

# Capability Statement

A guide to our structure and experience





**INNOVATION, KNOWLEDGE & EXPERTISE**  
*For When It's Time To Re-think Your Office Space*

The DOI Group has a wealth of expertise with experience, long established and proven

Our clients agree

AON

Arqiva

Barclays

Ceridian Centrefile

CERT Octivian

Fujitsu Siemens

Jardine Lloyd Thompson

JP Morgan Chase Bank

Riverstone

St Pauls Travellers

WS Atkins Facilities Management

and many more

*rely on us in*

Greater London  
and  
Nationwide

## One team for Design, Project Management, Contracts, Furniture and Maintenance

The DOI Group comprises of speciality divisions, each expert in their chosen fields. These come together seamlessly to bring you a fully integrated support structure that enables your business to function in today's fast moving business world.

We take time to get to know you, the way you work, we embrace your vision of your future and endeavour to bring you the most creative ideas, most cost effective planning, and the highest standards of work.

### CONTRACTS

*Award Winning Industry Leaders Delivering Outstanding Performance*

Offering a comprehensive range of services that include full contractual from demolition to decorative finishes plus the supply and installation of office furniture, seating, storage and accessories. Whether you are contemplating moving office or renovating existing facilities, your dedicated project manager and team will guide you through planning, cost effective options and deliver on time and on budget.

### DESIGN

*Creating Bespoke Solutions That Work For You*

Our philosophy is 'good design is good business'. Getting the best from your employees and staff involves designing modern workplace environments. We study the way you work to create the best workflow systems integrating new technologies and contemporary styling with interior design and space planning.

### OFFICE FURNITURE

*Quality Desking, Seating & Storage Solutions For The Modern Office*

We can furnish your office with the latest in furniture technology, from affordable basic requirements to luxury bespoke items. Our buying power enables us to leverage the most cost effective supplies from all the leading industry manufacturers. Our service is fully comprehensive covering all aspects of occupational Health & Safety.

### MAINTENANCE

*Pay-As-You-Need Support Services Unmatched Value*

Whether you need a lamp changing, a new castor on your chair, an office rebuilt, or your premises have been attacked. Our 'Pay-As-You-Need' service means no expensive annual contracts. With a simple agreement our nationwide teams standby 24/7, ready for your call. You only pay for what you need at a prearranged rate.

### HEALTH & SAFETY

*Protecting You, Your Company & Staff From The Dangers Of The Workplace*

All the Directors and Management of a company can be held personally liable if something goes wrong. Working closely with you, we advise on how to minimise days lost to illness and injury. In an environment of increasing regulatory and legislative burdens, we will manage your compliance with the latest health and safety regulations.

Demolitions  
Hazardous Materials  
Brickwork  
Plastering & Rendering  
Plumbing  
Decoration

Partitioning  
Folding Walls  
Room Dividers  
Screens  
Soundproofing

Lighting  
Electrical  
Data & Voice Cabling

Air Conditioning/Fans  
Dehumidifiers & Humidifiers  
Antistatic

Suspended Ceilings  
Windows  
Blinds, Films & Curtains

Raised & Access Flooring  
Floor Finishes

**FULLY LICENSED**

The DOI Group is fully licensed and registered with all relevant UK Government and regulatory bodies to ensure you are fully protected.

We hold an...



Controlled Waste Carriers  
Licence

Hazardous Waste Licence

**Renovation or Relocation?**

Leave everything to your DOI Contracts Manager and you will find your project, well planned, scheduled and completed on-time and on-budget.

Our Contracts Teams have a wealth of expertise in all aspects of office moves or refurbishment work.

When you are considering any type of alteration to your existing or prospective new facilities, our Contracts Managers can either become your 'in-house' team or work closely with your own management team to develop and execute the chosen designs and requirements, on time, to budget and meeting the latest EU and HSE standards.

