



MAINTENANCE CAPABILITY DOCUMENT

ENGINEERING EXCELLENCE SINCE 1998

Founded in 1998, Artic provides Hard Services Facilities Management, Consultancy and a range of allied specialist services that seek to seamlessly connect people to their internal environment.



SECTORS WE SPECIALISE IN

Higher Education
Healthcare – Private & NHS
Banking & Financial
Commercial Offices
Laboratories & Specialist Research Centres
Government & Listed Buildings
High-end Residences
Sporting Arenas
Factories & Production Facilities

We work in partnership with our contracted sites to deliver long-term cost effectiveness with an innovative approach to service provision. Artic currently employs over 108 full time field engineers, contract engineering managers and helpdesk operatives in addition to our administrative support.

This allows us to constantly evaluate and develop our service provision to match the ever-changing requirements of even the most demanding clients. The company has divisions in Service & Maintenance, Combustion, Electrical Engineering, Air Conditioning, Condition & Dilapidation Surveys, Building Fabric, Projects and Contract Mobilisation.

We openly encourage prospective clients to visit our headquarters or current contract sites to experience for themselves the depth and breadth of our engineering and technical capabilities.

WHY USE ARTIC BUILDING SERVICES LTD?

- A proven track record of Hard FM service delivery for blue-chip clients to SFG20 guidelines.
- Equally adept at delivering resident engineer sites or mobile engineer cover.
- A proven record of reduced reactive call rates due to our consistently high maintenance standards.
- Major investment in a directly employed, fully trained and accredited engineering workforce.
- Continued investment in new technology, whilst embracing innovation across the business.
- An exemplary Health & Safety record guided by our own internal and external advisors.
- Consistently provide advantageous efficient energy use solutions from our energy consultancy division.
- Industry-leading CAFM delivery offering full bespoke suite of KPI reporting and remote client access.

