



Supporting Somerset's schools, colleges, academies and MAT's with facilities management services

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- Minor Works and Project Management ■
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Grounds Maintenance /
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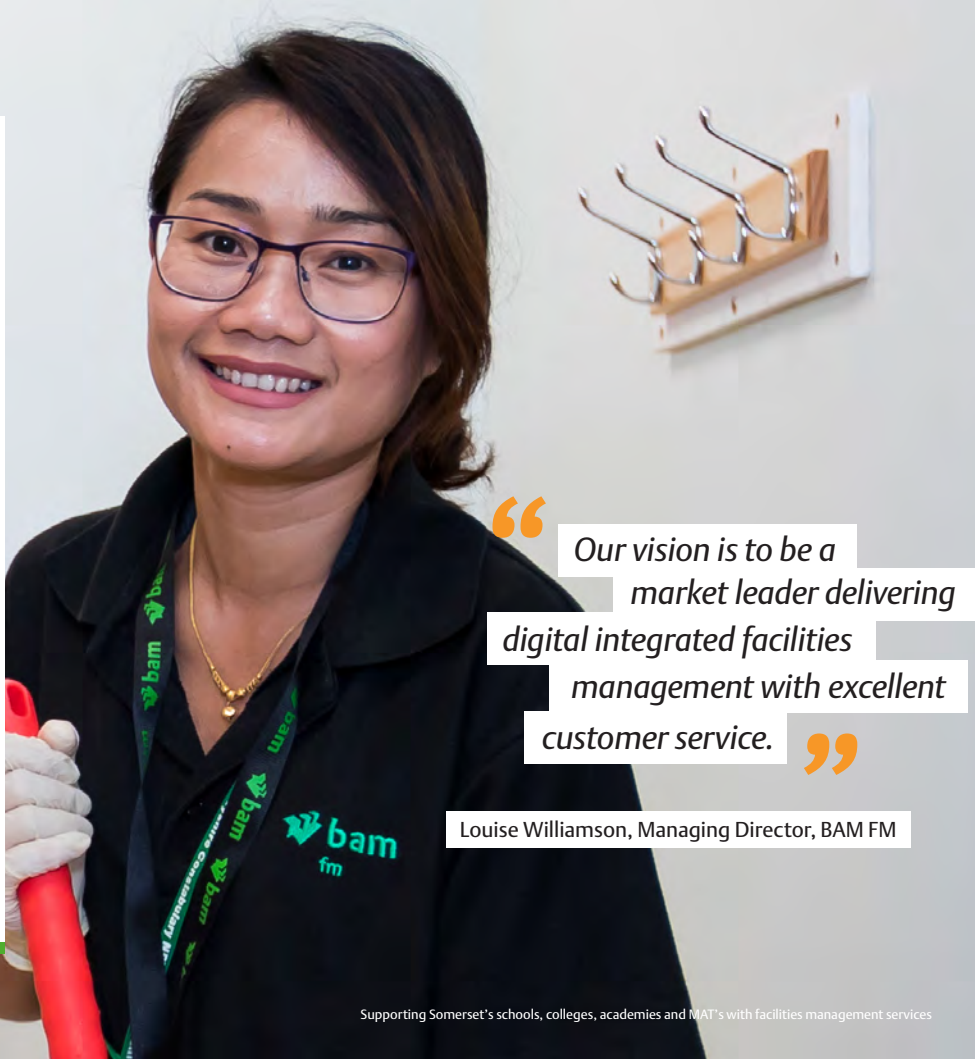
What is successful
facilities management?

About BAM FM

BAM FM has been delivering facilities management services to customers in Somerset and the South West for 16 years with local offices in Bridgwater, Taunton, Bristol and Exeter. We employ 900 staff across the UK, delivering bespoke support services to our customers in the education, healthcare, retail and commercial sectors.

Our friendly, local helpdesk teams provide a single point of contact to resolve issues quickly and effectively. We consider ourselves as part of your team and we listen to your needs so that we can make sure that we deliver exactly what you need.

