

**YOUR FACILITIES AND ENERGY MANAGEMENT PARTNER**



## **FRONTLINE ENERGY & ENVIRONMENTAL – WHAT WE CAN DO FOR YOU**

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**The Frontline Energy & Environmental Asset and Facilities Management offering covers a comprehensive interdisciplinary customer focussed service.**

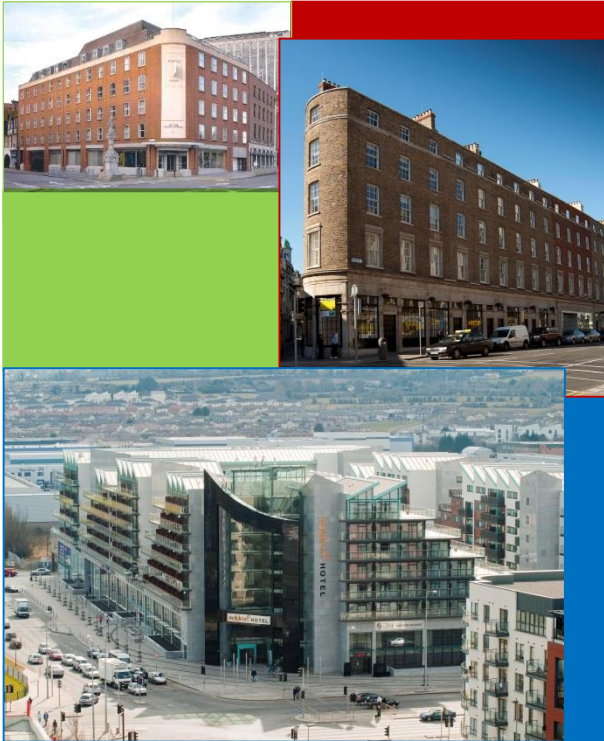
**Clients benefit from a hands on quality approach to the management, maintenance and care of commercial office developments, residential and multi use developments, delivered in-house through our 24/7 service desk.**

**Experts in energy efficient solutions.**

**Frontline also manage and maintain a number of District Energy Systems, including a comprehensive billing service provided for all end users.**

## YOUR BUILDING - YOUR NEEDS - QUALITY SERVICE

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**E**nabling companies to make effective decisions on issues that **positively affect profitability** and capital employed. With **in-house capabilities**, **Frontline** clients benefit from a **single source solution**, from **design** of mechanical & electrical requirements through to **installation, operation and maintenance of heating, ventilation and electrical systems**.

