



Building Fabric and M&E Maintenance

GRAHAM /

Delivering lasting impact

GRAHAM is a privately-owned company that specialises in the delivery of award-winning building, civil engineering, interior fit-out, facilities management and investment projects.

A truly national business, with an annual turnover of £853m (2020), we operate from a network of regional offices throughout the UK and Ireland, and employ over 2,200 colleagues.

With a long history of "delivering lasting impact", we are responsible for the facilities management of thousands of properties and assets on behalf of clients across key sectors including education, healthcare, hospitality, offices and commercial.

Demonstrating our "digital by default" approach, we were the first UK wide company to achieve the British Standards Institute (BSI) Kitemark™ certification for both BIM Design and Construction and Asset Management.



INVESTORS IN PEOPLE™
We invest in people Platinum



BS EN ISO 19650:2018



2,200+

Employees

£853m

Turnover

500k+

Completed
maintenance tasks
per annum

£1.6bn

Order book

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, bolstered by a healthy balance sheet that empowers us to be forward thinking, innovative and digitally focused.



Financial strength



National coverage



Technical competency



Track record



Relationship focused



Digital by default



Innovation



Industry recognition



Social value

Enhancing the performance and operation of estates

Our tailored Building Fabric and Mechanical & Electrical (M&E) Maintenance Services generate positive outcomes for our clients, their end users and the wider communities where we operate.

A combination of planned, reactive and lifecycle maintenance, and the effective processing of real-time data, allows us to make intelligent decisions that support the optimisation of assets.

The expertise which we provide includes:



**Building Fabric
Maintenance**



**Mechanical
Maintenance Services**



**Electrical
Maintenance Services**



A nighttime cityscape viewed from a high-rise building with large windows. The windows reflect the city lights below, creating a layered effect. The sky is dark with scattered clouds. In the foreground, a portion of an interior room is visible, featuring a small table with a laptop and some papers.

Building Fabric Maintenance

Our leading Building Fabric Maintenance Services protect and enhance our clients' valuable assets.

Prolonging the lifecycle of buildings, safeguarding fabric against deterioration, and delivering statutory compliance promotes a positive working environment that leads to a safe, clean and comfortable experience for end users.

Examples of the Building Fabric Maintenance Services that we deliver include:



Standard interior "handyman" tasks e.g. installation of interior fixtures and fittings



