

SPIE Matthew Hall is committed to delivering exceptional quality whilst ensuring we pass innovative solutions onto our customers

SPIE Matthew Hall is committed to delivering exceptional quality and value and passing on innovations to our customers. To facilitate this, we embrace two key concepts namely, Continuous Process Improvement and Organisational Learning.

→ Continuous Process Improvement (CPI)

This is a robust process whereby improvement opportunities are captured and evaluated. This evaluation process is based upon the 'Deming Wheel' cycle of Plan, Do, Study and Act.

The outputs of this process are:

- Continuously improving business processes
- Continuously improving products and materials
- Continuously improving tools and techniques.

The CPI process requires rigorous safety, environmental, engineering compliance and financial evaluations to be completed before a new innovation can be adopted.



→ Committed to delivering outstanding quality and service

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SPIE Matthew Hall provides multi technical and support services from initial mechanical and electrical design, through installation, commissioning to long term maintenance and facilities management.

SPIE Matthew Hall works across a wide variety of market sectors for many clients with specialised requirements for highly engineered facilities.

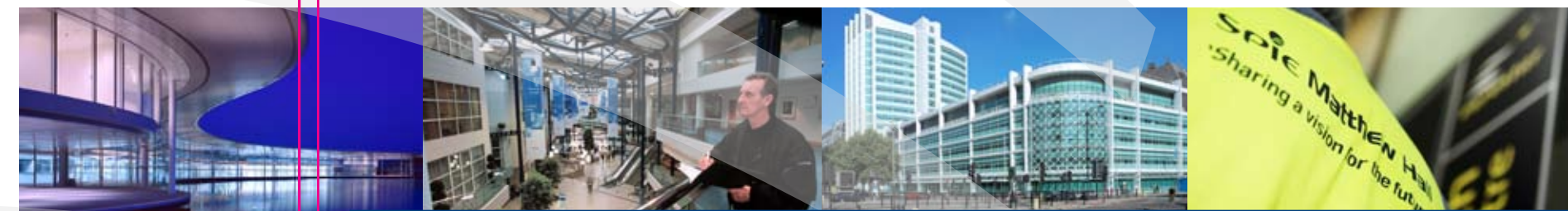
SPIE Matthew Hall believes its design innovations, commitment to Health, Safety and the Environment and dedication to quality and excellence gives considerable advantages to the customer.

→ **Delivery solutions**

We deliver a technical and support service for the full life span of our customers buildings. Our Building Services Business provides a true multi service solution with equal strength in all Mechanical and Electrical disciplines, while our Facilities Services Business can provide a wide spectrum of hard and soft service delivery to compliment and support the customers core business.

SPIE Matthew Hall operates from a UK branch network incorporating Glasgow, Edinburgh, London, Birmingham, Bristol and Manchester.

We undertake a very high percentage of repeat business and recognise that a fundamental element of these ongoing relationships is the ability to innovate and to reduce cost over time to bring increasing value to our customers. This objective is supported by our continuous process improvement programme, which looks at all aspects of our business, ranging from process and tools to working methods. This recognises where incremental benefit can be identified, quantified and implemented.



→ **Health, safety and environment**

Our commitment to health, safety and the environment is part of our overall commitment to become a world leader and is something we can be proud of.

Our annual accident statistics have shown a consistent downward trend and over the past 15 years we have won numerous national safety awards from both the Royal Society for the Prevention of Accidents and the British Safety Council, including the prestigious Sir George Earle Trophy.

It is our policy to provide the best possible practice and procedures to ensure that all our staff and contractors workforce operate in a safe and healthy environment.

Our aim through our environmental certification is to ensure that our practices, the system we install and the number in which we operate and maintain client services, compliment the ever changing government and European legislation on environmental issues.

We believe that the constant pursuit for high standards of safety, health and environmental protection is an important part of efficient management and the ultimate success for the contract and, of course, the business.

ENVIRONMENTAL SERVICES → PROGRAMME MANAGEMENT → PROJECT MANAGEMENT → FACILITIES MANAGEMENT

CONCEPT DEVELOPMENT
DESIGNING
DETAILED ENGINEERING
MODULARISATION
INSTALLING
COMMISSIONING
SET TO WORK
OPERATING
MAINTAINING
RUNNING
MANAGING

MECHANICAL & ELECTRICAL SERVICES → PLANNED PREVENTATIVE MAINTENANCE → COMMUNICATIONS → CONSULTANCY

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SPiE Matthew Hall delivers exceptional value and expertise whether it be a single task or a building engineering services solution.

→ Building Services

Our building services expertise has been applied in public and private sectors as diverse as healthcare, education, defence, aviation, leisure, pharmaceuticals, telecoms, infrastructure, datacentre, finance, process and energy, power generation, computing, retail and commercial developments.

We have developed our capabilities with a purpose: to tackle any task across the wide range of building engineering services, whether for turnkey projects, new developments, refurbishment or retro-fit of existing buildings. We bring the most modern technology, design innovations and imaginative thinking to provide our customers with the best possible solutions.

Innovation and quality are the foundations upon which our success is built. We are committed to a culture of continuous process improvement, wherein we strive to deliver innovative, yet practical, cost-effective solutions which contribute to the whole life performance and efficiency to the building engineering service.

This commitment is illustrated by our central engineering and design department, with specialist engineers available to reinforce the skill and experience of our designers and operational management.

We offer expert skills in:

- Value management
- Concept design
- Detailed design
- Value engineering
- Installation techniques
- Prefabrication and modularisation
- Maintenance planning
- Life cycle costing
- Target cost management
- Programming
- Risk management
- Cost planning
- Quality control
- Operation optimisation
- Energy management.



