

Your Property  
is Our Priority



TECHNICAL

ENERGY

PROJECTS

FABRIC

# Your Property is Our Priority

Platinum Facilities is a technology and energy led hard services provider. Our strategic approach to looking after your mechanical and electrical assets allows you to mitigate risk and deliver significant financial and performance improvements to your organisation. We help improve environmental and business sustainability, reduce energy consumption and improve the wellbeing of your building's occupiers. Our customer focused, agile and innovative attitude allows us to develop bespoke solutions tailored to your specific requirements.

Your property is our priority and Platinum Facilities provides high quality service solutions, delivered 24/7/365 by experts in mechanical, electrical, energy and building fabric services, together with projects. Our objective is to ensure legal and full statutory compliance, guarantee safe operation at all times, prolong plant and equipment life, maximise reliability and therefore enhance building user satisfaction. Above all else, you have our commitment that Platinum people will deliver on our promises.



# Complete Solutions to meet your Needs

Our business is divided into four specialist divisions to ensure that dedicated and expert teams deliver your particular requirements. There is no one-size-fits-all approach. We listen to your needs, discuss what your business requires, and design a maintenance approach to deliver the optimal results for you. Our technology-led methodology provides enhanced management information for your business, enabling you to make informed decisions.

Platinum Facilities is privately owned and has almost 20 years' experience providing a range of Hard FM services to organisations, primarily across London and the Home Counties. We work with a variety of private sector businesses in the corporate, legal and banking sectors, working direct with major organisations or through managing agents and landlords. In addition, we specialise in data centres and critical service environments.



# Platinum Services



Our business-focused approach to maintenance delivers enhanced statutory compliance using the latest technology, whilst ensuring your assets are working to optimum effect, enhancing their lifecycle, reducing costs and enabling your organisation to focus on its core business.



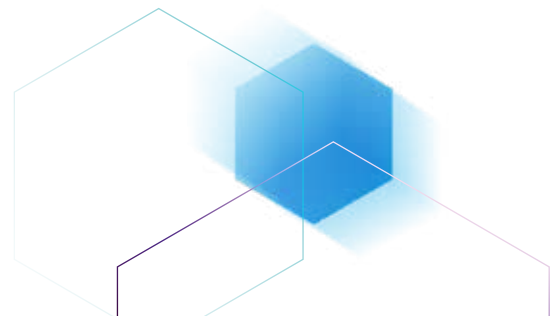
Energy use is a hot topic for all businesses. We help you to reduce your energy consumption, and save money, by monitoring use, introducing reduction techniques and behavioural change and guaranteeing savings to deliver cost certainty with energy bills.



Poorly-maintained facilities hinder productivity, reduce morale, increase stress and can encourage anti-social behaviour. We deliver a whole-life approach to your building's fabric to maximise your surroundings while reducing reactive calls, CAPEX and dilapidation liabilities.



Our cradle-to-grave project management teams undertake detailed analysis of your assets to build an operational risk profile. We phase asset replacement to enable budgetary planning and deliver the BSRIA Soft Landing approach to minimise impact on your business.



# Innovative Solutions

## Condition Based Maintenance

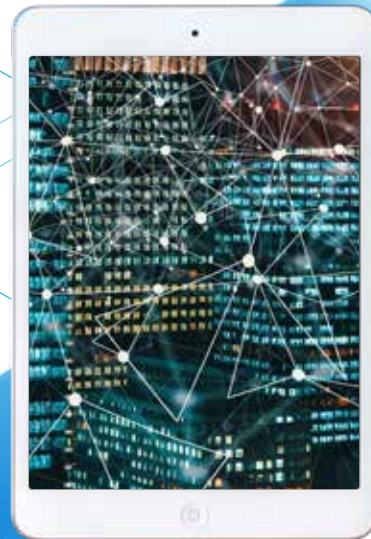
We use the latest condition based monitoring technology to deliver enhanced statutory compliance, whilst ensuring your assets are working to optimum effect. This reduces costs, extends asset lifetime and enables your organisation to focus on its core business.

## WELL Building Institute™ Standard Support

With employee safety, health and wellbeing top priorities, we help companies benchmark their current buildings' performance and develop an approach, with timescales, to ensure that they meet the requirements of the standard.

## Remote Building Monitoring

Our industry-leading remote monitoring of systems and equipment enhances overall building performance. The unique solution analyses energy and equipment performance data to identify issues and faults, presenting the improvement opportunities and actions in simple dashboards.



# Platinum Facilities Partnership Approach

By working with Platinum Facilities, your organisation can concentrate on its core business, while we focus on maintaining your building environment to ensure occupier satisfaction and productivity. We aim to be the best at what we do, providing unsurpassed service and exceptional value for money.

