

Mears Facilities Management

Contact name: Andrew Farmer**Phone number:** 0114 3493807**Fax number:** n/a**Email:** mearsfacilitiesmanagement@mearsgroup.co.uk**Web:** www.mearsfacilitiesmanagement.co.uk**Ownership:** Mears Limited (ultimate parent company Mears Group)**Turnover:** £11,974,000 (2016)**Staff:** Professional/management staff 92
Technical/services operatives 644**Pre-tax profit:** £2,206,000 (2016)**Total Clients:** 23

Service Profile

FM Services

- ✓ Total FM
- ✓ Integrated services packages
- Services provided by directly employed staff:
 - ✓ Cleaning
 - Catering
 - ✓ Building services maintenance
 - Security
 - ✓ FM consultancy
 - ✓ Central help desk
 - ✓ Central monitoring 24/7
 - ✓ Project management
 - ✓ Relocation management
 - ✓ Grounds maintenance
 - ✓ Energy management

Property Services

- Total property outsourcing
- Real estate management services
- Financing
- ✓ Asset management

Business Services

- Office services
- Procurement
- IT/telecoms
- ✓ Serviced offices

Major Contracts

Public sector:

- ✓ PFI/PPP
- ✓ Education
- ✓ Health
- Custodial/law enforcement
- ✓ Government department

Private sector:

- Real estate partnership
- Multi-site corporates
- Retail
- Leisure

Geographical Coverage

- ✓ UK
- Continental Europe/Eire

Selected clients

Ministry of Defence, University of Cambridge, English Heritage, Local Authorities, Home Group, St Andrews Community Hospital

Company mission statement

Our vision is to make a positive difference to the communities we serve. We will become a support services company that is renowned for its openness, collaboration and mutual dependency to deliver solutions that ensure our customer's success becomes our success. Our approach is based on the development of outstanding partnerships with employees, clients, customer, their families and the wider community.

Mears' vision is to make a positive difference to the communities we serve. We do this by improving homes, improving communities and improving lives.

Mears is a market leader in providing housing management and maintenance services to the affordable housing sector and a major presence in the homecare and support market. Mears FM offers a comprehensive Facilities Management service that embraces the integration of multiple work streams in the built environment and the subsequent management of their impact. Providing service support and improvement to clients throughout the UK, Mears enables our clients to focus on their own core activities.

Our portfolio of projects demonstrates our capability to manage a diverse range of contracts. We develop innovative solutions and create streamlined, best-in-class management processes. Our contracts are managed through our Integrated Management System (IMS) which is ISO 9001; ISO 14001 and OHSAS 18001 accredited.

Our Hard FM service capability includes planned and reactive maintenance, building fabric works, M&E works, and lifecycle and asset management. We also offer clients a full range of soft facilities management services, including interior cleaning and washroom services, window cleaning, grounds maintenance, pest control and waste management. We deliver as many services in-house as possible to provide clients with the best possible value and only use selected sub-contractors who have successfully

completed our own PQQ process when works call for specialist services.

Our core values guide the way we work and align us with our clients' visions and values. We believe in building and maintaining long-term partnerships with our clients. Through collaborative working environments, we ensure the successful management of client and customer expectations and create bespoke partnering agreements based on individual client requirements.

We understand that our people are our greatest asset. We put people at the heart of what we do and are committed to investing in our people and giving them the opportunity to invest in themselves. We champion the continual training and individual improvement of our people - throughout all levels of the business. All of our technical operatives possess relevant trade accreditations and are given additional internal training that drives continual improvement and quality throughout our workforce. This investment in our people fosters a positive atmosphere throughout our branches which in turn brings contract performance improvement.

Mears FM fully embraces the use of technology and have invested heavily in the procurement of the latest industry technologies to bring efficiencies and innovations to our clients as practical solutions. Our investment in the latest technologies including mobile, drone and green technology to make our works more transparent, efficient and safer than ever before.