Joinery and carpentry works



Roof and drainage system maintenance



Decoration and industrial painting



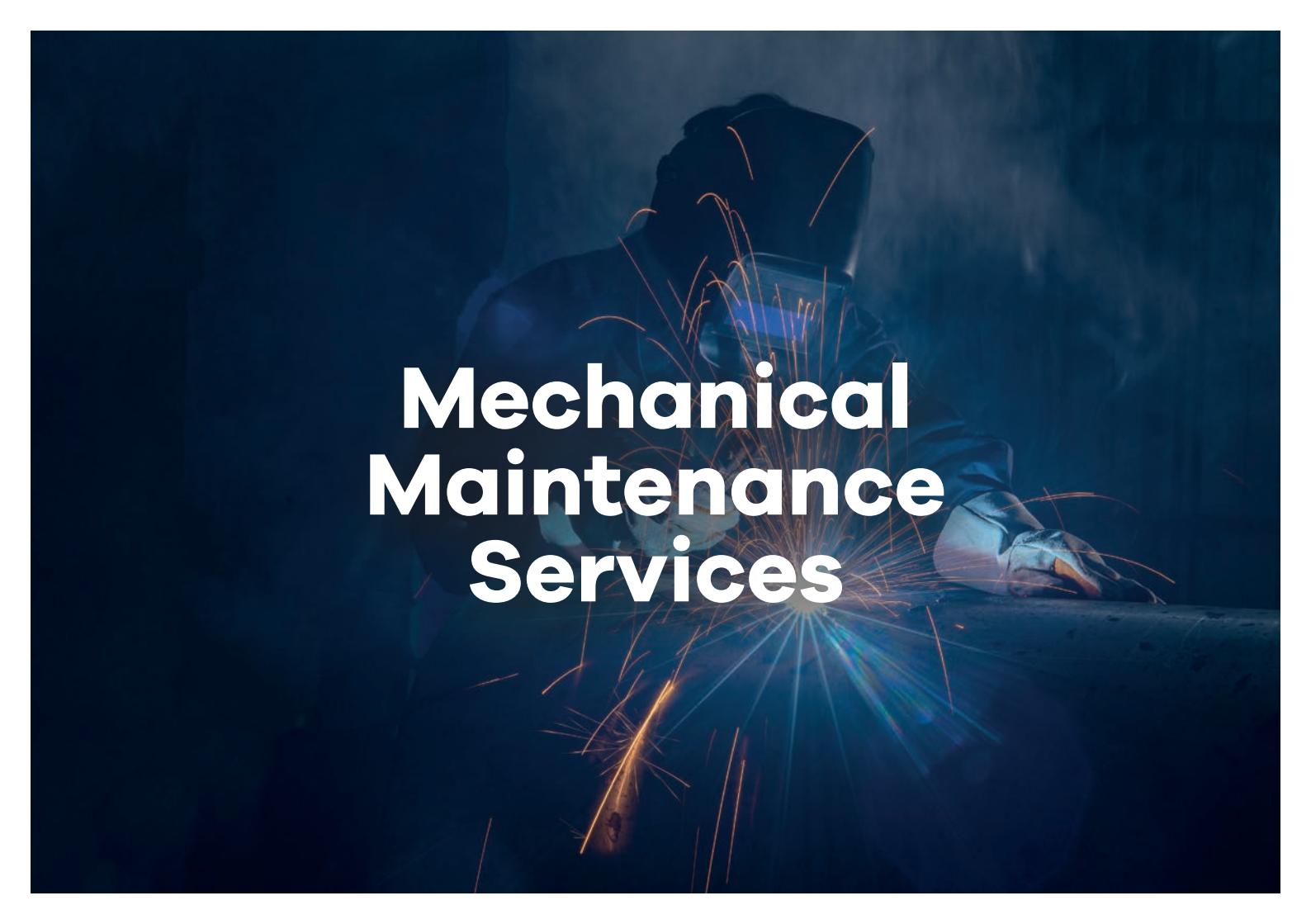
Floor maintenance, tiling, vinyl and carpet fitting



Statutory maintenance of lifting and fall arrest systems



Fire compliance including fire door and compartmentation inspection and remedials



Mechanical Maintenance Services

We bring proven technical expertise to Mechanical Maintenance Services.

Our focus is on planned prevention in order to maximise the lifecycle performance of assets, to ensure cost certainty and statutory compliance, and to provide our clients with greater budgetary control.

Examples of the Mechanical Maintenance Services that we deliver include:



Gas systems maintenance



BMS systems maintenance



Lift and Roller Shutter maintenance



Water hygiene and water treatment systems



Heating, ventilation and air conditioning (HVAC) and air handling unit maintenance



Refrigeration systems maintenance



Local Exhaust Ventilation (LEV) maintenance



Minor works installations



Electrical Maintenance Services

Our Electrical Maintenance Services are designed to maximise safety, reliability and efficiency.

Forward planning ensures that our clients' electrical systems function optimally and are uninterrupted, with ongoing availability. Adopting this long-term, planned approach extends the lifespan performance of critical assets, delivers cost certainty, and promotes the highest standards of statutory compliance.

Examples of the Electrical Maintenance Services that we deliver include:



