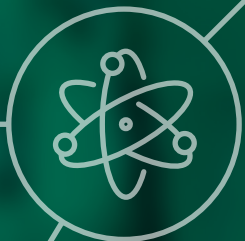





DELIVERING **EXCEPTIONAL FM IN HEALTHCARE**

Bespoke facilities management solutions for the public and private healthcare sectors. Creating safe, productive environments which enable clinical staff to perform at their best and deliver exceptional patient outcomes.

GLOBAL WORKPLACE SOLUTIONS



CBRE



WE CAN IMPROVE YOUR CLINICAL FACILITIES

TODAY'S HEALTHCARE TRENDS

Now is a critical time in the healthcare sector, particularly within the NHS, as the need to optimise building usage for clinical use becomes more important. Described below are some of the common trends and challenges we are noticing across both our private and public healthcare sectors.

Top four challenges facing healthcare building and clinical facility managers:

- Reducing facilities' operating costs
- Increasing levels of compliance with Department of Health standards and regulations
- Creating exceptional clinical facilities that appeal to patients and enhance their interaction and experience
- Managing and developing small works and complex capital projects



Gareth Wales
Healthcare Business
Unit Leader
CBRE GWS EMEA

WHAT WE DO

CBRE provides bespoke, maintenance-driven facilities management (FM) solutions to the public and private healthcare sectors. We deliver tailored solutions for different clinical environments, which enable your management and clinical staff to support great patient outcomes.

Our dedicated healthcare account management model provides customers with:

- A suite of healthcare-specific processes and procedures aligned to Department of Health and Social Care, Health Technical Memorandum (HTM) guidance
- A single point of contact for FM users
- Total coverage across the UK and Ireland, and around the world
- Integrated facilities management and property management services
- The ability to support multiple sites and service standards
- Dedicated and ring-fenced static or mobile resources

CBRE Global Workplace Solutions (GWS) is the market leader in integrated facilities management:

- Self-delivered and supplier managed services
- Innovative delivery models
- Value for money and visibility of spend
- A responsive and accessible service available 24/7



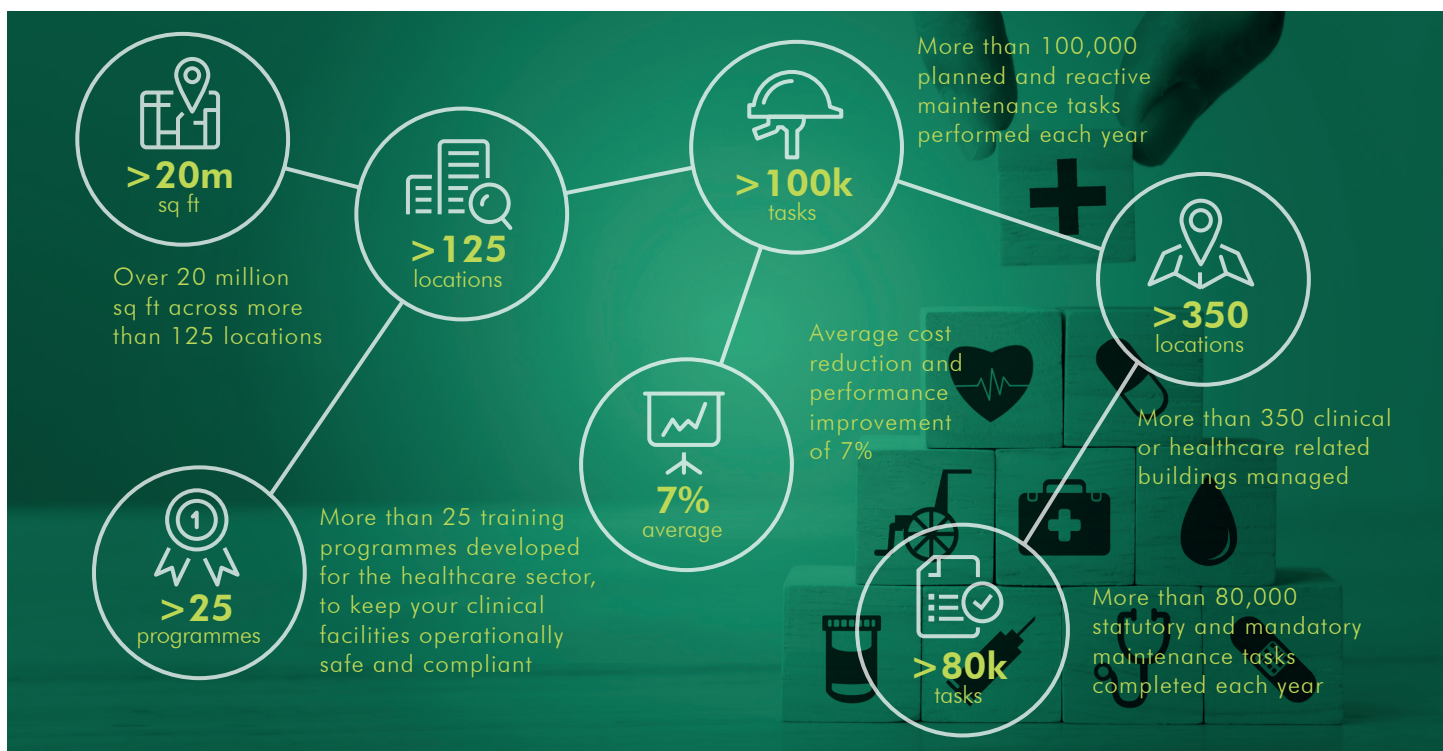
WHY CHOOSE CBRE?