BAM FM is part of BAM Construct UK, which is one of the UK's leading design, construction, services engineering, property development, plant hire and facilities management companies. BAM Construct UK is part of Royal BAM Group, an international construction and civil engineering organisation headquartered in the Netherlands that employs 20,000 people worldwide.



“ Our vision is to be a market leader delivering digital integrated facilities management with excellent customer service. ”

Louise Williamson, Managing Director, BAM FM

About Futures for Somerset (FfS) Delivering FM services with BAM FM

Futures for Somerset Ltd. (the Somerset Local Education Partnership) is an award-winning, dedicated team that possesses a unique mix of specialist skills, experience and a comprehensive understanding of the education sector. We provide efficient, high-quality and cost effective services that offer real value for money in achieving your organisation's goals and we are committed to delivering on our promises. We work at a strategic and delivery level, analysing estate wide issues with clients and then developing short, medium and longer terms plans for the delivery of solutions.

BAM FM is a key partner to FfS in such delivery, and offers a wide array of high-quality, cost effective, construction and facilities management (FM) services that can add significant value to education sites. BAM FM is an expert in delivering resilient and compliant facilities management and works with a full range of commercial and public sector clients to develop bespoke support services that maximise planned spending to deliver best value and sustainable improvements.

"We share our customers' goals, mitigate their risk and understand what is required for futureproofing your organisation."

For more information about the full range of services provided by FfS and BAM FM to help you to manage your estates requirements please contact:

Hadleigh Wells
General Manager
Futures for Somerset Ltd
(the Somerset Local Education Partnership)

e: hjwells@somerset.gov.uk



Mechanical and Electrical Services / Asset Management



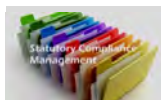
Bespoke solutions

We tailor our services to the exact requirements and budgets of our customers and deliver it in accordance with relevant health and safety, environmental and quality standards. All of our services are delivered in accordance with manufacturers' requirements, HVAC SFG20 and legislative requirements.



Hard services

Our dedicated team of directly employed engineers are qualified in their field of expertise – covering electrical, mechanical, plumbing, combustion, refrigeration, controls and other specialist disciplines.



How we can help:

- Mechanical plant / installations
- Electrical plant / installations
- Refrigeration plant / installations
- Ventilation systems
- Controls / building management systems
- Fire alarm systems
- Firefighting systems / equipment
- Water treatment / hygiene
- Plumbing / drainage
- Fabric maintenance

Our experienced management teams deliver multi-service contracts supported by a network of service-specific qualified contract managers and supervisors.



Energy efficiency

BAM FM is committed to reducing energy consumption and we can help you to identify savings. Our energy division, BAM Energy, specialises in:

- Optimising performance of mechanical and electrical plant via BMS / operational hours
- Re-validating mechanical and electrical plant as per original installation design
- Notifying buildings occupants how they can use less energy without compromising on day-to-day activities
- Replacing inefficient plant
- Financing up-front investment of energy efficient plant and regaining the cost through the savings realised

“A well-managed working environment makes people happier in their work. As a result, they're more productive and your building works better for the people who use it.”

Louise Williamson, Managing Director, BAM FM



Statutory Compliance / Health and Safety



At BAM FM, our focus is on health, safety and the environment.

In 2017, we were awarded a RoSPA President's Award, following 10 consecutive Gold Awards, for demonstrating occupational health and safety management systems, including leadership and workforce involvement.

We have robust systems and processes with an emphasis on sharing best practice, backed up by a fully integrated computer aided facilities management system. Our processes are regularly reviewed and audited by external bodies in adherence with ISO 9001, ISO 14001 and ISO 18001.