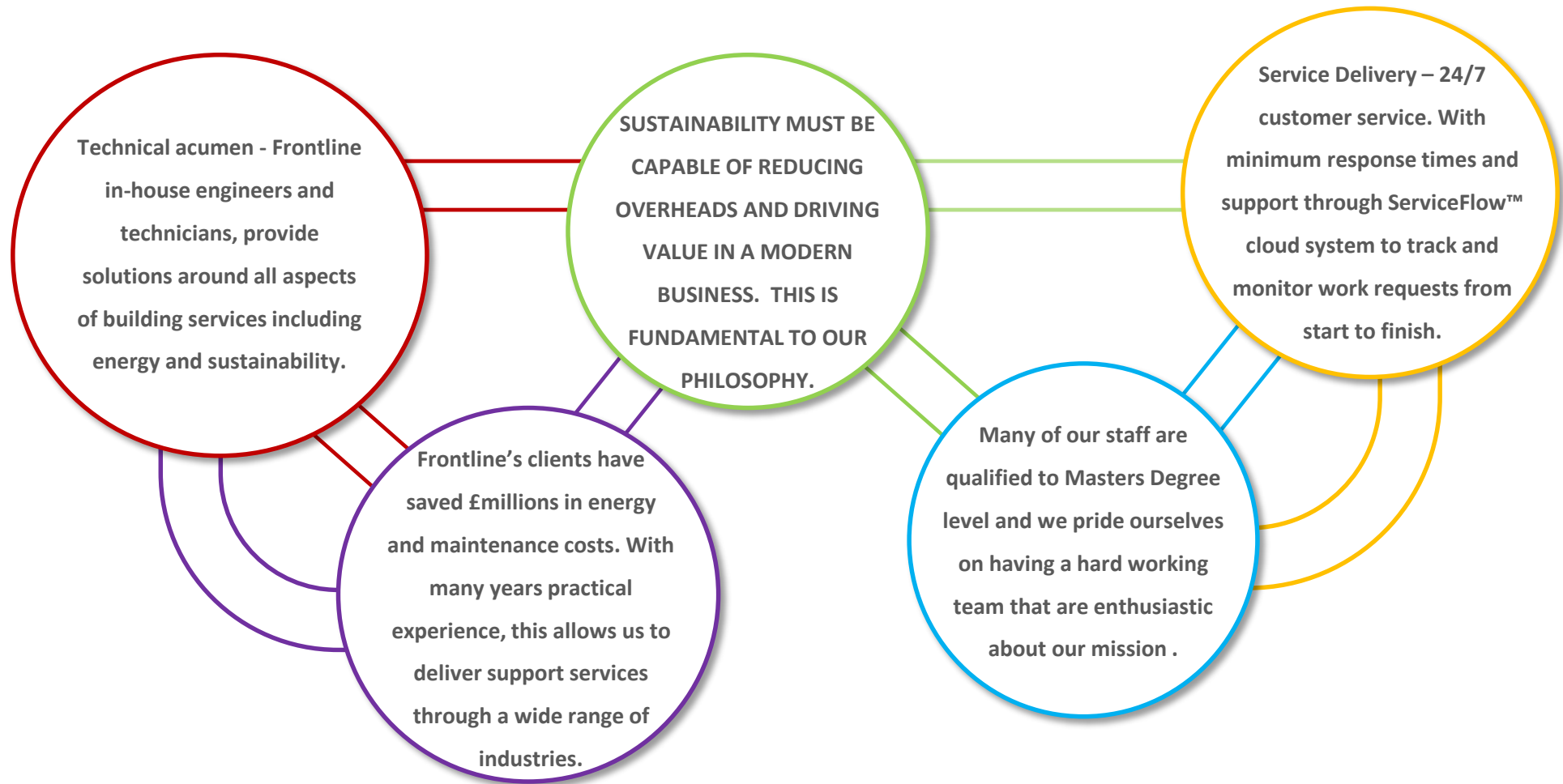
Identifying energy efficient solutions is a continuous process, allowing for identification of significant operational cost savings while also becoming a more integral part of many organisations' **CSR – Corporate Social Responsibility** policies.



## FACILITIES MANAGEMENT

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Frontline concentrate solely on maintaining your property, to ensure a service enshrined in quality. We will ensure it is market ready at all times and that all equipment is optimised, and services are delivered according to Service Level Agreements..



## FACILITIES MANAGEMENT SERVICES – SUPPORT FOR YOUR PROPERTY



**The Frontline Strategy is to ensure all services and plant are operating to specification and ensure all systems are fully functioning at handover stage, thereby ensuring tenants satisfaction at occupancy.**

- Mechanical Services
- Electrical Services
- Fire Protection & Detection Systems
- Security / Access Control / Intruder Alarm/ CCTV / Alarm Monitoring
- BMS
- HVAC
- Lift Maintenance
- Health & Safety Management
- Move Management
- Cleaning & Janitorial Service
- Car Park Management
- Contract Management
- Project Management
- Reception Service
- Waste Management
- Help Desk 24/7
- Service Flow™ Management software  
- For easily accessible service call logging
- BER Assessment
- Energy Audits
- Painting & Decorating
- Carpentry
- Pest Control
- Landscaping
- Renewable Energy
- District Energy Management

### BENEFITS

Benefits include; **energy efficient initiatives** and efficient management of buildings **through innovative building services** and **in-house engineering capabilities**.

Frontline engineers are experts in heating & ventilation systems, electrical, mechanical, energy conservation, office refurbishment/fit out and health & safety.



## ADDED VALUE TO YOU - OUR STRENGTHS



- Integrated Services – **Sustainability** in every sense of the word.
- Our **in-house expertise on engineering and energy management solutions**, which has proven time and time again to **provide cost savings** in both the short and long term.
- Frontline directly employs a mobile team of technicians and trade staff operating a 24/7 support service. Frontline offers a cost effective **quality service** – with a **minimum response time** built into contract.
- **ServiceFlow™** system which allows **direct input of work requests, monitoring of job status** and **completion of work**. This is further enhanced by phone support from our in house service coordinators.
- **Our 3-year Guarantee on products and services** provides cost benefits and peace of mind where new systems and technology are deployed.
- **Energy efficient initiatives and efficient management of buildings** through our innovative building services and in-house focus on Facilities Management delivery.



