

Innovative Facilities Management

The Westgrove Group is a multi-award-winning national provider of innovative Facilities Management solutions in a number of sectors including retail, commercial and industrial.

We work with an extensive list of satisfied Partners delivering solutions including soft services (cleaning, security, concierge), hard services (Planned Preventative and Reactive Maintenance) and combined services or Total Facilities Management.



CLEANING



SECURITY



MAINTENANCE
SERVICES



TOTAL
FACILITIES



We have a number of principles which drive our ongoing success.

- **Our clients become partners;** our staff are Colleagues - both are fundamental to our success
- **We believe in our brand** with a passion, dynamism and 'can do' ethos
- **Our service provision is a true 'Synergy'** - Experience, Innovation, Knowledge and Added Value
- **Our partnerships offer flexibility** and understand our partner's key objectives



Bespoke Maintenance

With over 20 years' industry experience, our multi-disciplined engineers provide a wide range of planned preventative and reactive mechanical and electrical maintenance services to our Partners across the UK.

With our in-house technical team and trusted service partner network across the country, Westgrove can offer facilities hard services wherever you are.

Whether you require static on-site support or regular planned and reactive visits, Westgrove can provide you with the support you need to keep your facilities compliant.

We invest in technology and systems that support enhanced outcomes. By doing so, we keep our Partners' interests at the forefront of

our planning and decision making.

Our CAFM system - part of our bespoke 360 Sphere system - will enhance your asset uptime and deliver a new level of engineering excellence, delivered by our industry-leading team. Our planned preventative maintenance (PPM) regimes are developed in line with relevant legislation, SFG20 recommendations, CIBSE guidelines, British Standards and manufacturers guidance. However, they are completely flexible and can be made bespoke to your buildings and assets - to meet your specific needs and drivers.

We work from first-class systems that are integrated to collect data and information for analysis and planning. This allows our maintenance and engineering colleagues to focus on continuous improvement and enhancing asset uptime and performance.

OUR SERVICES INCLUDE

- **PPM & Reactive Works**
- **Inspection & Testing**
- **Statutory Compliance**
- **General & EM Lighting**
- **System Upgrades & Minor Works**
- **Building Fabric Maintenance**
- **Portable Appliance Testing (PAT)**
- **CCTV**
- **Access Control**
- **Fire Systems**
- **Energy Surveys**
- **Asset & Condition Surveys**





CASE STUDY

Major Retail Operator

Delivery of Hard Services, planned and reactive maintenance and capital works through site based engineering and sub-contractor management.

The Partner is a 'high end' fashion retailer with outlets across the UK and in the Middle East.

Delivery of FM engineering solutions over a period of 12 years including capital replacement of two high output chillers on the roof which involved liaison with the City Council and other key stakeholders for road closures to facilitate craneage of the equipment.

Maintenance was carried out to SFG 20 standards planned over 52 weeks and included all electrical and mechanical systems, as well as water hygiene, fire alarm, emergency lighting and fire suppression systems.

The contract included a reactive breakdown service which operated 24/7 with on call engineers attending out of hours. Working with the client, a rolling capital replacement budget planner was produced and updated every year to help the client plan future expenditure.

All plant and equipment replacement was considered with life-cycle and energy reduction in mind, especially on high energy using plant such as the chillers and store lighting.

This contract was led by Westgrove Technical Services Director, Paul Booth.



“ The contract included a **reactive breakdown service** which operated 24/7 with on call engineers attending out of hours. ”

Tony Wilkes has worked with Westgrove for over five year and comments here on service delivery and systems.

“ The introduction of Westgrove’s Sphere system to my property has made the day-to-day auditing of tasks within the centre far more streamlined and reliable.

Sphere, unlike many off the shelf CAFM systems, is completely bespoke to this site so its user friendly and has relevant management information.

Incident Eye provides an audit trail from the moment a job is raised, there’s a clear easy to view dashboard and the system produces in-depth reports sent directly to my team.

All our PPM tasks are uploaded to Sphere and this gives me complete peace of mind that activities are operated using industry standard maintenance specifications along with any manufacturer recommended tasks. This helps maintain assets to the highest standard and minimise downtime ”



Westgrove in numbers



26m

turnover pa

Independent, family feel with strong UK coverage



75% of our growth - come from referrals from our existing Partners



Over 20 Years’ experience - working with a variety of sectors including retail, commercial and aviation



90%

90% retention rate.

Our colleagues are part of our Westgrove Community

1,500 colleagues across the UK providing best in class service to our Partners



Find out more about how we can work in partnership with you.

Contact our specialist team on **01925 414190** or email **enquiries@westgrove.co.uk** quoting 'Synergy'. You can also visit **westgrove.co.uk** or follow us on Twitter.

