



AUSTRALIANPROPERTY
MANAGEMENT SOLUTIONS

Sustainability through innovation

AUSTRALIAN PROPERTY MANAGEMENT SOLUTIONS

PROPERTY SERVICES

Total property repairs and
maintenance services & solutions

1300 193 148
www.apm-solutions.com.au





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***“APMS IS COMMITTED TO PROVIDING
YOU OUR VALUED CLIENT WITH
EFFICIENT, EFFECTIVE AND
RESPONSIVE SERVICES.”***

INTRODUCTION & OVERVIEW

The Australian Property Management Industry has undertaken considerable change in the last few decades followed by major national and international organisations providing competitive services and solutions.

With specialist services and capabilities spanning both hard and soft services Australian Property Management Solutions (APMS) cover everything from plumbing, electrical, essential services, HVAC, cleaning, building refurbishments and fire services etc. We also provide a full suite of repairs and maintenance services which is all controlled and managed through our sophisticated management environment. In addition to this APMS provides total project management, consulting, advisory and service delivery solutions services and capabilities.

APMS is committed to providing you our valued client with efficient, effective and responsive services. We recognise managing an organisation's properties and facilities creates incredible complexities for organisations seeking to reduce their environmental footprint and gain cost, service, performance, risk and compliance improvements.

Whether it is a single site, a large property portfolio, a one off requirement, or a comprehensive long-term management contract, we recognise that each of our clients has specific needs. APMS tailor its extensive list of services to cater for clients with large commercial, industrial, retail property portfolios to clients that include real-estate agents, landlords, and tenants through to the individual property owner.

As an organisation APMS is committed to applying THE 6 Cc's:

**Consistency, Clarity, Certainty, Continuity,
Communication & Commitment** above all.

In 2014/15 APMS will embark on an aggressive growth and development programs that will ensure our objectives are met, this includes introducing new services and capabilities, acquiring clients through aggressive service and pricing programs, managing our service delivery capability and maximising on client expectations.



OUR MANAGEMENT ENVIRONMENT

Ensures all stakeholders are kept informed throughout the service delivery process -

Managing services effectively requires key personnel including contractors, supervisors, administrative staff, finance and management to be integrated into the same network ensuring all interactions are managed quickly, seamlessly and efficiently.

Managing people and processes - Our management environment provides a complete end-to-end service that manages the full job cycle - from initial job request through to final invoicing. It also manages the people involved in the process.

Eliminates an unnecessary physical paper trail - providing instant up to date information is critical. Our management systems ensure delivery of all information and updates. Information is updated in real-time ensuring everyone in the service delivery cycle takes responsibility for their own entries, this cuts out manual processes, eliminating unnecessary double-handling, human error and the risk of losing documents. It also cuts out unnecessary phone calls, faxes, emails and travel which cause bottlenecks and unnecessary communication loss, resulting in unnecessary frustration, cost blowouts and hampering client satisfaction.

Streamlines and standardises work practises - our commitment to service delivery, ensures all our personnel follow a set order of tasks and sequences; ensuring work is handled in an orderly and consistent manner and delivered on time and on budget;

Maximises visibility - this ensures we can foresee problems before they occur allowing management to rapidly intervene to ensure targets are met and penalties avoided;

Manages "Smart" selection - we manage and interact with 1000's of people daily, our management systems ensure we have the best person on the job. This is achieved through our intelligence systems that provide up to the minute intelligence of external and internal staff based on skills, specialisation, availability, past performance and compliance;

Meeting compliance obligations - we ensure all our personnel and contractors conform to their legal contractor prequalification requirements, are correctly insured, licensed/registered with appropriate authorities including office of Fair Trading/Work Cover/Police/Building Services Authority/Electrical Licensing Board, Building Commission/Plumbing Industry Commission/Office of Chief Electrical Inspector;

Managing communications - communications is key to delivering robust solutions, our systems and processes enables key personnel to upload information, notes, documentation, variations and photographic evidence, enabling them to work more efficiently while providing management with a valuable audit trail;

Procurement, vendor management, procure-to-pay - managing the growing complexity of purchasing requires integrated business information technology. APMS is committed to ensuring it has the best of breed technology that streamlines the business's entire purchasing process minimising costs maximising efficiencies.

SERVICE WORKFLOW





*“ALL OF OUR WORK IS GUARANTEED
IT’S ONE MORE BENEFIT TO KNOW THAT
WE STAND BY ANY JOB WE COMPLETE.”*

PLUMBING

We guarantee to deliver the highest levels of workmanship, professional integrity and specialised ongoing service that you expect from a commercial and residential specialist maintenance service plumbing company:

- No job is too big or too small
- 24/7 emergency service
- We handle the toughest plumbing and drain cleaning problems fast and efficiently
- Experts in gas fitting, hot water & water filtration
- Guaranteed upfront pricing, and that means no surprises later on
- We guarantee to turn up & keep you informed of our arrival time
- Highly trained, skilled, and friendly plumbing technicians who clean up after the job is done
- We answer all your questions and follow up to make sure you're happy with our service and response time

We provide routine maintenance, or full-system replacement, including emergency repairs to all your plumbing needs which include:

- Drain blockages
- Burst pipes and water leakages
- Electronic leak detection
- Installation & repairs
- Gas repairs and installation
- Emergency response 24/7
- Grey water systems
- Guttering and down pipe repairs
- Hot water repair and installation
- Rain water harvesting
- Roofing repairs
- Septic systems
- Shower repairs
- Maintenance, installation & rectification works
- Water filtration systems installation and maintenance
- All general plumbing repairs, installation and service
- Repair installation and replacement of toilets, sinks, and taps
- Installation of dishwashers and gas appliances
- Hot water systems repair and installation
- Sewer line cleaning, repair or replacement
- Pipe inspections
- Camera inspection of pipe work
- Leak detection
- Blocked pipes
- High pressure water jet blasting
- Sewer replacement and
- Tree root removal from pipe work

Our contractors have a huge range of parts and products in stock, so we can resolve the majority of problems on our first visit. No matter what time, day or night.

Explanation of the Job

Each job comes with a comprehensive explanation of the tasks completed and the parts used. If required, we can let you know when we start the job and when we finish the job, and provide digital documentation.

Nationwide services

We have national teams located throughout Australia and our advanced networking technology allows us to assign the closest available serviceman and instantly send through job information seconds after you notify us.

No Job is Too Big or Too Small

We can service all your needs from changing a washer to replacing a whole sewer line.

Professional Presentation

Our plumbers are professional and will arrive on time in uniform with full identification. Each of our plumbers is a trained professional.

Whatever your plumbing needs are, our team is ready, willing and able to do the job. Our experienced personnel are experienced in all phases of plumbing, drainage and gas fitting. We can ensure all your plumbing problems are solved fast, as our plumbers are trained to offer the highest quality service.



***“WE PROVIDE TOTAL INTEGRATED
ELECTRICAL & COMMUNICATIONS
SERVICES AND SOLUTIONS
THAT CATER FOR ANY COMPLEX
CHALLENGE”***

ELECTRICAL & COMMUNICATION SERVICES

We provide total integrated electrical & communications services and solutions that cater for any complex challenge. Our national network of service technicians and electrical engineers are certified and experienced with a wide range of power, communication and distribution challenges. Our capabilities span:

ELECTRICAL & LIGHTING	AUDIO VISUAL	DATA & COMMUNICATIONS
<ul style="list-style-type: none"> • General lighting and power • Exit and emergency lighting • High voltage both private & public • Intelligent lighting control systems • Earthing systems • Switchboard and metering alterations • Uninterruptible power systems (UPS) • HV switchboard and RMU installations • Data centre solutions • Power quality analysis • Standby generator systems • Power factor correction • Lightning protection • Power reticulation 	<ul style="list-style-type: none"> • Audio visual integration • Automated audio visual systems • Digital signage • Video conferencing • TV over IP networks • Room control systems • Medical imaging • Multi screen control room • Large screens and stadiums • Hi-Tech intuitive corporate boardrooms • Hi-Tech intuitive training rooms • Intelligent whiteboards • Public address systems 	<ul style="list-style-type: none"> • Voice and data structured cabling • Optical fiber and copper solutions • Patch panel management • Active equipment • Cable networking auditing • MATV cabling • Testing and certification • Infrastructure audits • Carrier lead-ins • Data centers and disaster recovery centers • Wireless access points • Computer room design
ROLL OUTS	ENERGY MANAGEMENT	VIDEO SURVEILLANCE
<ul style="list-style-type: none"> • Internal national resources capability • Programming expertise • Consistent workmanship • Proven experience • Project management • Specialist technology solutions 	<ul style="list-style-type: none"> • Energy audits • Energy saving timers and movement sensors • Energy monitoring • Power analysis and data logging • Lighting efficiency analysis and upgrades • Power factor correction • Solar power • Intelligent lighting systems 	<ul style="list-style-type: none"> • Digital surveillance • Access control • Perimeter security • Monitoring • Alarm systems