CBRE's dedicated healthcare business unit focuses exclusively on providing property and facilities management solutions and services to hospitals and healthcare organisations throughout the UK. Our experienced team of experts has developed a comprehensive platform of lifecycle property services that is unparalleled in the industry. We work collaboratively with our healthcare clients, delivering comprehensive and value-based solutions.

Benefits delivered to clients include:

- **Clinical facility managed service:** Deliver overall facilities operating and capital expense reductions averaging 12%–25%.
- **Energy services and sourcing:** Leveraged CBRE scale for 15%+ cost reductions in energy, materials, and vendor services.
- **Enhanced industry specific training programmes:** Specifically, designed maintenance programmes to enhance asset life expectancy and reduce operational down time.
- **Backlog maintenance reduction programmes:** Reduced backlog maintenance in some cases by as much as 90%.
- **Industry specific technology platforms:** Provide improved knowledge for enhanced decision making via access to benchmarking, data, and service analytics.

CBRE HEALTHCARE ACROSS THE UK



AREAS OF EXPERTISE

OUR SERVICES AND CAPABILITIES

Our robust working practices adhere to all Health Technical Memoranda (HTM) and Health Building Notes (HBN) guidance which enables us to fully understand the stringent criteria in terms of comfort, safety, technical solutions, regulatory compliance, sustainability and security for managing a healthcare facility.

OUR SERVICES INCLUDE:

- **Technical Services & Statutory Compliance:** Mechanical and electrical engineering, plumbing and HVAC, fire, security and critical infrastructure systems. including all statutory requirements.
- **Specialist Services:** Theatre systems and control panels, critical ventilation including HEPA filtration, UPS, surgeon panels, IPS.
- **Capital Project Management & Minor/ Small Works Delivery:** From concept design and specification development to installation and delivery in accordance with recognised programme and project. management frameworks
- **Energy Consultancy Services & Carbon Reduction:** A mature offering covering energy procurement savings, targeted energy reduction programmes, sustainability and employee engagement initiatives.
- **EBME Services:** Electro-biomedical engineering and clinical equipment maintenance and management approach delivered through a self-delivery and managed partner approach.
- **Soft Services:** Including front of house, security, portering, grounds, catering, cleaning, pest control, waste and recycling.



OFFICE



COMMUNITY HOSPITAL



ACUTE HOSPITAL



OUTPATIENT SERVICES



MANAGING CLINICAL ENVIRONMENTS

Healthcare clients select CBRE to manage their most critical plant, assets and equipment, enabling healthcare professionals to focus on exceptional patient outcomes.

In addition to our full FM capability, CBRE can also provide support to your Capital Programme and Projects Delivery.

Through demonstrable delivery across our existing healthcare client base we are able to offer a wealth of clinical environments project management expertise.

With in-house technical project management and operational specialists, we will use our expertise to support delivery of your capital programme plan.

Appointing CBRE's project management capability on a defined scope will reduce the need for you to employ full time project managers.

CASE STUDY: LARGE LONDON ACUTE NHS TRUST

LOCATIONS: London, UK

COVERAGE: Over 3 million sq ft

SCOPE OF SERVICES:

Medium and large (ranging from £50,000 to £2 million):

- Project Management Design
- Plant Installation
- Asset Replacement
- Building Fabric Renovations and Replacement
- Plant Room Upgrades
- Fire Services Installations

OUTCOME: With one of the largest backlog maintenance programmes in London, our client's capital replacement programmes required prioritisation and a dedicated focus, initially addressing the most critical schemes. The appointment of a CBRE project management team meant a systematic approach to projects, reducing the number of high-risk projects by 25%.



