



EAST OF ENGLAND CO-OP

Provision of planned and reactive maintenance of automatic doors and roller shutters

ELITE ENTRANCE
SYSTEMS 

Agenda

- 1) Introduction
- 2) Health and Wellbeing
- 3) Vision and Values
- 4) History, Growth and Experience
- 5) Organisation
- 6) PPM and Asset Verification
- 7) Approach to reactive callout
- 8) Operational Efficiencies
- 9) Systems Demonstration
- 10) Health & Safety / HR
- 11) Suggested Service Levels
- 12) Commercials
- 13) Why Choose Elite?
- 14) Q&A

Introduction

ELITE ENTRANCE SYSTEMS LIMITED



Elite Entrance Systems Attendees



Peter Lavery
Managing Director



Dan Mackay
Area General Manager



Aimee Hutchison
Senior Planner



Felicity Hutchison
HR, Health and Safety

Health and Wellbeing

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Health & Wellbeing

- As a business we promote the importance of health and safety in the workplace
- Taking a mindful moment before beginning a meeting encourages all participants to take care of themselves ensuring optimal mental wellbeing and an opportunity to come into this moment.

Mindful Moment



Check-in

Acknowledge how you feel in this moment, thoughts, feelings, emotions.

Ground

Feel your feet on the floor, sensations in your hands

Breathe

Without changing your breath, observe your body breathing

Be Present

Bring your awareness away from your breath and into the space you are in

Vision and Values

ELITE ENTRANCE SYSTEMS



Vision & Values



Do The Right Thing - Supporting local communities, contributing to helping our planet and putting people before profits.



A Place for People to Grow - everyone as individuals, learn and share new ideas, recognise and reward effort and positive impact.



Stronger Together - Building relationships across the organisation, embracing and supporting each other, collectively create an enjoyable workplace.



Unstoppable - Willingly embrace change, challenge the status quo and learn from our mistakes

ELITE ENTRANCE SYSTEMS



Safety First – Integrating into every business decision by setting standards and policies, ensuring accountability and continually improving safety outcomes.



Integrity – Acting with uncompromising honest and integrity in everything we do, building trust through responsible actions and honest relationships.



Service Excellence – Striving to grow and do better for our clients and ourselves. Approaching clients' challenges with enthusiasm and diligence building long term relationships.



Teamwork – Achieving more by collaborating together. We believe working together ensures we leverage our collective experience and knowledge to achieve common goals.

Alan Hutchison, Director:

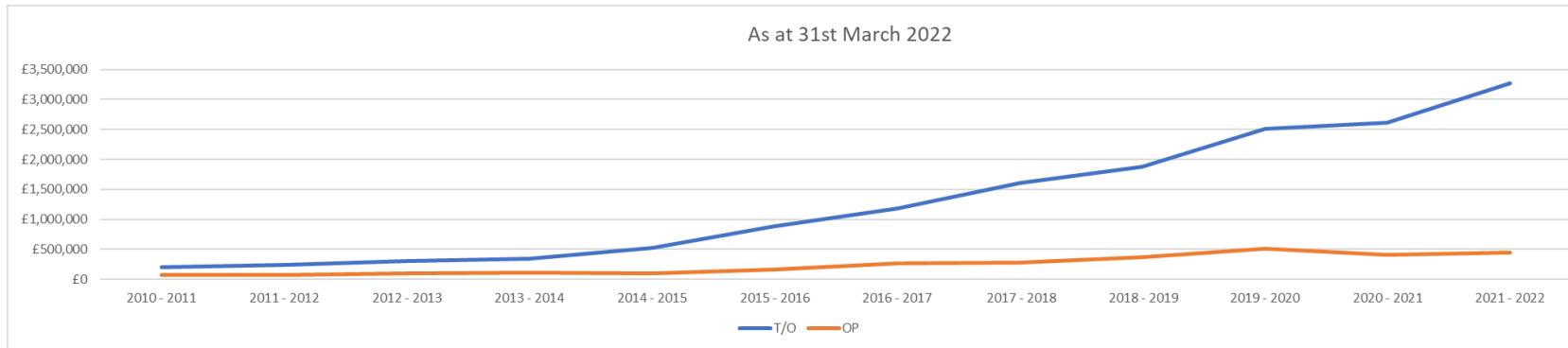
"It is our vision to be the largest independent entrance systems provider in the UK."

History, Growth & Experience

ELITE ENTRANCE SYSTEMS

History & Growth

- Family-owned business established in 2008
- £3.3m Turnover 2022
- 1500+ Client Base
- Diverse client portfolio across various sectors
- 15+ year client relationships
- 96% Customer Retention
- Diverse service delivery; doors, gates, barriers, speed lanes and shutters



Competencies & Experience

Accreditations



Constructionline

Gold Member



Manufacturer Experience:



Engineer Experience:

100% of our Engineers are:

- City and Guilds trained to install, replace and service all brands of automatic doors.
- Highly skilled and trained to accredited standards (BS7306 / EN16005, BSEN13241-1) with extensive experience working in all industry sectors.
- Have an enhanced DBS certification

Your dedicated Engineers:

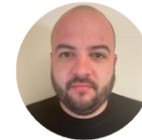
Nick Cachia



Field Supervisor

- 19 years industry experience.
- Responsible for supervision and monitoring quality of works on-site.

Jamie Goulding



Senior Engineer

- 11 years experience in the Automatic Door Industry.
- Jamie will be dedicated to East of England Co-Op as your main engineer on site.

Arran Mackay



Engineer

- 4 years industry experience
- Arran will be a regular engineer on site at East of England Co-Op

Case Studies



- £150K pa
- 14+ Years
- 550+ Assets
- 320 Acre campus, 26 schools of study, **retail**, museum, residence, leisure and educational facilities, with over 17,000 students.
- Planned and Reactive maintenance services to Auto-doors, Shutters and Gates.