We support our customers in all areas of statutory compliance, providing regular updates on changes in legislation and ensuring compliance. Legislation that we support and advise on includes:

- ACOPS L8 Prevention and Control of Legionella
- British Standards
- Building Regulations
- Control of Asbestos
- Electricity at Works Regulations
- Energy Performance of Buildings
- F Gas Regulations / TM44
- Fire Regulations
- Gas Safety
- Health and Safety at Work Regulations
- LOLER
- Pressure Systems
- Waste Electrical and Electronic Equipment Regulations (including COSHH)



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*It is very comforting to know that
all of our statutory responsibilities
for the school and grounds –
for which the Governors and
Head Teacher are personally liable –
are covered by a competent
and comprehensive service.*

K Bryant, Head Teacher,
Somerset Bridge Primary School

”

CAFM / Helpdesk

Our teams are supported by FSI Concept Evolution – a state-of-the-art management tool designed specifically for facilities management organisations. The system allows us to integrate planned and reactive tasks with remote resource deployment and gives us the ability to provide live progress updates to our customers.

We can also provide instant feedback on contract-specific SLAs or KPIs and customise the data we collect to provide you with relevant and usable business intelligence.

Special features

Concept Evolution boasts a wide range of standard functionalities. BAM FM's expert users configure individual contract data to reflect each customer's specific requirements. This allows our operators to prioritise calls in the live system.



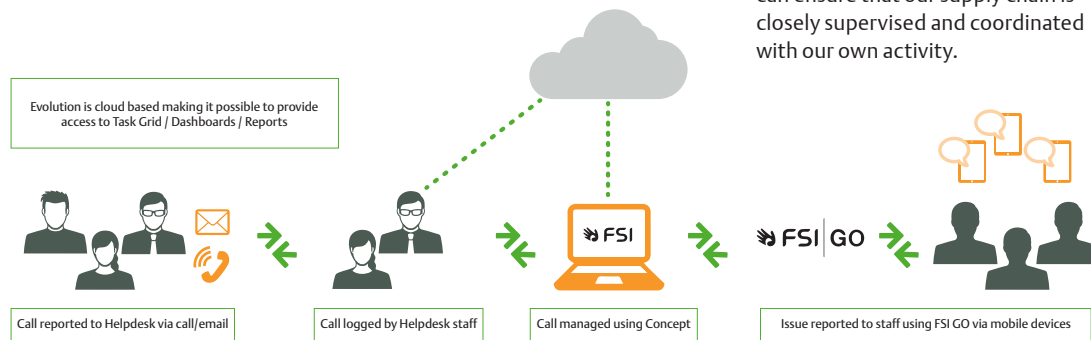
'Go' is BAM FM's customised mobile working app that enables us to issue tasks directly to engineers and technicians via their smartphones. The app helps us to keep a live and accurate record of all planned and reactive tasks.



'Reach' is the customer interface tool that provides customers with live reports in customised dashboards using a host of optional widgets.



'Connect' is our supply chain management function that allows us to interface directly with our specialist supply chain partners to coordinate tasks, reports, certificates, quotations and purchase orders. Using Connect, we can ensure that our supply chain is closely supervised and coordinated with our own activity.



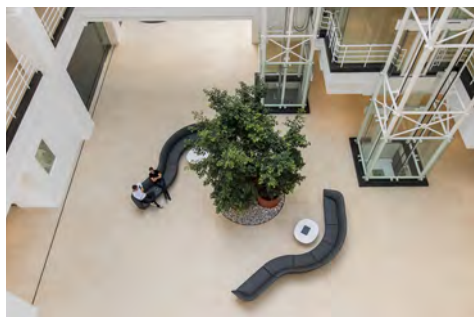
Reid Cunningham, Strategic Development Director, BAM FM, is currently Deputy Chair of FSI's UK and European User Group where he regularly collaborates with other users and FSI to further develop the Concept Evolution.

Minor Works and Project Management

BAM FM offers the ability to undertake your minor works and capital project works via existing maintenance or service contracts – or as a standalone project.

Having worked with Futures for Somerset and being part of a wider construction organisation, we can draw on the expertise of different divisions to tailor a project to your needs and budget, including mechanical, electrical and fabric works.

We are able to act as the Principal Designer, Designer, Principal Contractor or Contractor depending on the requirements of the individual project.