OUR CAPABILITIES

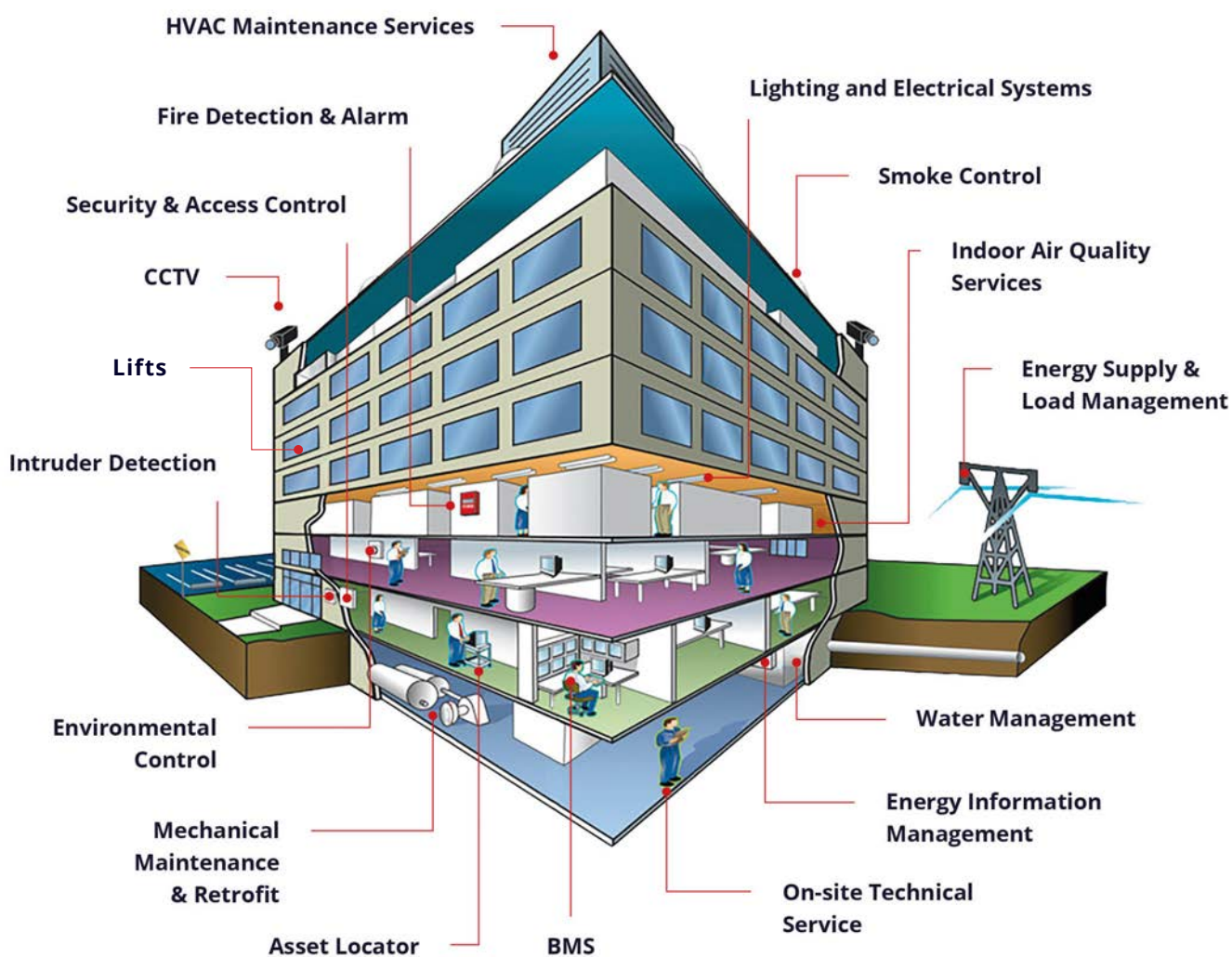
- Our core business is performing Planned Preventative Maintenance on Hard FM assets.
- Robust and deliverable PPM schedules in consultation with all site stakeholders.
- 24/7 Customer Helpdesk.
- We focus on building good relationships with our clients and their professional teams.
- We have a directly employed, vastly experienced and flexible core engineering team.
- We have a directly employed, vastly experienced and flexible core team.
- Our projects team can design and manage installation projects between £10k - £3m keeping critical systems running.
- We manage multi sub contractor sites to provide total Hard FM contracts.
- Proactive and fully client inclusive mobilisation process.

OUR CULTURE

- Valuing our clients and creating long term relationships.
- Providing excellent communication, knowledge sharing and collaborative working.
- Delivering excellence in high quality and sustainable Planned Preventative Maintenance.
- Innovative, resourceful and always seek to provide excellent technical solutions.
- Offering tangible 'value added' cost savings where possible.
- Empower our team to make decisions.
- Developing every member of our team via a continuous improvement programme.
- Proactively seek and deliver engineering 'best practice' techniques.
- Actively encourage sustainable solutions.

