

FACILITY SERVICES

CAPABILITY STATEMENT

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COMMUNICATION IS THE KEY TO ANY RELATIONSHIP AND WE WELCOME ANY FEEDBACK THAT IS GIVEN BY OUR STAFF, CONTRACTORS, CLIENTS, SUPPLIERS AND OTHER PARTIES. THIS TAKES MANY FORMS AND ALL ARE ADDRESSED INDIVIDUALLY AS PART OF OUR COMMITMENT TO CONSTANT IMPROVEMENT.

MARK HOHN
STATE MANAGING DIRECTOR

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OUR ORGANISATION

TJS FACILITY SERVICES HAS BEEN IN OPERATION FOR OVER 20 YEARS. OUR SUCCESS IS ATTRIBUTED TO A CONTINUING DEDICATED FOCUS ON CLIENT SERVICE.



About TJS

TJS, a 100% Australian owned company, was founded in Sydney in 1995 and Queensland operations commenced in 2005. Together, they have evolved to become one of Australia's fastest growing service companies. With roots in the demanding hospitality sector, the company has grown into a leading provider of facility services to a multitude of sectors, including:

- ✕ Hospitality
- ✕ Government
- ✕ Commercial and Industrial
- ✕ Retail
- ✕ Education
- ✕ Health and Fitness
- ✕ Resource and Infrastructure
- ✕ Real Estate
- ✕ Construction
- ✕ Event Management

We provide the following services and expert project management to more than 400 sites across Queensland:

- ✕ Cleaning
- ✕ Building
- ✕ Facilities Management
- ✕ Grounds Maintenance
- ✕ Asset Maintenance

Today TJS Queensland employs over 150 people and we equip our team with a framework for continuous improvement.

TJS has a deep understanding of the service industry with a total commitment to client satisfaction.

We provide our clients with a single point of contact solution through our Client Service Managers (CSM) who are responsible for overseeing our service delivery and ensuring that all work is carried out to specifications.

TJS apply leading-edge technologies and management systems to provide transparency, accountability, trust and value for money. Through this, we can ensure that our performance is measured and managed.

Our customised I.T. platform known as Quality Management Control (QMC) delivers work scheduling, client communication portal, inspection updates and work order functions in association with other functions that are customised to suit each individual client.

Structure, experience & development

The TJS structure comprises of a core range of services, accompanied by a service delivery model that allows us to retain a mix of employees and independent contractors, specifically matched to our clients' requirements.

Each one of those resources operates under a system that encourages them to grow and evolve. It provides opportunities for team members to undertake studies and achieve core competencies and qualifications in:

- ✕ Diploma in Facility Management and Business Management (all Managers undertake this course)
- ✕ Certificate 3 & 4 in Asset Maintenance & Cleaning
- ✕ Internal Competency Training and Development



HATS OFF TO YOU AND THE CLEANING TEAM – THE TRAMS AND STATIONS LOOKED BRILLIANT YESTERDAY. I WAS AT CYPRESS AVE EARLY IN THE MORNING AND THEN WENT TO SOUTHPORT AND IT WAS SO BUSY.

BUT SERIOUSLY EVERYTHING LOOKED GREAT – AND SO MANY PEOPLE COMMENTED ON HOW GOOD THE LRVS AND STATIONS LOOKED.

YOUR TEAM IS A CREDIT TO YOU. YOU SHOULD BE SERIOUSLY PROUD. – DALE CAMERON, KDR GOLD COAST



IMAGE COURTESY OF GOLDLINQ CONSORTIUM



WH&S and the environment

Environmental Practices and Management

TJS Services Group prides itself on being proactive towards safety and protecting the environment. Our working practices take us beyond legal compliance with the WH&S and Environmental Protection Acts.

The Company is committed to compliance with WH&S and environmental management legislation and regulations, and to the modification of its business practices as legislation and regulations are amended.

The primary issues that will be considered at all times are:

- ✘ Prevention of injury and loss of life
- ✘ Prevention of pollution of the atmosphere, the land and the immediate surroundings on and in which business operations are carried out
- ✘ Wherever possible and practical, recycling of waste
- ✘ Where recycling is not possible or practicable, ensuring that waste is disposed of in a manner which protects the environment

All employees are responsible for ensuring the work environment is protected from injury and damage at all times and will take immediate action to minimise impacts.



Quality Assurance and Legal Compliance

Since first attaining our accreditation in 2007, TJS has successfully maintained certification in line with QMS Certification Services Regulatory requirements.

TJS recognises that it requires effective leadership, drive and commitment at executive levels, together with full involvement of each staff member to reach and maintain the vision of being a quality service provider.

This is why our staff and the Company as a whole are committed to not only maintaining our accreditation, but exceeding the expectations under statutory and regulatory requirements.

Service profile

TJS is a national organisation with regional offices that are managed by staff from the local community. Our local managers have operational control over the services we provide and ownership of client relationships.

Our local knowledge and expertise is reinforced by the strength of a global organisation which adheres to corporate governance regimes that are designed to mitigate risk for our clients. We provide services to local, regional and national based clients.



TJS IS RELENTLESS IN ITS PURSUIT OF EXCELLENCE. OUR TEAM WILL OFFER OUR CLIENTS A COMBINATION OF BUILDING SERVICES, DELIVERED WITH SUPERIOR INNOVATION, COST EFFECTIVENESS AND MEASURABLE SERVICE OUTCOMES.

WE WILL BECOME THE MARKET LEADER IN OUR FIELD AND OUR CLIENTS WILL BE ADVOCATES OF OUR BUSINESS.

WHAT WE DO

CLEAN



TJS has a proven understanding of the cleaning industry and a total commitment to client satisfaction.

