Integrated facilities management
BAM FM

BAM FM has been delivering facilities management services to customers throughout the UK for 18 years. We employ over 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 are 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 - which is part of Royal BAM Group.

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

Louise Williamson, Managing Director, BAM FM
About BAM

BAM Construct UK is part of the Royal BAM Group, a market leader in the Netherlands, Germany, Ireland, Belgium and the UK.

Employing around 20,000 employees worldwide in the construction, mechanical and electrical services, civil engineering, property and PPP sectors. BAM Construct UK services include design, construction, plant, engineering, facilities management and property development services.

Building the present, creating the future

We want to be a leader in digital construction, creating sustainable buildings and enhancing people’s lives.

BAM clients

[Image showing various client logos]
Here’s to the future!

Royal BAM Group started as a small family carpentry businesses in May 1869 and has grown into a major European built environment businesses, employing 20,000 people and with a turnover of around €7 billion worldwide.

Throughout those 150 years we – together with our partners – have worked with passion and commitment to create impressive buildings and infrastructure that have improved people’s lives. We are very proud of that!

Working in partnership with ‘Trees For All’, BAM will plant 100,000 trees in Bolivia and Uganda, while the remaining 50,000 will be shared between its ten European operating companies.

“We are very proud in the UK to be part of a successful worldwide business that is known for its quality, expertise and innovation. We are proud too of our heritage but also embrace a forward looking attitude and new and better ways of working.

“The gift of 150,000 trees is because we recognise sustainability is so important for the future well-being of society. We will be announcing the locations of the UK tree plantings soon.”

James Wimpenny
Chief Executive, BAM Construct UK
YSiMS is the Royal BAM Group safety campaign across all operating companies.

Safety always comes first at BAM. It takes priority over everything, and after a hard day’s work we all want to return home safely. We are all responsible for safety, together, at any of our locations, while en-route to a location and whilst in the office.

Our principles are:

**Values:** Safety is unconditional

**Aspiration:** We want everyone to return home safe every day

**Principles:** Safety is something that we work on together, safety is everyone’s responsibility

To support the campaign, we continually promote internally through various methods to ensure our safety ethos is maintained. We also provide colleagues with branded PPE, and also ensure that our partners, suppliers and clients who we work with on a daily basis, also support Your Safety is My Safety.
We Enhance Lives

Enhancing lives is about having a positive impact through activities that would not happen without our support or intervention.

The enhancing lives activities can be categorised as pro bono or in-kind, fundraising or donations, volunteering, opportunities for social enterprises or small businesses, training, employment, and health and wellbeing.

Since 2010, BAM has invested £4,130,852 into local communities through these kinds of activities, which can be defined and measured as either connecting, improving or transforming lives.

People positive

By 2050, we want to have a Net positive impact on society by making a difference to the lives of people we come into contact with above and beyond business as usual.

To start, we want to enhance the lives of one million people by 2020, through providing opportunities for education and employment and through engaging with community groups and charities.

This means we will:
- Create life-enhancing opportunities to help people to be socially mobile
- Educate and inspire a new generation of diverse people to join our industry
- Inspire and motivate BAM people and provide them with opportunities to improve the lives of others
- Engage in positive value-adding partnerships with charities

National charity partner

Every two years BAM’s staff choose a national charity partnership.

Our national charity partnership for 2017 and 2018 is with CLIC Sargent. In 2017, we raised £81,500 which will enable CLIC Sargent to give education and employment support to 1,048 young lives and 39 visits to schools by nurses.
BAM Energy

Company overview
BAM Energy is part of BAM FM and promotes energy efficiency and energy generation from renewable sources. This includes the design, installation, operation and financing of demand reduction and renewable energy systems for new and existing buildings.

Integrated BAM solution
The BAM Energy team has considerable experience of working with BAM FM and BAM Construction throughout the UK to deliver coordinated and high performance energy installations on new and existing facilities.

What makes the real difference?
In consultation with the customer and FM provider or contractor, BAM Energy coordinates the design, installation, operation and financing of a range of energy systems. The customer then pays an agreed unit price for the energy supplied or a share of the energy saved.

A Power Purchase Agreement or Shared Saving Agreement is normally used to describe the arrangement for the installation and operation of each system and the unit price of the energy or saving. A lease may also be required for the installation and operation of new energy plant.

The agreed energy unit price is determined from the final design and scope of the energy system and may also take prevailing subsidies such as Feed-in-Tariffs (FiTs) or Renewable Heat Incentives (RHIs) into account.
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.

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.

We offer a seamless service across all facilities management disciplines. Their knowledge of property repair is second to none, and have the ability to deal with any issue in a timely but cost effective manner.

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

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

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

In 2018, 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)

"BAM FM have been working with us for over three years. In this time they have always been helpful in keeping our organisation operational. The team are friendly and have a wealth of technical knowledge. There is no job too small they will help with. I would recommend their services."

Karen O’Neill, Facilities Manager, Abbott Laboratories’
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.

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 the integrity of our clients properties and grounds
- Checking our clients buildings are environmentally controlled and secure prior to the business day
- Planned and ad-hoc minor repairs and decoration
- General porterage, management of deliveries and visitors
- Setting out of furniture for meetings, dining and events
- 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

It’s my pleasure to recommend BAM FM who are currently managing our three offices for Skechers USA Ltd. They are highly respected, and we’re always impressed with their drive, determination, professionalism and most importantly their expertise. The BAM FM team are always on hand and keep us updated on things as they arise.

Leslie Richard Barrington, UK/Eire Finance Director, Skechers USA Ltd
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.

Our cleaning 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.

The Lead Association for Catering in Education (LACA) West Midlands Regional Awards recognised BAM FM as ‘Catering Business of the Year’ in 2017 for delivering 280,000 meals for schools in the region and receiving the highest hygiene rating of 5* at all of our five kitchens.

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!”

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

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

“BAM FM provides professional, expert service across both statutory compliance and reactive maintenance repairs. BAM FM engineers continue to go the extra mile for our business creating a safety net that is second to none. Their standard of work is exemplary and BAM FM provides a one stop shop that delivers on all our challenging requirements.”

Paul Whiter, Interim Facilities Manager, Quantum Care
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 you can concentrate on 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.

In 2017, BAM FM was assessed by Investors in People and was awarded bronze status, which demonstrates that we are an employer of choice that values its people.

We also achieved Gold in the Sustainable Facilities Management Index (SFMI), a framework that covers all areas of sustainable ways of working. BAM FM ranked in the top four FM organisations, ahead of some of the biggest companies in the industry.

Louise Williamson, Managing Director, BAM FM

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.

“INVESTORS IN PEOPLE” Bronze

The Sustainable FM Index 2018 Au Gold Award 2018
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