Emergency light testing and maintenance



Periodic electrical inspection and testing



Reactive electrical maintenance



Life safety systems maintenance



Security systems maintenance



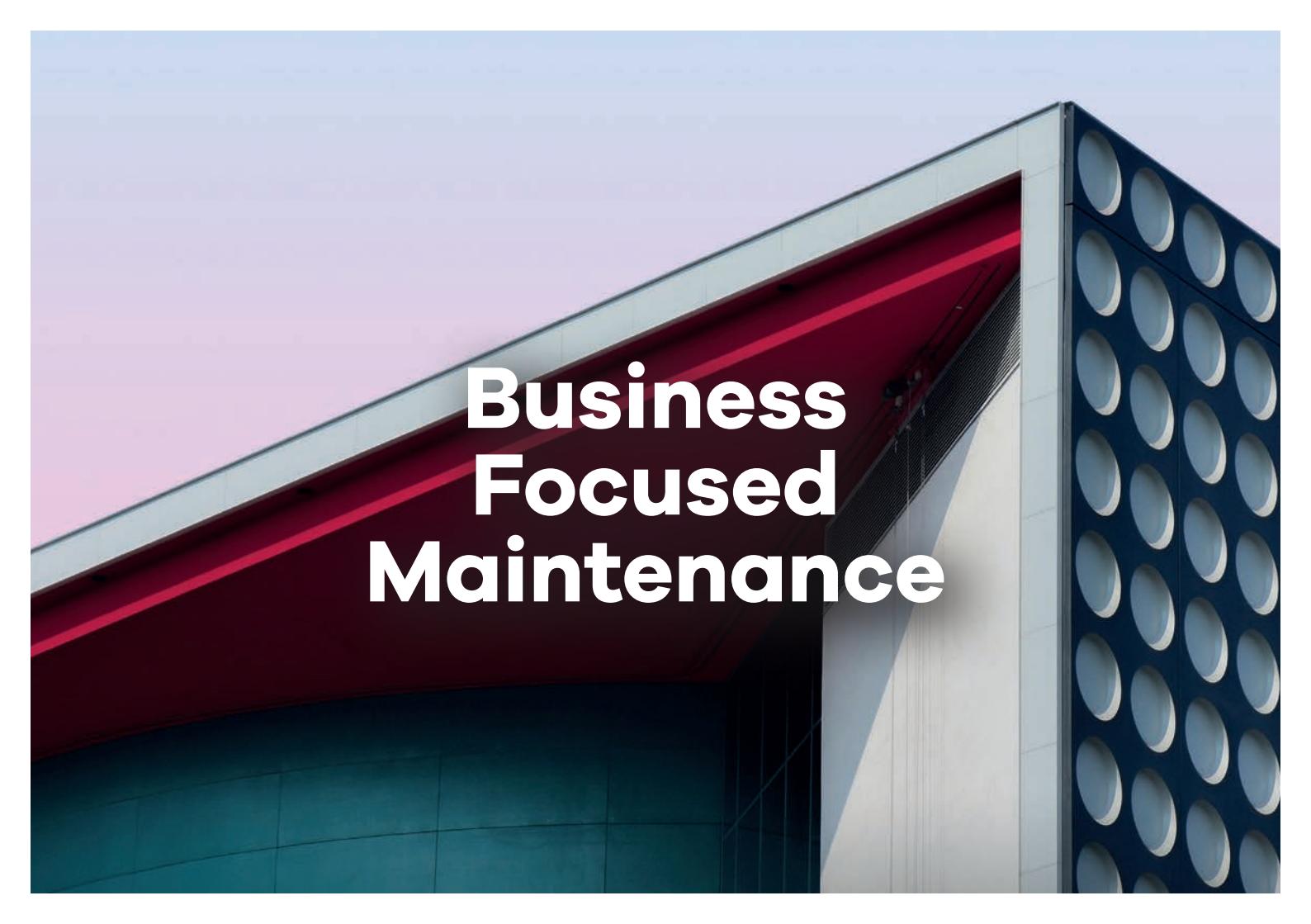
Thermal imaging



Voltage optimisation



Minor works installations

A close-up photograph of a modern building's exterior. The left side features a red diagonal stripe running from the top-left towards the bottom-right. Below it is a dark teal section. To the right, there's a vertical blue panel with a grid of circular holes. The sky above is a pale pink.

Business Focused Maintenance

Optimising maintenance

We have developed an effective methodology to help optimise the maintenance of our clients' estates - Business Focused Maintenance (BFM).

Tailored for each contract, BFM is proven to deliver whole life value for money, enhance the reliability of plant and equipment, and improve business continuity.

Collaboration is key to its success. We support our partners in better understanding their estate, and build a maintenance plan designed to meet their individual operational priorities within an agreed cost envelope.