We deliver quality services that generate real cost savings through consistent and comprehensive account management. With a unique management structure, TJS specialist CSM's all have a dedicated client base ensuring that every customer receives our total commitment.

Our services include but are not limited to:

- ✕ General commercial cleaning
- ✕ Carpet cleaning
- ✕ Window cleaning
- ✕ Bond cleaning
- ✕ Roof and gutter cleaning
- ✕ Car park cleaning
- ✕ High pressure cleaning
- ✕ Strip and seal
- ✕ Hood and duct cleaning
- ✕ Housekeeping
- ✕ Kitchen cleaning
- ✕ Graffiti removal
- ✕ Post construction and builders cleaning
- ✕ Methamphetamine lab cleaning
- ✕ Event cleaning and stadium cleaning

Sectors we operate in include:

- ✕ Commercial
- ✕ Industrial
- ✕ Residential

MAINTAIN



We have strong company buying power and pass on these savings across all our clients' facilities. With a single point of billing and management, it reduces the challenge of managing multiple service providers and contracts. This reduction in administration can be translated in further cost reductions, allowing your staff to concentrate on improving your business.

BUILDING MAINTENANCE

We offer a wide range of services including:

Provision of all trades:

- ✕ Electricians
- ✕ Plumbers
- ✕ Gas Fitters
- ✕ Carpenters
- ✕ Cabinet Makers
- ✕ Concreters
- ✕ Brick Layers
- ✕ Painters
- ✕ Plasterers
- ✕ Tilers
- ✕ Locksmiths
- ✕ Carpet Layers

We provide the following maintenance services:

- ✕ General repairs and maintenance
- ✕ External building cleaning
- ✕ Pressure cleaning
- ✕ Non-slip and protective coatings/strip and re-seal
- ✕ Water proofing
- ✕ Jet rodding/blocked drains
- ✕ Ceiling repairs/replacement
- ✕ Roof and skylight repairs
- ✕ Carpet, vinyl laying and timber floor installation

GROUNDS MAINTENANCE

We offer a wide range of services including:

- ✕ Mowing, slashing and brush cutting
- ✕ Herbicide spraying and weed control
- ✕ Tree lopping and chain saw works
- ✕ Garden maintenance and landscaping including seeding, tree planting, turf laying and fertilizing
- ✕ Gutter and down pipe cleaning



BUILD



We are a complete Project Management Service (PMS). TJS provides our clients with a specialist service in managing fit outs, refurbishments, major repairs and building projects.

Each project requires a unique solution, tailor-made to the specific needs of each client. We understand the importance of the budget, time frames, minimising disruption and limiting costs within an expertly handled project management system.

TJS Building services include:

- ✕ Interior and exterior concept design
- ✕ Design and construct
- ✕ Project management and completion of renovations and refurbishments for commercial and residential construction
- ✕ Project management of commercial and residential maintenance programs
- ✕ Office and shop fit out and reconfiguration
- ✕ Landscape design and construction

TJS Building sectors include:

- ✕ Hospitality
- ✕ Government
- ✕ Commercial and Industrial
- ✕ Retail
- ✕ Education
- ✕ Health and Fitness



MANAGE



Our sole focus is to manage your facility. We do this by:

- ✕ Providing a proven IT platform for monitoring and control
- ✕ Dedicated Client Service Managers (CSM) for each site
- ✕ Audit and control of service and supply items
- ✕ Fully competent and compliant human resources

Providing a proven IT platform for monitoring and control

Our I.T. platforms are designed to inspect the quality of services performed by TJS employees and contractors to ensure that we meet and exceed your expectations.

All of this can be managed from a computer, smart phone, Tablet PC or other hand held devices.

This service is based upon real-time solutions through our state-of-the-art software program, Quality Management Control (QMC).

We provide you with a unique client login so you can place work orders, view maintenance schedules, monitor completion times, inspect and rate services supplied and track your communication with us.

Dedicated CSM for each site

We deliver quality services that generate real cost savings through consistent and comprehensive account management. With our unique management structure, TJS specialist CSM's all have a dedicated client base ensuring that every client receives our total commitment.

Audit and Control of service and supply items

We guarantee that a saving of at least five times the audit fee will be generated within the first twelve months of implementation.

A single point of billing and management reduces the challenge of managing multiple service providers and contracts. This reduction in administrative work will result in further cost savings.

Our expertise and industry experience enables us to forecast and schedule your maintenance needs through our helpdesk and back-of-house I.T. systems.

KEY PERSONNEL



The Preventative Maintenance Plan and Program reduces breakdown costs and extends the life of client assets, whilst our Reactive Maintenance Services ensures downtime is reduced and assets are back on line with minimal disruption, and at the best possible price.

To effectively manage and improve services we need to have a complete understanding of the current service supplier and cost environment.

At your invitation, we will perform a comprehensive audit to analyse current costs and rates for services and supplies. A report will then be provided to communicate our findings and identify potential savings.

Fully Competent and Compliant Human Resources

- ✕ We provide competent resources that exceed industry requirements
- ✕ We perform background checks on all resources to ensure client protection
- ✕ All our staff participate in customised training programs at our dedicated facilities
- ✕ We issue ID Cards once they become inducted and approved

TJS services include:

- ✕ A complete audit service to ensure you are getting value for money in your business, including utilities, communications and consumables
- ✕ Service and product cost comparisons
- ✕ Green building audit reports
- ✕ Building audit/capital works planning
- ✕ Waste management and recycling solutions
- ✕ Facility upgrades/construction
- ✕ Chemicals and consumables
- ✕ Washroom supplies and services
- ✕ Preventative maintenance plans
- ✕ Contractor supervision
- ✕ Security
- ✕ Fire, Safety and First Aid solutions
- ✕ Pest control

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