



# CORPORATE **PROFILE**

IPM Facilities plans, installs, manages, and maintains; making buildings and their facilities smarter, greener, safer, and more efficient.

[www.ipmfacilities.co.uk](http://www.ipmfacilities.co.uk)  
0800 078 6279

# “Hello.

Today, our focus is on building upon the reputation we have spent over 30 years building, by ensuring that we are a customer centric organisation.

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## Welcome to IPM

For over a quarter of a century we have been dedicated to helping service our client's buildings and estates all over the UK. Today, our focus is on building upon our reputation, by ensuring that we are a customer centric organisation. With a full range of services, tailored to our clients' needs and over 25 years' experience, we know that partnerships with our clients are key to our success.

We are uniquely positioned in the market to be able to undertake large projects, yet still have a local presence throughout the UK to undertake smaller maintenance programs our clients require. We are a friendly bunch, and thrive on being considered as one of the most reliable companies in the industry, so for all your building and estates requirements, we're just a call away.



**Mark Noakes**  
Managing Director



# We Are Our People

IPM Facilities is where it is today because of the talented and driven people we have, delivering a world-class service, that keeps us ahead of the competition. Exceptional people providing exceptional service. The net result; IPM Facilities has grown year on year for a quarter of a century. Hard work, creative thinking, the ability to listen and the desire to succeed have made IPM Facilities a market leader. Quite simply, our standards are second to none, and our work ethic is only matched by our ability to innovate.



The IPM team is made up by over 100 people up and down the country, all of which play an integral part in ensuring success not just for us, but for our clients, as well. The IPM team are a very diverse group of people, from all walks of life and it is this variety of backgrounds and experiences which gives us depth in knowledge, and resolution. Understanding what's important to our customers only comes from experience and we've got bags of it in lots of sectors. You want an individual and personal approach, and we'll make sure you get just that.

As a company, we are a Real Living Wage employer as well as an advocate for gender pay equality. As such, we publish every year our Gender Pay Gap report, which can be found on our website.

# About IPM Facilities

We are a UK business and one that been able to grow for over 30 consecutive years, even during a global pandemic! The result? A reputation for being the best - all in just 30 years.



## **SUSTAINABILITY**

We endeavor to ensure that wherever possible we either reduce, reuse or recycle. We all have an obligation to society and to ourselves to participate in the better management of resources for a brighter tomorrow.



## **EQUALITY**

We are an equal opportunities employer, as well as a **Real Living Wage** employer who focus on talent, whatever shape or form that may come in. Our aim is to provide excellent services to our clients. Our staff are from a varied background which makes up the lifeblood of IPM.



## **CORPORATE & SOCIAL RESPONSIBILITY**

Our business approach aims to contribute to developing economic, social and environmental benefits for all stakeholders. IPM is committed to our corporate vision of responsibility for the long term in how we do business.



## **Our Business Statement**

IPM Facilities is dedicated to a policy that ensures that services meet the requirements of customers at all times and to adopt best environmental practices wherever possible. The Company is committed to the prevention of pollution and to complying with all applicable environmental legislation and quality performance by setting objectives and targets to achieve our goals.

To fulfill this policy, the Company has an Integrated Management System across three ISO standards (9001 - Quality Management, 14001 - Environmental Management, 45001 - Health & Safety Management) focused on customer delivery and satisfaction in line with the standards we hold. In addition we are a Carbon Neutral company, and lattice this standing within all our practices. More on this can be found on our website, [www.ipmfacilities.co.uk](http://www.ipmfacilities.co.uk).

# Service Delivery Model

Our Service Delivery Framework (SDF) is our set of principles, standards and policies used to provide the operations of service, development and deployment with a view to offering a consistent service experience to the specific needs of each individual client. This ensures positive results and excellent service.



# Services We Offer

We offer a full spectrum of services to our clients no matter how unique, meaning IPM Facilities are the one-stop-shop for all your facilities management needs. With over 40 disciplines on offer, there is no task too big or too small which IPM cannot handle. We work with clients on the smallest of reactive jobs, to managing multi-million pound portfolio's up and down the country. Combined with our 24 hour Service Desk, our clients know IPM Facilities are always on hand to plan, install, manage, and maintain.