Our accredited contractor panel are resourced with fully qualified technicians and are committed to continually undergoing internal and external training programs to stay ahead of new technology and developments. We are fully resourced with specially trained Project Managers as the clients single point of contact from project commencement through to project completion. Together with our project administrators and co-coordinators; we can ensure your job runs smoothly and efficiently. This ensures our client's electrical and communication platforms perform at the highest possible level.



***“MAINTAINING A SAFE AND
COMPLIANT WORKING ENVIRONMENT
IS CRITICAL TO MAINTAINING AN
INTEGRAL WORK PLACE.”***

ESSENTIAL SERVICES

Maintaining a safe and compliant working environment is critical to maintaining an integral work place.

We can provide you with comprehensive and cost effective solutions to meet all your Essential Safety Measures and Facilities Management requirements.

Our programs and audits ensure your buildings meets compliance with Essential Safety Legislation, Australian Standards, Building Codes and current State Regulations with confidence.

Services that we perform:

- Determination and compliance with Essential Safety Measures
- Fire door inspections
- Smoke door inspections
- Recommendations on cost effective maintenance procedures
- One Stop Shop & Arrange trades people
- Testing & maintenance on exit signs / emergency lighting
- Testing & maintenance on fire extinguishers, fire hose reels, fire hydrants
- Testing & tagging electrical items to Australian standards
- Passive Building Elements Inspections & Repairs
- Produce Annual Essential Safety Measures Reports (AESMR)
- Supply & Install Fire Extinguishers
- Maintain Fire Sprinklers / Fire Alarms / Fire Rated Panels

We do this through inspecting, auditing and providing:

- Essential Services Inspections
- Essential Services Logbooks
- Arrange for Regs 1209 & 1215 sign off (Annual Essential Services Measures Reports)
- Fire Safety Advice
- Fire Safety Audits
- Fire Safety Evaluations
- Emergency Management Planning and training
- Risk Identification and Assessment
- Effective communication with maintenance contractors
- Cost Effective Solutions to essential services problems
- Due diligence reports
- Auditing of maintenance records
- Advice on Council building notices / orders

Essential safety measures defined under the Building Regulations include the following safety measures:

- Air conditioning systems
- Fire hydrants
- Emergency lifts and lighting
- Fire windows
- Exit doors and exit signs
- Mechanical ventilation
- Emergency power supply
- Fire isolated stairs, passages ramps
- Fire control centres
- Fire rated materials
- Fire curtains and doors
- Path of travel to exits
- Emergency warning systems
- Smoke alarms
- Fire detectors and alarm systems
- Smoke control systems
- Fire extinguishers
- Sprinkler systems



“WE PROVIDE A FLEXIBLE RANGE OF SERVICES BASED ON CLIENT CONSIDERATIONS.”

HVAC SERVICES

Our maintenance and management focus provides companies with comprehensive maintenance management capabilities.

We achieve this through our unique combination of expertise and resources, helping to reduce downtime, cost and risk, at every level.

We provide a flexible range of services based on client considerations. This includes transparent maintenance management programs with verification of works carried out; highly experienced service technicians with performance and safety track record in the building services field; periodic testing of all equipment in addition to cleaning, repairs and replacement works and periodic performance audits.

We achieve this through our unique combination of expertise and resources, resulting in reduced costs, maximised staff engagement and value resulting in:

- Reduced plant downtime and unexpected equipment breakdowns.
- Prolonged asset life through preventative maintenance.
- Lowered operating costs and capital expenditures.
- Reduced spare parts and MRO inventory levels.
- Improved control over preventative, planned and unplanned maintenance.
- Improved access to critical service information.
- Important bottom line benefits, including: savings on total maintenance costs

Our Maintenance Programs include:

<p>Comprehensive Maintenance:</p>	<p>Preventative Maintenance:</p>
<p>Is an all-inclusive maintenance program which guarantees all regular inspections and all operations, including labour and material costs required for repairs or replacement of equipment. A sure way to guarantee our clients minimise down-time and, work place disruptions etc.</p>	<p>Similar to our comprehensive program, the exception being that the building or facility owner is responsible for all major repairs, whilst minor repairs and maintenance is managed by our accredited team. A safe bet against identifying minor problems early, preventing them from becoming major issues.</p>
<p>Breakdown Maintenance:</p>	<p>Performance-based Maintenance:</p>
<p>On call 24/7 APMS service technicians are available to respond to all breakdown calls restoring the unit once it has completely failed. This service also includes on the spot maintenance and system checks to ensure the system is functioning and operating to manufacturer's specifications.</p>	<p>APMS Performance-based Maintenance program minimises system downtime and guarantees system performance and cost of maintenance. A fully detailed maintenance schedule is agreed with the building or facility owner and negotiated to minimise risk to both parties.</p>



**“WE ARE CAPABLE OF DESIGNING,
MANAGING AND MAINTAINING FIRE
PREVENTION, EVACUATION & WARNING
SYSTEMS USING SOME OF THE WORLD’S
BEST TECHNOLOGIES”**

FIRE SERVICES

There is a growing trend towards integration between security and building management systems.

The fact that most major vendors have by now chosen IP networking solutions presents an opportunity for such integration based on a common standard. There are several protocols available that allow different security and building systems to interoperate.

We are capable of designing, managing and maintaining fire prevention, evacuation & warning systems using some of the world's best technologies, catering for all building types with a core focus on:

- Fire Alarms & Evacuation Systems.
- Portable Fire Extinguishers.
- Automatic Fire Sprinklers and Suppression Systems.
- Fire Doors, Frames and Hardware.
- Emergency Management Procedures and Training.
- Service and Maintenance.



“WE PRIDE OURSELVES ON DELIVERING QUALITY PAINTING SERVICES FOR COMMERCIAL AND RESIDENTIAL CLIENTS AT AFFORDABLE PRICES.”

PAINTING SERVICES

We understand commercial jobs require project management. We specialise in flexible sized teams, an immediate start, and projects completed to a deadline.

We pride ourselves on delivering quality painting services for commercial and residential clients at affordable prices.

Our personnel have a strong reputation for providing the very finest in painting services for a range of:

- Commercial Painting Jobs
- Residential Painting Jobs
- Industrial Painting Jobs
- Retail Painting Jobs

We have selected the best painting contractors whom are experience in painting any surface including Offices, shops, residential homes, apartments, unites, factories, warehouses, industrial units, leisure facilities, sports stadium, conference centers, concert halls, hospitals, libraries, universities, schools, churches, swimming baths, bridges, hotels, shopping centers and retirement villages

We take great pride in providing reliability, quick turnaround and strong team management making us your first choice for quality residential and commercial painting. We are resourced with specialised and a multi skilled workforce to ensure that you're painting project is started on time and completed without any delay. We pride ourselves on delivering quality painting services for at affordable prices.

With our strong focus on customer satisfaction, we take pride in the excellent workmanship and outstanding customer service. We can manage any job of any size we can also organise scaffolding, permits, traffic management, boom lifts, and rope access for the most challenging of jobs.



***“WE PROVIDE CONCIERGE
PERSONNEL AVAILABLE 24HOURS
7 DAYS A WEEK.”***

SECURITY SERVICES

Risk from theft, burglary, trespassers, vandalism and risk to personnel are threats to the environment we live, work and operate in. This reinforces the need to have the right security and monitoring solution in place for your environment.

