

ADVANCE FM



ABOUT US

We are a nationally operating premium facilities service and maintenance provider. Offering a single point of contact for both reactive, planned and specialist works for industrial, commercial and domestic customers.



Mission statement and core values

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“You don’t have to see the whole staircase, just the first step” – Martin Luther King, Jr

We are committed to maintaining Advance as a Facilities Services Provider company to the communities it is active in, with the vision of becoming the contractor of choice. It is our intention to be sustainably cost efficient and exceed customer expectation by offering high levels of professionalism, integrity and utilising fully qualified, trained professional staff.

Our commitment is to retain good working relationships with our clients, subcontractors and suppliers and to invest in our team dedicating them to provide our client base with service excellence.

Commitment

We pride ourselves in the commitment we have to our existing and new customers and treat them in the same way we would want to be treated, building mutual respect and close working relationships to achieve complete customer satisfaction.

Responsibility

We always provide a safe working, environmentally aware service to all of our employees and customers. Safety is a priority that will not be compromised in any way.

Service Excellence

Our company aims to achieve excellence every day, regularly monitoring performance to achieve consistency whilst continuously improving quality and finding more effective ways of working to benefit our customers.



Why Advance?

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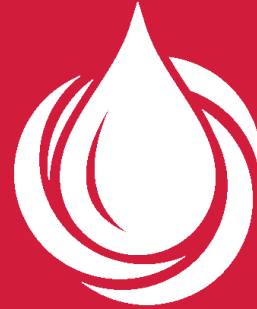
Fully trained
staff



Cost efficient



Assurance of
compliance

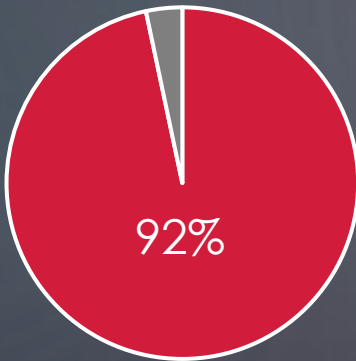


Specialist
services

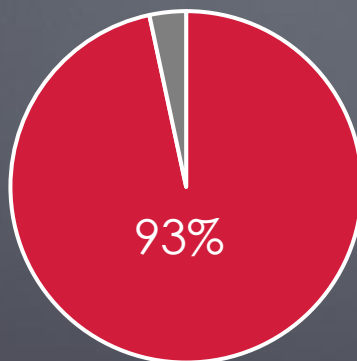


24/7 call out service
365 days a year

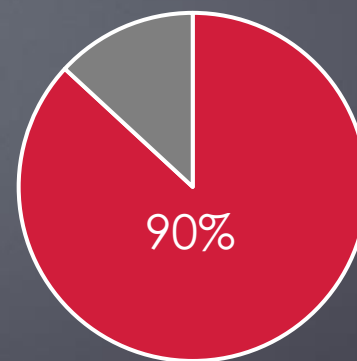
KPIs:



Reactive call outs attended
within 4 hours



Quoted works attended
within 28 days



First time fix achieved

*All your facility
requirements under
one roof covering the
commercial,
domestic and
industrial sectors*



NATIONWIDE COVERAGE

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- 🔴 Nationwide Coverage 24/7 - 365 days of the year
 - 🔴 Emergency attendance
 - 🔴 Reactive works
 - 🔴 Planned preventative maintenance visits
 - 🔴 Quotations
 - 🔴 Site surveys



OUR SOFTWARE - simPRO

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Using the simPRO computer software we are able to fully manage your requirements, reactive and planned maintenance, emergency attendance, remedial works and PPM visits.

Benefits of simPRO:

- 🔴 Paper-free
- 🔴 Cloud based
- 🔴 GPS Tracking
- 🔴 Live updates from the field
- 🔴 Integrated solutions
- 🔴 Live engineer availability
- 🔴 Instant scheduling
- 🔴 Clients electronically sign
- 🔴 Email documents direct to client
- 🔴 Instant photographs from site
- 🔴 Loaded RAMS
- 🔴 More efficient
- 🔴 Quicker system
- 🔴 Pre-loaded client rates



HEALTH & SAFETY

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We have a retained Health and Safety advisor appointed for all Health and Safety matters. For day-to-day operations our Management Team are IOSH qualified.