Headquartered in Bordon, on the Surrey and Hampshire border and with multiple depots across the UK, our team of professionals are on hand to turn your ideas into reality. For more granular information on each of our services, please refer to our website at [www.ipmfacilities.co.uk](http://www.ipmfacilities.co.uk) or look through our services brochures.



## Grounds Maintenance & Landscaping

Both interior and exterior landscaping are available to all our clients, helping to transform your working environments. From leaf blowing in the Autumn to shrub planting in the Spring, we work with you to ensure the first impression your customers see when they visit your property is first class. Our experienced team across the UK are able to deliver on any project, whether that be a one off piece of work, all the way through to permanent static staff on your site; IPM have it covered.

## Property Management

Our Property Management department offer our clients over 40 different services, ranging from drainage to fencing, cleaning to lighting, and everything inbetween. Our team of Operation Managers all come with years of experience working in and around the industry and are able to advise as well as execute. Whether the job is a time sensitive reactive situation or a planned preventative maintenance schedule, our team deliver every time covered.





## Cleaning

From jet-washing to office cleaning we are able to solve all of your cleaning needs with our large range of cleaning services. We offer the complete suite of cleaning and cleansing options for your grounds and properties and can handle other elements such as waste disposal and recycling.



## Winter Services

We offer a range of winter services from gritting to ploughing, ensuring your properties are always safe to use. We work closely with innovative third party forecasting technology to ensure we are never caught out when it comes to adverse weather conditions. We leverage the latest technology available to ensure accurate weather forecasting and planning making our service as cost effective as possible for our clients whilst not compromising on the health and safety elements involved.



Access Control  
Brickwork & Paving  
Carpentry  
CCTV  
Cleaning (Office & Estate)  
Decoration  
Doors - Installation & Maintenance  
Drains & Gullies  
Electrical Testing & Installation  
Emergency Lighting  
Fencing  
Fire & Security Systems  
Glazing/Boarding Up

Gritting & Winter Services  
Grounds Maintenance  
Gutter Cleaning/Repairs  
Handyman Service  
Hard Landscaping Services  
Health & Safety Associated Works  
Insurance Inspections  
Jet Washing  
Lighting Maintenance  
Lightning Protection  
Locks  
M&E  
Painting & Decorating

Pest Control  
Plumbing  
Pot Hole Repairs  
Property Maintenance  
Refurbishments & Fit-outs  
Road Markings & Anti-skid Surfacing  
Roller Shutters  
Roofing/Safety Rails  
Security Services  
Signage  
Soft Landscaping Services  
Waste Management  
Window Cleaning

# The IPM ServiceDesk

Our ServiceDesk operates 24 hours a day, 365 days per year. We promise a rapid response service for all your reactive and maintenance needs all times of the day and night. Our ServiceDesk co-ordinates, schedules and updates our clients on service delivery times and work-related activities.

It provides full support for our busy operations teams as well as our clients. Our CRM system enables us to track each job with a unique number and all related information, services, reports etc are quickly identified and constantly tracked and updated.

## 1 / PPM Planning & Reporting

A good PPM Schedule should help you reduce the cost of reactive maintenance. Contact our ServiceDesk and discuss your PPM requirements, it could be simply a drainage schedule for the next year or something more complex. IPM Facilities can work with you and discuss your requirements and build a full schedule for you. This can help you plan and arrange a more accurate budget and forecast for the year ahead.

## 2 / Reactive Jobs

Managing property means no two days are the same, and there are so many different reactive jobs. Contact our ServiceDesk with your reactive issue. Our ServiceDesk will assist in aiding you to make the issue safe and ensure that there is no threat to your asset or people on site. We will ensure the work is managed from your first call until completion and then offer further advice to reduce any further risk.

## 3 / Quotes

All quotes are provided with a unique number and completed quotes are then submitted back to you for confirmation. Our service departments can provide multiple options when responding to a single quote, which means you always get the right specification for the works you requested. Every job is linked to the original quote, to provide full visibility of the audit trail

## 4 / 24/7 Rapid Response



Sometimes, things just can't wait. Maybe due to leaking pipework, blocked toilets, storm damage, or even broken locks and access points. This is why we have dedicated rapid response teams up and down the country who are on call every day of the year. This gives our clients peace of mind knowing that if something drastic happens, IPM will be on hand quickly & effectively to solve the problem.