TRADITIONAL APPROACH		ALTERNATIVE APPROACH
OPTION 1	OPTION 2	OUTPUT SPECIFICATION
Statutory maintenance only	Standard specification (e.g. SFG 20)	Business Focused Maintenance
Low cost, but does not differentiate between critical areas and assets, or strategic requirements	Expensive, with numerous superfluous tasks. It does not target specific asset criticality	A partnership approach to assess criticality of: each facility, and asset within the facility, and integrating data such as failure rates (i.e. reliability). Notably, it permits measurable year on year improvements

Our focus

 **Assets**
Identifying equipment likely to have the greatest impact on operations and end user experience

 **Spend**
Minimising spend on low priority estate areas

 **Whole life VFM**
Assessing costs of ongoing maintenance against replacement to ensure energy efficiency and carbon reduction

 **Groupings**
Bundling routine works together by proximity and discipline

 **Trends**
Reviewing recurring defects





The benefits



Cost savings



Budget control



Customer satisfaction



Streamlined work programmes

30%

The implementation of BFM has resulted in excess of 30% annual cost savings for some of our clients

BFM

How it works

Our commitment is to work collaboratively to establish a benchmark, and to set targeted savings each year.

Mobilisation

By adopting a flexible approach to contract mobilisation, we ensure that our precontract team develops a bespoke solution that works for individual estates.

Setting a benchmark

In Year 1, we work to our clients' specifications. This determines the benchmark, allowing time for asset verification to be completed and for client priorities to be agreed.

Asset verification

At the core of our business is technical competency. Therefore, our engineers offer a rapid asset verification process using the latest surveying equipment and asset tagging technology.

BFM optimisation

Accurate asset information allows us to design a bespoke maintenance programme which focuses spend on critical areas of a client's estate. This gateway also includes a review of recurring defects.

Agreed targets

From this platform, we put in place our delivery targets, create a Forward Maintenance Register and agree a timeline of key milestones.

Full BFM implementation

In Year 2, BFM is implemented, leading to improved asset reliability and cost effectiveness over the contract life.

A close-up photograph of a person's hand interacting with a smartphone. The phone's screen displays a complex network graph with numerous glowing blue nodes and connecting lines, symbolizing connectivity and data. The background is dark and blurred.

Intelligent Facilities Management

Thinking smarter

Asset Capture

Data-driven solutions

We provide intelligent data that supports our clients to achieve their planned business outcomes. Our strategy is to fully understand the estates and assets under our control. This enables us to devise optimal works programmes for our clients and to build lasting relationships in the process.



Step 1: Mobilisation

Upon contract commencement, our subject matter experts, equipped with industry leading technology, invest significant time and resources to accurately survey and analyse property and assets.



Step 2: Compilation and monitoring

This captured data provides forensic visibility of the entire operational estate, embedding agility into our day to day operations which allows us to implement changes and solutions faster.



Step 3: Achieving defined objectives

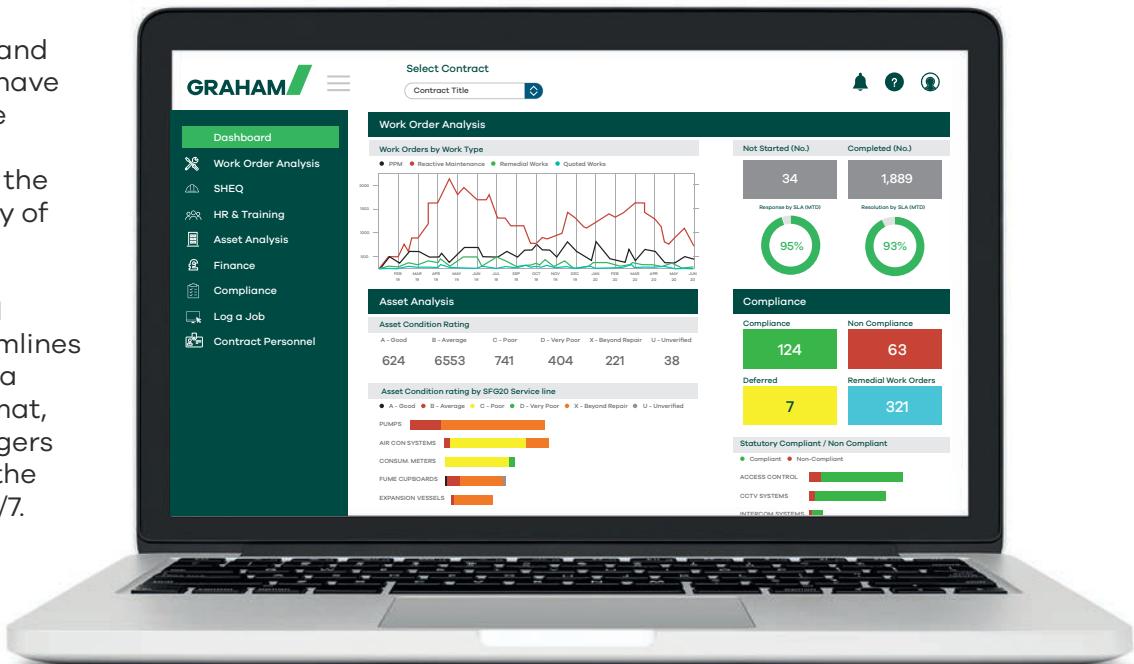
Informed by accurate, verifiable data, we advise on risk, benchmark reliability, evaluate alternative options, and propose long-term money saving initiatives that help our clients meet their defined operational, financial and environmental objectives.