- £200K pa
- 7+ Years
- 700+ Assets
- We are a preferred supplier for CBRE, a global leader in Real Estate and property services. Providing services to over 10 multi-site contracts, across varying sectors, including retail units, across London and South-East.
- Planned and Reactive maintenance services Auto-doors, Shutters, Gates and Barriers.



- £150K pa
- 5+ Years
- 500+ Assets
- Freedom Leisure is one of the UK's leading not-for-profit charitable leisure and cultural trusts. Operating over 100 leisure, cultural and entertainment venues.
- Planned and Reactive maintenance services Auto-doors, Shutters, Gates and Barriers





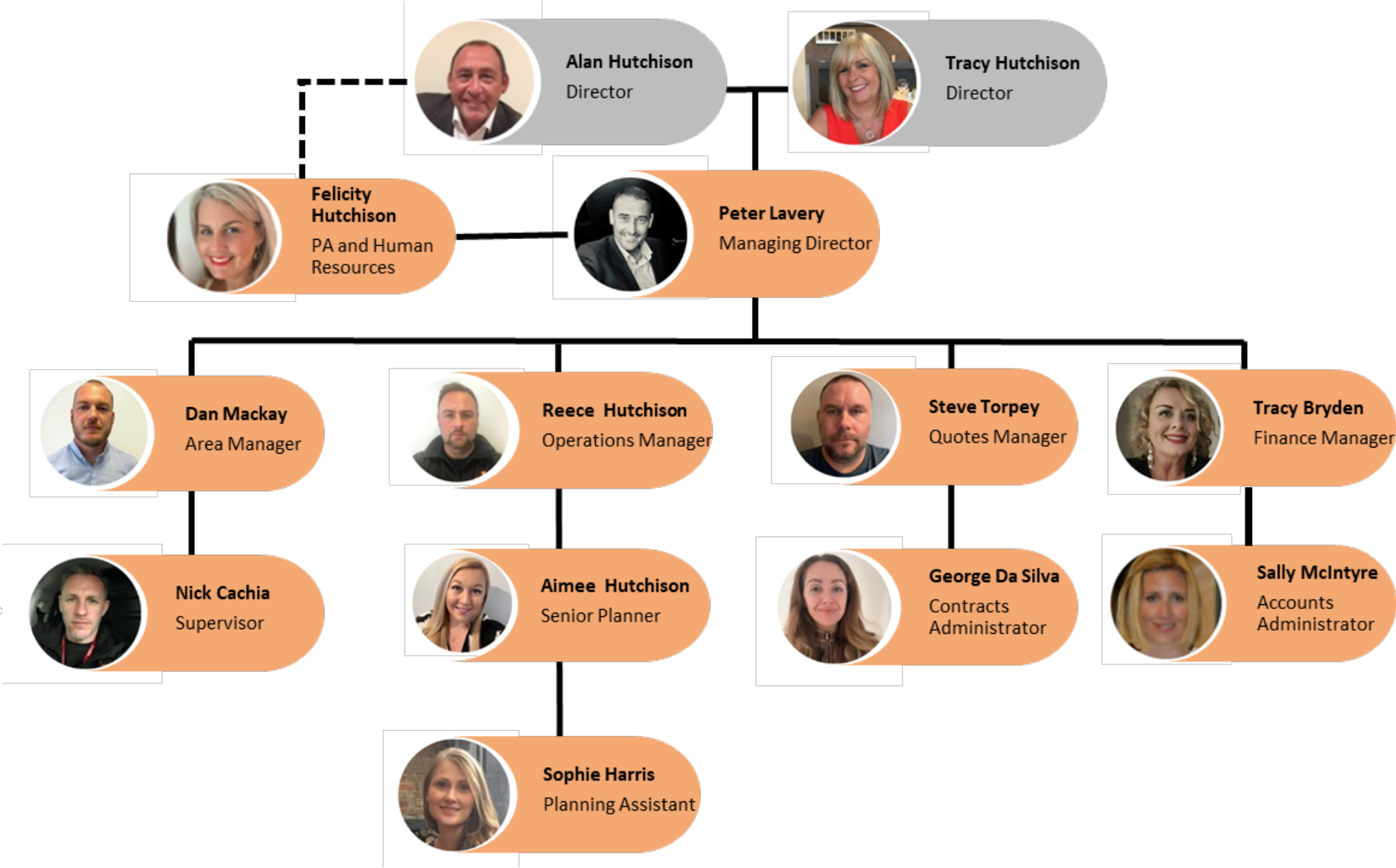
Organisation

ELITE ENTRANCE SYSTEMS LIMITED

Organisation Chart

Engineers

- Tom Salmon**
Senior Auto Door Installation Engineer
-  **Jamie Goulding**
Senior Multi Skilled Engineer
- Ed Dowling**
Senior Auto Door Installation Engineer
- Marc Lechmere**
Multi Skilled Engineer
- Jake Harper**
Engineer
-  **Arran Mackay**
Engineer
- Ryan Davey**
Roller Shutter Engineer
- George Bryden**
Apprentice Engineer



Dedicated Account Personnel



Reece Hutchison

General Operations Manager

- 14 years industry experience
- Joined Elite Entrance Systems in 2009 as a trainee Engineer
- Extensive knowledge on technical issues
- Excellent rapport with extensive portfolio of manufacturers and suppliers
- Multiple skills, key member of the growth of Elite Entrance Systems

Steve Torpey

Service Manager

- 14 years industry experience
- Joined Elite Entrance Systems 2022.
- Extensive knowledge in industrial doors, roller shutters and auto doors.
- East of England Co-Op's point of contact for quotation of works

Tracy Bryden

Finance Manager

- 30+ years Finance experience
- Joined Elite Entrance Systems in 2013
- Excellent attention to detail and ensuring all financial obligations met.
- East of England Co-Ops Financial Accounts Manager

Aimee Short

Senior Service Team Leader

- 7 years' experience planning and scheduling.
- Joined Elite Entrance Systems in 2020.
- A strong analytical, problem-solver with exceptional organisational abilities and excellent customer service.
- East of England Co-Op's first point of contact for any works.