A requirement best provided by the experts, APMS provides a diverse range of Security and Building Monitoring Solutions which include:

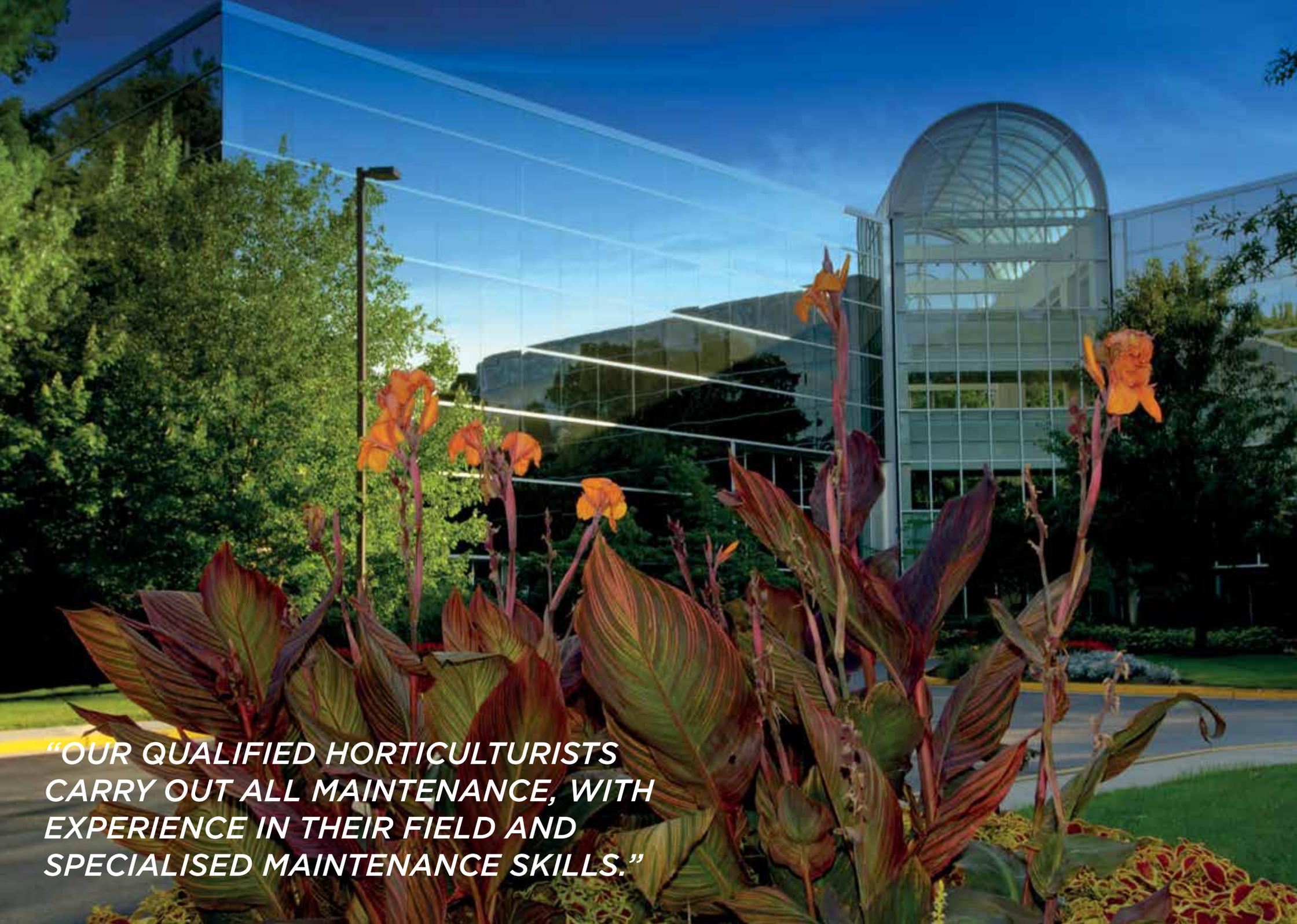
- BMS / Building automation (cooling/heating control, ventilation control, pumps, etc.).
- Lighting control of common areas.
- Consumption metering of water, electricity, cooling (heating) energy and gas.
- Access control system for common areas.
- Intruder alarm system for common areas.
- Monitoring systems.
- Fire alarms.
- Perimeters protection.
- CCTV Systems.
- Total Building management systems.
- Trained Security Personnel

In addition to this we provide Concierge Personnel available 24hours 7 days a week. Our personnel are trained and equipped to provide a 5 star hotel style concierge service ensuring a safe and secure environment. APMS provides concierge services that meet the needs and expectation of our clients. Our trained concierge personnel are trained in protecting our client's interest by continually advocating a high standard of workmanship.

APMS ensure orientation of your building which includes the manual operation of doors and lifts in case of a fire, responding to fire and building alarms, evacuation procedures, location of fire control panel, hoses and extinguishers, CCTV security monitors, store rooms, mail room, garbage and recycling, loading bays, car parks, staff room, location of first aid kit, recreational facilities, cleaners store room, plant rooms and telephone & intercom systems.

Orientation of the procedures and policies for the building will include, access policy, front desk attendance, dry-cleaning, incident reports, common property maintenance reports, complaints reporting, ingress and egress, use of trolleys, filling and log book management, signing out of key, procedures for handling noise complaints, signing out keys, swipe card and other security devices, procedures for booking of lifts, maintaining disclosure, confidentiality and privacy, delivery of messages, couriers and deliveries.

Our trained and professional concierge personnel are trained to become familiar with your building including surrounding local services and amenities.



***“OUR QUALIFIED HORTICULTURISTS
CARRY OUT ALL MAINTENANCE, WITH
EXPERIENCE IN THEIR FIELD AND
SPECIALISED MAINTENANCE SKILLS.”***

OUTDOOR AMENITIES SERVICES

Whether you have a new garden or a well-established one, maintaining it regularly is vital in order to keep your outdoor space looking at its best.

Services that we perform:

- Programmed gardens and grounds maintenance
- Development and implementation of grounds management plans
- Fine turf and sports turf management
- Landscape master planning, design, construction and project management
- Water conservation and management strategies
- Design and installation of efficient irrigation systems
- Arboricultural services including audits and maintenance

Our Qualified Horticulturists carry out all maintenance, with experience in their field and specialised maintenance skills. Our personnel are fully equipped and ensure that ongoing costs are minimised and that optimum presentation is achieved throughout the year.

Our commercial gardening services are fully tailored to meet your business objectives and budget.

As a client we listen to your needs and guarantee our work by delivering our Four Point Promise to you:

- Standard of Excellence
- Client Focus
- Professional Work Ethic
- Overall Quality Improvement



PEST CONTROL

We have highly trained pest controllers who are equipped with the latest and greatest technology and equipment to get rid of your pest problems fast and for good. That's why so many trusted companies use our services.

Pests can include:

- Rats
- Mice
- Ants
- Cockroaches
- Spiders
- Fleas
- Termites
- Wasps
- Bees
- Silverfish
- Possums
- Other pests

We design a program around your pest control issues and ensure the problems associated with pests are eliminated. These include the spread of disease and sickness, contamination of stock, supplies and food, the damage to your building and the real chance of a loss of goodwill on your business.

No premises are too small or too large so don't risk a hefty fine from the Food Authority or an Occupational Health and Safety breach by leaving your pest problem untreated call us today we will organise a site inspection, site report and a program to suit your needs whether it's a one of requirement or an annualised program.



***"CLEANING IS MORE THAN JUST
A SERVICE; IT'S A MINDSET."***

JANITORIAL SERVICES

Cleaning is more than just a service; it's a mindset. In order to clean to the highest standard, those charged with getting the job done should believe that quality should never be compromised.

We understand that each and every client premises, building and facility is unique, and that they require a specific program targeted at specific requirements and specifications. This ensures our service management offering is monitored, managed and appraised through rigorous quality assurance program which is pinnacle to maintaining environmental & sustainable long lasting client satisfaction and retention.

