

LGC Group Limited

GRAHAM - the team behind the science

£600k p.a

/ Contract value

August 2012

/ The contract commenced

Ongoing

/ Scheduled completion

Praised by LGC Group's Head of Procurement for "going the extra mile", GRAHAM provides a comprehensive FM and Compliance Management solution across its geographically dispersed and secure laboratories and offices, including sites in Culham, Tamworth, Risley and Bury. An international science-based company and market leader in analytical, forensic, biotechnology and diagnostic services, LGC is also the UK's National Measurement Institute for chemical and bioanalytical measurement. Within this heavily regulated and sensitive scientific environment, GRAHAM has been delivering a bespoke total FM solution since August 2012.

The Brief

In support of LGC's Forensic and Standards Division, GRAHAM is mandated to undertake all FM and Compliance services during core operational hours throughout laboratories (temperature controlled labs, clean rooms and secure evidence-holding areas), offices, chemical stores, staff restaurants and mess rooms.



"LGC have been extremely impressed by GRAHAM's approach. Their communication levels and willingness to go the extra mile for the customer is appreciated and I would recommend GRAHAM to any potential client,"

Bob Alabaster
Head of Procurement, LGC Group

“LGC have been extremely impressed with the level of commitment GRAHAM has provided for the contract, the management team are helpful and knowledgeable. Based on my experience to date, I would recommend GRAHAM to potential clients; they have been helpful and flexible in meeting our requirements across a wide portfolio of sites,”

John Barrand
Head of Property and Facilities Management, Culham Science Centre

The Challenges

Across a range of individual sites, this contract necessitates technical expertise in a highly secure, sensitive environment, which demands that all staff satisfy security clearance procedures to gain access to controlled areas. All GRAHAM colleagues, and supply chain staff, are required to complete a Police Counter Terrorism Check (CTC) and to provide a DNA sample prior to commencing works on site. In addition, rigorous environmental procedures, such as the maintenance of accurate humidity and temperature levels, are implemented within all of the laboratories.

GRAHAM's added value solution

This contract, which is valued at circa £600k per annum, is delivered in compliance with LGC's stringent environmental and ISO accreditation requirements, including ISO 9001, ISO 14001 and OHSAS 18001. The expansive solution requirements centre on planned preventative, reactive maintenance and statutory maintenance across LGC's vast estate. Minor works projects, lifecycle management and soft services are also features of our partnership with LGC in addition to specialist tasks such as floor resurfacing and pest control management. As all services are completed during core operational hours, we work closely with LGC to tailor our service delivery to ensure minimal disruption to its staff pool. As an example, daytime cleaning is required within a number of areas due to safety and security protocols.

Outputs & Benefits

- / **Specialist requirements:** All staff complete a Police Counter Terrorism Check (CPC) and provide a DNA sample prior to commencing works on site
- / **Tailored solution:** GRAHAM works closely with LGC to deliver a bespoke solution at varying times, which ensures minimal disruption to LGC's daily operations
- / **Compliance:** This contract is delivered in compliance with all Government regulations relating to Energy Efficiency, environmental services and FM services
- / **Dispersed estate:** We service LGC's diverse estate



For more information on how we're delivering lasting impact:

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GRAHAM