Georgie Da Silva

Contracts Administrator

- 10 years contracts and project planning experience.
- New to Elite Entrance Systems
- Excellent customer relation skills, methodical and organised with attention to detail.
- East of England Co-Op's point of contact for asset verification and PPM visits

PPM & Asset Verification

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Approach to PPM / Asset Verification

ASSET VERIFICATION

- Good incumbent asset information
- Verify assets during first PPM visit (6 months)
- Asset tagging during asset verification & PPM
- Future proof asset tags with 'QR code capability'
- Accurate capture of asset condition
- Load asset information and create job cards for each store/asset onto JobWatch
- Create Lifecycle Replacement Plan and Forward Maintenance Register
- Report findings to EoE Co-Op



PPM

- Finalise frequencies with EoE Co-Op; 3 options submitted
- SFG20 versus BSEN16005 versus Best Practice
- § BS EN 16005 is the European Standard, code of practice for safety in use of automatic doors for pedestrian use
- § Auto-Doors/ Shutters minimum 12 month or as per manufacturers recommendations
- § Other variable to be considered; Footfall/Environment/Condition etc...; retail environment, suggest minimum 6 monthly
- Multi-Skilled Engineers
- Weekly Box-Tests EoE Co-Op Responsibility



Asset Fundamentals

- Make / Model / Type
- Location / Environment
- Last Service Date
- Installation Date / Estimated Age
- System Interfaces; Fire / Access Control / Closed Protocol
- Condition / Estimated Lifespan
- Safety Devices / Barriers
- Accessibility & Plant Requirements

Elite Entrance Systems Ltd
Automatic Door Specialists

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Asset Type	Asset No.	Manufacturer	Make / Model	New Install	Warranty	Warranty Expiry Date
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Automatic Double swing	EES 010	Besam	SW 200	NO	NO	
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Automatic Double swing	EES 001	Record	DFA 127	NO		
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Automatic Double swing	EES 003	Record	DFA 127	NO		
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Automatic Double swing	EES 007	Record	DFA 127	NO		
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CLIENT NAME: Bouygues
BUILDING: North Middlesex Hospital
CONTRACT START:
CONTRACT END:
PLANNER START:

Critical / Non Critical	Response SLA	Condition Rating	Condition Comments (Further Actions/Recommendations)	Parts / Supply Risk	3rd Party Required (PPM or Repairs)	Fire Rated / Linked	Maintenance Standard
		B	sound operationally safe and exhibits only minor deterioration	NO	NO		BSEN16005
		B	sound operationally safe and exhibits only minor deterioration	NO	NO		BSEN16005
		B	sound operationally safe and exhibits only minor deterioration	NO	NO		BSEN16005

Rating	Condition	Description
A	Excellent	As new (that is built within the past 2yrs) and can be expected to perform adequately over its expected life span
B	Good	Sound operationally safe and exhibits only minor deterioration
C	Fair	Operational but major repair or replacement will be needed soon. That is within 3yrs for building elements and one year for engineering elements
D	Poor	Serviceability is heavily affected by asset deterioration. Maintenance cost is very high and the asset is at a point where it requires major reconstruction or refurbishment
X	Failed	Level of deterioration is such to render the asset unserviceable

Reactive Callout Approach

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Callout Approach

Call 01621 840970



One of our dedicated team is available 24 hours

Can the issue be resolved over the phone?



YES

No emergency callout required/ Job planned in if applicable

NO



Is it an Emergency?

NO

YES



Customer emails over Purchase Order number, location, issue and contact details



Planner will ascertain where the nearest engineer is located



Planner will assign job for engineer.



Engineer receives notification on Jobwatch/ via Planner and makes their way to site

Engineer will ensure site is safe and diagnose issue



Are parts required?



YES

Does the engineer have parts on their van?

NO

Works are complete



Are engineers authorised by customer to fit part?

NO

YES

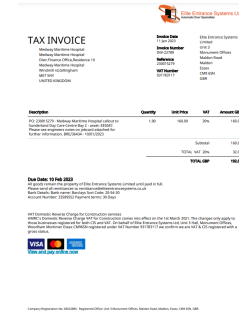


Engineer will ensure site is safe. A quote is raised and sent to the customer within 48 hours



An email is sent to the customer with an uplift of part if necessary and job is completed

Invoice is generated and sent to customer



Signature required from customer



Engineer will fill in the job card with details of the job

Operational Efficiencies

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Operational Efficiency

Standardisation

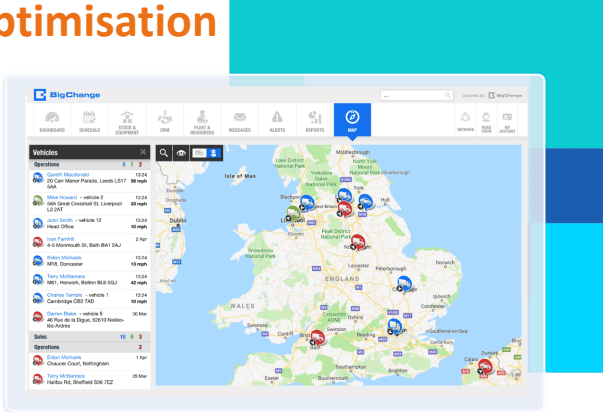


First-time Fix

Above **95%** success rate with first time fix

$$FTFR = \frac{\text{Total Jobs Completed on First Visit}}{\text{Total Jobs Completed}}$$