→ Facilities Services



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SPIE Matthew Hall operates as both a manager and provider of a full range of facilities services. We have a comprehensive understanding of the management and demand of today's complex and challenging working environments and are able to deliver expertise and best practice to our customers.

→ Facilities Services

By listening to our customers and forming close working relationships with them, we can bring together all the essential elements of facilities management and support services to deliver the most effective solution.

Through our experience across a wide variety of built environment disciplines, we develop and deliver solutions that align with the customers' business needs and objectives, from single disciplines to total facilities management, and cover for individual buildings to multi-site, multi-location portfolios.

We recognise that a company is only as good as the people it employs, which is why we pride ourselves on being an employer of choice.

Our investment in training of staff is significant, and covers a range of issues, from technical and task delivery to executive and personal development.

Whenever possible and appropriate, our teams are involved in the development of the business. Proof of our success in this area is a relatively low staff turnover rate. We can therefore provide customers with stability at both site level and throughout our structure, and to be the service partner of choice with a well-motivated workforce dedicated to making our relationships successful.

Through our Continuous Process Improvement initiative we have introduced various performance enhancements, cost savings and efficiency initiatives for our customers over the years. These innovations have led to significant value improvements and a variety of other delivery benefits.

Our success depends on the competencies of the workforce achieved through our commitment to technical innovation and the constant development of skills and techniques available to our teams. Our culture encourages an 'entrepreneurial' approach within a commercially robust environment, striving for proactivity, innovation and cost-effective solutions. Through this approach SPIE Matthew Hall is able to bring genuine added value and benefits to our customers, helping to secure high quality long-term relationships.

We offer expert skills in:

- Facilities management
- Business critical environments
- Risk management
- Legislative and statutory compliance
- Property management
- Mechanical and electrical maintenance
- Heating, ventilating and air conditioning
- Fire protection

- Systems design, installation and commissioning
- Flexible mobile delivery and support teams
- Energy management
- Carbon emission and environmental planning
- Energy performance and certification
- Building health checks
- Water treatment and legionella management
- Building fabric maintenance
- Project works and churn
- Reception and conference management
- GMP cleaning
- Helpdesk
- Grounds and landscaping
- Catering and vending
- Security
- Post and mailroom
- Document management and reprographics
- Pest control



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SPIE Matthew Hall offers a complete and comprehensive service in design, supply, installation and maintenance of all fire limiting and suppression systems.

→ Fire Engineering

SPIE Matthew Hall offers a complete and comprehensive service in design, supply, installation and maintenance of all fire limiting and suppression systems, which includes:

- Automatic sprinkler systems
- Fire alarm and detection systems
- Gaseous systems
- Water spray and mist systems
- Aspirating systems.

The fire engineering operation has a wealth of experience and is dedicated to satisfy the most complex customer needs cost effectively and with predictability from feasibility study and design to maintenance throughout the life of the system.

With both expertise and capability in this specialised field, coupled with an unparalleled knowledge of technology, systems application and our continuous improvement culture, we are able to optimise the design, construction method and product selection to meet every individual customer need.

In certain circumstances, the installation of modern fire protection and detection systems must be unobtrusive, yet fully functional. They must be installed with the minimum disturbance and disruption to the building fabric, structure and occupants.

SPIE Matthew Hall designs, supplies, installs, services and maintains systems throughout the United Kingdom to meet specific requirements of the Loss Prevention Council, National Fire Protection Association, Factory Mutual and all types of protection and detection systems. SPIE Matthew Hall is an approved and certificated installer and is committed to the highest standards and compliance as an essential part of our service delivery.

We offer expert skills in:

- Feasibility studies
- Technical audits
- Fire risk assessments
- Consultancy
- Conceptual design
- Design development
- Quality management
- Quality and construction
- Design management
- Construction design
- Prime contracting
- Project planning
- Procurement
- Project management
- Installation
- Commissioning
- System certification



→ Continuous Process Improvement
(CPI)

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SPIE Matthew Hall are committed to delivering exceptional quality and value to our customers. To facilitate this, we embrace three key concepts: Continuous Process Improvement, organisational learning and business process management.

→ Continuous Process Improvement (CPI)

Continuous Process Improvement (CPI) is a robust process where improvement opportunities are captured and evaluated. This evaluation process is based upon the 'Deming Wheel' cycle of Plan, Do, Study and Act.

The outputs of this process are continuously improving:

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Organisational learning

Our Product Development and Training Centre allow us to quickly implement new learning into our organisational practices.

Business process management

Our ISO 9001:2000 accredited management system of fully interactive process maps ensures complete understanding and the continuous improvement of our key business processes.

Team working

We work closely with both our customer representatives and supply chain members to offer our customers ever improving services.

This is achieved by harnessing the creativity and inventiveness of our engineers, installation and service delivery teams, and our supply chain to evolve exceptional solutions that deliver improved:

- Value by integrating the most appropriate materials and installing them using the very best tools and techniques
- Quality by removing the defect potential contained in many traditional materials and methods
- Safety by continually challenging our methods and asking "Is there a better, safer way?"
- Sustainability by taking account of the sources of products we use and the impact that our materials and processes have upon the environment
- Delivery times by employing prefabrication, standardised processes and product selection into our solutions.

The trust placed in us by our customers is based upon our high commitment to delivering projects and services that exceed customer expectations both in terms of quality and value.

Training for the future of our industry

Apprentice and technician training is also carried out in the Product Development and Training Centre where the next generation can learn, contribute to and experience innovative approaches.

Delivering tomorrow's solutions today, through active product development

We design, deliver and support infrastructure from local technical services to international landmark projects, leading the field in project management and services.

