



FACILITY SERVICES

A business of The Inevents Group (TIG) Pty Ltd

CAPABILITY STATEMENT

Elevate your service experience : Elevate your level of Satisfaction



Outline

- Introduction
- Ideals/Objectives
- Our Point of Difference
- Suite of Services
- Our National Coverage
- Effective Delivery Techniques & Service Methodology
- Client Partnerships
- Why Choose TIG Facility Services
- Industries Services
- Innovation & Technology
- Conclusion



Introduction

Established in 1998, we have grown and developed into a complete business that operates outside of the conventional, to achieve our clients' goals and objectives.

We are a facilitator of services for any size client, both locally and nationally, however we first need to listen and understand what is important to that client, what their objectives are and deliver the right outcomes.

We must also ask questions and raise points of discussion to ensure that our two businesses are the right fit, and the balance and respect of any partnership, is there.

While the core of our business is cleaning services, we have evolved and offer so much more, integrating an expanded suite of services for many facilities.

As an integrated services provider, we utilise both our own staff and a unique and professional network of service providers that results in a complete framework of services, delivery and outcomes.

Ideally, we aim to partner with organisations that are wanting someone by their side for the long journey. Starting with all of your cleaning service requirements, expanding and providing flexibility in all manner of services across their property portfolio.

As we grow and develop, our level of personal contact and assurance that we're here for each and every client will always be at the centre of what we do.



customer satisfaction

Ideals

- Where Satisfaction is paramount.
- Where we constantly strive to give our clients all that we can.
- Where we strive to always do right by them, whether that be utilising public holiday shifts or any unfortunate missed services, we always look to re-invest this time back into a facility.
- Where presentation and impression reinforces our commitment to the value of our clients.
- Where good is not good enough, striving to do more and excel is our goal.



Our Point of Difference

People often ask, 'what makes TIG different'. The most common response from our clients, is 'Robert'. A Director who puts everything into providing our clients the best service possible, always looking into what and how we can do our job better. This, along with his ability to be as hands on and in the trenches with our teams, goes towards the care and attention he gives to all of our clients. Caring is his primary focus.

As a solutions driven team of specialists, TIG Facility Services prides itself on being in a position to provide solutions to a variety of Facility Service issues through our use of technology and innovative systems. Whether it be health and safety in nature, compliance concerns, standards of satisfaction, effectiveness of service or value of partnership. This comes from the wealth of knowledge, years of experience from all of our team members and alliance partners and from keeping up to date with new technology in the Facility Management (FM) industry.

Whether a Strategic Partner is needing assistance in a cleaning matter, building issue, looking for alternatives in their recycling methods or solving an outbreak of staphylococcus, we will not stop until we provide the right solutions and options that we feel are in the best interests of our clients.



Robert Hegarty : Founder & Director



Suite of Services

Commercial : Industrial : Property : Retail

Cleaning:

- General Office Services
- Window Cleaning
- Carpet & Upholstery
- Vinyl Maintenance
- Warehouse Sweeping
- Pressure Washing (Buildings)
- Hard Surface Cleaning



Building:

- Washroom Services
- Pest Management
- Security Monitoring
- Grounds & Gardening
- Waste Management
- General Building Maintenance
- Test & Tag/Thermal Imaging



Specialised:

- Flooring – Carpet/Vinyl
- Line Marking
- Car Park Systems
- Make Good Services
- Concrete & Bitumen
- Flood Restoration
- Tree Lopping/Removal





FACILITY SERVICES

Our National Coverage

Major Centres:

- Brisbane
- Sydney
- Melbourne
- Adelaide
- Perth
- Hobart
- Darwin





Effective Delivery Techniques & Service Methodology

Our Service Management Methodology works to provide sustainable and repeatable levels of service across all of its business functions.

To provide effective delivery of service to our valued clients, we follow our unique methodology:

- Site Specific Requirements
- Communication Plans
- Implementation Plans
- Service Level Agreements
- Formal Meeting Processes
- Document Review Process
- Process Review
- Contract Review
- Problem & Quality Management Process
- Training & Development
- Verification & Audit Processes



Client Partnerships



HITACHI

Reliable solutions



Global Transport and Logistics



Why Choose to partner with TIG Facility Services



- **Seamless & professional delivery**
- **Where listening and understanding builds a relationship.**
- **Ability to work with you & reach your objectives**
- **Where you're not a number, but a valued client, partner and friend.**
- **Caring, Honesty, Fair Dealing.**
- **Provision of simple service solutions or tailored solutions to meet any and all requirements.**
- **Co-Operative & Supportive Behaviours.**
- **Moral Value & Trust. Without Trust, there is NO relationship.**
- **Commitment to you, being flexible and growing with you for all that you ask of us.**
- **Ability to provide services; locally, statewide or nationally.**
- **Transparency**



Industries Serviced

Commercial



Transport & Logistics



Heavy Industry



Manufacturing



Property



Software



Equipment



- Dryft
- Kaivac
- Greenspeed
- Sidewinder

Sustainable Chemical Use



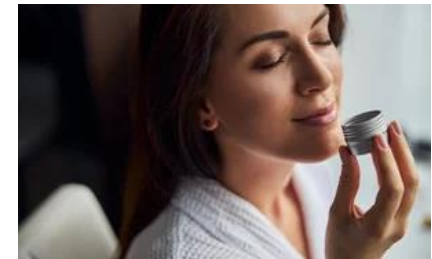
- Enzyme Wizard
- Enviropus
- Chemform Saffire

Processes



- Communicate
- Control
- Document
- Improve

Products



- Odour Neutralising
- Scent Marketing
- Bio-Enzymatic
- JaniWrap

Conclusion

Frustrated with:

- Not being valued
- Recurring Issues
- Poor Communication
- Uncertainty of Service
- Low Satisfaction
- Slow response time
- A total lack of caring

Then perhaps we're the solution:

- Layers of client services & client appreciation
- Real-Time Management of your valuable facilities
- Attendance & Task Verification
- Improved Communication
- Issue Resolution
- Solutions Provider
- Service Management Methodology





THANK YOU FOR THE
OPPORTUNITY



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