## COMMERCIAL PROPERTIES

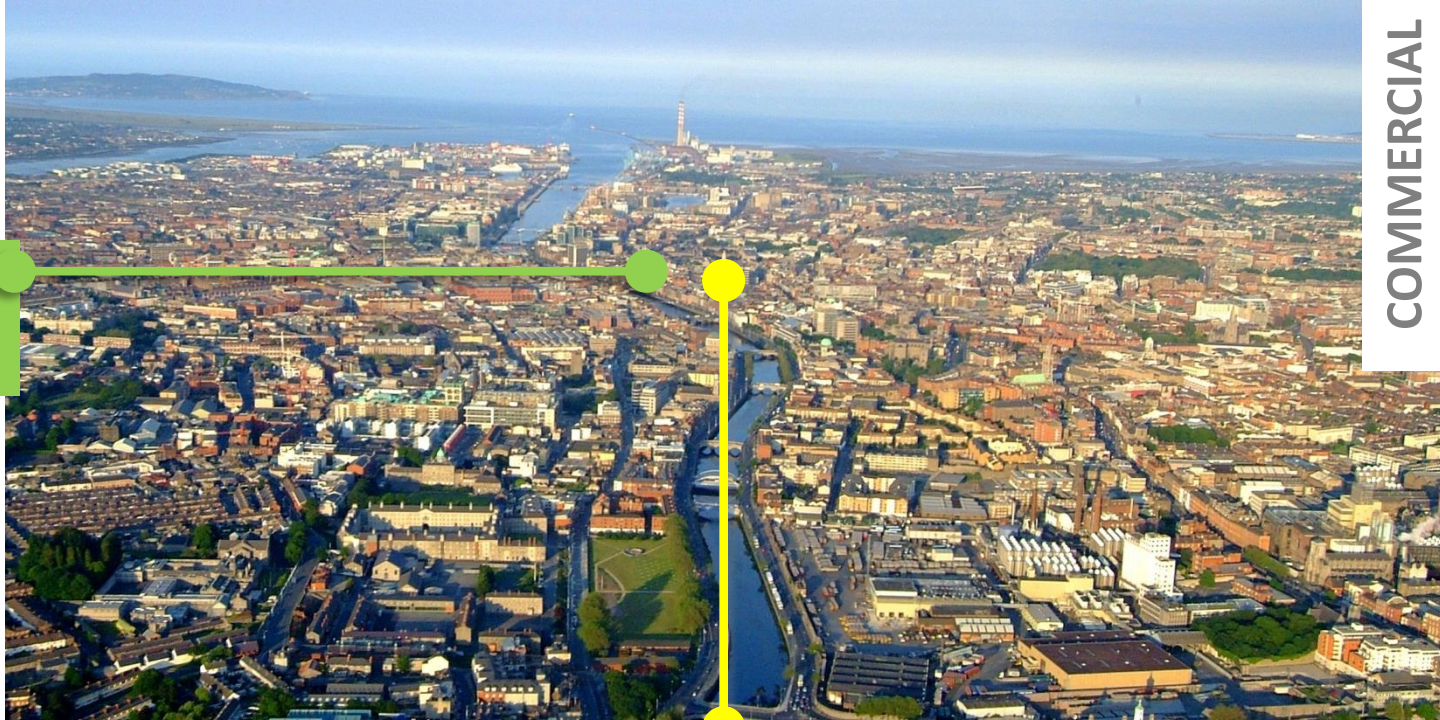
### THE TIMES BUILDING DUBLIN 2



#### Multi Tenant Office Block | 70,000 Sq.Ft

The developers of this landmark building wanted a bespoke solution which delivered superior Facilities management services from day one.

Frontline was retained by the Landlord to manage all common areas



### SEAN MCBRIDE HOUSE



#### Key Office Development | 6,500 Sq.Ft

Amnesty International occupy this seven story property with a number of other charities and ground floor retail use in the heart of Temple Bar.

Frontline has been engaged since October 2011 to deliver a full, comprehensive, Facilities Management service.

## MULTI SITE FACILITIES MANAGEMENT



### THE SITES

Frontline Energy are responsible for the management and maintenance of the Applegreen Motorway Service Areas along the M4 and M1 Motorways. In addition to our normal Facilities Management services Frontline Energy also provide support in relation the NRA reporting on Applegreen's behalf.



### APPLEGREEN – MULTIPLE SITES



## FACILITIES MANAGEMENT

### FACILITIES MANAGEMENT

As part of the FM contract Frontline provide a 24/7, 365 days a year service desk for the management of any facility issue that may arise, this gives them cover during weekends and bank holidays that would not be part of a normal FM contract.