Engineer Optimisation



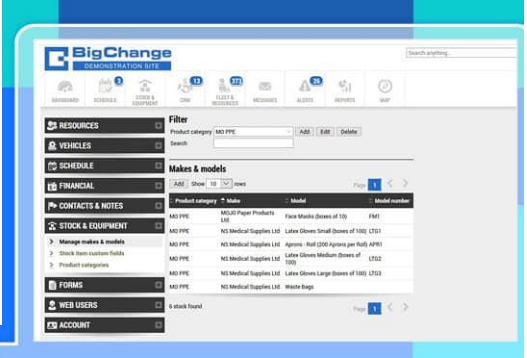
Target: +10% Savings



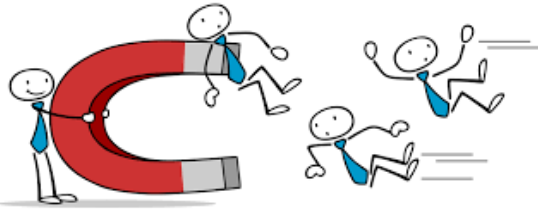
Diamond Partner Status



Parts Management



Customer Retention



Systems Demonstration

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Job Watch

Win more work. Streamline operations.
Deliver a winning customer experience.

In The Office



Plan, schedule, track, quote
and invoice with ease

On The Road



Our engineers use the mobile
app to manage work from
beginning to end

With Customers



Our customers receive ETA
updates, job confirmation, job
cards, invoices and even service
reminders

Day to day job management

Our day on BigChange's Job Management System



01. Book the job

Planned or reactive jobs can be scheduled depending on the skills and tools required. Location and date requirements are also considered.

Customers receive Our booking confirmation by email and will love the ETA reminder on the day of their job.



Fast Repair - we're due to arrive at 13:10. Track us live using this link: AX1692-GPQ

03. Track the job

The job can be tracked in real-time by Our people in the back-office and even by the customer.



05. Close the job

Once the work is complete the customer can sign-off the job there and then. All the job information has already been sent back to the BigChange platform.



07. Get paid

With BigChange Pay, powered by BlueSnap, you can offer Our customers convenient payment options including credit and debit cards, as well as Apple Pay and Google Pay.



02. Schedule the job

Planned or reactive jobs can be scheduled depending on the skills and tools required. Location and date requirements are also considered.



04. Manage the job

The job follows a straightforward workflow process and is managed step by step. Parts used can be logged, photos captured, and engineers can even view the history from previous visits.



06. Invoice the job

The moment a job is signed off, an invoice can be raised immediately and sent to the customer by email. The customer can pay on-site or according to their agreed payment terms.



08. Analyse the job performance

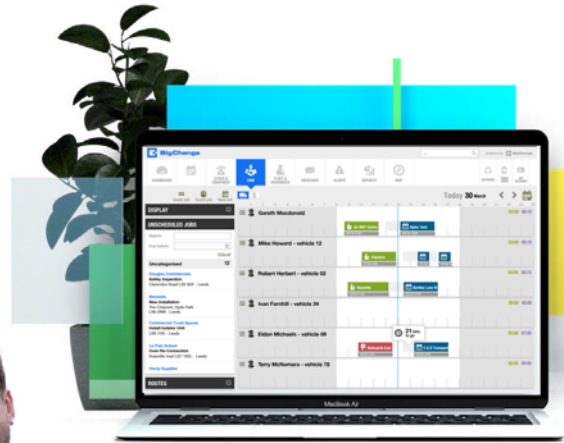
You can understand job performance and profitability with business intelligence reports.

Job Watch

Job Scheduling

- Optimise Our engineers, lower costs and respond fast to new opportunities
- Boost Our first time fix - get the right people to the right job, at the right time, with the correct parts
- Boost the number of jobs you can take on each day by intelligently scheduling Our team

Celsius Plumbing and Heating
Growing Stronger on
BigChange since 2016



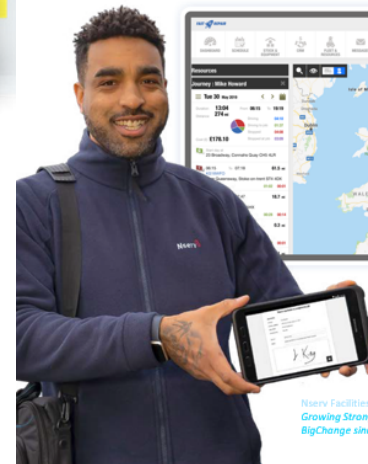
"BigChange automatically generates scheduled appointment offers making it very easy for the customer to just say 'yes'. Our service booking success rate has increased from 20% to 90%."

Michael Cairns, Managing Director, Celsius
Plumbing and Heating

Live Tracking

Get complete visibility of Our engineers, technicians, vehicles and assets.

- Live tracking
- Up to 7 years' complete records
- Dedicated trailer and plant unit
- Canbus and tachograph links



Nserv Facilities Management
Growing Stronger on
BigChange since 2020

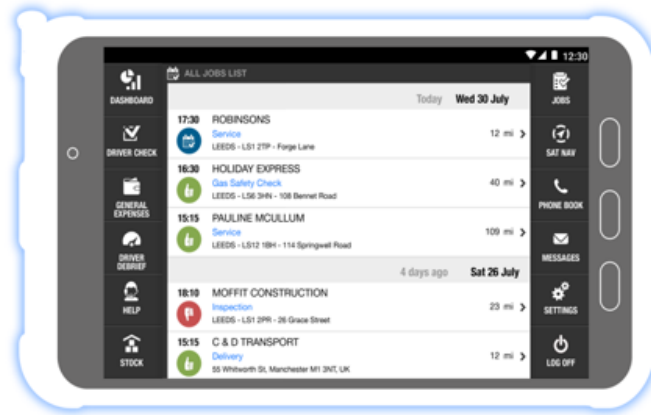


BigChange gives you the power to keep on top of important developments throughout Our business