AREAS OF EXPERTISE

LEGAL COMPLIANCE AND ASSURANCE

We recognise the importance of creating safe and productive clinical environments for your patients, staff and visitors. Our approach places safety and compliance at the core.

Our teams work with customers to create tailored maintenance approaches that:

- Focus on delivering compliance
- Ensure healthcare environments are protected in all critical and visitor and patient facing areas
- Mitigate the risks associated within these complex environments
- Implement CBRE's industry leading Digital & Technology solution

QUALITY, HEALTH, SAFETY AND THE ENVIRONMENT (QHSE)

CBRE takes a proactive approach to continuously meet and exceed the rigorous health and safety standards expected in the healthcare industry.

Our health and safety processes roll up into a single integrated management system which is certified to international standards ISO9001, OHSAS18001 and ISO14001. We are RoSPA President award winners, achieving the RoSPA Gold Award for 10 consecutive years.

We are committed to delivering the highest safety standards in every location, every day. Our safety culture focuses on safe and

competent delivery, operational excellence, safe customers and compliant properties, and we have developed specific method statements and risk assessments for the logistics sector.

Understanding, identifying and controlling risks allows us to continuously improve our performance; our current total recordable incident rate (TRIR) is 0.78, compared to the sector average of 0.949.

QHSE MANAGEMENT PORTAL

Our Quality, Health, Safety & Environment (QHSE) management portal acts as a one-stop-shop, providing both customers and our team with access to all QHSE information in one place, to best address legislative and regulatory compliance requirements. Designed specifically for CBRE, this secure portal monitors and reports on all QHSE compliance information, and hosts our custom-built Audit Tool, the first software in the UK to allow for audits aligned to industry guidance.

INDUSTRY RECOGNITION





DIGITAL AND TECHNOLOGY

Technology can truly impact healthcare real estate performance and potential by revealing dynamic insights and enabling actionable strategies.

As a CBRE client, you will benefit from powerful tools which will help you achieve your strategic and operational goals.

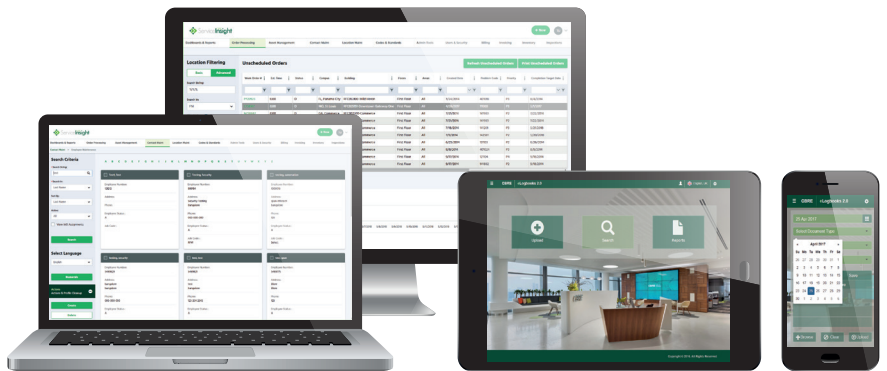
PROPRIETARY TOOLS INCLUDE:



FM Cloud: CBRE's gateway providing access to our suite of unrivalled facilities management applications and products through a seamless single sign-on (SSO) function. With ease of access it gives control and confidence through real-time visibility of service and asset performance.

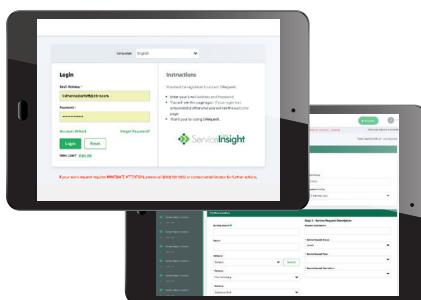


Emphasis: CBRE's web-based operational reporting tool providing rapid access to all data stored across the FM Cloud gateway suite of FM products.

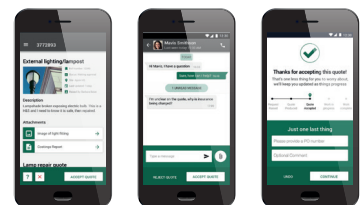


Service Insight 7: A bespoke computer-aided facilities management (CAFM) system at the core of our service delivery. Includes mobile and web-based tools to manage work orders, assets and vendors.

SI Request: Our online reactive helpdesk platform. SI Request lets users easily raise and monitor FM support requests in real-time, and provide feedback, all via mobile, tablet or computer.



eLogbooks 2.0: Compliance and records management system to proactively manage regulatory requirements. eLogbooks is available on any device, enabling users to view, upload, manage and download structured documentation.