Frontline implemented and now manage Applegreen's Maintenance Management System software used for assist tracking and monthly reporting to the NRA. This meets their Key Performance Indicators (KPI) required by the NRA.

### SERVICES

- Mechanical and electrical maintenance
- Fabric Of The Building
- Road and footpath pavement inspections
- Above and below ground drainage
- Winter maintenance
- Landscaping
- External Signage
- Waste water treatment plant maintenance
- Water treatment plant maintenance
- Window cleaning
- Grease trap maintenance
- Life safety systems (life lines)
- Fire alarm
- Emergency lighting
- SOS phones
- Pollution monitoring and control
- CCTV
- Play area equipment.

### ENERGY MANAGEMENT

As part of the reporting requirement to Applegreen Frontline monitor the electrical consumption for the 6 No. Applegreen MSA sites and identify areas where improvements and savings can be made.



## ENERGY EFFICIENT BUILDING PROJECT



### MERRION HALL

## PROJECT OBJECTIVE

Delivery of an office building with enhanced comfort levels and improved flexibility for end users in terms of occupancy and layout. Providing greater monitoring and control capabilities for improved energy efficiency and sustainability.

## UPGRADE WORKS

### HEATING, VENTILATION, AIR CONDITIONING

- Installation of additional heater batteries, creation of 6 different zones to each floor.
- Dampers installed to restrict air flow to vacant areas and VSD's installed within the AHU to control air volume. Pre-heating is now provided by the AHU, zones that require additional heat receive this by heater batteries.
- Building Management System upgrade, enabling control of the temperature to each zone.

### LIGHTING UPGRADE:

- Installation of 4x14W T5 Fluorescent fittings and a mixture of 3W and 12W LED down-lighters.
- A mixture of daylight sensors and presence sensors were introduced along with a re-wiring of the lighting installation to create multiple circuits on each floor.



OFFICE BUILDING UPGRADE

## ENERGY SAVINGS

- Projected savings of 139,509kg CO<sub>2</sub> annually.
- 22.5% savings on running costs for heating & cooling
- 64% reduction to lighting energy consumption & associated cost
- Lower maintenance costs and improved life cycle with a 3yr guarantee on all new equipment
- Project Payback period of 36months

## ENERGY EFFICIENT BUILDING PROJECT



### FOLENS PUBLISHERS

## PROJECT OBJECTIVE

To create a modern, open plan office environment where the emphasis is placed on the provision of a comfortable and practical working environment.

## PROJECT SERVICES

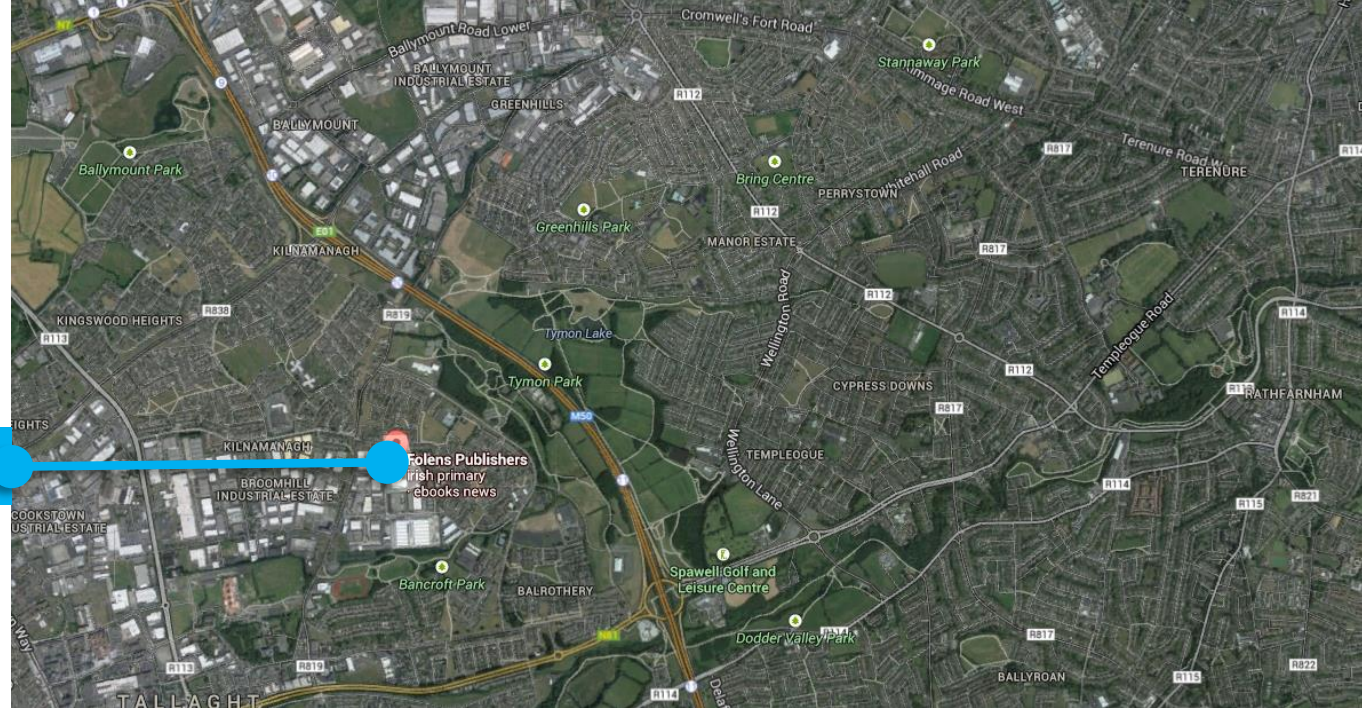
**Existing AC system** – Comprised of various models of Toshiba cassette split units and a multi system which serves individual offices on 2 floors.

