



Facilities Management



We are a specialist provider of technical services, formed in 1998, with the primary aim of providing our clients with the best possible service at the best possible price.

We deliver a full range of planned and reactive maintenance services including statutory compliance services all aimed at ensuring you are fully compliant and protected in today's complex world of regulations.

Our success has been achieved by

- Always delivering on our promises
- Working collaboratively with our customers
- Having fully trained, empowered and motivated teams
- Using the latest technology to drive data and help make informed decisions

As part of Capita plc, we have the support of one of the UK's largest companies that allows us to operate as an SME where the traditional values of **"Customer is King"** is prevalent, yet have the resources available to allow us to deliver a truly comprehensive service to our clients.

## Our Mission

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To be recognised as a leader in the provision of technical services by creating value for our clients, delivering a responsive and flexible service whilst always delivering on our promises.

## Our Strategy

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### People

Trained, empowered and motivated team members providing a safe environment for all our staff, stakeholders and users ensuring

### Safety

all our customers comply with current regulations. Providing the best possible service at the lowest cost by adopting a combination of traditional time based maintenance through to predictive and business focussed maintenance

### Compliance

### Value

## Our Values

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**Customer**  
first, always



**Fearless**  
**Innovation**



**Achieve**  
together



**Everyone is**  
**valued**

We are excited to share our values - the guiding principles that drive our behaviours, shape our culture and help determine our strategic direction.

Our values are the guiding principles that drive behaviour, shape our culture, and steer our strategic direction. After extensive collaboration with colleagues globally through workshops, listening sessions, and surveys, we have co-created new values that represent Tascor at its best.

## Our Services

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### Planned & Reactive Maintenance

- Heating
- Cooling
- Air Conditioning
- BMS
- CCTV, Intruder & Access
- Power Generation

### Statutory Compliance Services

- Gas and fire safety
- Electrical
- Asbestos management
- Water hygiene management
- 24/7 Help Desk

# Clients

We have shown below a selection of our long standing client relationships where we are providing, through long term PFI contracts, a full range of facilities services including technical, catering, security, custody management.



# Accreditations

As you would expect, we are active members of the following industry bodies which ensures we are always up to date with current and proposed legislation



## What our customers say about us

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It was noticeable that there were strong relationships between the parties and a willingness to work together in order to make the facilities and Project successful. There was no criticism offered and the Tenant's Representative was **complimentary of the FM Contractor**.

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AECOM has been informed that of the Availability Deductions withheld to date; none of these have been as a result of planned or unplanned Lifecycle works carried out in the operational years to date. This reflects the regular Lifecycle works carried out in the facilities and also an indication of **well maintained and managed operational facilities**.

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We are regularly visited by external agencies, partners and other Police Forces in relation to our custody facilities. The recurring comment that I get is that visitors **cannot believe that our buildings are five years old**, given the **excellent condition** that they are kept in. Given the challenging environment that we work in day to day, this is **testament to the work that the Tascor teams conduct** on behalf of the two constabularies.

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"Your team went **above and beyond their duties**. I really cannot praise and thank the crew enough for their **hard work, kindness and professionalism**"

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"I feel it is necessary to bring this continued **exceptional quality** of service to your attention and I, in particular, thank the whole team on behalf of Legal Services for this **valued service**."

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