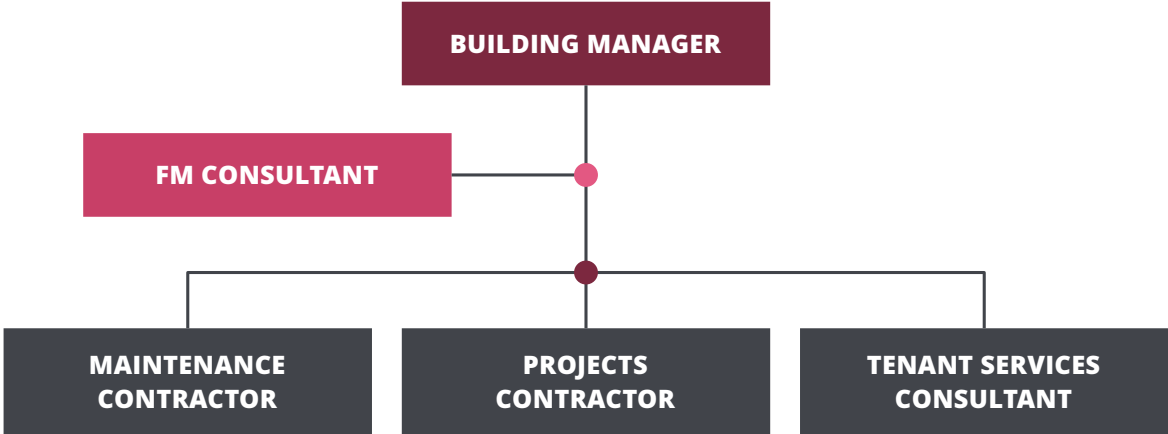
ABOUT MECSERVE

RELATIONSHIPS AND COMMUNICATION

We take the time to understand our client's specific business requirements by meeting them at the start of our involvement to develop the term consultancy brief that most suits their needs.

We listen to our clients, are responsive to changes, and deliver on our promises, with an emphasis on time-management, cost, and quality.

We believe that those who work with us find us to be engaged, open and approachable.



FM SPECIALIST SERVICES

Mecserve's Facilities Management team can offer a wealth of advice, planning and practical implementation in connection with the following services:

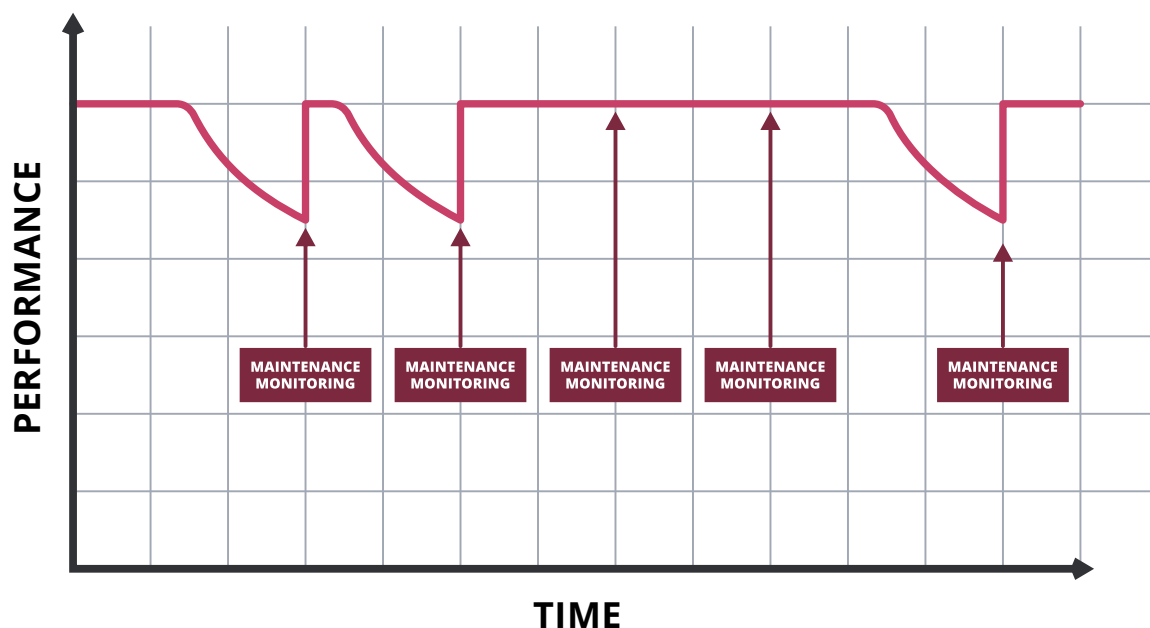
M&E MAINTENANCE CONTRACT TENDERING

- Compilation of complete tendering packages.
- Development bespoke SLAs and KPIs to suit client requirements.
- Issue of Tender documentation to selected contractors.
- Analysis of returned tenders and provide report with recommendations.
- Chairing of pre-appointment contractor interviews.
- Setting contracts in motion on behalf of client with Maintenance Agreement.

- Review maintenance contractor's reports.
- Production of meeting minutes with clear actions to be implemented.
- Commenting on contractor's quotation schedule - including obtaining comparative quotes where costs appear to be high.
- Approving quoted works invoices as required.
- Undertaking plant inspections.
- Communicating on the above including, letters, telephone conversations and email correspondence.
- Providing general building services and operational engineering advice.

M&E MAINTENANCE MANAGEMENT SUPPORT

- Chairing monthly or quarterly maintenance meetings on site with incumbent contractor.



Maintenance monitoring significantly improves contractor performance and consistency

M&E MAINTENANCE AUDITS

- Reviewing of PPM schedules – general overview, correlation with engineer's reports and asset service frequency.
- Reviewing contents of maintenance log books on site.
- Compiling and issue log book review reports.
- Providing statutory compliance comments/advice.

TROUBLESHOOTING CONSULTANCY

- Investigating individual problems on site, reporting and managing through to solution.
- Reviewing building and property managers site problems and making recommendations.

AIR CONDITIONING ASSESSMENTS

- Conducting full inspection survey of all air conditioning systems.
- Reviewing of all operation and maintenance documentation.
- Providing detailed assessment reports for air conditioning systems.

LICENCE TO ALTER INSPECTIONS

- Reviewing of fit out contractors mechanical and electrical design proposals.
- Works inspection and reporting throughout duration of programme.
- Reviewing and commenting on Operation & Maintenance manuals.

