

FACILITIES MANAGEMENT

SOLUTIONS AND CONSULTANCY SERVICES



FACILITIES MANAGEMENT

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ABOUT US

Our dedicated and experienced team values the critical role FM plays in making buildings and businesses run smoothly. We operate across the private and public sectors, supporting our clients with a wide range of needs.

Our team understands the importance of maintaining compliance and legislation and delivering quality FM services to ensure a happy, healthy, and productive workforce. Working collaboratively with our clients and subcontractors, we deliver a truly value-added service designed to fit the way your business works.

At SPACE FM, our clients are at the centre of everything we do.

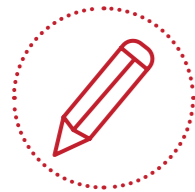
WHY US

We work closely with our clients to fully understand the needs of the end-users, delivering bespoke FM solutions uniquely tailored to support their businesses.

Delivering with added value and innovation, we embrace change when it arises to keep your building running smoothly. Working this way allows both you and your teams to focus on what you do best in the knowledge that you're working in the best environment.

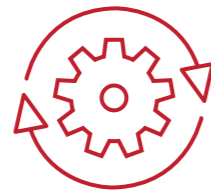
Partnering with SPACE FM will ensure your premises operate at optimum effectiveness while remaining fully compliant with all legislative requirements.

WHAT MAKES US DIFFERENT?



BESPOKE

We deliver services tailored to your unique requirements



HOLISTIC

Our comprehensive approach delivers operational efficiency



SUSTAINABILITY

We help you achieve energy efficiency and reduce environmental impact

OUR VALUES

People are at the heart of our business, which is reflected in our core values. We ensure that all employees are paid the real living wage and we only employ supply chain partners who do the same.



SAFETY

Staying safe and well each and every day



ACCOUNTABILITY

Doing what we say we will do



CREATIVITY

Turning ideas into reality



TEAMWORK

Together we succeed



INTEGRITY

Being respectful and honest in all that we do



WHAT WE DO

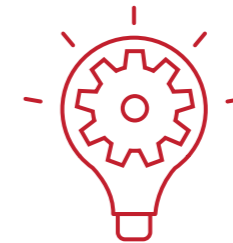
We offer a range of consultancy and operational FM services aimed at improving the quality of work-life and increasing core-business productivity for our clients. We know that with a well-managed site or building, organisations will function at their most cost-effective, safe and efficient level.

CREATING BESPOKE SOLUTIONS

Our tailored service delivery is designed to take the pain away from every aspect of Facilities Management, minimising risk and keeping you safe and compliant.



Engage with those responsible for your FM services



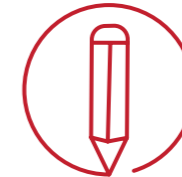
Take the time to fully understand your business needs



Review your current FM and workplace requirements



Analyse your current costs and compliance status



Tailor a service package to suit your requirements and budget

FM CONSULTANCY

Our FM consultancy services are here to help you maximise your Facilities Management. They can be stand alone or combined with our operational FM services to suit your unique requirements.

We can analyse and support all areas of your current or future FM strategies with the aim of achieving a service tailored to meet the ever-changing needs of your business. How do we do this? By listening to you and the challenges you face to truly understand your workplace.

Our highly experienced team of FM consultants can support your business with a wide range of property-related activities.



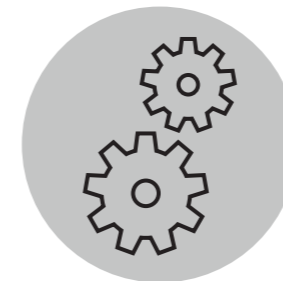
COMPLIANCE REVIEW, SUPPORT & FINANCIAL ANALYSIS

- Supply chain analysis (performance and costs)
- Health & Safety support and reporting
- Compliance checklist and auditing
- Procurement support and bid management
- Energy reduction and innovation



CONTRACT PERFORMANCE

- Operational performance review and audits
- NEC3/4 contract management
- Performance management and KPIs
- Contract mobilisation
- Business processes review and change management



FM & PROPERTY SOLUTIONS

- Help Desk support 24/7
- Computer-aided facility management (CAFM)
- Handyman and engineering services
- Asset management and condition surveys
- PPM & Lifecycle cost analysis and budget setting

STRATEGIC FACILITIES REVIEW

With a strategic approach to Facilities Management you can achieve more than just cost savings. You can ensure that your FM provides what you need to successfully operate your business now and into the future.