Mobile App

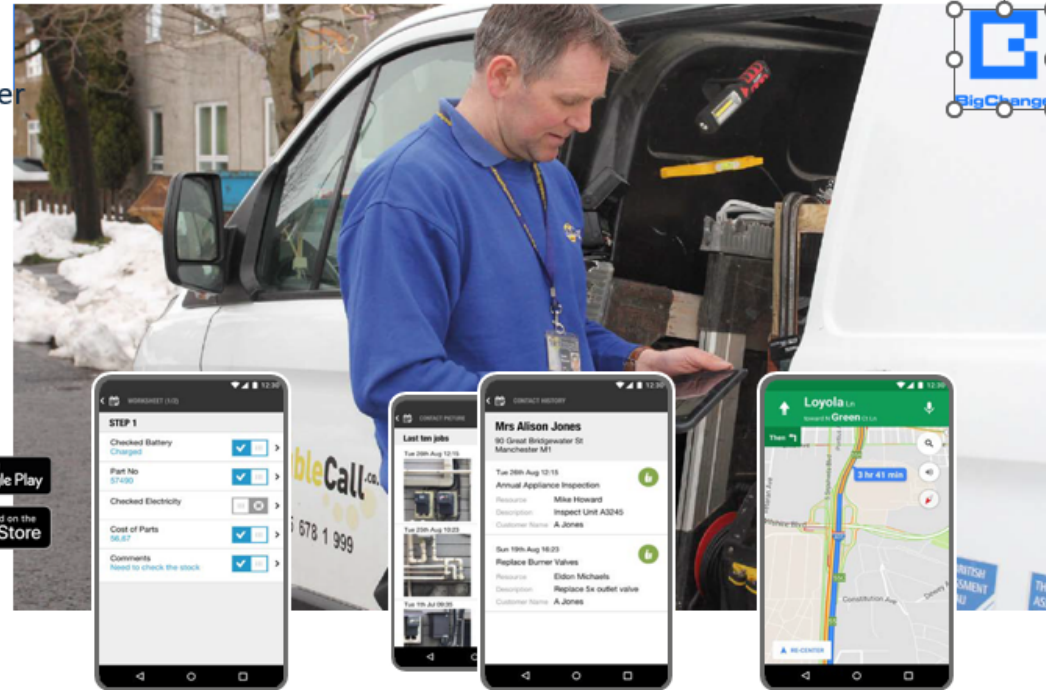
Mobile App

Boost productivity, do more jobs and leave the paper trail behind when Our engineers manage all their work on the BigChange app.



GET IT ON
Google Play

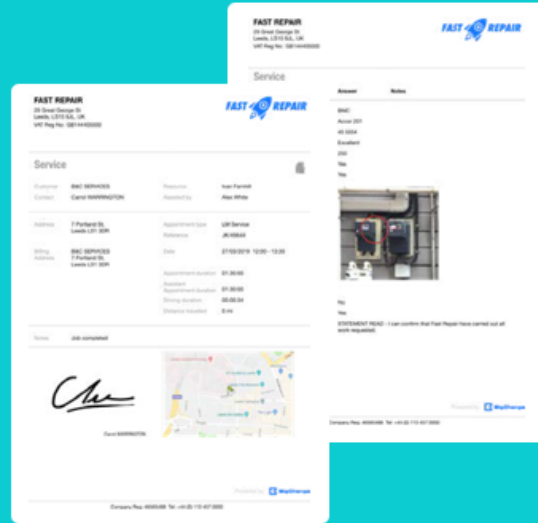
Download on the
App Store



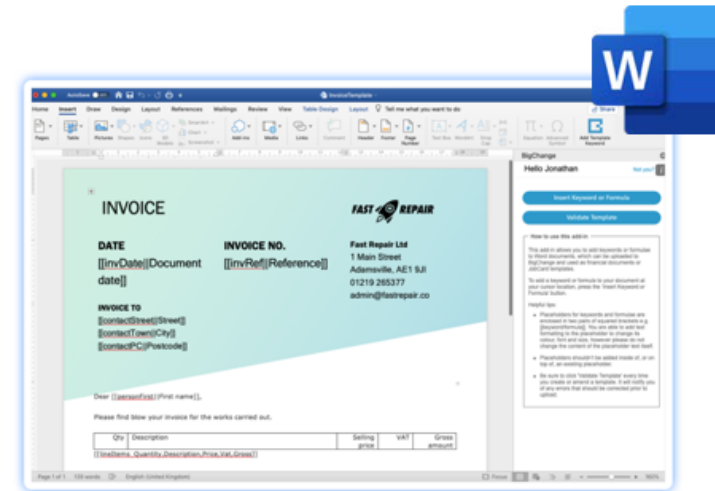
- The BigChange mobile app is for all Our field based people, whether employed or contracting for Our business. It runs on any Android or iOS based smartphone or tablet.

Worksheets & JobCards

Worksheets and JobCards



The BigChange system automatically generates standard job cards, featuring data captured in the field. You can choose the information that will be displayed on the job cards and even personalise with Our company logo.