Our supervisors make frequent on-site visits and are easily reached if you have additional needs. We provide you and your company with fast, friendly, reliable, personnel that will uphold your company's professional look.

Our aim is to ensure our clients premises are clean, safe, hygienic and pollutant free not only in sensitive areas such as washrooms and common areas, but throughout the whole working environment.

Examples of the industrial sites we can service are:

- Factories/Industrial Buildings
- Banks and Finance Companies
- Offices/Office Buildings
- Medical Groups
- Apartment Complexes
- Sports Facilities
- Schools
- Supermarkets, Shopping centers and malls
- Restaurants and Cafes
- Real Estate Offices
- Retail Stores
- Religious Institutions
- Park & Golf Courses
- Property Management Companies
- Government Facilities
- Hotels
- Country Clubs
- Casinos
- Other Commercial Buildings

Our service standards comprise of the most rigorous standards and codes of practice using our management experience and expertise to the full 7 star janitorial standard that ensure and outstanding service exceeding your expectations ensuring you operate in a clean business environment.

Our extensive services include:

- Dry and Wet Mopping
- Dusting: High and Low
- Floor stripping, Buffing, Burnishing
- Glass Partition Cleaning
- Water Damage Clean-Up
- Light Fixtures Cleaning
- Post-Construction Clean-Up
- Restroom Sanitising
- Stone, Marble & Tile Cleaning
- Window Washing
- Trash Collection
- Upholstery Care and Cleaning
- Vacuuming
- Carpet Cleaning
- Power Washing



***“WITH A WEALTH OF EXPERIENCE
AND SOLID GROUNDING IN
PROJECT MANAGEMENT”***

REFURBISHMENT WORKS

With a wealth of experience and solid grounding in project management, cost controlling, construction scheduling, tendering and procurement we have accredited integrated management systems covering quality, safety and the environment across all our divisions and commit resources to ensure education and enforce compliance.

From budget industrial refurbishments to high specification industrial building refurbishments, each industrial project undertaken is managed in order to complete to contract dates. It might not be as glamorous as office refurbishment but the refurbishment of an industrial unit is just as important and site services treat every project that we take on equally.

Our management teams are experienced with:

- **Commercial buildings** - facade enhancement, lobby upgrade, services overhaul & compliance management
- **Office makegoods** - strip out of old fitout, sustainable disposal, upgrade and makegood
- **Industrial buildings** - modernisation, extensions, services upgrade, rezoning & compliance management
- **Hospitality** - room upgrades, services re-engineering & makeovers

Greenstar and NABERS influence a growing part of our refurbishment portfolio. Our trained professionals and experienced operatives add value for all projects, particularly those with sustainable agendas.

Works relating to the refurbishment of industrial premises:

- Initial strip out - This includes all aspects of industrial refurbishment strip out work such as removal of previous fixtures, shelving, staircases etc.
- Structural steel refurbishment work - Our industrial refurbishment team can provide you with a full structural steel refurbishment which includes the replacement and repair of partitions, walls, roofing etc.
- Floor areas refurbished/renewed - We can offer full refurbishment and renewal of floor areas.
- Mount Pleasant Site Services can provide a full external concrete, tarmac, asphalt and block paving refurbishment.
- Our industrial refurbishment team can offer you a full internal porcelain tile, travertine and granite refurbishment and renewal service.

When choosing an industrial refurbishment company there is several key points that need to be considered:

- There needs to be minimal disruption to your business during the refurbishment to keep loss of productivity down.
- The new workspace must suit the needs of your company; it therefore will improve employee productivity.
- Expert management of the refurbishment project is a must, to ensure that it is delivered on time and to the specified budget.
- You will need assurance that your company will receive value for money and a quality industrial refurbishment package that provides a high quality industrial unit that meets the latest industry standards.



MECHANICAL WORKS

We provide a range of mechanical services for various buildings and facilities across both commercial and industrial environments.

Our “No Compromise” approach, combined with unsurpassed attention to detail has ensured our client’s requirements and expectations are fully met whether the project be a small commercial tenancy or a major office block.

Our personnel have years of experience and are fully trained and fully conversant with the relevant building codes, Australian Standards and design specifications. Training is ongoing so that staff is kept up to date with current regulations. Whatever your requirements we guarantee a prompt response.

Our proficient service team can devise a Preventative Plan Maintenance Agreement to meet your requirements.

Our personnel have established a reputation for high-quality services maintaining various:

- Fans
- Ductwork
- Air Intakes
- Pumps – Centrifugal
- Water Chillers
- Air Handling / Fan Coil Unit
- Cooling Towers
- Evaporative Coolers
- In-house design of air conditioning and mechanical services
- Building management control systems (DDC)
- Computer room air conditioning
- Industrial ventilation systems
- Industrial cooling systems
- Commercial kitchen exhaust systems
- Toilet and general exhaust systems
- Laboratory and Clean Room systems
- Humidity control
- Hospital Operating Theatre hoods
- Hospital and Laboratory Pass Through units
- Natural gas installations and conversions
- Fume cupboards and dust control
- Hydraulic systems
- Steam generation and distribution
- Pool heating

Our tailored maintenance programs can be designed to:

- Ensure functional reliability when it is needed most
- Reduce energy consumption and running costs
- Extend the life of the unit or plant
- Reduce environmental impacts while ensuring compliance to all statutory requirements
- Minimise damaging water leaks
- Improve air quality
- Recommend cost effective, quality products
- Ensure minimal disruption to services and functionality while maintaining occupant comfort and productivity

*“APMS MANAGES A NETWORK OF
NATIONAL CONTRACTORS TO UNDERTAKE
ANY JOB, ANY SIZE; ANYWHERE”*



ROOFING REPAIR SERVICES

APMS provides a total roofing repair service whether it's for a private dwelling or a major commercial industrial complex we have the expertise and resource capability to manage the whole job from managing specialist trades through to completing the job, whether it's an insurance job or part of a maintenance agreement.

APMS manages a network of national contractors to undertake any job, any size; anywhere this includes everything from replacing a broken tile through to replacing, restoring and repairing a whole roof, gutters, downpipes or storm water drain.



“ALL OUR SERVICES ARE MANAGED THROUGH SPECIFIC SERVICE LEVEL AGREEMENTS WITH STRICT CODES OF PRACTICE.”

HYGIENE SERVICES

APMS provides and manages an exclusive range of Hygiene and Washroom Services which include the supply and servicing of:

- Sanitiser Bins
- Nappy Bins
- Soap Dispensers
- Waste bins
- Fragrance Dispensers
- Toilet Seat Clean Spray
- Auto Hand Dryers
- Toilet Roll Dispensers
- Paper Towel Dispensers
- Consumables including soaps, toilet paper
- Syringe disposal units
- Hygiene Treatment Programs for urinals and toilets

All our services are managed through specific service level agreements with strict codes of practice, to ensure you receive well maintained and managed Hygiene and Washroom Services.



*“APMS MANAGES AN EXTENSIVE TREE
MANAGEMENT SERVICE THROUGH
A NATIONAL PANEL OF APPROVED
CONTRACTORS”*

TREE MANAGEMENT SERVICES

APMS manages an extensive tree management service through a national panel of approved contractors experienced in all facets of tree management and removal.

Whether it is pruning a tree or removing a tree that has just fallen over on a residential dwelling or ensuring trees are not interfering with power lines along major roads, highways and arterials as part of a major State Government or Council contract.

APMS can deliver a tailored tree management program to suit any client this can include:

- Tree removal
- Tree felling
- Tree Climbing
- Tree lopping
- Stump Grinding and removal
- Tree Surface Root and Tree Stump Removal
- Chipping Services
- Pruning, hedge trimming & tree shaping
- Palm Cleaning
- Hedge Cutting and Trimming
- Arborist reports

Our contractors all qualified and experienced with:

- 24/7 Emergency Works
- Traffic Management
- Government Contracts
- Residential Properties
- Commercial Properties
- Parks & Gardens
- Golf/Schools/Hospitals

APMS ensures all its contractors fully embrace Occupational Health and Safety in the workplace and therefore continue to monitor and seek the best practices for the safest and most efficient outcome. The safety practices relates to processes and procedures, training of staff and the use of high grade and well maintained equipment to manage the job.

