

First Class Buildings



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Royal Mail Group

Constructing Excellence Asset Group

- What is important to Royal Mail:

Safety

- **Our Customers and our People**

Continuity

- **No business interruption**

Constructing Excellence Asset Group

- How we achieve this

Procurement of Premises

Building Design

Building and Engineering Design

Competence of Suppliers



Procurement of Premises

- Logistics and delivery companies - need
 - Space for vehicle circulation
 - Loading
 - Parking
 - Safe access for customers
- Commercial property – Standard ratios building to parking area
 - Typically 80 -20
- Developer solutions
 - Flexibility in layouts
 - Bespoke developments
- Adaptable Buildings
 - Demountable exterior and interior wall panels
- Design Solutions
 - Adapting buildings



Building Design

- Clients requirements
 - Minimum interruption
 - Low maintenance
 - Least risk
 - E.g. minimal work at height
- Designers and Designers
 - Eliminate -
 - High level internal work
 - Fragile surfaces
 - Minimise –
 - Access to roofs
 - Maintenance



Building and Engineering Maintenance

- FM suppliers key role
 - Keeping operational units available for work
- Comprehensive contracts
 - Preventative maintenance
 - Not simply 'fix when fail'
 - Fast response
 - Help Line
 - Web based fault management
 - Transparency
 - KPI
- Clients are responsible for safety in their workplaces
- FM Suppliers can help with
 - Compliance documentation
 - Readily available



Competent Suppliers

- Clients need to check suppliers have suitable
 - Skills
 - Training
 - Experience
- RM suppliers must have SSIP accreditation
 - Safety Schemes in Procurement
- Suppliers can share their performance data
 - Safety Management System

Summary

- Clients and Suppliers working safely together to provide

Business ready premises

Fit for purpose buildings

Maintained easily

- Questions