

Link Contracting

Maintenance • Projects • M&E • Compliance

#teamlink

ABOUT US

A family run Maintenance, Refurbishment and Construction Company.

Values & Expectations

Established in 1990, Link Contracting are a family owned business and the family dynamics are demonstrated at every level of our operations and within our core values and expectations. Our team all work very closely together and are generally involved at all levels within the business. Our people are always obtainable, have real values and offer an exceptional level of customer service. We are extremely passionate about our company which gives us the edge on our competitors.

Heritage

We are very proud of our heritage and our roots, and although we face diverse challenges within the industry, we firmly believe that our honesty, transparency and our family values will ensure our sustainability and continued growth.

OUR MISSION

Our Mission remains the same as it has always been:

- ✓ **Open Discussion:** Healthy debate is our core strength and we encourage a blame free culture
- ✓ **Open with Customers:** We guarantee our customers family values of trust and transparency
- ✓ **Open Doors:** We are approachable people in a relaxed environment where customers are always welcome
- ✓ **Open to Change:** We have moved with the times and will continue to move forward into the future
- ✓ **Open Minded:** We're relaxed about learning from others and making changes





MAINTENANCE

Proactive, reactive and reliable repairs 24/7

At Link Contracting we pride ourselves on the strong relationships we build with our clients. Through promoting continuous improvement and better ways of working Link Contracting boasts a versatile and agile operating model. Our aim is to meet and exceed our customer's expectations to nurture and evolve efficient and long lasting partnerships. We give our customers an unrivalled level of expertise and service. From planned preventative maintenance to 24hr reactive maintenance solutions across multiple sectors.

Link Contracting currently have framework and maintenance contracts with many blue-chip clients, meeting stringent KPI's sees us delivering on our promises time and time again. We also invest in the latest technology such as operating the latest smart phone hardware, live vehicle tracking, cutting edge tools and equipment and providing a 24hr property Contract Support Team.



LIVE FLEET TRACKING

Our fleet is protected with real-time GPS tracking systems. This allows us to plan and improve fuel efficiency and provides us with security solution to know the whereabouts of plant, vehicles and assets. It also allows us to be reactive, streamlining our response times when planning maintenance and repair works.



COVERING THE WHOLE OF THE UK

From our offices in the north, the midlands and south central, Link Contracting can react and respond to issues in England, Wales, Scotland and Northern Ireland.

We have engineers located throughout the United Kingdom and can swiftly and reliably attend to property issues and emergencies 24 hours a day, 7 days a week.

Our extensive fleet of quality maintained vehicles combined with our highly skilled workforce enables us to effectively meet the demands and needs of our customers on a daily basis.



- ✓ Auto Doors
- ✓ Bricklaying
- ✓ Drainage
- ✓ Fire Alarms
- ✓ Flooring
- ✓ Gas
- ✓ General Building
- ✓ Glazing
- ✓ Groundworks
- ✓ Guttering
- ✓ HVAC
- ✓ Joinery
- ✓ M&E Installation and Maintenance
- ✓ Pest proofing
- ✓ Plumbing
- ✓ Roofing
- ✓ Shutters
- ✓ Fire extinguisher servicing
- ✓ Fire alarm servicing
- ✓ Emergency lighting servicing
- ✓ Lightning protection servicing
- ✓ Water hygiene services and legionella risk assessments
- ✓ Gas safe servicing
- ✓ HVAC servicing
- ✓ F-Gas servicing
- ✓ Drainage & gutter inspections
- ✓ Fixed electrical testing – including Compex (petrol forecourts)
- ✓ Portable appliance testing (PAT)

24 HR SUPPORT

Our dedicated Contract Support Team are available to take calls 24 hours a day, 7 days a week. Highly trained to deal with all types of maintenance and service issues we provide an unparalleled level of service. As the first point of call – our team are committed to ensuring that each and every customer only ever receives the very best customer service experience.



WHO WE WORK WITH



2020 SNAPSHOT

45,000+ maintenance jobs completed
 60,000+ visits to sites
 3,800 different sites visited
 10,000+ compliance visits completed
 2 hours average emergency time to attend





HEALTH & SAFETY

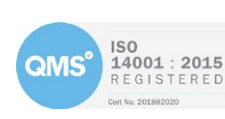
Health and Safety is led from the top of the organisation with clear and effective leadership demonstrated at all levels.