HOW IT WORKS

Our FM team performs an end-to-end review of your existing Facilities Management, working with you to understand the unique requirements of your workplace. Then, using our bespoke modelling tool, we generate practical and sustainable solutions to reduce risk, deliver efficiency, and add value.

The Strategic Facilities Review (SFR) focuses on three key areas to establish the efficiency and effectiveness of your FM operation whilst identifying any potential areas of non-compliance or underperformance.



Service Quality Review

We engage with those responsible for the delivery of FM services to understand how this aligns to your business needs. Using quantitative and qualitative analysis, we then advise on best solution strategies.



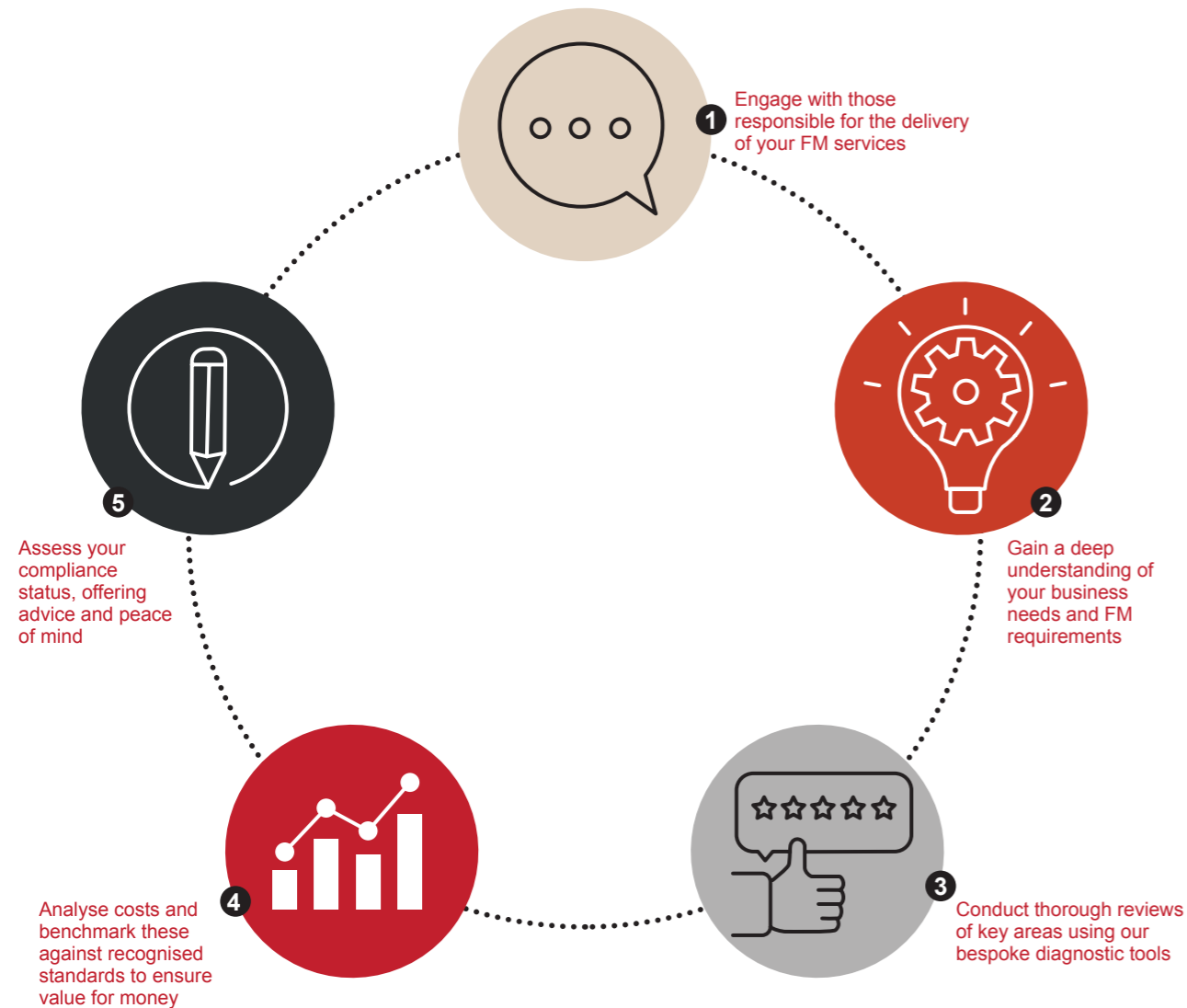
Compliance Review

Our internal experts can quickly assess your legal status, offering advice and peace of mind on all matters of compliance.



Financial Review

We analyse the costs of running your workplace and benchmark against recognised standards to ensure value for money.



During our review we record the levels of service, compliance and associated cost with our modelling tool, allowing us to analyse the current levels of operational achievement against expected outcomes for each of the key areas.

WHAT ARE THE BENEFITS?

INCREASED PRODUCTIVITY

Improving your processes and work environment allows your team to focus on the tasks that matter.

EMPLOYEE WELLBEING

Creating a safe and positive working environment ensures your team remains happy and healthy.

ENVIRONMENTAL PERFORMANCE

Ensuring you're compliant with current legislation will help you take a proactive approach to your environmental strategy.

QUALITY ASSURANCE

You get peace of mind that your company's operations are legally compliant. All our reviews are carried out by experienced FM professionals who are fully up to speed with industry requirements and best practice.

EFFICIENCY SAVINGS

Our detailed review and benchmarking exercises ensure your business is operating as efficiently as possible, which in turn saves you money, time and resources.

PROCESS IMPROVEMENTS

Optimising your processes ensures your business is running as efficiently as possible.

CONTRACT MANAGEMENT SUPPORT

Our team provides full support and management of your FM contracts to ensure your contractors and partners are performing to agreed targets.

Our relationships with clients are built on a partnership working ethos. At the outset, we make sure all of our staff and subcontractors are on the same page so we act as a single team.

We'll give you peace of mind through:

- Communication plans created specifically for your requirements
- Service monitoring and activity reports
- Our helpdesk facility that ensures no request or issue goes un-actioned
- Advice and support on any ad-hoc matters that may pose a problem and require resolution

Our operational philosophy is based on open, honest and clear communication strategies aligned to the needs of our clients, helping to maximise your service contract.



Ensure we understand requirements



Confirm roles and responsibilities



Establish clear communication plans



Provide continuous support through a client liaison and our dedicated Helpdesk

NEC CONSULTANCY —

We offer specialist, bespoke guides to the procurement and adoption processes of NEC contracts through our FM consultancy services. Our fully accredited Service Managers can perform all formal duties required of this key contractual position, including the implementation and use of NEC3 & 4 Contracts.

HOW WE CAN HELP

We can advise on the types of NEC contracts available and how these would best suit your FM service requirements. Contract Mechanisms such as early warnings, performance management, financial penalties, service/task orders, overdue actions and change control can all be provided by our technically competent, trained, and accredited personnel. We also use bespoke Contract Management Software packages to aid the process of managing complex FM projects.

Through our fully trained and accredited NEC practitioners, we can assist with:

- ✓ Contract drafting and selection of appropriate clauses (Core, Main and Secondary)
- ✓ Contract implementation and establishment
- ✓ Training (NEC terms and contract use)
- ✓ Ongoing contract management support and monitoring
- ✓ Contract performance monitoring (KPIs)
- ✓ Management of key contractual mechanisms: Early Warnings, Task Orders, Payments, etc.
- ✓ Dispute resolution

"We engaged with SPACE FM for their knowledge and experience and what they can deliver. Working with SPACE, having someone that knows NEC contracts and can help guide us through all the legislation, contract management and administration elements of what is a very different style of contract, has been a huge help."

John Walker, Head of Estates and Engineering, Queen Margaret University

ABOUT NEC

NEC is a suite of contracts based on transparency, collaboration, and project management best practices. They provide a unified approach to contract management that fosters a good relationship between all parties involved. Launched in 1993, NEC is now the single biggest suite of contracts preferred and used worldwide to support contracts of commercial origin large and small.