# IPM's Coverage



-  Head Office
-  Depot/Regional Office

Our headquarters are based on the Surrey/Hampshire border, however, we have regional depots and offices across the UK.

We have a national presence and capability that is delivered via talented directly employed local teams and strategic service partners working out of strategically placed depots across the UK. We cover Nationally but work Locally – meaning less travel and a smaller carbon footprint.

Our teams and strategic partners are supported by a strong local, regional and national management team, which enables us to deliver a highly flexible, personal and local service to consistently high standards at each of our clients' properties, wherever they may be in the country.

We are carbon neutral in accordance with the global PAS2060 standard and hold ISO 14001 Environmental Certification. We constantly review our operations to ensure clients receive the greenest solution possible, and we pioneer environmental initiatives to reduce carbon and improve energy efficiency.

The change from fossil fuels to more sustainable energy is at the forefront of our thinking when we look at providing service to new and existing clients across the UK.

# Health & Safety



We take health & safety very seriously here at IPM. To that end we are fully accredited by multiple schemes from SSIP, to ISO, to CHAS, to NEBOSH and few other qualifications in between.

All our staff are fully trained and licensed in their relevant disciplines and as a company we routinely run refresher courses. We are committed to providing a safe working environment and the safety of our staff and clients is regularly monitored by our in-house Health & Safety Manager. Our health & Safety management team hold both IOSH and NEBOSH diplomas at a minimum.

We are mindful that our work is in a public place where unsafe work practices can endanger people. We are equally aware of our responsibility when using powered machinery. Risk assessments and method statements are conducted for all machinery and each work place to ensure safe working methods. COSHH data sheets are maintained for all chemicals, oils, lubricants, cleaning agents and materials.

Health & Safety is a key element of our service and we are proud of our systems to ensure safe practices.

## Smart Technology

As a company, we have invested into iProtectU, a bespoke Health & Safety reporting tool. They are leaders in health and safety software and their software has transformed our workplace safety. ISO 45001 compliant health and safety, their software engages people, provides the information they need and delivers performance as a result. From Risk Assessments to Incident Reporting, Document Management, to Auditing, IPM is at the forefront of leveraging technology to ensure our Health & Safety is always at the forefront of our mind.

## IPM's Accreditations

We are proud of our accreditations and have won acclaim from many of the leading assessors and accreditation bodies within our industry. They cover a wide range of work we undertake and assist in maintaining high working standards and practices. We believe that our accreditations provide our clients with peace of mind



### ES BN ISO 9001:2015

We employ strict quality control measures throughout the business to ensure the level of service delivered to our clients is beyond reproach. This is demonstrated through our 9001 Quality Management ISO Certification



### ES BN ISO 14001:2015

As we are connected very closely to the environment and natural world, we fully understand the impact our work can have on the world around us, and as such we have obtained the 14001 Environmental ISO Certification



### ES BN ISO 45001:2018

The Facilities Management world is potentially fraught with dangers and hazards, and IPM takes the safety of our operations very seriously. One of the ways we demonstrate this is through us obtaining the 45001 Occupational Health & Safety ISO Certification



### SafeContractor SSIP

In addition to holding three ISO Certifications, we are also SSIP certified via the SafeContractor scheme. This enables us to work on almost any site with our clients feeling safe in the knowledge that our processes are done with care and consideration, and are always to the highest standard.



### SafePQQ

SafePQQ is an extension of the SafeContractor health & safety audit that demonstrates our commitment to best practice and has been built to include the most up-to-date standards that clients are asking for.



### ConstructionLine Gold

We are Gold Accredited Members of ConstructionLine, further demonstrating our professionalism to our clients and the public. Holding this qualification allows us to operate on almost all sites ensuring the right safety measures are taken at all times.



### CHAS Elite

CHAS is the UK's leading provider of compliance and risk management solutions. Their award-winning solutions help IPM ensure supply chain compliance, mitigate risks and support efficient supply chain management



### Prosure360 SSIP

The umbrella scheme is the mutually recognised standard across the UK for occupational health and safety standards. Having this standard in place helps to reduce assessment costs and bureaucracy, ensuring all industries are working to the same standard.



