



# AWARD WINNING FACILITIES MANAGEMENT SOLUTIONS

**Platinum Facilities & Maintenance Services Ltd recently won not one, but two highly regarded awards in recognition of their commitment to health and safety management - the British Safety Council International Safety Award in the 'Distinction' category and the RoSPA 'Gold' award, respectively. HSE International spoke to Stuart Preston, Head of SHEQ, to discuss the company's award winning approach.**

**P**latinum Facilities & Maintenance Services Ltd was formed in 2001 as YJL Facilities Limited, a subsidiary of Montpellier Group PLC. Operating primarily in the public and private sectors within London, South East and the Home Counties with a business strategy to grow their geographical capability to the South West and Midlands, they are a technology-led, mechanical, electrical, public health and building fabric maintenance services provider, delivering a first class service provision to corporate real estate. Their main clients include corporate head office buildings for legal, banking and finance sectors and all general business commerce headquarters.

In 2001 they were awarded their first technical maintenance services contract with Redab Properties, followed in 2002 with their first major contracts for Denton Wilde Sapte (now Dentons) & BACB (British Arab Commercial Bank Plc), both of which they retain to this day.

In 2003, a management buyout of the company led to a name change and in 2004, Platinum Facilities & Maintenance Services Ltd (PFMS) was born. That same year, PFMS based their headquarters in the heart of the City of London, opposite the Bank of England. In 2005 they were awarded a prestigious contract 'Tower 42', which was successfully retained for 6 years.

In 2006 PFMS relocated to new, larger offices in Alie Street, E1, near Aldgate tube station, where their head office remains today. Glen Cardinal joined the team and was appointed as Operations Director in 2007. The following year, PFMS won the contract for a substantial fit-out of Mitre Court Chambers that was completed on-schedule. In 2009, the company undertook a significant project for a 'new build' fit-out and maintenance contract for an eminent London based legal firm and in 2011, they were awarded their

first maintenance contract in Reading. By 2012, Platinum Business Focused Maintenance (PBFM) was successfully implemented. PBFM involves monitoring plant and equipment, and identifying when works are required before failure.

The monitoring is non-intrusive, does not require the shutdown of plant or equipment

and provides an early warning of impending failure. In 2013, Glen Cardinal was promoted to Managing Director and in 2014, PFMS launched the CRM (Customer Relationship Management) Portal, a bespoke customer platform allowing each of PFMS' service offerings to be captured and displayed, providing their customers with transparency of information.

#### **A long term plan**

Stuart Preston: "As Head of Safety, Health, Environment & Quality (SHEQ) my key responsibilities are to ensure the ongoing safety and wellbeing of our staff and to protect the company by ensuring our organisation complies with current legislation and delivers on our policies and commitments as well ►



**Stuart Preston, Head of SHEQ**



as meeting company goals. I have gained various health, safety and environmental management qualifications, all of which have given me a strong platform to understand the dynamics of this industry. Every individual within our business is considered a valued customer to my team who strive to provide a professional service of advice, support and guidance, second to none. Working closely with the Managing Director ensures the SHEQ business strategy comprehensively reflects the wider company direction and objectives.

“The introduction of my three year ‘H&S Business Plan’ has been pivotal in ensuring the achievement of our goals as a company. Not

only does this support the overall growth of the business but it has allowed our management team to focus their efforts and become proactive as opposed to reactive and to better understand our common priorities. A key objective and driver within the plan has been the continued development of our safety culture, creating a structured, positive pathway for all levels of employees to not only be involved but actively contribute to its success and experience the benefits first hand. Year 1 of the plan provided us with the means to improve our safety compliance by 20 per cent. As the plan continues to embed itself into our organisation, thus creating further success, it allows my department to accurately measure and analyse our safety performance in greater detail and fine tune the areas that need additional support in keeping our standards and achievements constant and compliant.”