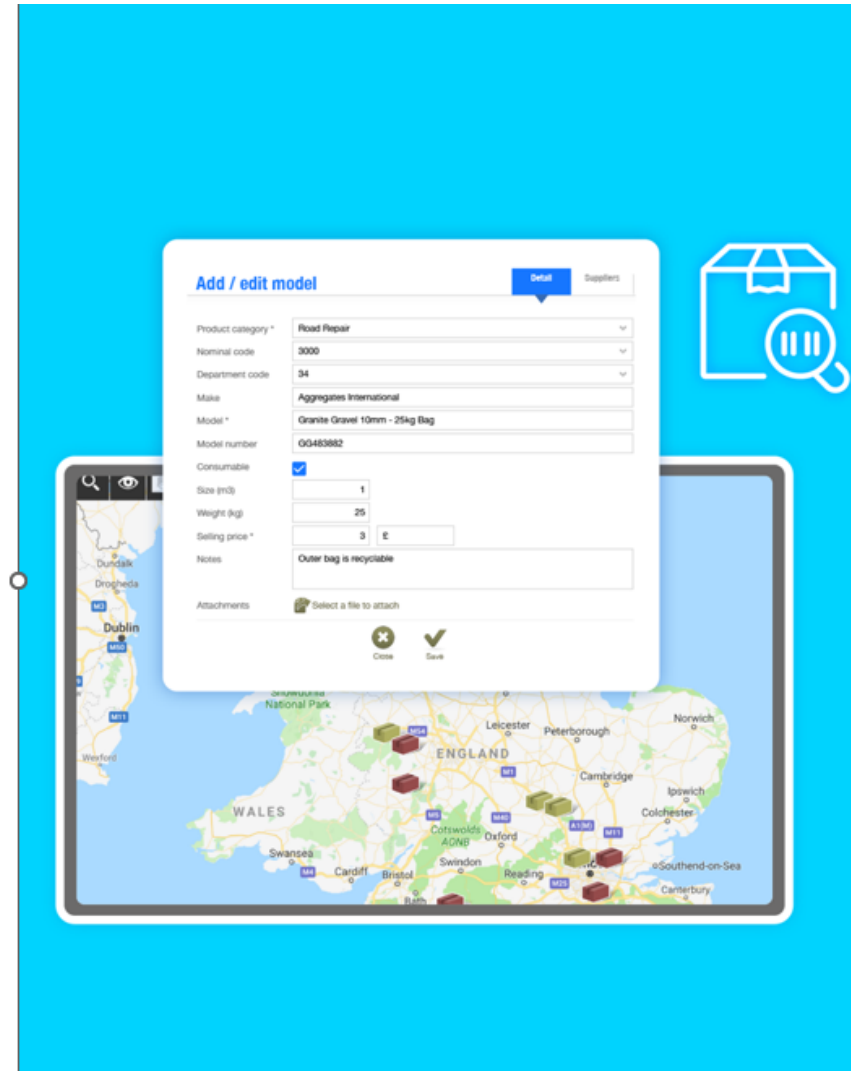
You can import job card or worksheet templates directly into BigChange. Simply create the layout in Microsoft Word, import and then match up the fields so the data is placed exactly where you want it every time.

Stock Management

Keep stock under control

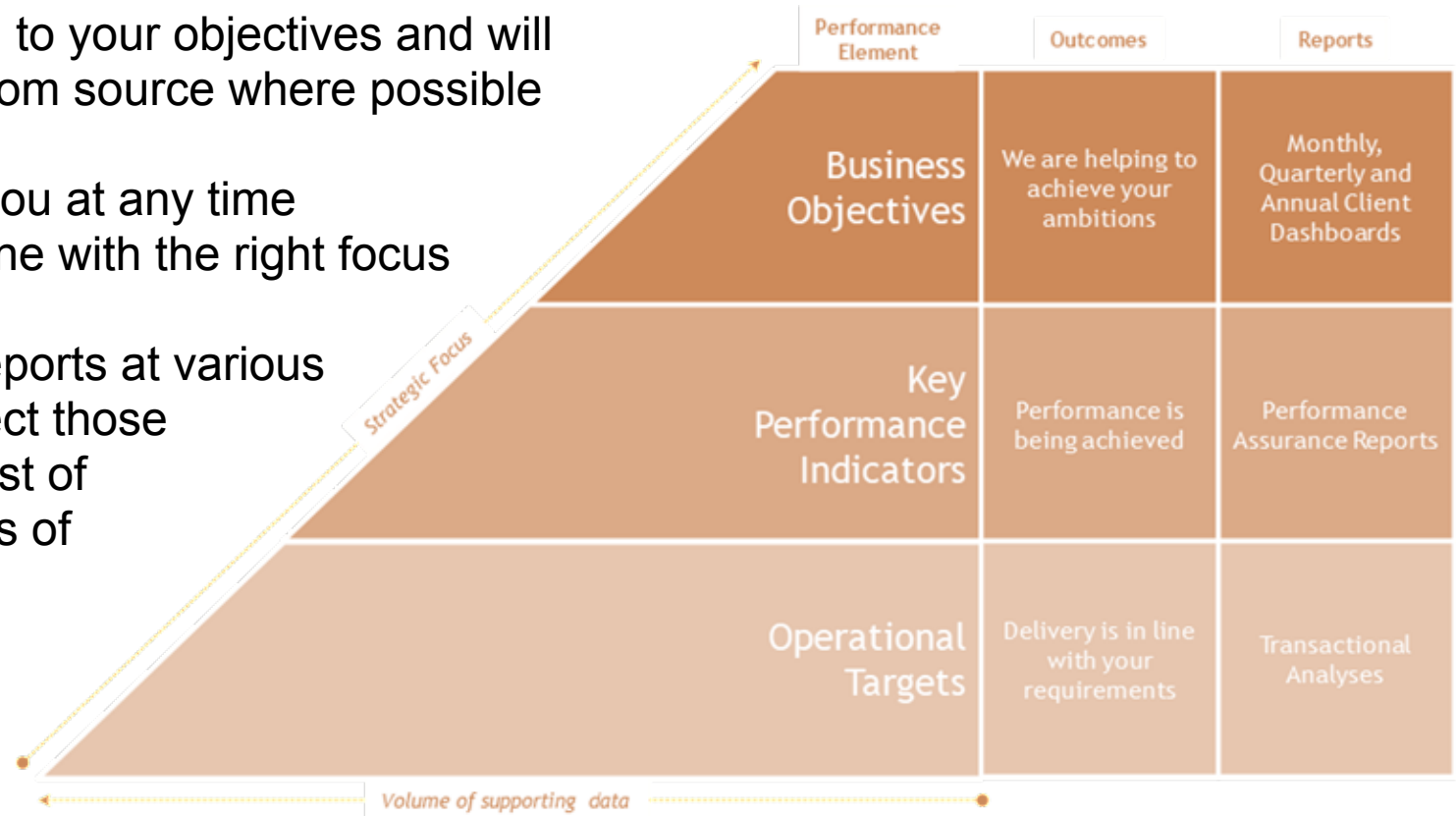
BigChange enables you to create a detailed register of assets and equipment owned or used by Our clients. You can view work and job histories (including previous job cards), track item movements, instantly book work directly against the relevant asset and see a record of parts fitted.