WebQuote: Easy online quotation system for additional works, delivering secure, rapid and controlled execution of out-of-contract FM requests. It ensures fast and transparent management of the end-to-end quotation process.

WIDER CBRE CAPABILITIES

CBRE provides a full suite of real estate services, including facilities, projects, energy, advisory and transaction services. We support customers throughout the entire property lifecycle, across all industries and building types.

ENERGY AND SUSTAINABILITY SERVICES

Our Energy & Sustainability team delivers utility cost savings, energy efficiency and sustainable solutions by leveraging CBRE's global scale and expertise.

Through our holistic approach to sustainability and energy management, we are actively engaged with clients around the world in developing and implementing energy and sustainability programs.

Our experience has shown that a foundation of proven processes, accurate data and efficient data management is crucial to identifying savings opportunities and improving the bottom line.

CBRE can provide a full range of services to consistently improve energy performance and the bottom line, and provide world class service. Our systems, processes and people enable us to provide sustainable solutions that deliver economic and environmental benefits.

WE HELP CUSTOMERS:

- Buy smart
- Use smart
- Be responsible





PROJECT MANAGEMENT SERVICES

CBRE are experts throughout the entire project lifecycle – define, design, deliver.

Through their detailed understanding of clinical environments, our Project Management teams provide a seamless, holistic approach to the management, design, construction, installation and commissioning of building and infrastructure projects.

We ensure the benefits envisaged during design are realised throughout the life of the building, meeting the requirements of the customer and completed to

time and budget, with minimal disruption to operations. We are also committed to creating a smarter working environment through the use of Building Information Modelling (BIM).

CBRE's leading approach to project management and delivery enables us to create value for our customers, unlocking on average a saving of 17% per instruction.

SERVICES INCLUDE:

- Programme management
- Project and cost management
- Principal contracting
- FM and technical projects
- Move and change management
- Space management



ADVISORY & TRANSACTION SERVICES

As well as fitting out and operating your logistics real estate, CBRE also has a dedicated healthcare advisory business to support you find, buy, lease or sell property.

SERVICES INCLUDE:

- Strategic consulting
- Portfolio and location analytics
- Brokerage services
- Transaction management
- Workplace strategy
- Portfolio services
- Occupancy management
- Transaction management



INVESTING IN OUR PEOPLE

OUR PEOPLE

Our people are our most important asset. Their commitment to helping healthcare customers achieve their desired outcomes is what sets us apart from our competitors.

Every customer's needs are different, so our dedicated teams develop solutions tailored to their requirements and ongoing property strategy. Each employee is empowered to develop their own skillsets through a combination of formal and informal development opportunities, to continually support customer needs.

Our drive to build a world-class business is underpinned by four pillars:

INNOVATION

Build an entrepreneurial culture, constantly improve the way we work, view change as an opportunity.

BEST TALENT

Attract and retain the very best people from within our industry and beyond, create a great place to work, help every individual achieve their full potential by providing excellent training and development opportunities.

OPERATIONAL EXCELLENCE

Continuously improve our processes to deliver a more effective service, deliver a consistent, world-class service wherever our customers are.

CLIENTS FIRST

Keep customers close, understand and meet their needs, build long-term relationships, work with other service lines to deliver great outcomes.

RISE VALUES



RESPECT/INTEGRITY/SERVICE/EXCELLENCE

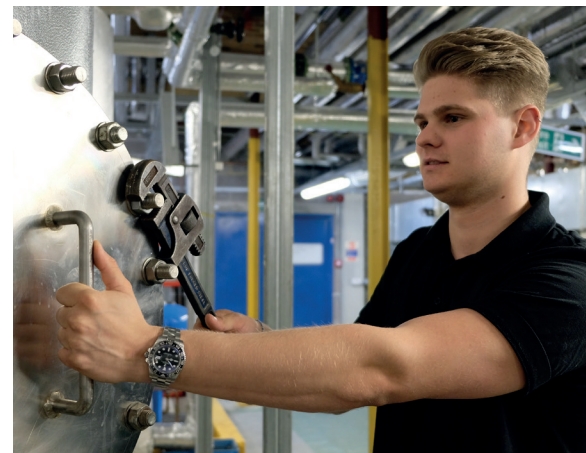
In addition, we champion four key values, which serve as the foundation upon which our company is built and as a touchstone for how our team members conduct themselves in the business world and make day-to-day decisions.

RESPECT: Treat everyone with dignity, value their contributions, help one another succeed.