APMS ensures all its contractors are fitted with appropriate safety gear and protective clothing this includes, safety vests, gloves, boots, goggles, earmuffs etc - in order to minimise any potential injury or harm to team members and comply with all Australian Standards OHS AS/NZS 480:2001, EMS AS/NZS ISO 14001:2004 & QMS AS/NZS 9001:2008.



*“APMS STRUCTURAL SERVICES ASSIST
CLIENTS WITH RECTIFICATION OF
STRUCTURAL DEFECTS”*

STRUCTURAL SERVICES

APMS Structural Services assist clients with rectification of structural defects managing the entire assessment, repair and make safe process through robust building and dwelling assessments, essential safety and OH&S audits. We can provide site assessment reports, quotes through to managing works to ensure total rectification.



BUILDING DEFECTS RECTIFICATION SERVICES

Over the life of a building, as a result of a combination of factors including the external environment, design detailing, building construction issues and ongoing maintenance, it is likely that defects will occur to a building at some stage.

Understanding these defects and how they have occurred, correctly diagnosing them, and undertaking appropriate remedial works, is essential in maintaining the condition of the building fabric, structure and services installations, and therefore preserving the value of the asset.

APMS provides comprehensive Building Defect Analysis, Assessment, Project Management and Rectification Services for all types of buildings including Commercial, Industrial, and Residential.

APMS uses robust Building Defect Analysis & Assessments reporting tools that enable detailed systematic investigation, assessment and treatment of specific building defects, their causes, their consequences and their remedies. These assessments involve a holistic approach to diagnosing the various mechanisms by which the material and environmental conditions within a building are affected, and provide recommendations regarding the implementation of remedial work.

APMS national network of skilled trade contractors are able to complete repairs from \$500.00 to \$1M+ and have experience in all types of defects and rectification requirements for both minor and major defects.

APMS trade contractors have a reputation for quality workmanship backed with decades of experience that consistently meet client's expectations in customer service, quality, workmanship and value for money. Call us today to discuss your requirements.

APMS qualified team of Building Consultants are experts in all matters relating to the assessment, identification and rectification of building defects and is not limited to:

- Plumbing
- Electrical
- Security
- Roofing
- Waterproofing
- Carpentry
- Glazing
- Roofing
- Painting
- Concreting
- HVAC
- Fencing
- Bricklaying
- Metal Fabrication
- Plastering
- Landscaping
- Flooring
- Insulation
- Cabinet Making



RESTORATION SERVICES

Clearing and cleaning services are an important part of the disaster recovery process. Storms, floods, fire and natural disasters cause different types of damage these disasters create a tremendous amount of debris that must be removed and discarded in safe manner. Our skilled, courteous, well-equipped crews are available 24/7 to assist you in the recovery process and making your home, office or building accessible again.

APMS professional team works with the insurance claims management process to determine the extent of damage endured from either flood, fire or storm damage. APMS professional team teams have the expertise to manage and coordinate trades across various disciplines to ensure works are managed in a timely manner.

APMS assist with:

- **Water Damage:** Our contractors are highly trained and certified in water damage, water extraction, wet carpet resolution and structural drying of all building components such as plasterboard, timber frames, concrete, carpet, brickwork and all internal contents such as cupboards, furniture and basically anything that is wet.
- **Fire & Smoke Damage:** APMS use specialist contractors who are experts and are highly trained and experienced in fire damage, soot and smoke restoration and understand that this disaster can potentially change the lives of the property owner.
- **Storm Damage:** When severe storms cause property damage, property owners are often faced with a confusing and frustrating insurance restoration process. APMS is committed in providing property owners the right information to navigate through the insurance replacement process and find the right contractor. APMS have a trained specialists inspect your property to determine the severity of the damage from the storm activity. APMS will work with your insurance company for the proper estimation of costs followed by managing the right professional contractors to assist with the recovery and rebuilding process. We have partnered with the Industries top contractors to provide you, with a professional, efficient and honest service.
- **Malicious Damage:** APMS provides a total restoration solution from damage assessment reporting, quotations to total claims management to ensure your property is restored back to its previous condition. APMS acknowledge that regardless of the extent, repairing and restoring your damaged property can be a stressful event, and we aim to provide a professional and supportive service. APMS will ensure your claim is logged, assessed, quoted, approved and repaired promptly. APMS will access your property, prepare a report for your insurance company or loss adjuster and once approved, manage the repair project with efficiency.
- **Temporary Storage:** After a flood, fire or natural disaster or whatever the situation, APMS can organise a temporary storage solution for all your items in a safe and secure temporary facility.

APMS provide total restoration and claims resolution management services that ensure:

- 24 hour emergency response initially to make your property safe from further damage
- Fast and accurate quoting to ensure your insurance claim can be progressed as quickly as possible with minimal variations
- Personalised service based on our values and extensive knowledge of client and insurance company needs
- Full end to end project management and delivery of restorations under a dedicated supervisor for each project
- Skilled and licensed tradespeople with whom we have longstanding relationships based on the quality of their work and their reliability
- Fully integrated administrative processes and information systems that allow our staff to communicate with you regularly on the progress and status of your project
- Efficient service and delivery of the requirements for insurance claim processes and reporting
- Regular inspection of all work by your dedicated supervisor
- Final sign off ensuring total client satisfaction with the completed work



“APMS PROVIDES ACCESS TO PROFESSIONAL LOCKSMITHS ON-SITE 24 HOURS, 7 DAYS A WEEK ACROSS AUSTRALIA.”



LOCKSMITH SERVICES

APMS provides access to professional locksmiths on-site 24 hours, 7 days a week across Australia.

Our locksmiths provide a professional and reliable, cost effective service and quality workmanship guaranteed. APMS locksmiths provide a wealth of industry experience and expert advice across all residential and commercial applications.

APMS ensure that all our Locksmiths are security-checked, members of the Master Locksmith Association of Australia (MLAA) and registered under the Private Security Act (2004).

Our services include:

- Break in Repairs
- Installing and refitting deadlocks
- Installing and refitting window locks
- Rekeying existing locks
- Onsite key cutting
- Repairing and installation of electronic door openers
- Installing and reprogramming access control
- Installing and commissioning visitor management systems
- Installing and commissioning Intercoms
- Installing and commissioning alarms and security devices
- Installation, commissioning upgrading and recalibration of security cameras including CCTV

Our experienced Locksmiths are familiar with most leading brands of security products including:

- Assa Abloy
- Bi-Lock
- Briton
- Dalco
- Dorma
- Inner Range
- Lock Focus
- Nidac
- Whitco
- ABUS
- Bosch Security Products
- Carbine
- DAS
- Gainsborough
- Kookaburra Safe
- Locktech Safe
- Pacom
- Ingersoll Rand
- ADI Security Products
- Brava
- CMI Safe
- Doric
- GANZ
- Legge
- Lockwood
- Ryobi

APMS can assist with all your security needs through our consultative approach assessing your needs and security risks by providing a report identifying any deficiencies with existing systems through to managing total upgrades and installation programs ensuring you maximise your security and lowering your risk.



GENERAL PROPERTY REPAIR & MAINTENANCE

APMS provides a complete property repair and maintenance service from fixing a door, fixing a broken window, patching and painting a wall to maintaining your gardens through to providing a fulltime property maintenance manager on premise to ensure your property is maintained and managed with a dedicated response.

Whatever the situation, APMS provide a cost-effective one-stop-shop for all your maintenance needs our tradespeople and handymen provide an efficient and responsive property maintenance solution.

Chosen for their reliability and professionalism, our contractors include:

- Plumbers and roofing specialists
- Electricians
- Carpenters
- Bricklayers
- Plasterers
- Painters
- Glazers
- Tilers
- Gardeners
- Landscapers
- Cleaners
- General handymen

Our contractors are highly experienced across a wide range of repair and maintenance works and applications for residential, commercial, industrial and retail properties. APMS ensures all contractors are fully-insured, licensed tradesmen and handymen who comply with the Building Code of Australia and all other legislative and statutory requirements.