Our system includes support for serial numbers, barcode scanning and QR codes.



Reporting

- ❑ Our reporting platform is aligned to your objectives and will establish data capture directly from source where possible to ensure accurate reporting.
- ❑ Reporting will be accessible to you at any time
- ❑ Reporting will be developed in line with the right focus at each level of the continuum.
- ❑ The format and content of the reports at various levels will be customised to reflect those elements that are relevant to East of England Co-Op, at various levels of maturity in the relationship.



Health and Safety / HR

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HS Direct

- Health and Safety Advice
- HR Advice
- Company Policies
- Employee Management
- Training Management
- Absence management
- Risk Assessments
- Method Statements



Safety First Package

118 days remaining.

ENTER APPLICATION ▶

First for Employment

284 days remaining.

ENTER APPLICATION ▶

Employee Manager

ENTER APPLICATION ▶

First for Holidays

281 days remaining.

ENTER APPLICATION ▶

Elite Entrance Systems Limited
 Unit 3 Monument Offices
 Hall Farm/Maldon Road
 Woodham Mortimer
 Essex
 CM9 6SN
 Tel: 01621840970
 Company No: 06522885



Risk Assessment

1.0 Risk Assessment Details

1.1 Risk Assessment Number	000004487
1.2 Risk Assessment Date	08/02/2022
1.3 Risk Assessment Author	Aimee Short
1.4 Project/Contract	Queen Mary University of London
1.5 Start Date	17/02/2022
1.6 Expected job duration	2 Hours
1.7 Client contact	Eric Garcia
1.8 Description	Commissioning of Auto Door
1.9 Job No.	INS/27080
1.10 Site Address	Queen Mary University of London 327 Mile End Road, E1 4NS

2.0 Signatures

	Name	Title	Signature	Date
Document Author	Aimee Short	Senior Administrator		08/02/2022

Data Protection Statement

The information and data provided herein applies only to the contract for which it was written, it shall not be duplicated, disclosed or disseminated by the recipient in whole or in part for any purpose whatsoever without the prior written permission from Elite Entrance Systems Ltd

It is the duty of all employees to observe the following Risk Assessment framed to provide a code of good practice and conduct with the object of preventing accidents. At all times employees must work in a safe manner both to prevent personal injury to themselves or to other personnel.

3.0 Risk Assessment Notes

Engineer to sign in at site
 Follow job specific instruction from Jobwatch CRM system.
 Engineer to remove all waste from site
 All Elite Entrance Systems engineers will have BSEN16005 Operation Standards of automatic doors

Suggested Service Levels

ELITE ENTRANCE SYSTEMS LIMITED



Suggested Service Levels

Align to business objectives i.e. cost, service, aesthetics etc..

Clearly state the metrics

Clearly define responsibilities and set expectations

Clearly define what constitutes an 'emergency'