Energy Procurement and Management of Utilities

BAM Energy provides expert energy advice that best meets the needs of our customers and their facilities. Our solutions are independent of any products or systems to ensure that we can identify the most effective option for you. Our energy services include:



Energy Management:

- Automatic meter reading
- Energy dashboards
- Energy procurement



Energy Reduction:

- LED lighting
- Lighting controls
- BMS / BEM improvements
- Variable speed drives / motors
- Power control / supply
- Behavioral change



Energy Generation / Renewables:

- CHP
- Photovoltaic
- Solar heat
- Biomass
- Geothermal
- Heat pump
- High efficiency boilers

Caretaking Services



We directly employ caretaking and premises staff at many of our contract premises around the UK. We also provide mobile handyman and visiting caretaker services for sites that may not require someone full time. Services include:

- Opening up and securing at the end of day
- Checking on the integrity of the school site and buildings
- Checking buildings are warm, dry and secure prior to the school day
- Planned and ad-hoc minor repairs and decoration
- General portage, management of deliveries and visitors
- Setting out of furniture for meetings, dining and assembly halls
- Litter picking and leaf clearing
- Snow clearance and salt spreading
- Providing a first port of call for out-of-hours response



With our in-house expertise, we train caretakers to undertake a number of compliance checks, tests and other tasks to help our customers reduce the cost of outsourcing minor maintenance tasks. This also ensures that your buildings remain compliant and safe to occupy. Tasks our caretakers undertake include:

- Weekly fire alarm testing
- Monthly and annual visual fire door inspections
- Monthly emergency lighting testing
- Hot and cold water outlet temperature recordings
- Infrequently used water outlet flushing
- Fabric PPM / checks
- Shower head descales
- Internal and external lighting lamp replacements
- Reactive / emergency call-out attendance

“

BAM FM offers us a seamless service across all facilities management disciplines including providing us with a very competent caretaker and is always ready and willing to go the extra mile. I have to say that their knowledge of property repair issues is second to none. They have built up extensive contacts with reputable local building contractors and have the ability to deal with all manner of property issues in a timely but cost effective manner.

K Bryant, Head Teacher,
Somerset Bridge Primary School

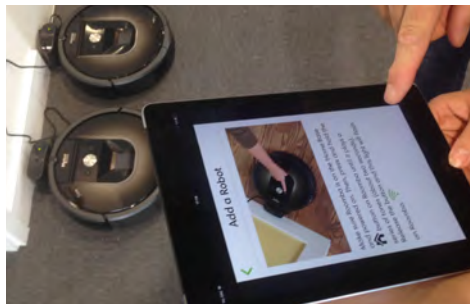
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Cleaning Services



We provide routine, daily, periodical and responsive cleaning services on a national scale, directly employing 400 cleaning operatives, supervisors and contract support staff.

Sixty nine of our operatives have achieved a Licence to Practice through the British Institute of Cleaning Science (BICSc) and we have in-house trainers to continually increase this number.



Innovation is at the forefront of everything we do and we have recently introduced robotic vacuum cleaners into our cleaning teams, which have delivered significant savings to our customers.

Through our network of local and national partners, we also provide a range ancillary cleaning services benefiting from our group purchasing power. These include:



- Window cleaning – including atriums, roof lights and glazing using specialist access equipment
- Washroom services – including dispensers and consumables
- Feminine hygiene services – dispensing, collection and disposal
- Rental or purchase of entrance matting and warm air driers
- Waste management – storage and collection, segregated or mixed recycling, localised or central collection, on-site or off-site collection, storage and destruction of confidential waste.

Catering Services



Our directly employed catering teams currently provide 12,000 meals a day to schools, colleges and commercial locations including offices and leisure facilities throughout the UK.

Within Somerset alone, we are producing 2,000 meals a day through our 'Relish' kitchens at a number of primary and secondary schools.

Our Central Production Unit in Taunton supports 45 infant, primary, junior and SEN schools and academies that do not currently have on-site



catering facilities by producing and transporting 2,600 meals a day. Both provide an appealing, varied and nutritionally balanced menu for all ages.