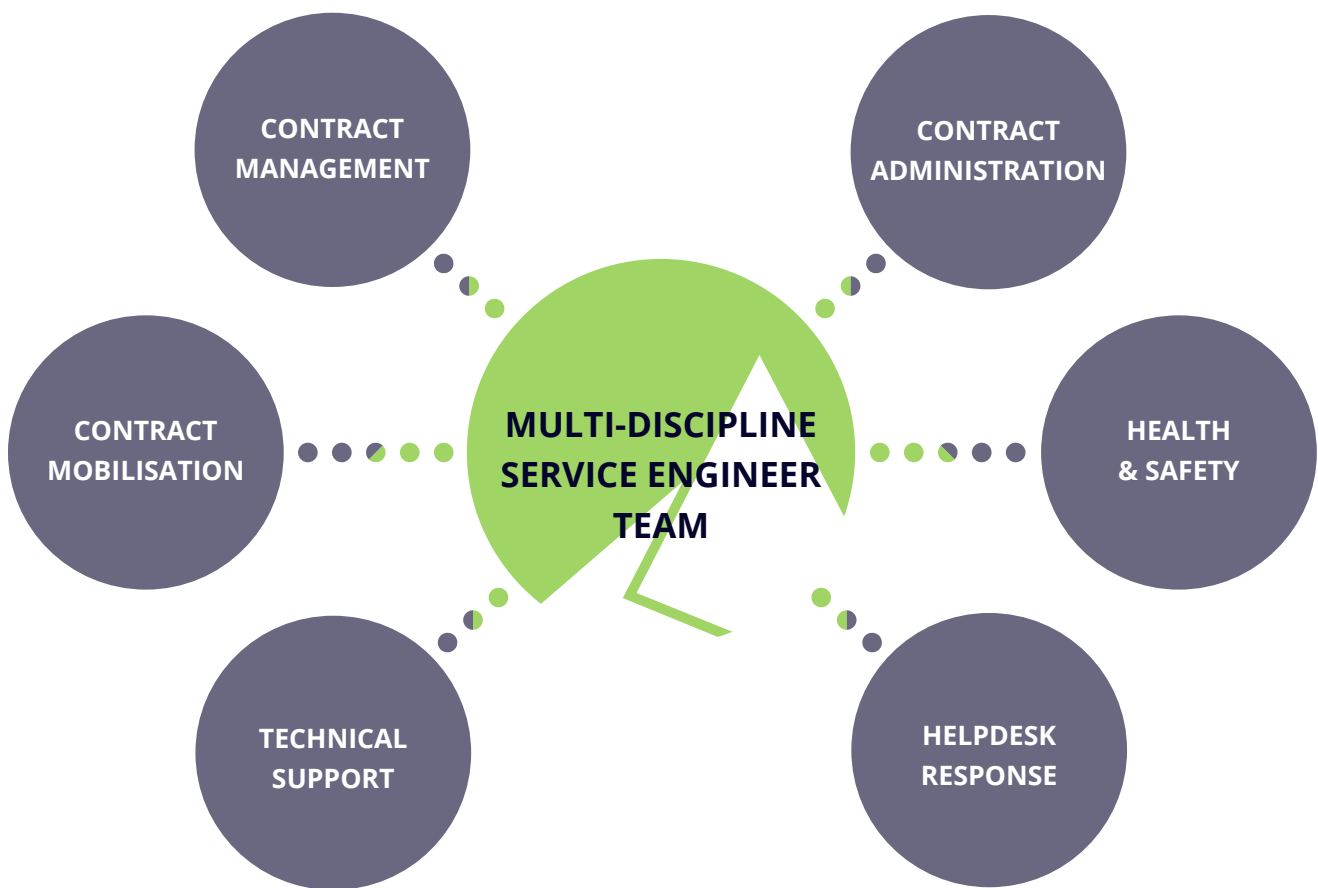
OUR ACCREDITATIONS





- Artic can provide Total FM cover to all “Hard” services throughout your building
- Mechanical – Heating, Cooling, Ventilation
- Electrical – Lighting systems, Energy supply and distribution, UPS systems, BMS systems
- Public Health & Compliance – Water Management, Fire safety systems, Security and access control
- Full time on-site residential engineers or mobile visiting engineer service teams
- Bespoke contracts tailored to client’s needs

- Our Directors are actively involved in the business overseeing our teams in delivering bespoke PPM contracts for a wide variety of clients
- Our engineering and contract management teams have collectively over 1800 years industry experience in Planned Preventative Maintenance
- We partner with specialist sub-contractor companies to enable the Artic Total Hard FM capability



With our team of directly employed skilled engineers, we can offer a flexible approach, excellent teamwork, consistent high-quality standards, continuity and evolving best practice across all our maintenance contracts.

We have an ethos of “grow your own” meaning that by investing in young people, we are investing in the future of Artic and the wider industry.

Started in 2008, our apprentice programme employs several new apprentices each year, giving them the opportunity to work in multiple areas of the business before committing to a trade.

This ensures that all our employees are afforded the opportunity to enhance their technical skills, develop within Artic, and more importantly possess the skills which are relevant to our client’s needs.

