



# Platinum

Fabric



*Your property is our priority*

Our values statement

# Vision mission & values

- ▶ One Team One Vision
- ▶ Customer Commitment
- ▶ Commitment to Excellence
- ▶ Innovation
- ▶ A Will to Win
- ▶ Integrity

## Platinum Fabric overview

**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 intangible affect on bottom line results through 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.

This will have a tangible affect on bottom line results. The traditional service delivery model for the management of the building fabric is reactive and can result in the following:

- ▶ Reactive mode is fragmented
- ▶ Failure has already occurred
- ▶ No Specification or regular maintenance regimes
- ▶ Little planning
- ▶ Poor budgetary control
- ▶ Reduced lifecycles and increased dilapidation
- ▶ Health & Safety issues
- ▶ Loss of Warranties

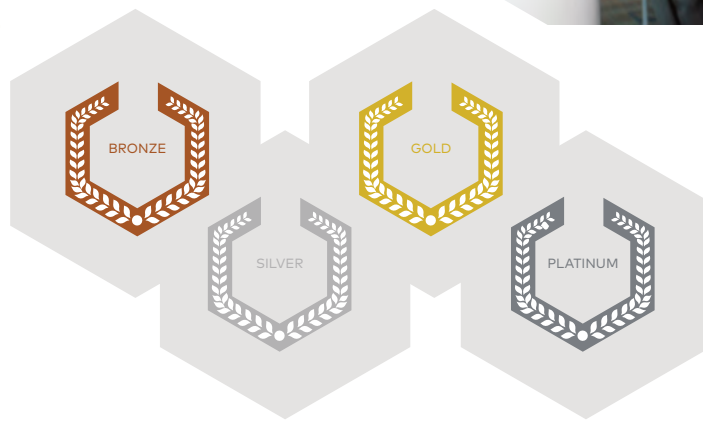


## Our approach

Platinum Facilities has created **PLATINUM FABRIC**, which is a multi-level proactive service model that will allow protection to maintain the finish in 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.

Our service standards are as follows:



Fabric asset	Bronze standard	Silver standard	Gold standard	Platinum standard
Check and clean signage	Annually	Biannually	Biannually	Quarterly
Check operation of window blinds	Annually	Biannually	Quarterly	Monthly
Test doors and windows	Annually	Biannually	Quarterly	Monthly
Redecorate & refresh wall and ceiling coverings	5 yearly	3 yearly	2 yearly	Annually
Inspect soft & hard floor covering and report	Annually	Biannually	Biannually	Quarterly
Proactive fabric condition report	Annually	Biannually	Biannually	Quarterly
Complete annual fabric FMR	☑	☑	☑	☑
CAFM integration	☑	☑	☑	☑
Proactive SHEQ inspection	Annually	Biannually	Quarterly	Monthly
Proactive Fabric inspection	Quarterly	Monthly	Weekly	Daily
Report and repair (repair liability included)	N/A	N/A	N/A	Included

Each building is divided into functional areas. Our systematic FABRIC approach assigns a specific service level based on the criticality of these areas. By doing this we ensure that the building is maintained in line with it's use and to the highest standard.

Analysis following our FABRIC survey creates the base line for the Proactive maintenance plan through identifying the key functional areas in the building and working with our clients to assign the correct service level and frequency of visit.



## Platinum Fabric the benefits

- ▶ Transparency and control through our web enable CAFM fabric workload planner.
- ▶ Quarterly FABRIC performance report
- ▶ Annual condition survey
- ▶ Maintain asset value
- ▶ Maximise lifecycle / reduce dilapidation
- ▶ Health & Safety / Legislative compliance
- ▶ Cost certainty / budgetary control
- ▶ Measurable / specification led
- ▶ Flexibility
- ▶ Planned not reactive
- ▶ Control of sub contractors

## Platinum Approach & Support

**Our customer operations are split into Platinum Customer Business Units with each business unit headed up by a Customer Business Unit Director.**

Each customer account is assigned to a specific business unit and our operational delivery teams are supported by their dedicated business unit for all functions such as central admin, procurement, technical, HR, SHEQ, finance and business IT systems. Each customer is assigned a dedicated and local Customer Account Manager to ensure our support and delivery is continually aligning to the specific needs of our customers.

*“Inspections and tasks are scheduled through our CAFM and delivered on our iPads”*

## Safety, Health, Environmental & Quality

**The health and safety of our delivery teams, supply chain and our customers is of paramount importance to Platinum. We therefore maintain a rigid Health and Safety culture throughout our business operations.**

Our SHEQ approach.

- ▶ Integrated safety, health, environmental and quality systems
- ▶ Dedicated SHEQ manager
- ▶ Risk assessment for all works
- ▶ SHEQ Supply chain review
- ▶ Environmental Impact review
- ▶ Regular internal and external audits
- ▶ Web based risk registers and non-conformance reporting
- ▶ SHEQ training plans and e learning
- ▶ Staff SHEQ committees
- ▶ Operational aligned to, ISO9001-Quality, ISO14001-Environmental, OHSAS 18001-Health and Safety



## Accreditations



Enthuse, Innovate,  
Support & Deliver

*At Platinum our approach to innovation starts with our 'Innovation Road Map' that when followed allows us to reach total solutions and enhanced customer and staff experience.*

## Contact us

For more information on how our Innovation Road Map can help you maintain a risk controlled environment.



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