PLANT REPLACEMENT DESIGN & SPECIFICATION

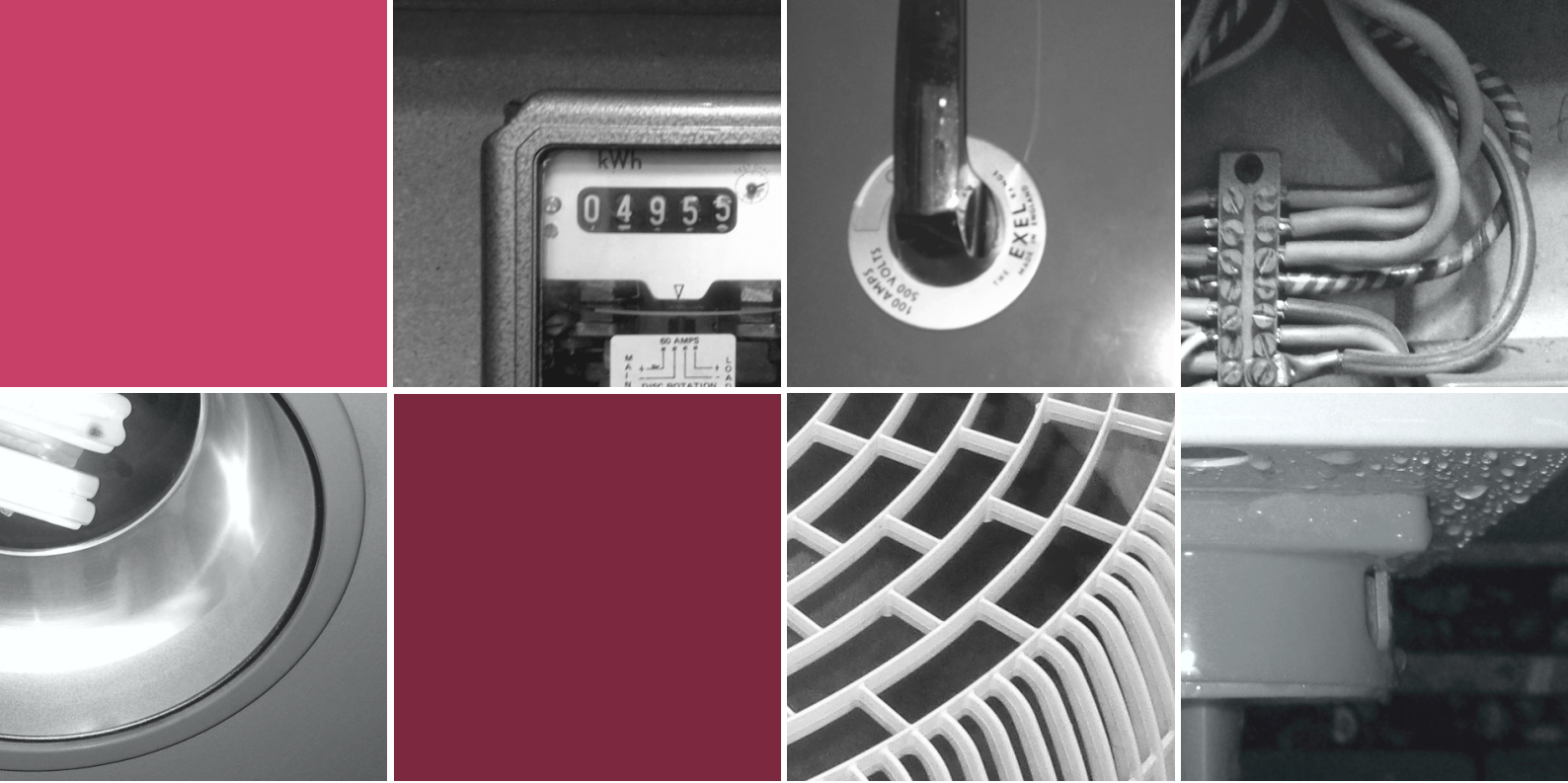
- Providing recommendations for plant life-cycle and replacement projects.
- Designing and specifying of new plant and equipment in replacement projects.
- Producing full set of tender drawings and specifications.
- Project tendering, contractor instruction and liaison.

PROJECT MANAGEMENT

- Ensuring quality of work is to the client's satisfaction and as per specification.
- Reviewing of working drawings.
- Carrying out weekly site visits to;
 - attending progress meetings as required;
 - checking on progress and quality of work.
- Monitoring H&S of the workforce and reporting any shortcomings whilst on site.
- Assisting contractor with queries and replying to RFIs (Request For Information).
- Providing progress reports on the progress of the work.
- Attending snagging site inspections and produce snagging reports.
- Attending commissioning and witness testing.
- Monitoring and commenting on the production of the O&M manuals and certification of works as they are completed.

However, there are many other areas in which we are able to assist our many clients within the area of Building Facilities Maintenance and Management:

- HVAC Services
- Electrical Services
- Vertical Transportation
- Condition Surveys
- Pre-Acquisition Surveys
- Dilapidation Surveys
- Utility Charge Audits
- Failure Investigations/Performance Improvements



FACILITIES MANGEMENT CAPABILITY STATEMENT

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