Working with Food For Life and the School Food Plan and ensuring nutritional standards, food additives and labelling requirements are met, our passion is supplying meals that offer great value for money as well as being tasty, healthy and nutritious.

“

BAM have been providing our catering services since April 2017.

We were extremely worried that the fantastic range of food options we had previously would not continue under a new provider but

we have been impressed by the level of service BAM have provided and the quality of food on offer. Students can choose from a wide range of healthy snacks and hot meals both at

break time and lunchtime and visitors to the school always comment on how our meals are far better than other schools!

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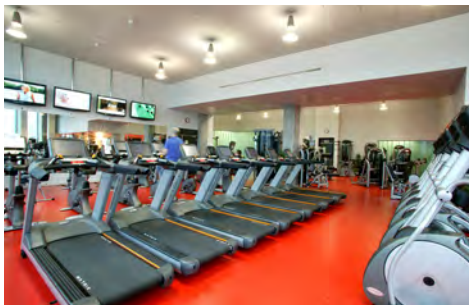
Lesley Greenway
Headteacher - Chilton Trinity

Leisure and Third-Party Usage Management



BAM FM manages a number of community and leisure facilities throughout the UK, offering services such as:

- A fully managed in-house service
- Marketing
- Managing bookings
- Reception services
- Administration
- Cash handling
- Helpdesk
- Cleaning
- Room set up
- Catering
- Planned and reactive maintenance



In Somerset, BAM FM works in conjunction with 1610 and Futures For Somerset and the school to manage leisure facilities.

Under these agreements, we produce monthly management reports and resource caretaking, cleaning and catering.

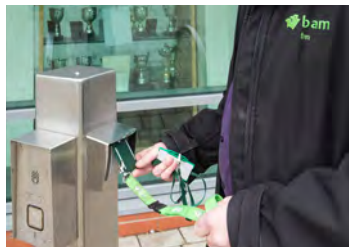
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We use BAM FM for both statutory compliance issues and reactive maintenance repairs. They take the hassle away from dealing with the day-to-day repair and maintenance issues faced by the school, and ensure that I can focus on teaching and learning.

”

K Bryant, Head Teacher
Somerset Bridge Primary School

Through our directly employed workforce or through our network of local and national partners, we can support your security and grounds maintenance needs.



Security / Key Holding Services

- Remote monitoring of intruder, fire and lift alarms
- Providing a 'key holding' and first response call-out services
- Opening / disabling alarms and setting alarms at the start and end of each day
- Preparation of out-of-hours call-out and escalation plans
- Surveys and integrity checks of building fabric and grounds features
- Provision of SIA approved guarding
- DBS checking service

Grounds Maintenance / Landscaping

- All-weather pitch maintenance
- Sports pitch maintenance and line marking
- Amenity and horticulture planting and maintenance
- External lighting repairs and maintenance
- Seasonal maintenance: gritting, snow clearing, leaf clearing
- Weed control
- External paving / surface cleaning

What is successful facilities management?

Quite simply – the knowledge that your buildings are in safe hands. We look after your buildings, so that you can look after your business.

Successful FM starts with an in-depth understanding of your premises, your buildings' users, your needs and your budget. We understand that one size doesn't fit all and in order for us to deliver services that meet your expectations – we will tailor our offering to suit you.

We go the extra mile, advising our customers on facility-related legislative issues, evaluation and benchmarking. We operate an open-book policy, which gives our customers peace of mind that they are receiving a responsive service at competitive prices.

All of our staff and specialist sub-contractors are DBS checked before operating on any of our school premises.



“

I have worked closely with BAM FM since moving into our new school building in October 2012. I have always found the staff at all levels to be highly responsive, with an understanding of what makes a school 'tick.' They supply a full FM service here and the quality of that service is excellent. Their systems and processes are second to none, and the quality of the overall package they provide lifts a great weight from my shoulders. I would thoroughly recommend them.

”

Ed Martin, Business Manager –
Robert Blake Science College



Notes

Handwriting practice lines consisting of 18 horizontal dotted lines.



For further information about BAM FM
and our services, please contact:

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