INTEGRITY: Uphold the highest standards in our business practices.

SERVICE: Dedicate ourselves to making a meaningful impact with our clients and in our communities.

EXCELLENCE: Aspire to be the best in everything we do and strive for continuous improvement.





PROVEN TRACK RECORD

Read on for real examples of how we are delivering to customers every day:



MEDIUM ACUTE HOSPITAL

LOCATION: North London, UK

COVERAGE: One new-build acute hospital

SCOPE OF SERVICES:

- Mechanical & Electrical
- Fabric Maintenance
- Small Works
- Project Management

OUTCOME:

- Supported the Trust in bringing their new build hospital into operational status working in partnership with the soft FM partner to ensure a smooth transition into business as usual.
- Comprehensive management of snagging, acting as the eyes and ears for the Trust, and witnessing new plant and asset commissioning process.



COMMUNITY AND MENTAL HEALTH NHS TRUST

LOCATION: North London, UK

COVERAGE: >70 sites

SCOPE OF SERVICES:

- Mechanical & Electrical
- Fabric Maintenance
- Grounds Maintenance
- Capital Project Delivery Services

OUTCOME:

- Over 15% saving on previous outsource arrangement.
- Increased responsiveness and first-time fix rates on reactive tasks.
- Increased levels of customer satisfaction through improved communications relating to status of reactive repair tasks.



LARGE ACUTE HOSPITAL

LOCATION: Berkshire, UK

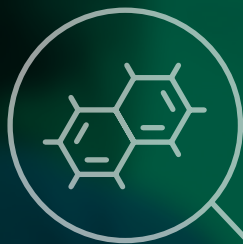
COVERAGE: Single acute hospital and three satellite sites

SCOPE OF SERVICES:

- Mechanical & Electrical
- Fabric Maintenance
- Project Management
- Minor Works

OUTCOME:

- A 3% year on year saving on their estates budgets.
- Health Technical Memorandum (HTM) compliance based auditing, ensuring maintenance standards comply with Dept of Health guidance.
- Structured approach to tackling their maintenance backlog resulting from years of under-investment in mechanical and electrical infrastructure within the hospital.



ABOUT GLOBAL WORKPLACE SOLUTIONS

Global Workplace Solutions (GWS) is redefining 'workplace' because we believe every place of work can become a competitive advantage for our clients.

Productivity, reliability, engagement, quality, brand – the workplace contributes to business results, whether it's an office, a retail outlet, a laboratory, a data centre, a manufacturing environment or a virtual location.

GWS is a division of CBRE which provides integrated solutions for occupiers, helping them turn their real estate into real advantage.

We support predominantly corporate clients who buy services on a contracted basis all across Europe, the Middle East and Africa – even globally depending on their portfolio.

Please visit our website at www.cbre.co.uk/gws

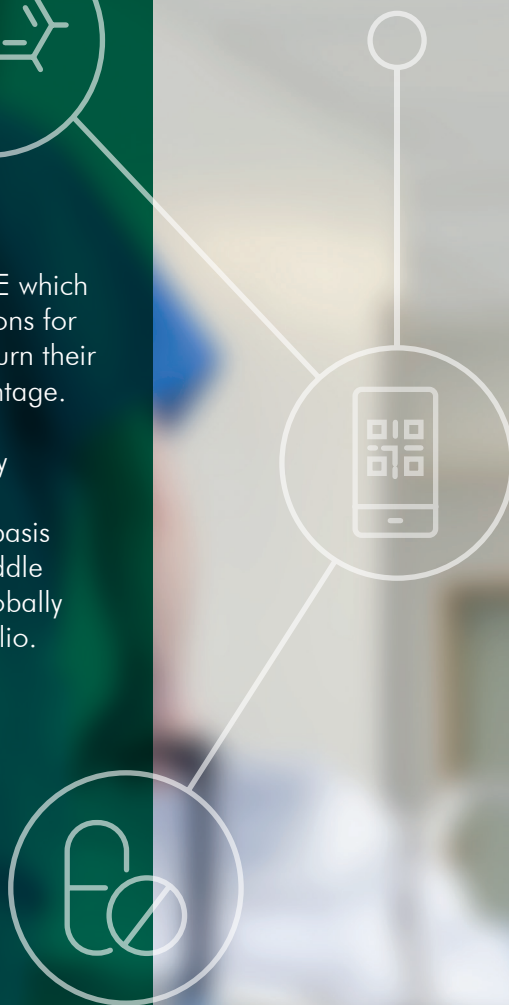
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**Local support offices throughout the UK,
Ireland, Europe and the World.**



CBRE

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