

**DELIVERING
THE FREEDOM
TO ACHIEVE.**

rfmGROUP™
FACILITIES + INTERIORS

THE STORY OF THIS BROCHURE.

From its conception this brochure has been designed and produced as a sustainable piece of communications, with environmental impacts kept to a minimum.

The brochure has been constructed from a paper stock that is FSC certified and a paper that is carbon neutral from 100% wind power energy.

Meetings with its designer, printer and copywriter were conducted via conference calls, without the need for long car journeys.

It has been delivered only to a selected group of customers in order to minimise the print run.

We're committed to sustainable business practice – we want to limit the impact we have on the environment.

LIMITED EDITION.



DELIVERING THE FREEDOM TO ACHIEVE.

At the RFM Group, we've redefined what's on offer from a facilities management partner. That's because our unique mix of talent, technology and thinking ahead gives clients the total peace of mind to enjoy the freedom to get on with whatever they do best.

By supplying the services that matter, delivered by people who genuinely care, we provide businesses and organisations with the kind of head start that transforms their future. We use vision underpinned by experience, and we forge partnerships that last by looking after people and premises as though they are our own.

It's a simple idea and it works.

We call it forward thinking. Together.

FORWARD THINKERS. **TOGETHER.**

RFM GROUP.



RFM Group is a leading nationwide business specialising in two specific areas: facilities management and the design and fit-out of building interiors. Over the years we've earned an enviable reputation for providing clients with the frontline staff and behind-the-scenes support they need to satisfy their needs and enjoy real peace of mind.



The partnerships we forge with public and private sector clients bring benefits far beyond the obvious ones like cleaner offices, safer staff or a comfortable new classroom.

We're different from other companies in our arena because we act as a true consultancy, not simply a supplier of services. This means we're able to use our unique mix of expertise and vision to spot opportunities for improvement and guide our clients towards better ways of doing things.

And that means we're able to add value to their organisations in ways they never even imagined.



OUR APPROACH.

PAM

PAM, our 'Proactive Account Management' system, is the bedrock of our entire approach to working with our clients. It's also one of the factors that sets us apart and helps elevate our service to the exemplary level you'd expect from the best in the business.

The beauty of PAM lies in its simplicity. By using an advisory approach to our work rather than simply responding to client requests, we're able to help businesses of all shapes and sizes to rethink and transform the way they do things. Acting as a consultancy, we provide the priceless expertise that comes from more than 50 years combined experience within our management team. We'll identify ways of doing things better, and then plan and implement the changes that will help make them happen. The end results include reduced waste, saved time, trimmed labour costs, improved energy efficiency, raised staff morale or greater long-term profitability. Sometimes it's even a combination of them all.

Accreditations

We take accreditation and organisational development very seriously here at RFM: it's part of our continual drive to maintain best practice and unbeatable standards in every aspect of our work. Our Quality Management Systems satisfy ISO 9001: 2008 and we're also accredited to ISO 14001: 2004 for our environmental standards and ISO 18001: 2007 for health & safety.



Nationwide reach

With clients right across the UK it's vital that we're a company with genuine nationwide reach. Many of the businesses and organisations we work with have multiple branches, so we've developed the skills, processes and resources to deliver a thoroughly consistent service regardless of a project's scale or geographical spread. From a one-off project on our own doorstep here in West Yorkshire right through to multi-million pound contracts to supply sites all across the UK, we've got everything it takes to coordinate things smoothly and seamlessly right down the line.



In it for the long run

We've always been a business that's looked well ahead, and experience has taught us that the benefits of building productive and long-lasting partnerships far outweigh a more short-term view.

This is why we dedicate significant time and energy to looking after our clients in ways they're simply not used to, using a personable yet highly professional approach to nurture the kind of working relationships that bring them tangible results. The fact that over 90% of our clients renew their contracts tells us we're getting it right.

Perfect project management

At RFM we understand that true peace of mind for our clients depends on intelligent project management from us, and that's why we've worked so hard to perfect it. We provide things like dedicated account managers, single points of contact and mutually agreed Service Level Agreements because we know that together they help to massively reduce the time a client needs to devote to a project as well as minimising the risk of confusion or mistakes.

Along with using the power of IT to help make sure our projects run smoothly and our clients are kept informed, we also go to great lengths to handpick staff with natural initiative then train them how to use it. Our people are our greatest asset, and it's amazing what we are able to achieve by investing in them properly and rewarding their achievements.



OUR APPROACH.

Fully integrated solutions or simple one-offs

Many of our clients find that the more they work with us the better they perform. That's because our unrivalled expertise means we're able to integrate our individual services so effectively that the overall impact of our work becomes greater than the sum of its parts. RFM are able to make the greatest difference of all when we become an integral part of a client's daily operations. Through coordinating our services, spotting opportunities to consolidate and giving our people the skills and incentive to multi-task we really can make our mark on your business.

Of course if it's a small-scale or one-off project we're asked to complete, we do so with all the care and attention to detail we give to our major contracts. After all, we're never happy giving less than 100%, and in our experience one small first job often leads to bigger ones in the future from a client well satisfied.