**Refrigerant** – Many of the older units are operating using R22 refrigerant which require being phased out under EU regulations

**Floor layouts** – The existing layout comprised of multiple individual offices. **Proposed AC system** – A 33.5kW cooling capacity VRVIII heat pump system installed with 8no. Indoor cassette units. Leaving a provision for future expansion of the system should it be required. All units operating under R22 were removed. The existing AC multi system was retained as it uses the newer R-410a refrigerant.

**Electrical Services** – Existing data and power points re-used where possible. All lighting zones rewired to work in with the new layouts.

**Plumbing** - Installation of two new tea stations along with a new staff shower room.



## PROJECT MANAGEMENT

The new layout is based on an open plan system.

**Assessment of existing Air Conditioning System.**

**Design of new AC system** and formation of various proposals to find the most appropriate solution to meet the clients needs.

**Full M&E installation** carried out by Frontline.

**Management of suppliers and contractors** for furniture and interior elements.







### **Dave Connolly | Managing Director**

Dave is a member of the British Institute of Facilities Management, is a Chartered Accountant and has over 20 years of solid expertise in delivering facilities and energy management projects.

As a former director of HOCHTIEF, Dave has been responsible for the design, build, cost-benchmarking and operation of projects for many major public and private clients.

Responsible for the overall strategic growth and operation of Frontline, Dave has a successful track record in team building and business development.



### **Denise Coyne | Financial Controller**

Denise Coyne graduated from DIT, Dublin with a BSc in Management. Denise is a Chartered Certified Accountant and a member of the Association of Chartered Certified Accountants and an Associate of the Irish Tax Institute. She has over eight years extensive accounting and financial experience within the property industry.



### **Iain Wright | Director**

A lengthy career in finance, Iain spent six years as a fund manager for Morgan Grenfell Ltd before joining S.G Warburg in 1990. In 1992 Iain moved to NatWest markets where he held a number of senior management roles.

Following the NatWest/RBS merger Iain was Managing Director, Head of all Capital Markets Sales and Distribution and in charge of the bank's Asset Management and Hedge Fund Group. He was a Director of the Bank of Ireland's Private Bank in Dublin in 2006 and a partner of ILEX Asset Management, an absolute return European credit specialist bought out by Liontrust Asset Management plc before co-founding specialist asset managers Salix Capital at the beginning of 2009 and CiphionAB in 2012.

He joined Frontline in 2013 and is responsible for strategic business development.



**Seamus Gill**

**Chief Commercial Officer**

With over 25 years' experience in Technology and the Built Environment, Seamus has held senior roles across the US and EMEA with Cambridge Technology Partners, Parametric Technology Corporation and Baltimore Technologies.

Frontline clients are at the core of everything we do. Seamus' focused approach ensures comprehensive client support from initial engagement all the way through to delivery of projects and services across the board.

Bringing a wealth of commercial and strategic experience, Seamus has overall commercial responsibility for Frontline's growth in Ireland, the UK and in selected strategic geographies globally.



**Denise Hunt**

**Account Manager**

Denise has over 14yrs experience as a Finance manager and managing client accounts.