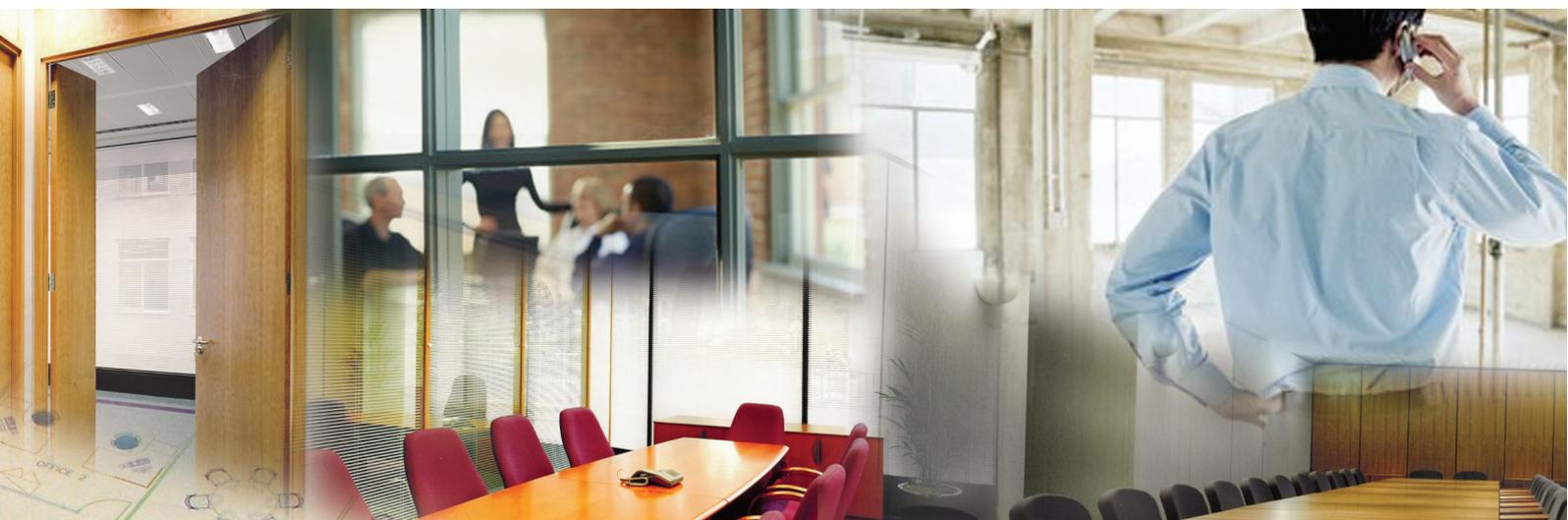
**Project Management**

Our team of Contract Managers offer a wide range of specialist contracting experience. Drawn from the varied backgrounds of design, the construction industry, retail and office facilities management they offer a unique level of knowledge to smoothly run the many types of project undertaken by DOI Contracts.

When assigned to your project they will provide you with a single point of contact, taking you through the estimating, planning, contracts works and furniture fitting stages, calling upon individual specialists at DOI to advise when required.

You need one point of contact  
to transform your workplace with leading  
professionals and tradesmen, on time and on budget

**You need control – We provide control**



Interior Design  
Modern Workgroup Methods  
Space Planning  
Planning Consent  
Walk-through 3D Visuals  
AutoCAD Plans & Proofs

Ceilings  
Windows & Doors  
Wall finishes  
Floor Finishes  
Textures & Colours

Atmosphere  
Works of Art  
Themed Areas  
Use of Light

Furniture  
Ergonomic Seating  
Storage

## We help you make **more** of your **space**

Has depression set into your staff? Do they need motivating? Perhaps suffering from 'Tired Office Syndrome'?

Our design team specialise in balancing a stimulating, work conducive atmosphere with careful space planning to maximise your office investment.

Our designers will look at your company ethos and the office workflow to find the most logical practical methods to enhance them using the latest modern environment and equipment.

The colours, textures and styles will be practical but suitable for the work area. We are careful to evaluate all aspects of the environment from the use of natural and electrical light to recycling methods and current trends in the workplace like 'chill-out areas' coffee shops and themed restaurants.

The furniture we specify will be sourced from all the leading brands and with our manufacturing plant in Wales we are able to produce bespoke items on an individual client basis.

We generally interview key personnel, take time to listen to where you see your business in 5 to 10 years, so we can build in practical instant improvements as well as future proofing the design when new technology becomes available.

We leave nothing to chance, with plans, examples & mood boards, artists impressions, colour CAD 3D Visuals or 'fly-throughs' all to ensure our vision for your workplace is understood and realised.

We provide leading designer styling

planned with cost effective use of your expensive office space

using ergonomic modern seating, desking and storage

**Make more of your space – We design more**



Office Furniture  
Cable Managed Ranges  
Ergonomic Seating  
Reception Seating  
Breakout Areas  
Screens & Dividers

Freestanding Storage  
Wall Storage  
Mobile Racking

Boardrooms  
Receptions

Toilets  
Bathrooms

Bespoke

## Are you sitting **correctly**?

Too many offices use old outdated, dangerous and even unlawful office furniture and equipment.

Our team will guide you through the maze of choice and regulation to find alternative furniture to balance 'fitness for purpose' and the cost factors, not just for the initial purchase but for the anticipated lifetime of the product.

Our design team usually specify the furniture to be considered and we will source this and alternatives of a similar style in varying qualities and budgets to suit the project.