CAFM

The GRAHAM G.R.I.D. (Generation of Real-Time Intelligent Data) System

In partnership, our in house I.T. specialists and operational experts have developed a bespoke CAFM system and platform to enhance the operational efficiency of our clients' estates.

The unique GRAHAM G.R.I.D. System streamlines client information in a simple, real time format, giving estates managers complete control at the touch of a button, 24/7.





Unlocking the complexity of asset management



Powerful
functionality



Fully scalable
solution



On-demand
data



Rapid
roll out



Mobile
friendly



Predictive maintenance
capability



Trend
analysis



Our sectors:

versatility and understanding

We deliver leading Building Fabric and M&E Maintenance Services across multiple sectors.

Our proven track record has allowed us to develop an understanding of each sector and to implement bespoke solutions to meet the unique challenges they present.

- Healthcare
- Education
- Offices
- Local Authority
- Bluelight
- Commercial



Our clients

We put our clients first, with their end users at the heart of our tailored solutions. That's why we are a trusted delivery partner to a range of high-profile public and private sector organisations, and why we have earned selection to a broad spectrum of flagship frameworks.

Our estates portfolio features the assets and infrastructure of some of the UK's leading universities, schools, healthcare providers, police forces and blue-chip companies.

CROYDON
www.croydon.gov.uk



UNIVERSITY OF LEEDS



ALLEN & OVERY

Testimonials

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

Michelle March
Head of Estate,
Durham Constabulary



"GRAHAM have always adopted a strong partnership approach."

Trevor Rea
Head of Property Management Branch,
Department of Finance

"I would like to say how much I have enjoyed working with GRAHAM and have found the experience most refreshing."

Andy Church
Senior Quantity Surveyor,
Solihull Metropolitan Borough Council

Social Value

Our commitment to local communities

We are committed to delivering meaningful social value benefits to the wider communities where we operate. Our social value activities do not just provide environmental and economic benefits, they also connect our communities through social impact activities.

These include local employment and apprenticeship opportunities, work experience and curriculum support for schools and colleges, assistance to charities and community groups, and wellbeing initiatives, all delivered within a culture of "Fairness, Inclusion & Respect".



**Living
Wage**
employer



429

new jobs in the
community created
(2017-2019)



132

apprenticeships
created
(2017-2019)



2,019

work experience
weeks provided
(2017-2019)



20,500

students
engaged
(2017-2019)



95%

equality
disclosure rate
(2017-2019)





**Why
GRAHAM?**

THERE ARE MANY REASONS WHY OUR BUILDING FABRIC AND M&E MAINTENANCE SERVICES STAND OUT, HERE ARE JUST SOME OF THEM:



Values

We are open and transparent, and intuitively know what doing “the right thing” means



Collaboration

We work in partnership with our clients to deliver long-term added value and forward maintenance planning



Record

We have a proven track record across the UK and Ireland, ranging from schemes below £10k to £5m+ projects



Social Value

We see the bigger picture and are committed to working with local SMEs, supply chains and communities



Fully integrated services

Our fully integrated expertise is underpinned by cross disciplined, multi-skilled operatives



Expertise

We guide our clients throughout design, feasibility, budget, programme, risk management and buildability phases.

For more information on our Building Fabric and M&E Maintenance Services, or to discuss how we can help support your estate, contact:

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