Platinum is a values based organisation and through the preservation of our culture, ethics, history, and organisational style, we have maintained a full commitment to our core values since we were founded in 2001. This long-term approach is reflected in our partnerships with both our

customers and affiliate organisations. Our mission is to enhance the customer experience through creating value and delivering on our promises.

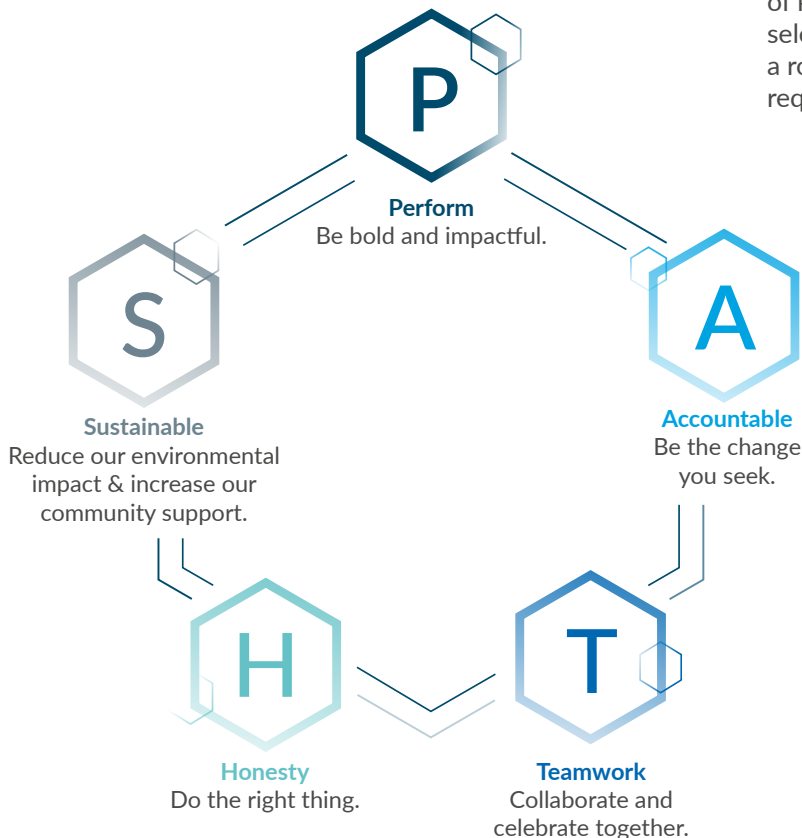
Whatever the strength of our individuals, we accomplish more together. Our **One Team, One Vision** approach delivers exceptional results to our customers and we are committed to growing in capability.



# Platinum Facilities Values

Platinum PATHS is our set of values which are our fundamental driving forces, and which reflect and shape our company culture.

We offer a personal approach with the right people working for our customers. We provide M&E services through self-delivery, with the use of key strategic specialist partners where needed, selecting the most appropriate solution based on a robust assessment of what your organisation requires.



# Supporting your Business

Our customer operations are split into Platinum Customer Business Units, with each business unit headed up by a Business Unit Director. Our operational delivery teams are supported by our central support functions including technical, SHEQ, Helpdesk, finance, HR, IT and procurement. Each customer is assigned a dedicated and local Customer Account Manager to ensure our support and delivery is continually aligned to their specific needs.

## Safety, Health, Environment and Quality (SHEQ)

At the centre of our SHEQ delivery is the compliance specification in relation to CSR and the environment. We operate an Integrated Management System (IMS) which is the backbone for all our business operations including our business procedures and policies. Our external

accreditations highlight the importance that we attach to this area.

Ensuring the health and safety of our delivery teams, supply chain and our customers in an efficient and sustainable manner is of paramount importance to Platinum. While our customers are all different, our standards are not, and SHEQ is at the heart of everything we do. We therefore maintain a rigid Health and Safety culture and approach throughout our business operations.

**ISO 9001**  
**ISO 14001**  
**ISO 45001**  
**ISO 50001**  
**ISO 55001**



Certificate Number 16661  
ISO 9001, ISO 14001,  
ISO 45001, ISO 50001,  
ISO 55001





# The Best People Working for you

Working at Platinum Facilities offers a wide range of career paths and opportunities. As a specialist M&E firm we ensure we give all of our team members the opportunity to nurture their skills and develop their careers, offering multifunctional responsibilities.

We focus on recruiting, engaging and retaining the top talent in the industry, embedding a culture of success to enable us to deliver the best service to our customers. As a result, our talent retention rates are amongst the best in the industry.