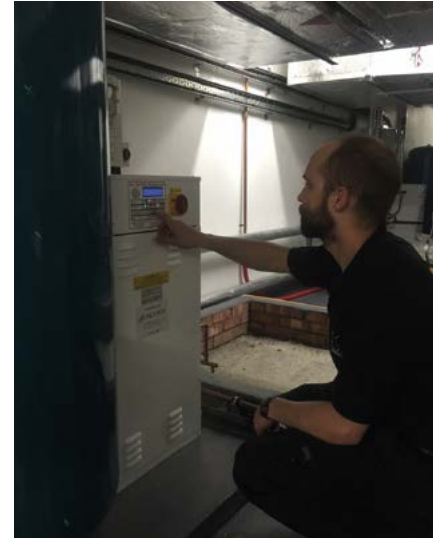
**Award winning advice**

PFMS recently won the prestigious British Safety Council International Safety Award 2015 in the ‘Distinction’ category and a RoSPA ‘Gold’ Award for their achievements in health and safety management. When asked to explain how this was achieved and what was involved during the process of the awards submissions, Stuart said:

“For those organisations that have either a well-documented, methodically maintained file system or a comprehensive IMS (Integrated Management System), this certainly helps to make life easy when collating information for award applications and submissions. It’s almost as simple as cherry picking from a healthy tree. A key discipline for my department is attention to detail and easy access and retrieval of the relevant data required. I believe the combination of this and having a committed, well-trained team supported by other departmental staff made a difference in presenting a professional submission.

“Winning any award gives great confidence and a sense of achievement. This was our first award submission with the British Safety Council and RoSPA but I recognise this is just one milestone on a path of many. We must not become complacent, start thinking we’ve achieved our end goal and put our feet up; this is only the





beginning of our journey and I am confident we will grow and develop our safety culture further.”

### Delivering on their promises

PFMS currently work with around 150 suppliers and specialist M&E (Mechanical & Electrical) service providers who are corporately managed by their commercial team.

“All of our partners are required to meet minimum standards of SHEQ before they can be placed on our approved databases and are regularly reviewed from a cradle to grave approach by Operations, Commercial and my SHEQ team. Our ethics dictate that we work with similar minded organisations who can demonstrate the same high levels of standards similar to our own. In addition, a number of service providers are identified each quarter based on formulated risk factors and are subjected to an audit. The results assist in our ongoing partnership development and harmony of the service.

“We have accreditation to ISO 9001/ 14001 and OHSAS 18001 standards which were originally gained in 2010. It helps to no end that I am a qualified 18001 Lead Auditor which allows us to ensure our internal audit regime and schedules are both comprehensive and thorough. The most recent external 3 day audit for our re-accreditation certificate saw us attain zero Non-Compliances which was a fantastic achievement. We continually promote this level of compliance with our partners to raise their awareness and encourage commitment to the same standards. Additionally, we are a member of Ecovadis Supply Management. We have reached a positive level of engagement within their structure and have firmly embedded our results from their assessment into our own business objectives.

“We also have a number of valued trade memberships such as SAFEcontractor, REFCOM, The Building Futures Group (previously known as FMA), GASafe, NICEIC (National Inspection Council for Electrical Installation Contracting), B&ES (Building & Engineering Services Association), PICS (Pacific Industrial Contractor Screening), British Safety Council & RoSPA. Each membership has its own merits but also allows us invaluable access to a variety of industry information, networking and support. I regularly attend the B&ES Safety Focus group which is a great industry forum.”

**“Establishing close relationships with our customers is a key element of reaching total solutions success”**

### Energy Management

The demand on UK businesses to comply with rafts of energy legislation whilst controlling usage to offset the spiralling increase in energy costs has become a significant challenge and primary objective for all Facility Managers, Building Managers and Property Managers in the UK.

PFMS has devised a proactive solution using technology which involves collecting data using a PDA (Personal Digital Assistant). By using ‘Bridging tools’ to transfer data to their CAFM (Computer-aided facility management) system, PFMS support their customers with this challenge, proactively managing their customer’s energy programmes against agreed energy service standards. This approach provides a multilevel service to meet all PFMS’ customer’s needs and budgets, whilst maintaining compliance with UK legislative governance and driving down energy usage.

### Building long term relationships

PFMS take great pride in their commitment to providing personal and professional services in a responsive, high quality manner.

“There is no doubt our service is a direct reflection of our individual capabilities, innovation driven culture, a one team ethic and our own experiences. Consequently, we strive to build relationships that are long term and mutually rewarding. Establishing close relationships with our customers is a key element of reaching total solutions success. We cultivate each customer relationship from initial enquiry and work closely with them throughout the mobilisation phase and term of the contract, very often retaining our customers beyond the initial fixed term.

“Platinum Facilities & Maintenance Services are always delivering on our promises.”



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At Matrix, we always take an agnostic approach to energy management and are one of, if not, the first company to research, develop and implement technologies.

We achieve this by providing unparalleled levels of support; whether its project delivery or our Smart suite of services. National accounts can be managed centrally for ease or clients can be supported at a local level by our regional offices located throughout the UK.

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