“APMS PROVIDES A ONE STOP SHOP FOR ALL RESIDENTIAL, COMMERCIAL AND INDUSTRIAL GLAZING REPLACEMENT AND INSTALLATION REQUIREMENTS.”

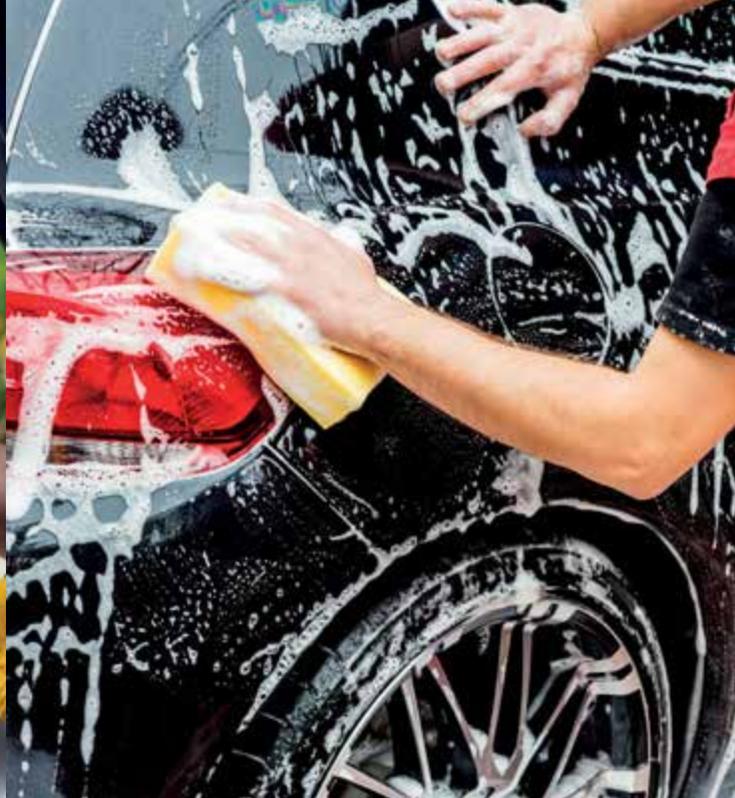
GLAZING SERVICES

APMS provides a one stop shop for all residential, commercial and industrial glazing replacement and installation requirements.

APMS manage a national network of highly experienced glaziers which can replace, repair and fix everything from a cracked window to fabrication of custom new window, door and shop front glass replacement including windows, glass panels, walls and commercial door glass are among the many commercial glass refits APMS Glazing contractors can manage which also includes dealing with.

Chosen for their reliability and professionalism, our contractors include:

- Emergency Glazing – repair and replacement
- 24 Hours / 7 Days a Week
- 24 Hour Emergency Shutter Service / Board Up Service (make premises safe)
- Insurance Work specialists
- Shop Front Complete glazing- Windows, doors, fixed panels etc
- Glass replacement for Shop, Home, Office and Factory
- Aluminium Commercial shop front repairs and installation
- Frameless glass shopfront
- Aluminium Bi-fold doors
- Splashbacks – supplied and installed
- Mirrors – Installation and Repairs
- Shower Screens – supplied and installed
- Automatic door replacement or modification works – 24hrs
- Laminated Safety Glass
- Toughened Safety Glass
- Fire Resistant glass
- Break Resistant glass
- Heat Reflective Glass (UV resistant)
- Wired Safety Glass
- Curved Glass
- Glass Partitions (patio and balcony enclosures)
- Pool Fencing
- Tinted Glass
- Frosted Glass
- Decorative Glass / Coloured Glass
- Table Tops
- Louvres



CARETAKING SERVICES

Residential & Commercial

APMS can help with keeping your home, office or commercial property looking its best with our exclusive range of caretaking services which includes:



Gardening & Maintenance



Gutter Cleaning



Lawn Mowing



Window Cleaning



Barbeque Cleaning



**House Cleaning/
House Keeping**



Bin Cleaning



Car Detailing



General Repairs

APMS can tailor a package to suit your specific needs and budget whether it is for your own home, rental, commercial, or industrial property or you have a loved one that would appreciate a hand, APMS is here to help.

“APMS PROFESSIONAL ENGINEERING TEAM IS COMMITTED TO HELPING THEIR CLIENTS REACH THEIR GREEN ENERGY TARGETS”



Activity	Start	End	Resources
Task 1	Jan	Feb	10
Task 2	Feb	Mar	15
Task 3	Mar	Apr	20
Task 4	Apr	May	25
Task 5	May	Jun	30

Overview
Sustainable Development Plan
analysis

The Green
Harle

GREEN ENERGY SERVICES AND CAPABILITIES

APMS has a strong market position to assist property developers, owners, managers and leaseholders achieve green energy certification.

Green Energy Certification is becoming mandated across a growing number of commercial, commonwealth state and federal government tenancies. Mechanical, electrical and plumbing systems have undergone dramatic changes to assist with these certification requirements.

APMS understand that clients are not just looking for efficiency gains and cost savings which can amount to 100's of thousands of dollars of the course of their property ownership or tenancy lifecycle, they are looking at all options to do their bit for the environment.

APMS professional engineering team has more than just kept pace with the changing technology; whether commercial or industrial, we have stayed at the forefront of the building industry..

What sets us apart from other organisations is that we have total capabilities in the mechanical, electrical and plumbing fields..

APMS professional engineering team assist clients with:

- Energy audits, ABGR and Nabers ratings
- Engineering reports and recommendations
- Qualifying for government grants
- Project management, of disposal and replacement programs for all types of HVAC, Mechanical, Electrical and Plumbing upgrades.

APMS professional engineering team is committed to helping their clients reach their Green Energy Targets with the most practical, economical, environmentally sound solution.

***“APMS MANAGES EXCLUSIVE
CATALOGUE PRICING FOR MOST TRADE
SUPPLIES, INCLUDING WHITEGOODS.”***



APMS PURCHASING HUB

APMS manages exclusive catalogue pricing for most trade supplies, including whitegoods. Our policy is to ensure we won't be beaten on price or delivery.

With jCatalog content tools, suppliers are directly incorporated into APMS's procurement processes and catalog management solution, so that they can maintain and update their products and catalogs efficiently.

This reduces costs and improves overall quality and turnaround time for updated product assortments and exclusive contract prices. This results in maximising savings, buying power and purchasing compliance in addition to:

- Higher degree of compliance to procurement contracts
- Reduction of the time spent looking for each product
- Improved process automation and control in the procurement process
- Reduction in order processing cycle times
- Cost reduction through decrease supplier order and invoice disputes
- Price tracking and history
- Purchase questioning, reporting and statistical tracking

APMS manages jCatalog Directed Search(SM) technology which provides our users with one simple search interface that gives them access to supplier catalogues with approved assortments and contracts. Quick keyword searches direct users to approved local catalogues, punch-out catalogues, contracts, services, and requisition templates to which they have access. Simple and advanced search functions and category based browsing direct the users to the proper suppliers, contracts, and category based requisition templates.

APMS Purchasing Hub helps clients track and manage what they are buying across their organisation with immediate visibility over enterprise-wide spend by category, supplier, organisation, department and location.

APMS Purchasing Hub provides real-time performance insights into process bottlenecks, compliance issues and more. In addition to this, the sharing of KPI metrics between procurement, finance and business users makes financial control and decision making easier.

APMS Purchasing Hub connect with the right suppliers by Identifying, collaborate and transact with suppliers globally through the APMS Purchasing. Users are directed to buy from preferred suppliers, with real-time collaboration over the network to build stronger, more transparent supplier relationships. Through APMS Purchasing Hub on boarding service, new suppliers can easily be signed up for e-order, e-invoice and catalogue content collaboration.

APMS Purchasing Hub captures savings through a consumer-style shopping experience made simple via one-click purchasing from approved catalogues. This means it's easy for users to find, purchase and receive the goods and services they need, whilst complying with company policy. Combined with anywhere, anytime mobile access via tablets and smart phones, the capability is guaranteed to maximise savings, visibility, and reporting and compliance management improving the strength of every dollar spent.