A core element of the company values is to be 100% Safe.

Our annual H&S policy statement sets out the company approach and commitment to fulfil all legal obligations to maintain safe and healthy working conditions for all of our employees and associated sub contractors.

Our award winning in house H&S team are all NEBOSH qualified and IOSH members. They deliver our in house H&S induction programme “Link Safety Passport” as well as providing company-wide advice, site inspections and training. The company currently holds SSiP (Safety Scheme in Procurement) accreditation with CHAS, Safe Contractor and Avetta and our occupational health and safety management systems conform and are certified to the standards of ISO 45001.

Our driving for work programme has been developed in partnership with the Institute of Advanced Motorists, providing driver e risk assessments and training for all company vehicle drivers. We were awarded with the Outstanding Organisation award in March 2019 by the North West Construction Safety Group and we have achieved multiple RoSPA Gold Achievement Awards for health and safety management standards.



COMPLIANCE

Providing a class leading compliance service to keep your operations running.

Our Compliance team are dedicated to providing 100% customer satisfaction whilst continually excelling. We strive to go above and beyond expectations to provide nationwide coverage with highly skilled multi-trade technicians to ensure we deliver proactively and reactively 24/7, 365 days a year. An important core values of ours is to get things Right 1st Time and in order to achieve this we believe that expertise and service are paramount. BAFE SP101 is one of our many accreditations and we are always working towards new ways to upskill, evolve and develop our own people.

Our qualified supervisors provide governance and assurance checks on all certificates produced in order to make sure that all work is completed to the highest standard, ensuring any required preventative measures are put into place. Our Compliance team offers many different services including the option to produce a bespoke compliance program for all your business and franchise needs – the safety of all staff, customers and the public is our number one priority. The compliance services we offer include but are not limited to the below regular service checks as well as providing detailed reports of works required to ensure the site remains compliant to current regulations:

- ✓ Fire extinguisher servicing
- ✓ Fire alarm servicing
- ✓ Emergency lighting servicing
- ✓ Lightning protection servicing
- ✓ Water hygiene services and legionella risk assessments
- ✓ Gas safe servicing
- ✓ HVAC servicing
- ✓ F-Gas servicing
- ✓ Drainage & gutter inspections
- ✓ Fixed electrical testing – including Compex (petrol forecourts)
- ✓ Portable appliance testing (PAT)



PROJECTS

Link Contracting provide a comprehensive & fully integrated project and refurbishment service.

Link Contracting offers a range of project services, from small, fast turnaround projects to the planning and delivery of large scale projects. One thing that remains the same throughout is our consistent commitment to service and quality.

New builds, extensions and alterations are expertly delivered with no compromise on quality, service and safety. Link Contracting are experienced in the delivery of large projects and have a wealth of knowledge dealing with architects, conservationists, archaeologists, and planning officers.

From infrastructure to listed buildings, we provide the right people with the right training and the right attitude. Collaborative working between our management, our inhouse skilled project workers, approved sub-contractors and customers ensures that we only ever provide a safe working environment and a completed project that delivers 100% satisfaction.

Operating in public and private commercial, industrial, educational and healthcare sectors.

Visit www.link-contracting.com/projects to see more completed projects!



CASE STUDY

Project: Kings Norton Girls School

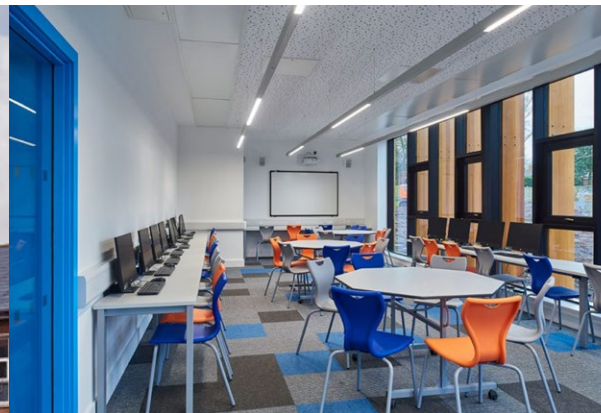
The works comprised the complete design and construction of a new two storey teaching block on the school's existing playing field. Working with a reduced budget and very specific design brief we managed to create a superb teaching facility to the client's budget.