Technology

As a forward-thinking company with real vision, it's little wonder we've spotted and harnessed the fantastic potential of technology. In fact, we've put technology at the very heart of our operations and today we use it to deliver a smooth, integrated and responsive service to every one of our clients.

For us, IT is much more than just a way of documenting or communicating: it's an integral part of our entire operation and a key to the success of our partnerships. We use sophisticated software tools to analyse, manage and improve the services we provide on a micro scale.

We spot opportunities to help our clients do things better, then we act upon them together.

Facilities like secure client log-ins and dashboard reporting are helping us keep the businesses we serve in the picture at all times. We're able to produce detailed and up-to-the-minute information about what we're doing, when we're doing it and the impact it's really having, and that's helping to improve things like the measurability of our performance and the overall success of our clients.

People

At every level our business is built on people: not just any people, but the very best people. By selecting carefully and then investing the time and money it takes to produce loyal, highly trained and completely self-motivated team members, we've created a fantastic asset for our business and yours.

It doesn't matter what their role is, the people we employ share the kind of professionalism and can-do attitude to work that makes them a pleasure to deal with.

From our account managers and administrative staff here at company HQ to the experienced cleaners, talented tradesmen and licensed security officers we put on site: our people go the extra mile because it's in their nature, not in their contract.



FORWARD THINKERS. TOGETHER.

RFM FACILITIES.

The Facilities Management division of our business covers all aspects of this crucial area, whether that's high quality cleaning and security services or services embracing everything from landscaping through to waste management.

Serving a huge and growing range of satisfied clients from all industries, the success and reputation of our facilities management business comes from our unswerving commitment to building partnerships that work, and ones which last. Our philosophy here is simple: we invest in the people and resources it takes to deliver an integrated service that helps transform the everyday operations and overall success of the organisations we work with.



CLEAN.

Our cleaning division is at the top of its game and already keeps major UK names from all sectors looking great and operating smoothly.

SECURE.

According to the businesses we already work with, it's this special mix of loyalty and initiative, along with our willingness to go the extra mile, that you simply don't find elsewhere. According to us, it's what every client has every right to expect.

SUPPORT SERVICES.

Whether you're looking for a small-scale or short-term solution to a specific problem, or an ongoing contract for a multi-site business, our service option gives you the scope and flexibility to create the perfect custom package.



FORWARD THINKERS. TOGETHER.

RFM INTERIORS.



Our Interiors division specialises in providing class-leading design, planning and fit-out services for businesses and organisations representing all industry sectors.

Just like our Facilities Management division, the success of our Interiors business is built on the fact that we've got everything we need to deliver well beyond our clients' expectations, every time. By liaising closely with them and taking a consultancy-led approach, we're able to create highly tailored solutions that address every aspect of the brief. We then use peerless project management to undertake our work in ways that leave the client free to focus on their everyday business.

DESIGN + PLAN.

At RFM we've got a small but highly talented specialist design team with all the creativity, resources and commercial insight it takes to design interiors that don't just look great, they perform brilliantly too.

PROJECT MANAGE.

When it comes to producing fantastic interiors on time and within budget, effective project management lies at the heart of every successful job. As a nationwide business we're used to coordinating and delivering large-scale ongoing projects at multiple sites around the country, but we're equally capable of focussing our skills on small or one-off projects.

INTERIOR FIT OUT.

Whatever your sector, the look and feel of your premises affects everyone who enters them and speaks volumes about your brand. That's why you need a fit-out partner you can trust to smoothly deliver the kind of high quality finished environment that really does justice to your business or organisation.



SUSTAINABILITY.

Corporate Social Responsibility (and what we can do for you)

As a forward-looking business we were quick on the uptake when it came to looking at Corporate Social Responsibility. We believe in doing our bit and helping to protect the communities and environment we operate in, and that's why we've adopted a raft of measures to help reduce our impact on the natural world. Today, things like reducing waste, recycling consumables and cutting our energy consumption are second nature at our Leeds HQ as well as among our workers on site.

But there's another dimension to our green credentials that's particularly important to our clients, and that's the way in which we use our initiative and expertise to improve their performance in this increasingly important area. Unlike less progressive companies, we see 'going green' and commercial success as highly compatible, not mutually exclusive. So, when we work with businesses and organisations, we identify ways in which we can help them to reduce their impact on the environment and increase their efficiency or profitability at the same time.



For example, our people are trained to spot opportunities to implement practical ways of reducing energy consumption by switching off your lights and IT equipment, and they'll notice what happens to your rubbish and organise recycling it if you don't already. Naturally, we'll only carry out these initiatives if it makes good sense and if you agree to it, but let's just say that the overwhelming majority of our clients enjoy the way our green credentials are rubbing off on theirs.

After all, it's good for the environment and it's great for their brand.



FORWARD THINKERS. **TOGETHER.**

GET IN TOUCH.

If you'd like to talk to a member of our team about anything you have read here we'd love to hear from you.

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