She is responsible for the financial and administration element of our ESCO sites.

Carrying out of analysis of aged debtors and advising surveyors and clients with regards the recovery of arrears resulting in limited bad debt scenarios.

Denise manages a number of accounts on behalf of key client portfolios. Denise has a BS.c in Management and Finance is IATI qualified. She is also a member of the Chartered secretaries and administrators



## STAFF PROFILES – FACILITIES MANAGERS AND SENIOR ENGINEERS



### **Sean Quinn** **Operations Manager**

Sean graduated from Dublin Business School with a Diploma in Project Management . He has over nine years experience in customer service and over five years experience in property and facility management companies.

As Service Desk Manager Sean is responsible for the smooth operation of Frontlines 24hr service desk providing essential client support. Sean is actively engaged with the Irish Property & Facility Managers Association continual development programs.



### **John O'Reilly** **Senior Facilities Manager**

John O'Reilly is a Senior Facilities Manager with over 30 years experience in Facilities Management, Industrial Manufacturing Maintenance and Project Management. John has worked for several of the leading FM providers. He provides technical & Health & Safety back up to the Frontline service desk and manages several Frontline FM Contracts. John is a member of the Irish Property and Facility Managers Association.



### **Fintan Day** **Project Engineer**

Fintan has over 9 years post qualification experience in the Construction sector. Fintan has wide range of engineering experience including industrial and commercial projects design, consultancy, contracting, commissioning, facilities, maintenance and mechanical contracting. Fintan's client list past and present ranges from Applegreen, Beacon South Quarter through to Teagasc Grange Research Facility and LEO Pharma.



### **James Nolan** **Senior Engineer**

Jim is Mechanical Engineer with 40 years experience technical project delivery roles for a wide range of industries. His experience includes nearly 30 years as managing director of an Irish mechanical and electrical engineering consultancy.

Jim has designed and installed most configurations of energy systems and has extensive experience in energy generation and energy efficiency. Including concept design of systems and management of projects from the start through to hand over and commissioning with associated cost control throughout the project.

## CLIENT LIST



A&L Goodbody



UNIVERSITY OF  
CAMBRIDGE



AWAS



Dublin City Council  
Comhairle Cathrach Bhaile Átha Cliath



TOTAL

## CLIENT TESTIMONIALS



“Frontline has been managing the landlord services in the Arena complex since mid 2010, and has **delivered significant improvements in services levels**. The **Frontline team is easy to engage with, customer focused, and gives an excellent service to our hotel**. Frontline proactively engages with us and **takes a hands on approach in all matters requiring attention**. We have no hesitation in recommending Frontline.”

Ms. Rishnoor Kaur, Maldron Hotel



“The IAA appointed Frontline in early 2010 to provide property and facilities management services to our new head quarters office building. They **are professional, competent, and have displayed sound facilities and project management service capabilities**. They are **easy to engage with and are responsive to our changing building services requirements**.”



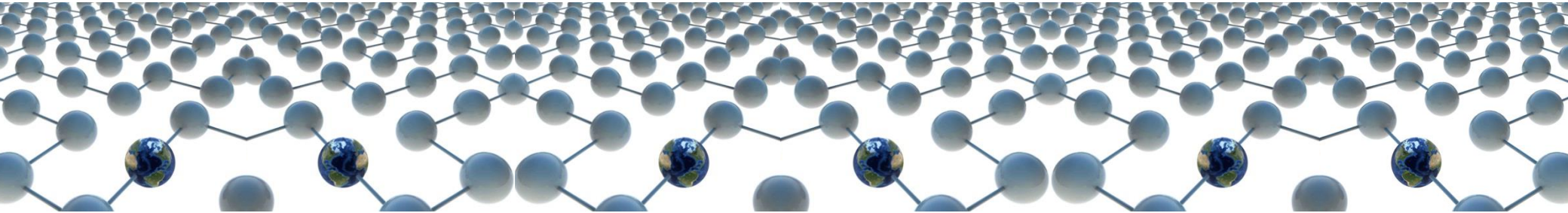
Mr Gerry Guihen, Irish Airport Authority



“We have worked with Frontline since April 2008, and its team has delivered **significant service improvements, and cost savings to our Riverside 2 building**. They **know how to look after buildings, have a technical competence, and have the customer in mind at all times**.”

Michael O'Kane, BNY Mellon - Property and Facilities Management (International)

**FOR ANY QUERIES AND MORE INFORMATION CONTACT OUR TEAM**



**DUBLIN OFFICE**

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