Based in north Kent by the Dartford Crossing, Artic are ideally placed to cover Greater London and the Home Counties.



Our directly employed multi skilled engineers are conveniently located throughout London and the Home Counties which enables a flexible approach to resourcing mobile engineers for reactive and planned maintenance throughout the area.

Strategically located offices within Central London act as rapid response satellites from which we can quickly deploy emergency reactive engineers. This ensures a comprehensive 24/7 callout service is available to all Artic sites within agreed KPI response times.

HOW WE WORK

Our Helpdesk are adept in using a range of industry leading CAFM systems including Planon, Concept, Planet and Tesseract which is our company system of choice. Tesseract enables us to create bespoke and manage a client's assets

portfolio, PPM schedule and complete performance SLA's. All our clients have online portal access to Tesseract to view all calls, job reports and work/asset history in real time.



WHO WE WORK WITH

We currently undertake heating, ventilation and air conditioning maintenance for many prestigious institutions such as King's College London, University College London, ICBC Bank, Kings College Hospital NHS Trust, Birkbeck University of London and many other commercial offices, banks, universities, teaching and research establishments. Many of the establishments that we work in are occupied for up to 24 hours per day, 7 days per week. We design and plan

our programmes of maintenance around the requirements of our individual clients, which are further modified and evolved to suit any change in requirements. Many of these are restricted environments where special controls and discretionary measures are required. All our engineers have enhanced DBS clearance and are fully aware of safeguarding needs for vulnerable individuals.



"The team at Artic delivered an excellent service to UCL Estates. The maintenance of our air handling units and AC systems is faultless, the level of attention to detail was excellent. Overall we are very pleased with the PPM completed by Artic Building Services and our expectations are always met in a professional manner".

University College London Estates



"Overall I am very satisfied with the total facilities management that I receive from Artic. You have some wonderful, experienced engineers who are polite and friendly and always eager to assist whenever they are able to."

ICBC Group



"I would like to officially say that I find Glen a very competent engineer. I have the utmost trust and confidence in Glen to rectify or advise remedial actions on any task that gets appointed to him. It has been reported to me from other departments within the hospital that they found Glen very polite and helpful and they were extremely thankful for the work he performed to improve their working environment"

Broomfield Hospital, Mid-Essex NHS Trust



"I would just like to mention that John Tyler has gone to the top of my Christmas card list. John has thought outside the box and managed to salvage loads of boiler parts from the now defunct On-Call building boilers. John informs me that he can use these parts to keep the 4 Windsor Walk boilers functioning until we eventually have this boiler house refurbished. I have thanked John for his dedication and foresight."

King's College London

EXAMPLES OF FACILITIES MANAGEMENT & HVAC CONTRACTS



Total FM contract focusing on the effective delivery of all services for the smooth running of their building Management of specialist service providers “One Team” Approach.



Three autonomous Artic residential teams totalling over 60 employees provide PPM and reactive works to Ventilation, Air Conditioning, Heating and building fabrics covering over 18,000 individual assets in more than 300 university buildings.



Planned and reactive maintenance on all Air Conditioning and Refrigeration plant - PPM's are scheduled monthly and our mobile reactive team are available 24/7.



Planned and Reactive Maintenance works for all HVAC services A proven track record of reducing reactive/ emergency calls by working alongside Demand Logic for energy management.



COMPANY DETAILS

ARTIC BUILDING SERVICES LTD

CONTACT DETAILS

Telephone: 0345 308 2300

Email: contactus@articbuildingservices.com

ADDRESS

16-17 Schooner Park, Schooner Court, Dartford DA2 6NW

SERVICE AND MAINTENANCE OPENING HOURS

General Office Hours: Monday – Friday: 08:00 to 17:00

Out of Hours Helpdesk: Monday – Friday: 17:00 to 08:00
Saturday – Sunday: 00:00 to 23:59

WEBSITE

www.articbuildingservices.com



www.articbuildingservices.com

Company registered no. 3529819