We have achieved the CHAS standard for Health & Safety Assessment, Environmental, Quality Management, Equal Opportunities & Diversity, Financial & Business Standing, Anti-bribery & Corruption and Modern Slavery Verifications.

Advance are registered on CQMS' Safety Scheme. Accreditation with CQMS' Safety Scheme ensures companies are assessed in accordance with the Safety Schemes in Procurement Core Criteria, an industry recognised standard, demonstrating compliance with UK health and safety standards.

We provide detailed compliant Risk Assessments and Method Statements.

Safety first



CUSTOMER CONTACT

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- **Single point of contact for all departments**



0808 1789023



helpdesk@advance.fm



ESCALATION

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0808 1789023



GROUP OF COMPANIES

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FM
RETAIL
PROJECTS
DRAINAGE



SERVICES

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Retail park site maintenance and PPM
Shopping centre maintenance and PPM
Fabric maintenance
Entry systems
Drainage services
General repairs
Project works
Major refurbishments
Drone building inspections and surveys
Tarmac and road markings
Fencing and site security
Electrical works

Drain cleaning
Pest control
Sewage tank installation
Tanker works
Gutter cleaning
CCTV surveys
Air conditioning
Rainwater harvesting schemes
Drain/patch lining
Boilers
Compliance
Barriers and bollards

FM – RETAIL – PROJECTS - DRAINAGE



FABRIC



We provide a proactive maintenance service to a number of high-profile sites. We offer a variety of different maintenance services and can tailor to your needs.

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We can assist with:

- General repairs**
- Painting and decorating**
- Plastering**
- Rendering**
- Bricklaying**
- Groundworks**
- Civil works**
- Tarmacing**
- Roofing**
- Electrical**
- Carpentry**
- Plumbing**
- Joinery**

Commercial – Industrial - Domestic



M&E



Our multi skilled M&E engineers cover a large variety of works. We have fully trained NICEIC registered and F-Gas certified operatives. Our engineers are fully qualified and compliant to current legislations and regulations.

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We can assist with:

- Electrical testing**
- Air conditioning**
- Commercial heating**
- Domestic heating**
- Water control**
- Hygiene consultancy**
- Integrated systems**
- Electrical installations**
- Intruder systems**
- Security lighting**

Commercial – Industrial - Domestic



ENTRY SOLUTIONS



Commercial – Industrial - Domestic

Specialising in a large variety of different entry systems, our highly qualified and trained entry engineers have expert knowledge gained from years worth of experience and training programmes. All works are carried out with Health and Safety and current Fire Safety Regulations in mind to ensure full compliance at all times.

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We can assist with:

Manual and automatic pedestrian doors:

Fire

Swing

Sectional

Industrial

Sliding

Bi-fold

Steel and timber

Manual and automatic gates and barriers:

Sliding

Swing

Bi-fold

Force testing and certification

Manual and automatic industrial doors:

Roller shutters

Overhead sectional

Fire shutters and curtains

Folding shutters

Security grilles

Wicket doors



DRONES



Commercial – Industrial - Domestic

Offering building inspections, roof surveys and aerial photography using our very own eye in the sky with our specialist Civil Aviation approved Drone Surveyor. Providing easy access to those hard to reach areas with fantastic aerial capability. 15

We can assist with:

Photography

Mapping

Land-use planning

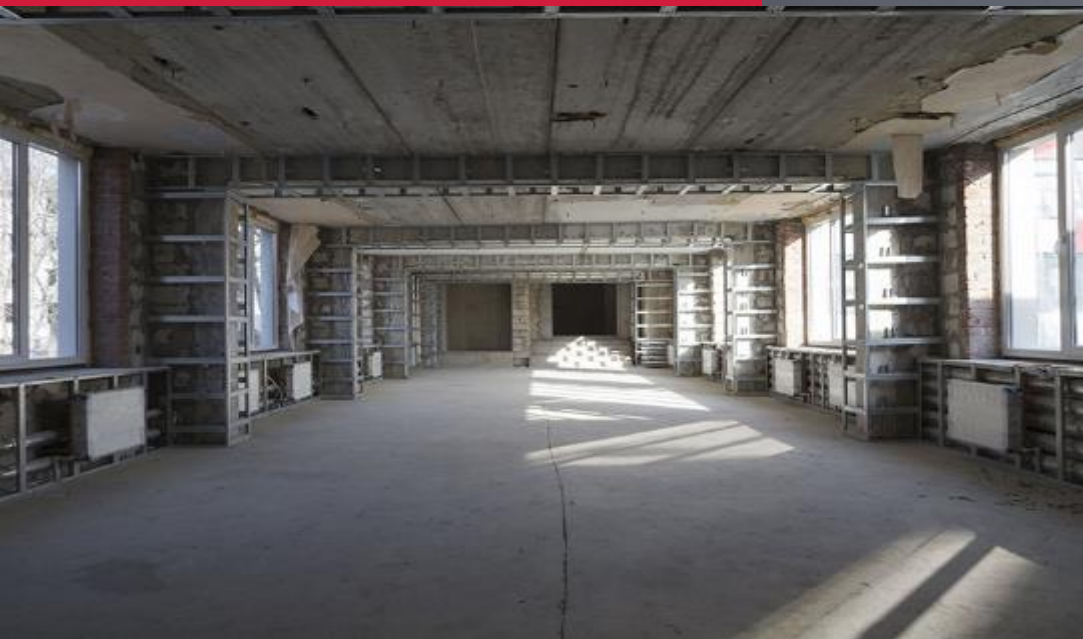
Environmental studies

Conveyancing

Building inspections

Roof surveys

CONSTRUCTION



Commercial – Industrial - Domestic

We can assist with:

- Major refurbishments**
- Roof and flooring requirements**
- Grade 2 listed building repairs and renovations**
- Roadway design and build**
- Ram raid repairs**
- Drainage works**
- Civil works**
- Environmental works**
- Structural works**
- Domestic alterations**
- Surveys**
- Decorating**
- Landscaping**
- Extensions**
- New build – conception to completion**



DRAINS



Our specialist team combine their extensive experience with upto date technology to solve any drainage issue. Carrying out careful investigations and finding the most suitable solution for each task.

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We can assist with:

- CCTV surveys**
- Spillage response**
- Drain, pipe and patch lining**
- Drain unblocking**
- Emptying of petrol interceptors and septic tanks**
- Cleaning of pump stations**
- Root cutting**
- Waste tankering**
- Sewer jetting and descaling**
- Yard gully cleaning**
- Washing down of buildings and structures**
- High pressure jetting**
- Sewer connections**
- Gutter clearing and cleaning**
- Pipe re-rounding**
- Sewage tank installation**
- Tanker services – with use of our own tanker**
- PPM programmes**

Commercial – Industrial - Domestic

ACCREDITATIONS

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INVESTORS IN PEOPLE®
We invest in people Silver



Acclaim
Accreditation



TESTIMONIALS

Here at C&M Waste Management, we have been working in joint partnership with Advance FM for well over 2 years now. We use their services for a range of our clients and to-date they have never let us down. They are professional, efficient and best of all, they are reliable. People often ask for referrals or testimonials, which I don't do very often, but I must say in the case of Advance FM I will always sing their praises. Good company, good people and best of all, RELIABLE.

Mike Annett Managing Director at C&M Waste Management

....I went to a catch up meeting with Shirley and Jonathan at *** yesterday and they were nothing but complimentary about our service and the way the account is being looked after. They both see us as a major contractor on their accounts and with new clients coming on board they are happy to send us continued work and this should hopefully be growing in volume across all divisions.....

Business Development Manager

Very pleased with the work we received, professional and will be welcome back again for regular work.

Leading FM provider

I'd like to take this opportunity to thank your engineer who attended this call out. He was a huge and massive help on both Saturday and Sunday. He went above and beyond to assist me over the weekend as the branch couldn't open up due to the smell of the sewage. I've been informed by management that he was extremely helpful and willing to do more than what was asked of him. There was also another fault on site regarding a leak which has come from a blockage of debris and leaves in the gutter. Your engineer had also cleaned this out on the Sunday which I now believe has stopped the cause of the leak within branch. He is a great credit to your business and a good engineer. Please can you send my praises to him.

Contract Support

Following a power cut which caused our shutter to fail and the branch to shut for 2 days, Gareth has been in constant communication and has worked late nights to get the shutter back to full working order. Excellent work Gareth !! Thanks for keeping me updated and for your hard work and effort on this job

Retail Client

...always really responsive to questions and queries and reactive to requests. Helpdesk are friendly, attentive and go the extra mile.

FM leader





THANK YOU



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