The two storey teaching block comprises a steel framed structure with masonry construction to all external walls. The external façade consists of brickwork and a modern curtain walling construction.

- £ **Build cost:** 1.5m
- 🔧 **Type of works:** Design and Build construction project of 6th Floor Teaching Block
- 🕒 **Time to complete:** 52 weeks
- 📅 **Completion date:** Jan 2020

ELEMENTS INVOLVED TO CARRY OUT THE PROJECT

- ✓ Complete design works working alongside local specialists such as structural engineers, the novated clients architect and our in-house M + E Design team.
- ✓ Working in conjunction with the JCT Design & Build Contract (DB) 2011
- ✓ Construction Phase Health & Safety Plan incorporating a fire strategy plan.
- ✓ Liaising with the head personnel of the school with regards working close to live areas while undertaking the construction work
- ✓ Groundworks, including but not limited to; excavation, site leveling, concrete foundations & slab (fully reinforced & insulated)
- ✓ Structural steel framing
- ✓ Specialist built-up roofing
- ✓ Metsec frame system to all internal walls, with 2 different external type facades, brisk and curtain walling.
- ✓ Design, manufacture and installation of aluminium windows, doors & brise soleil.
- ✓ Precast concrete floor structure to 1st Floor
- ✓ Fully designed mechanical & electrical works to comply with SBEN calculations including underfloor heating
- ✓ Ventilation system by Breathing Buildings
- ✓ New precast concrete staircases
- ✓ Disabled platform lift installation
- ✓ Acoustic partitioning (fire rated)
- ✓ Blockwork partitioning (fire rated)
- ✓ Internal finishes to ceilings, floors & walls to a high specification
- ✓ High specification washroom cubicles, IPS systems & vanity units
- ✓ External hard & soft landscaping



CASE STUDY

Project: Leighton Hospital Windows

The project involved a major window replacement to new UPVC for a large NHS hospital, undertaken in two phases to cause minimal disruption to patient care.

£ **Build cost:** £500k

✂ **Type of works:**
Hospital Refurbishment Works

🕒 **Time to complete:** 40 weeks

📅 **Completion date:** Sept 2021

ELEMENTS INVOLVED TO CARRY OUT THE PROJECT

- ✓ In-depth Construction Phase Health & Safety Plans incorporating fire and safety procedures tailored to meet the needs of a live hospital faced with the additional burden of dealing with a global pandemic.
- ✓ The removal and disposal of several hundred windows contaminated with Asbestos.
- ✓ The replacement of same with new solar glazed units.
- ✓ Extensive scaffolding to facilitate the Works.
- ✓ The development of methodologies that allowed for the Works to be undertaken in a manner that protected the hospital's patients and staff.
- ✓ Continuous liaison with the NHS trust to ensure that areas could be safely accessed and worked on in a manner that did not disrupt the vital operations of the hospital.
- ✓ In-depth programming with detailed control and co ordination of sub-contractors retained to undertake specialist elements of the project



LINK ACADEMY

People development is one of our core values.

The academy has been set up to provide our people with access to learning and development opportunities that will enhance their work experience and gain them valuable skills and knowledge.

All of our people complete the "Link Safety Passport" programme on induction with the business. This includes core H&S training on topics as well as role specific IATP accredited asbestos awareness training and COSHH face fit testing. We work in partnership with the Institute of Advanced Motorists and use their "Choices" programme to help us manage our driving for work risks. All of our company vehicle drivers complete an online e risk assessment and a suite of driver training.

The Academy also supports our people with role specific training such as PASMA, IPAF and SPA petrol forecourt, sourcing and working with our approved external training providers. Supervisors and managers also have access to leadership and management training on performance review. The Academy also supports our young people with apprenticeships and work programmes via our learning partnerships with Wigan & Leigh College and Wirral Met College.

Link
Academy

To find out more
about our academy
contact the team on
01942 403030



Link Contracting

GET IN TOUCH

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