At Platinum our people really are our greatest asset. They thrive on the challenge of being the best in the industry, ensuring our clients have experienced, professional and loyal staff working on their sites

“At Platinum we work hard to ensure your building facilities infrastructure provides a comfortable, safe and compliant space for your building users.”

who are always prepared to go the extra mile. We place a great emphasis on developing our people, through both formal training programmes, coaching and mentoring. We encourage and support our employees to achieve their full potential, either by being at the top of their game in their chosen specialism or by progressing their careers through the ranks. Our management teams are always on the ground, supporting and coaching their teams and talking to our customers.

As well as employing trained and qualified professionals across a wide range of sectors, Platinum are committed to supporting the future of the skilled trades industry by recruiting and developing apprentices.



**98%**  
staff retention



# Platinum Technical

Platinum Technical offers 3 distinct, proactive and technology-led maintenance solutions to add value to our customers' operations. Our service models have been developed around our customers' needs for transparency, added value, energy reduction, zero downtime on critical assets and insightful management information.

There is no one-size-fits-all approach and we create a bespoke service that operates in true partnership. We listen to your needs, discuss what your business requires, and tailor a maintenance approach to deliver the optimal results for your business and your assets. Our technology-led methodology provides ownership and enhanced management information for your business, enabling you to make informed decisions.

1

## **Platinum Customer Compliance Maintenance (PCCM)**

Our PCCM is built upon statutory and legal governance, ensuring compliance with legislation. The maintenance is scheduled through our web-enabled CAFM system, with client access available. Statutory certificates are uploaded into a 'Knowledge Bank', a central repository for building information.

2

## **Platinum Prescribed Maintenance (PPM)**

Our PPM is based around the industry standard BESA SFG20 prescribed maintenance schedules, utilising the detailed labour loading data and task schedules. We combine the asset information and service level requirements provided to craft an annual PPM planner, with work tasks generated via our CAFM system. This is our standard level service offering.

3

## **Platinum Business Focused Maintenance (PBFM)**

PBFM is our enhanced service level offer and is built upon ISO 55001. We use the gap analysis process from the Institute of Asset Management supported by condition based monitoring techniques such as vibration analysis and thermography. This risk based approach provides complete peace of mind.

Each of our service offerings is captured and displayed on our client web reporting portal (CRM) which provides transparency of information. Platinum works closely with customers during the initial mobilisation stage to understand their exact reporting requirements and we then modify the portal to provide timely and precise information at the touch of button.

# Platinum Business Focused Maintenance

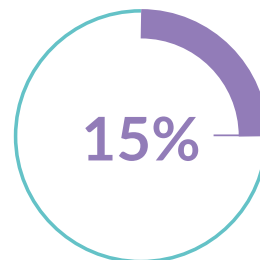
Our enhanced PBFM offer is built around transparency and flexibility, whilst delivering innovation and precise information at the touch of button. It is a bespoke maintenance plan tailored to the exact business requirements and risks, and it is generally 15% more cost effective than a standard SFG20 model.

Condition Based Maintenance (CBM) is a proactive approach to asset management where non-intrusive condition monitoring technology is used to provide data which indicates when assets need to be maintained or replaced. Compared to traditional interval based maintenance regimes, CBM allows users to take a more informed, focused and risk based approach to asset management. This leads to cost savings and protection of your business' reputation through improved asset performance and reliability, reduced risk and actions being taken according to criticality.

CBM is non-intrusive and does not require the shutdown of plant or equipment and provides an early warning of impending failure. Based on Platinum Facilities' knowledge and experience of business critical environments we would recommend the introduction of the following techniques:

- Acoustic monitoring
- Vibration analysis
- Thermal imaging
- Oil analysis

Our customers are able to see the service delivery status at an instant via internet access whether they are in the office, travelling or working from home. To ensure that our service commitment is maintained, a regular review of the strategic direction of the contract is carried out with the customer team, ensuring that our service continually aligns to our customer's business needs and priorities. Platinum owns the resultant strategic actions and cascades them to a tactical level for implementation, ensuring continuous evolution of the delivery model.



The CBM model typically reduces standard maintenance costs by **15%** and supports zero downtime

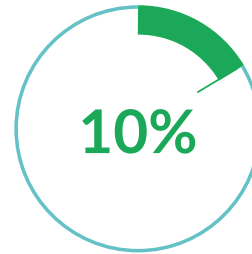
# Platinum Energy

Energy use is a hot topic for all businesses. We help you to reduce your energy consumption and save money, by monitoring use, optimising your assets, introducing energy reduction techniques and bringing about behavioural change. This enables guaranteed savings to deliver cost certainty with energy bills.