APMS PURCHASING HUB

APMS Purchasing Hub streamlines the whole purchasing process via managing

e-Orders

Sending purchase orders as e-orders and receive confirmations seamlessly integrated to our P2P processes.

- Easy connectivity to any P2P system
- PO data conversion service
- PO data routing
- Supplier Activation Programs (optional)

Catalogues

Comprehensive hosted catalogue management service that receives electronic product catalogue updates from approved suppliers.

- Electronic product catalogue exchange
- Price change visibility & versioning
- Catalogue format conversion
- Catalogue classification support
- Supplier Activation Programs
- Supplier self-service tools
- e-Procurement integration

Contracts

Operational contract lifecycle management for compliant purchasing - to help realise negotiated savings and value.

- Organisation-wide contract management
- Contract execution, renewal & close-out
- Contract terms compliance reduces risk
- Real-time visibility into contract spend
- Spend tracking vs. milestones & budget
- Notification of expiry & other events
- Integrates with purchasing & payables

Procurement

A comprehensive e-procurement package which enables automated purchasing with catalogue-based requisitions and e-orders.

- Consumer-style shopping experience
- Easy one-click purchase requisitions
- FIND-forms for free-text purchasing
- Shop for catalogue-based purchasing
- Requisition reviews and approvals
- Electronic purchase orders (e-Orders)
- Goods receipt in full or partial
- ERP Integration

P2P

Streamlines the entire procurement and AP process, collaborating with suppliers from all over the world.

- Consumer-style shopping experience
- Best-practice workflows
- APMS Commerce Network
- APMS Portal for suppliers
- Scan & Capture Services
- Automated invoice matching
- Payment plans for recurring invoices
- ERP integration

Customer Service

Excellent

Very Good

Good

Average



QUALITY MANAGEMENT

ISO Standards

Good governance stems from awareness of compliance, ethics and policy issues with a commitment to training and improvement solutions to help individuals and organizations succeed. We are committed to embracing and maximising our effectiveness through being ISO certified. This has impacted our Quality Policy and Quality Goals and Objectives to ensure our Quality Goals are met, new Goals are set, and continual improvement is achieved. This reinforces our commitment to provide ongoing improvement to our business, employees, partners, clients and stake holders.

Training

APMS is committed to ensure our business, employees, partners, contractors, clients and stake holders are impacted positively by our commitment to developing people and delivering training programs that impact the way in which we deliver our services that clearly align with our strategic business goals through embracing innovative learning cultures.

Management

APMS credit our strength and endurance to a consistent approach to managing our business, and to the character of our people. APMS success depends on anticipating customers' needs and delivering meaningful, high-quality solutions. While our people operate in a small company setting, they also have access to the know-how and resources of a Fortune 500 company. It's like having dozens of strategic partners at their fingertips. We are focused on sustainability, and constantly review key economic, environmental, and employee health and safety indicators to ensure we are on the right path.

Resource utilisation

APMS recognise resource utilisation is key to delivering efficient and cost effective services. APMS is committed to providing services and solutions you need and only charging for them. Unlike our competitors we don't have areas of our business that we only utilise 20 percent of the time inflating our costing having to charge them back to you the client impacting on unnecessary cost burdens.

Client satisfaction:

APMS clients benefit from increased asset performance in terms of productivity and service delivery. Asset performance will be aligned with users' expectations, ensures compliance with statutory requirements and ongoing and predictable financial performance.

Consistent with our approach to ensuring quality service to our clients we will be seeking to achieve the rigorous requirements of domestic and international quality and safety standards in the areas of facilities, asset and environmental services. APMS will aim to achieve the "Five Ticks" StandardsMark™ which is recognised for "reliability, quality assurance, and safety". APMS takes quality and customer satisfaction seriously and seek to impart this corporate approach onto our clients and ensure our suppliers and personnel embrace these standards as well.

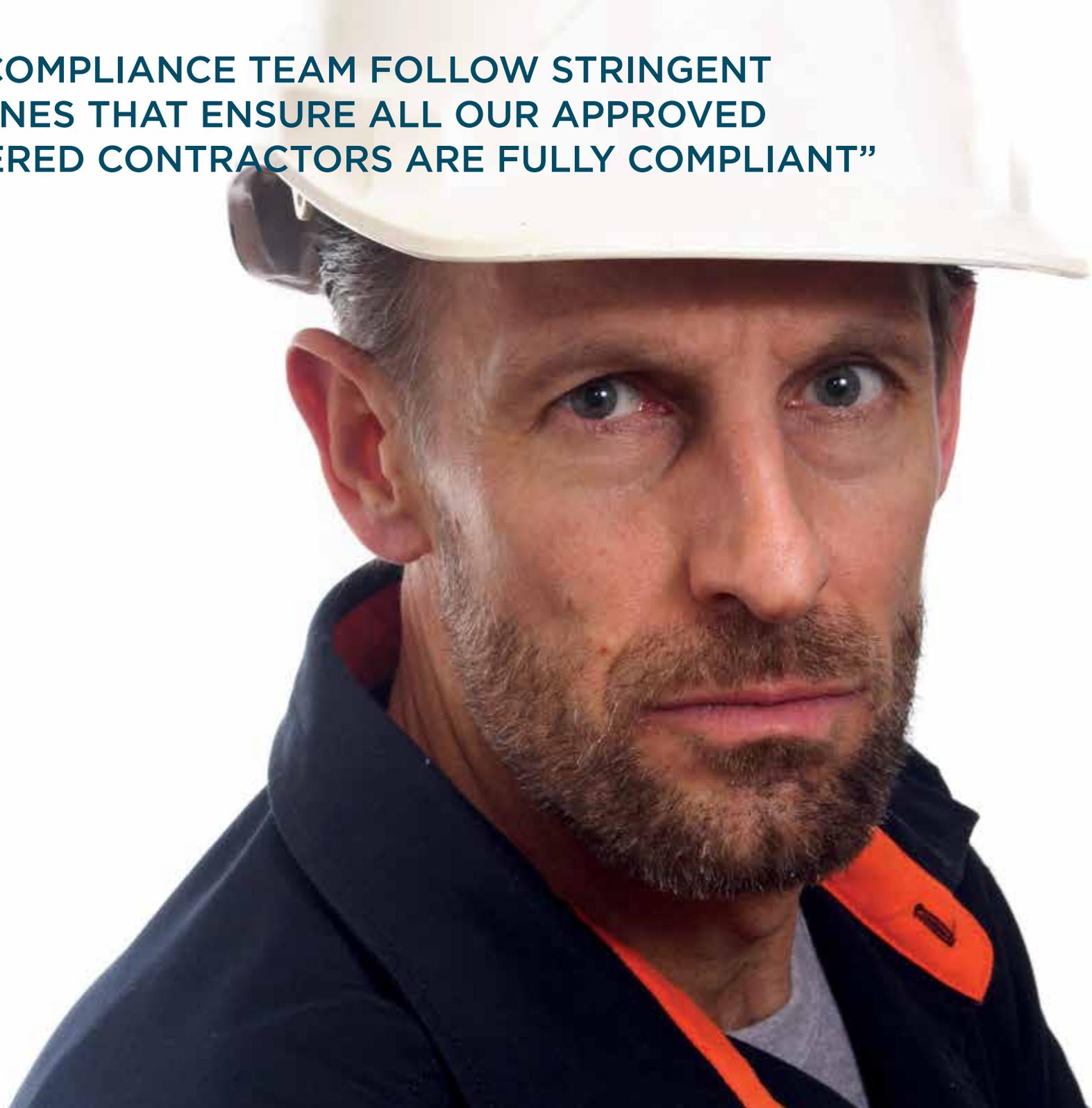
OH&S

APMS maintain a robust OHS policy and training programs that impacts on the conduct of all our personnel. APMS programs operate both at a company level and personnel level to reduce the risk of accidental injury. We are committed to providing and promoting safe workplace practices that ensure your workplace is safe for all employees, reducing the likelihood of government fines, penalties and lawsuits for negligence. Our OHS systems also ensure your business is fully compliant with state Government OHS legislation.

Knowledge base

APMS is committed to maintaining our knowledge base through self-learning and keeping abreast of new innovations, technologies, ways of doing things positively impacting the way we do business and improving our services to our clients.