The suite of FM contracts has been developed to support a range of FM requirements including Total FM, Integrated FM Services, managing contractors, and single and/or multiple supplier FM contracts. They cover:

- **Engineering & Construction Contract (ECC),**
- **Term Service Contract (TSC),**
- **Facilities Management Contract (FMC),**
- **Professional Services Contract (PSC),**
- **Supply Contract (SC),**
- **Several more incl. supply of goods, FM and subcontracts.**

IS NEC RIGHT FOR YOU?

Using NEC contracts has many advantages thanks to their focus on partnership and collaboration. However, these contracts are complex and require constant management to ensure each party is fulfilling their contractual obligations. The best way to run them is to have all parties fully compliant with the requirements of the contract.



FM SERVICES

Ensuring that you have the correct operational delivery structure is critical to maintaining an effective and efficient service. Our FM team is uniquely positioned to provide bespoke solutions to operational service delivery and efficiency.

Operational FM is at the heart of your business. We work closely with you to fully understand the operational requirements of your business, developing bespoke FM solutions singularly or as a package tailored to your needs. We know businesses are not one-size-fits-all, and as businesses change, our FM delivery can change, adapting to the ever-evolving workplace. As a result, you and your teams can focus on what you do best, with the knowledge that you're working in a safe environment.

Our FM services help your largest assets operate efficiently so your most important ones, your people, are happy, healthy, and productive.



OUR FACILITIES SERVICES:

We deliver bespoke services for clients across a range of sectors, many with complex needs.



HARD FM SERVICES



SOFT FM SERVICES



FM COMPLIANCE
& CAFM



HELPDESK 24/7



FRONT OF HOUSE



R&M ENGINEERS



SUPPLY CHAIN &
CONSULTANTS



SECURITY

“The ability to reach a wide pool of approved suppliers for many different facilities services has been of great advantage, especially for additional requests outwith the normal equipment maintenance. Access to FM expertise from a company that is completely familiar with the site, personnel and culture has been beneficial to ensure projects and internal requests are effectively scoped, quoted and closed according to expectations.”

Zoila Harvie, Facilities Manager, ChampionX



HELPDESK & SUPPORT SERVICES

We operate our own dedicated 24/7 Helpdesk to manage and track all operational FM activity. Managed and supported by our experienced team, you'll always receive a friendly response from our Helpdesk advisors.

Our Computer Aided FM (CAFM) system Pirana generates data, statistics, and reports so we can monitor, record, and report all maintenance and associated activity. This helps ensure compliance and allows us to track and monitor all PPM and R&M activities to stay on target.

The Pirana system incorporates a Graphical Scoreboard of configurable outputs with trends and statistical information which can be viewed in real-time. The format and content of these reports can be tailored to your requirements.

The Helpdesk team and CAFM system can support with a variety of activities including:

- Housekeeping requests
- Meeting room bookings
- Hospitality requests
- Incident management
- Security support
- Health & Safety support
- Environmental management
- Business continuity
- Subcontractor management (third-party)

THE WIDER COMPANY

We are part of Space Solutions (Scotland) Ltd. Together we are Scotland's leading experts in design, consultancy, and project delivery. Our customer-focused philosophy drives our approach to projects, which is based on understanding client needs and interpreting these into solutions that are creative, flexible, and efficient.

As an integrated part of the wider company, the SPACE FM team has access to all the knowledge, expertise and operational excellence that our divisions have to offer. Our experts cover every specialism of the workplace life cycle, delivering projects of all size, scale and complexity to join the dots between people, place, technology and change.



EDINBURGH

2 Lochrin Square,
96 Fountainbridge,
Edinburgh, EH3 9QA
0131 221 5210

LIVINGSTON

3 Rankine Square Deans,
South West Ind. Estate,
Livingston, EH54 8SH
01506 400704

GLASGOW

140 West George Street,
Glasgow, G2 2HG
0141 331 6910

ABERDEEN

Bishop House,
50 Carden Place,
Aberdeen, AB10 1UP
01224 218500

DUNDEE

Unit 23, Prospect III
Gemini Crescent,
Dundee, DD2 1SW
01382 569960

enquiries@spacesolutions.co.uk
www.spacesolutions.co.uk

**SPACE**

FACILITIES MANAGEMENT