Our energy service offering is built around four different service levels that cater from one-off energy audits, through to complete management of your utilities to ensure compliance with CRC legislation and optimisation of plant with guaranteed savings. We can take our customers through a phased programme from Bronze through to our ultimate Green standard. The service levels and respective tasks are agreed with each customer and reviewed to identify improvements and cost reduction.



We recommend a 10 step approach to energy mobilisation for a property, resulting in the creation of a model bespoke to the building's needs, with review and verification quarterly.



Average **10%** Reduction in Energy for Clients;  
**7%** Reduction in Energy Costs

Platinum has its own in-house Energy & Controls Centre (eCC) which is manned by technically trained BEMS engineers and operates 24/7/365. It offers a triage service that provides technical support to your engineering teams and site staff where a BMS is installed, aimed at business and operational continuity.

# Remote Building Monitoring

Remote building monitoring is a key enabler for our energy offer and allows building systems and equipment to be monitored and interventions to be carried out, without the need for engineers on site. The monitoring system is linked to the building BMS and uses networked sensors to provide information on assets and the environment. This helps building managers to optimise their assets, improve energy efficiency and reduce the building's environmental impact.

Platinum Facilities' Q-tec solution is a direct interface with the BMS system and allows multiple points from the system to be remotely reviewed. Rules are applied to the large amount of data which is collected to capture asset performance drift, to enable valued data insights and recommendations to be provided to the engineering team on site.

Platinum Q-tec has been designed with the three key focus areas of people, buildings and data, and how these interact, and to bring improvements driven by appropriate key performance indicators. The data is presented so that it is understandable by all, tailored to suit the property, and is actionable at all levels, allowing data driven decision making.



# Platinum Fabric

Building fabric is an important component in the life cycle management of buildings and if not managed effectively could see rapid deterioration of the external and internal environment. This will have an effect on bottom line results through reduced productivity and morale, as well as impacting on a company's brand and reputation.

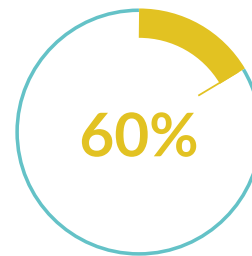
The rapid deterioration that occurs over time will affect the thermal resistance (u value) of the building's fabric infrastructure and this loss in thermal effectiveness will see energy usage and costs rise, as well as potentially increasing the building's carbon footprint.

The traditional service delivery model for the management of the building fabric is reactive and consequently fragmented, and can result in increased dilapidation, reduced lifecycles, poor budgetary control and H&S issues.

Platinum Facilities has created Platinum Fabric, a multi-level proactive service model that protects buildings and maintains the finish of all built environments, with the flexibility to suit differing budget and business needs. Our four service levels have been created against recognised standards

and specifications that have been devised to help prolong life expectancy of fabric assets with greater cost certainty.

The building is divided into functional areas and our systematic Platinum Fabric approach assigns a specific service level based on the criticality of these areas, working collaboratively with the customer. By doing this we ensure that the building is maintained in line with its use and to the highest standard.



**60%** of clients have moved to the Platinum Fabric Services model improving asset value by **20%** and reducing defects liability

# Platinum Projects

Our approach to all minor to major capital projects is a cradle to grave project management solution with Platinum Facilities undertaking ownership throughout the whole process. Projects include:

- Office moves and refurbishments
- Asset replacement and works projects
- Premises changes
- Event projects (M&E requirements only)
- Condition survey projects
- Complex projects

We produce a project plan that details the works that are to be carried out, alongside key milestones and timelines. Our approach is to fully liaise with your designers, consultants and specialist sub-contractors and prepare a contract strategy for each specific project. This ensures that work programmes are achievable and the best value for money. All Platinum Projects are set up with a client project CRM portal, a central web depository for project critical documentation and a project risk register.

Platinum Projects division has a directly employed core with a range of skills and capabilities to assess any potential project to determine the plan required. Led by a Project Manager, the project is analysed to determine workload, impact, and timescales of delivery. The capabilities within the Projects team includes a range of experienced staff with technical qualifications and knowledge in the various trades. This is further supported by the other business functions, for example Platinum Facilities' commercial and health & safety departments.

We regularly deliver a range of projects from boiler/chiller/AHU replacements, VRV System replacements, AC upgrades, BMS upgrades, compressor and pump replacements, lift refurbishment works, transformer replacements and generator system upgrades.





Delivering on  
our Promises

To find out more about our services please visit our  
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