### Prosure360 PreQual

ProSure360 gives us and our clients insight and access to the supplier network, including pre-qualification and SSIP assessments, through one easy-to-use digital platform that helps us manage our supply chain and risk management.



### Avetta

We are full members of Avetta; the gold standard for managing supply chains safely and sustainably.



### Carbon Neutral PAS2060

IPM are a Carbon Neutral company in accordance with the PAS2060 standard. We actively invest into carbon offset projects globally to ensure the work we do for our clients has a minimal impact on the global ecosphere



### Real Living Wage

IPM is its people, and we fully appreciate the value they bring to us as a company. One of the ways in which we demonstrate this is by ensuring all our staff are paid the living wage as a minimum both inside London and without.

# Our Happy Clients

## JUST A FEW OF OUR HAPPY CLIENTS

IPM services clients up and down the country, from small shops to large portfolios and everything in-between. They all share in common the same dedication and personal service which we have spent years cultivating to ensure our success.

IPM's service offering to our clients covers every aspect of building and grounds maintenance



# Carbon Neutral

**We are delighted to announce that we have achieved carbon neutral status in accordance with the global PAS 2060 standard.**



Working with ECA Business Energy, an independent energy management advice company, we spent the last 12 months evaluating IPM's business processes and operations. This was a lengthy task with us having several regional depots nationwide, a fleet of vehicles and a workforce of over 100 employees, so it was a great achievement to accomplish this four years ahead of our original target date of 2025.

This has now provided us the scope to focus on becoming a net-zero business by 2030, reducing our total emissions year on year to reach this goal.

Our commitment to making the world a better place for future generations is not something that will happen overnight, nor without considerable investment – it is something that each of us as individuals is responsible for working towards, and becoming carbon neutral is just one chapter of this story.

While we have always been mindful of the impacts our actions have on the environment, we knew there was plenty more that we could be doing as an organisation. The UK government's 2019 target of reaching net-zero emissions by 2050 was one of the catalysts which spurred us on. We undertook a full carbon assessment to determine what actions would be required if we were to become net-zero ourselves.

# Real Living Wage Employer

**At IPM Facilities we believe in showing our appreciation for the hard work our employees do. That's why we are proud to say that we are a Living Wage employer!**

This means that every member of staff working for IPM Facilities earns a real Living Wage as a minimum.

The Real Living Wage is higher than the government's minimum, or National Living Wage, and is an independently calculated hourly rate of pay that is based on the actual cost of living.

The real Living Wage is the only UK wage rate that is voluntarily paid by almost 9,000 UK businesses, including IPM, who believe their staff deserves a wage that meets everyday needs - like the weekly shop or a surprise trip to the dentist. IPM is proud to have made this commitment.



Almost 300,000 employees have received a pay rise as a result of the Living Wage campaign and we enjoy cross-party support. We have a broad range of employers accredited with the Foundation including half of the FTSE 100 and big household names including Nationwide, Google, Brewdog, Everton FC and Chelsea FC.

In April 2016 the government introduced a higher minimum wage rate for all staff over 25 years of age inspired by the Living Wage campaign - even calling it the 'national living wage'.

However, this wage is not calculated according to what employees and their families need to live. Instead, it is based on a target to reach 66% of median earnings by 2024. Under current forecasts this means a rise to £10.50 per hour by 2024 and from 2021 was adjusted to include those over 23 years old. The government minimum takes into account what is affordable for businesses.

The real Living Wage rates are higher because they are independently-calculated based on what people need to get by. That's why we encourage all employers that can afford to do so to ensure their employees earn a wage that meets the costs of living, not just the government minimum.

# Our Portfolio

Here is just a small sampling of some of the types of properties we look after and the works which we do. This is far from exhaustive, and more can be found on our website.



At IPM, we look after over 1000 sites across the length and breadth of the UK, from large blue chip Business Parks with static on-site teams, to portfolios of multiple smaller sites for some of the UK's leading high street brands. With over 40 services available to our clients, IPM is the one stop shop for all your needs.



**SCAN ME**



[www.ipmfacilities.co.uk](http://www.ipmfacilities.co.uk)

0800 078 6279

[hello@ipmf.co.uk](mailto:hello@ipmf.co.uk)

15 Highview Business Centre

Bordon

Hampshire

GU35 0AX