



The Defence Infrastructure Organisation (DIO) awarded the direct facilities management contract to Babcock Support Services GmbH on 8 February 2011. Further to this I am pleased to confirm that the mobilisation phase is proceeding to plan and Babcock will take over direct maintenance of the British Forces Estate in Germany from the In House Team and our current sub contractors on **Monday 8 August 2011**.



Babcock will focus on planned maintenance and repair and will respond to calls made to the helpdesk in addition to providing a grounds maintenance service. There is no change to higher value maintenance activity and new work which will continue to be delivered by the Host Nation.

As a result of Babcock's appointment, DIO will be able to improve upon the current high standard of estate maintenance achieved in Germany at lower cost to the MoD. The standard of service commended at the recent AFF conference in Herford will continue with improvements such as reduced routine response times from 40 to 20 days.

Much of the effort required in making the change associated with Babcock's appointment is going on behind the scenes. Babcock has extensive experience in providing facilities management services to the Ministry of Defence and looks forward to extending this service to the British Forces Germany.

### How will this affect me?

It is apparent that many within BFG are expecting something of a fanfare when Babcock begins operating within BFG on 8 August 2011. The humdrum reality is that the only adjustment the estate users will need to make from 8 August 2011 is to call a different Helpdesk phone number and to note the alternative means of contacting the helpdesk set out below.

A leaflet drop leading up to 8 August 2011 will serve as a timely reminder of this small but important change.

Local arrangements for out of hours reporting, building custodians etc will continue as at present unless and until the Garrisons notify you to the contrary.

The facilities management Offices are due to remain where they are today and after 8 August 2011 will be populated by a mix of DIO and Babcock staff. The role of the Garrison facilities management team will change significantly as a result of bringing Babcock into the team. In recognition of this change and to align with DIO arrangements in the UK, the facilities management staff will be known as the Site Estate Authority Team.

In the meantime please continue to report faults on your facility to the current Helpdesk as soon as you become aware of them and this will assist in providing a smooth transition for the Babcock team.



As of the **8th August 2011**, you will be able to report via any of the following methods

- Call the Babcock Technical Service Centre on German free phone **0800 888 4242**, the centre will be open for all calls from 07:00hrs to 19:00hrs and will respond to out of hours emergencies via the duty officer
- Report your fault via our web portal at <http://bssghelp.babcock.co.uk>
- Report via web chat, an interactive instant messaging service that will let you interact with an agent again this can be found at <http://bssghelp.babcock.co.uk>
- Via e mail, mail us at [bssghelp@babcock.co.uk](mailto:bssghelp@babcock.co.uk)
- Via Fax **05254 – 9573499**
- A 'drop in' facility for the personal reporting of faults etc will be available on each Station during normal working hours.

### Introducing the Babcock Infrastructure Business Unit Help Desk Manager



Nigel Williams is an accomplished Construction Services/Facilities Manager with many years of experience within the Industry. He has extensive experience in delivering first class customer service via Help Desks Facilities established to service contracts run by Babcock Infrastructure Division. With his knowledge of contracting and delivery methods, and constant review of Initiatives, he is able to continuously review the service offering of the Helpdesk.

He is a positive and enthusiastic Help Desk Manager keen to encourage continuous improvement within the department especially overseeing necessary changes in processes, recruitment, and training, through to team building and knowledge sharing.

Nigel Williams is keen to continually benchmark the Help Desk against industry peers to ensure quality systems are in place and kept up to date. Process ownership is shared between the whole team, ensuring all team members remain involved in, and understand the logic behind the Help Desks Initiatives.