We draw on the vast experience of our Maintenance division when selecting furniture and equipment, they see the day-to-day wear and tear, mechanical breakdown and practical functionality problems when they visit companies on a daily basis.

We will also give practical examples of the long term investment vs short term budget constraint arguments, so you are fully informed when you choose how to invest.

Our team can visit the workplace with demonstration samples, or arrange showroom visits to view and try everything from seating, desking, storage and archive storage too.

You need a professional company  
to plan, build and furnish your office space  
using guaranteed products at affordable prices

**You need *quality* – without *blowing the budget***



Emergency Planning

Brickwork

Plastering & Rendering

Decoration

Partitioning

Folding Walls

Room Dividers

Screens

Soundproofing

Lighting

Re-lamping

Electrical

Data Cabling

Plumbing

Air conditioning/fans

Dehumidifiers & humidifiers

Antistatic

Suspended Ceilings

Windows

Blinds, Films & Curtains

Raised & Access Flooring

Floor Finishes

Furniture

Ergonomic Seating

Storage

## Everyone keeps **putting it off until disaster strikes!**

Can you imagine the disruption of a poorly maintained office, or no emergency planning if a major incident occurs?

It's a wise precaution to expect and anticipate the worst, today's office can be disrupted by weather, terrorist attack, accidents, health & safety inspections or simple wear & tear.

Office managers today need to have a full contingency plan and a team of professionals to support them. DOI Maintenance operates a nationwide fully qualified, highly trained workforce. So whether you need a lamp changing, an office rebuilt, your premises have been attacked, or simply a new chair castor, our team are ready to help.

When a problem occurs just call our help desk. They will take a detailed report from your company, then escalate the problem to the duty team who will contact you directly to book a suitable time to visit with the appropriate equipment required to rectify your problem.

**The help desk** is run 24/7 and staffed by the duty officer, once you have setup a contract with us they will be able to schedule a response based on the type of agreement you have chosen to operate. These are:-

- Priority 1 - 24/7 Emergency service
- Priority 2 - 48 Hour response
- Priority 3 - 7 Day response
- Priority 4 - Next scheduled maintenance visit

Your business needs to stay fully operational

Place all your essential services in the care of

our professionals and ensure minimum downtime

**24/7 – We will keep your business working**



*How could you benefit from **peace of mind**?*

You will be able to get on with your own job, forget the worry of trying to interpret the latest rules and regulations, knowing that your company complies.

Your in-house personnel will be generalists, more often a specialist is required.

Our staff will have encountered your problems before. Our knowledge and practical experience enables the implementation of successful planned solutions.

Independent advisors usually have more credibility with the workforce. Employees will be confident that you really are looking after their Health and Safety.

For each site we advise on what the current UK legislation states and how the issues raised should be addressed.

We advise on how to minimise days lost to illness and injury. In an environment of increasing regulatory and legislative burdens, we will manage your compliance with the latest health and safety regulations.

All the directors and management of any company can be held **personally liable** for failure to adequately take precautions to conform to the regulations

***You are responsible – We provide the answers***

Screen Filters  
 Foot Rests  
 Copy & CPU Holders  
 Wrist Rests & Mouse Mats  
 Wrist/Arm Supports  
 Telephone Headsets  
 Monitor Arms & Stands  
 Ergonomic Keyboards

Operator & Specialist Chairs  
 Conference & Visitors Chairs  
 Control Room & Reception Seating  
 Ergonomic Seating & Supports  
 Office Furniture  
 Height Adjustable Furniture  
 Screening & Partitioning  
 Computer Room/ LAN Furniture

Lighting  
 Cabling Solutions  
 Partitioning & Soundproofing  
 Blinds  
 Air conditioning/Fans  
 Dehumidifiers & Humidifiers  
 Antistatic

Safety & Statutory Signage  
 Fire Extinguishers

Health & Safety Audit  
 Workstation Assessments  
 VDU & Display Screen Assessments  
 Seating Assessment  
 Asset Tracking  
 Ongoing Maintenance & Repairs



The DOI Group understands that access to knowledge and people are the keys to success in today's business world. Creating the structures and spaces that are right for your business is a major challenge for decision makers. For over 15 years, it has been our mission to maximise the returns to our clients on their investment in people and processes.

If you are planning a refit, or are perhaps looking to relocate, we can show you new and exciting ideas in space planning and office design; ideas that embrace flexible working and ergonomics in order to boost productivity. This translates to significant bottom line growth in your business.

As your strategic partner, we will painstakingly manage each stage of every project from start to finish and beyond, should you need us to. For your peace of mind, we have an exemplary record of delivering on time and on budget and we will always be looking for ways to deliver even greater value to you.