Ensure portfolio clearly understands and has same understanding

Where appropriate make site specific i.e. Head Office / Flagship Stores

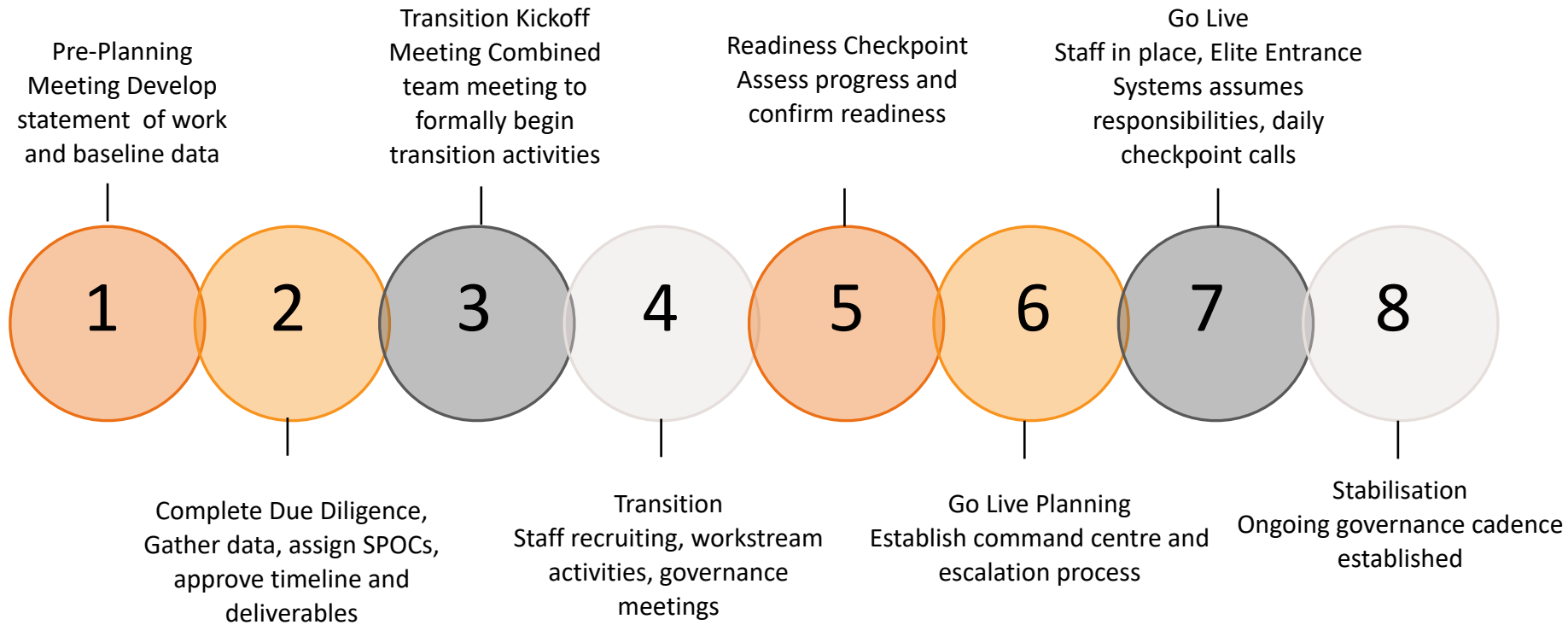
Regularly review appropriateness

Clearly defined escalation process

Priority Classification	Condition	Response Time
P1 Emergency	Call relates to an incident which constitutes a health & safety hazard, security issue and/or seriously affects the occupation of the Site/Premises or is causing physical damage to the Premises.	Response within 4 hours .
P2 Urgent	Call relates to an incident which affects the amenities of the Premises but is not a P1.	Response within 24 working hours .
P3 Non-Urgent	Call relates to a non-urgent, low importance, general help and assistance request but is not a P1 or P2	Response within 72 working hours of the start of the next working day.

Mobilisation

Timeline Considerations – 30 Day Mobilisation



Current Service Model



Portfolio Size and Geography



People Impacts



Technology Configuration



Industry Regulations or Requirements



Contracts Model and Commitments



Sourcing Strategy



Availability and Data Accuracy

Typical Mobilisation Plan

Task management/ allocation processes

Produce PPM schedule and agree dates with sire

Communicate reactive/ low value orders processes

Technology Forge - reactivities process

Technology Forge - training

Communication

Introduction to Estates/ HD etc

Internal comms (contract award)

Internal comms (go live)

External comms

Contract Administration

Establish Monthly Reports - SLA/KPI etc

Agendas communicated

Exit plan provided by Elite Doors

Business continuity plan provided by Elite Doors

DBS (direct employees and sub-contracted) provided by Elite Doors

Complete Contract management plan

Insurance document copies sent by Elite Doors

First supplier performance meeting

Issue / Risk Management

Method Statements

Risk Register, initial and quarterly thereafter

TUPE

If Applicable

Working location

Site access- passes

Building & Services Familiarisation

KPI's

Team familiarise with KPI's

KPI sign off process

Training (excluding SHE)

Prepare Training Programme

Check CEMAR training requirements

Tech Forge training

Establish requirements for C365

Contractor to review all Training & Qualification records and compile a Training Plan to rectify deficiencies. EoE Coop to be notified of qualifications/competencies

Confirm all training arrangements, names and groups

Include training in the monthly report

Sparksafe compliance?

Ensure that other specific H & Safety training is carried out or planned e.g. confined space training for those working in confined spaces

Finance

New Supplier set up

PO Raised to:

Communicate monthly invoicing format

Payment application tracker process

Sub -contractors

Establish approved sub contractors

Commercials

ELITE ENTRANCE SYSTEMS LIMITED

Commercials

Pricing Template

Element	Quantity	Annual Price (Excluding VAT)
Planned Maintenance of Schedule of Assets (twice per annum)	PPM Maintenance - 2 service visit per annum	£14,911.25

Element	Unit Price (Excluding VAT)	Element	Unit Price (Excluding VAT)
Emergency Call Out Rate (including first hour onsite)	£225.00	Additional Hourly Rate	£60.00
Normal Hourly Rate (including first hour onsite) (Mon - Fri 07.00-17.00)	£125.00	Additional Hourly Rate	£60.00
Half Day Rate (4 hours) (Mon - Fri 07.00-17.00)	£235.00	Additional Hourly Rate	£60.00
Full Day Rate (8 hours) (Mon - Fri 07.00-17.00)	£475.00	Additional Hourly Rate	£60.00
Weekday outside of Normal Hours (including first hour onsite) (Mon - Fri 07.00-17.00)	£195.00	Additional Hourly Rate	£90.00
Weekend and Bank Holiday (including first hour onsite)	£250.00	Additional Hourly Rate	£90.00

Notes to Pricing Schedule

- (1) Prices must be fully inclusive of all Labour, travel costs, materials, equipment and expenses
- (2) All prices shall be quoted in £'s and exclusive of VAT
- (3) Prices quoted shall remain valid for acceptance for a minimum of 120 days from the return of the tender
- (4) Prices shall remain fixed for 12 months. The rates may be adjusted by the Supplier on an annual basis on the anniversary of this Agreement in accordance with the CPI index, provided that any increase shall not exceed [5%].

Why Choose Elite?

ELITE ENTRANCE SYSTEMS LIMITED



Why Elite?

Ask our Clients

Our work speaks for itself

The right for you?

Close alignment of Values

Industry experts

Partner you can trust

Local Capability & Expertise

Competitive Pricing

Customer Focussed

Reputable Service Provision

You're not just another Client

Ask our Clients

Q&A

ELITE ENTRANCE SYSTEMS LIMITED

Clarification Questions

- What is meant by programming for accessing the sensors?
- Is there any restrictions in repairing doors during store operational hours?
- Are there any operational nuances between funeral homes and food stores?
- What systems do East of England Co-Op use to manage this contract currently (compliance)?
- Do you currently interface with incumbent supplier systems?