**“APMS COMPLIANCE TEAM FOLLOW STRINGENT
GUIDELINES THAT ENSURE ALL OUR APPROVED
REGISTERED CONTRACTORS ARE FULLY COMPLIANT”**



CONTRACTOR & COMPLIANCE MANAGEMENT

If you are a contractor or an organisation and would like to become an approved registered contractor with APMS send us an email today, with your contact details to: inquiry@apm-solutions.com.au

APMS charges an annual registration fee to contractors to register with our company. This fee covers part of the investment APMS makes to ensure all our contractors are fully compliant, insured and registered. APMS registration process also ensures we maintain a deep understanding of the contractor's services, skills, expertise, rates, job suitability and geographical reach.

This makes sure we place the right people for the job and helps manage contractors and client's requirements efficiently with a high level of satisfaction. It also helps us to plan and prioritise, who is doing what, where, for whom, when, and with what equipment including parts requirements etc.

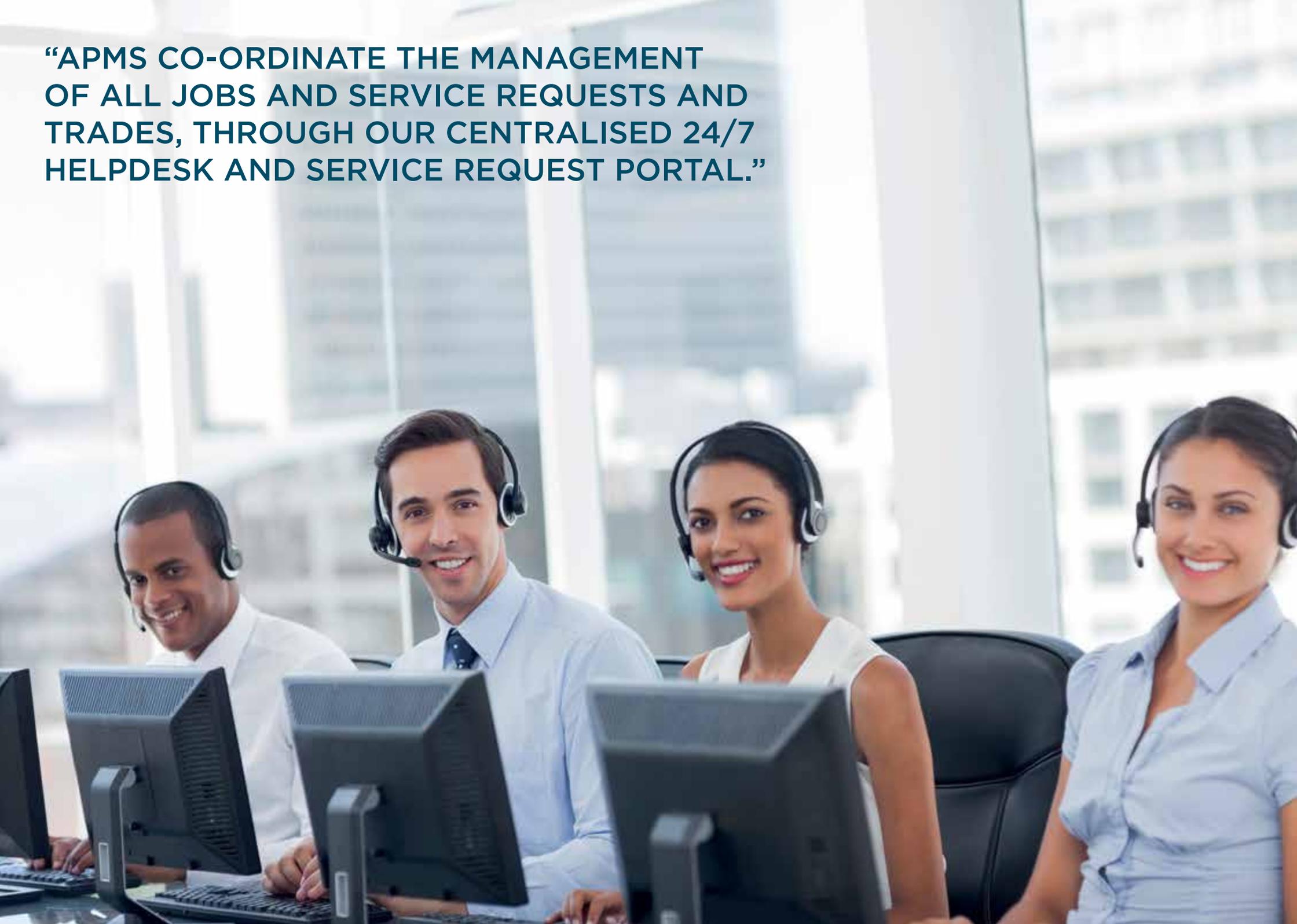
APMS contractor registration process ensures all contractors:

- Conform to their legal contractor prequalification requirements
- Are correctly insured (i.e. are insured for the work that you want to give them)
- Have adequate cover (i.e. minimum requirements)
- Provide evidence of renewal of licences/registrations and insurance tracking
- Have the correct Licence/s or Contractor Registration/s from the relevant authority (eg; Office of Fair Trading/Work Cover/Police/Building Services Authority/Electrical Licensing Board, Building Commission/Plumbing Industry Commission/Office of Chief Electrical Inspector)
- Have been evaluated after consideration of any problems recorded against them
- Hold the appropriate trade or professional accreditation where necessary
- Have a Health & Safety Induction Certificate, where appropriate and for the appropriate state
- Comply with the ABN/GST legislation or hold an exemption
- Prequalification requirements are met

APMS compliance team follow stringent guidelines that ensure all our approved registered contractors are fully compliant with up to date:

- Public liability insurance
- Professional indemnity insurance
- Work Cover insurance
- Licenses
- Contractor Registrations and ABN
- Contractor Certification and OH&S/WHS requirements
- Comply with all statutory and regulatory requirements

“APMS CO-ORDINATE THE MANAGEMENT OF ALL JOBS AND SERVICE REQUESTS AND TRADES, THROUGH OUR CENTRALISED 24/7 HELPDESK AND SERVICE REQUEST PORTAL.”



COMMUNICATIONS HUB

APMS manages the whole service loop through robust procurement, vendor management and procure to pay technologies..

APMS has a national network of over 10,000 trade contractors which have been approved through our stringent guidelines ensuring each contractor is appropriately trained, insured, registered, licensed, and satisfy all OH&S, legislative and statutory legal requirements.

Our state of the art technology allows real-time job management control and service delivery in times of volume or extreme demand alleviating the burden from our clients. We ensure that all our clients' requests are being dealt with by a trained professional at all times. We become a part of your business and ensure that your brand is always protected through exceptional service management escalation, triage and approval protocols.

We empower our front line operators to take ownership of situations and see them through to completion. This is possible due to the wealth of training we provide, enabling operators to understand building services and ask the right questions in order to achieve the optimum solution.

We are committed to building relationships with our clients and understanding their particular requirements across their portfolio.

We understand that working methods can differ and therefore aim to tailor our job handling in line with each individual's requirements. This is achieved by allocating operators to particular clients and constantly updating the notes on our system in an effort to learn from every circumstance we encounter.

We utilise our own bespoke systems to retain information on all client properties. Retaining information allows us to be proactive from managing an emergency situation through to addressing minor faults. This may mean calling out the M&E contractor in situ, liaising with the security personnel on site or logging calls with the lift maintenance contractor due to an entrapment. As a company we are dedicated to managing service provisions for our clients and pride ourselves in exceeding expectations.

Once a client job is logged with APMS, our operators will allocate works to the relevant term contractor for that discipline and area. At this point an email is sent to the client informing them which contractor has been assigned, when they will be on site and an amount that the contractor must not exceed (if the client has not already allocated an amount).

From this point forward the client will automatically be sent emails whenever the job is updated, i.e. when the contractor has arrived at site, when works have been completed or whether there are further works that need to be addressed.

The client can also make notes in the status section of the instruction which will be passed on to the operators instantly through an urgent message section on the operator screen.

By using this process both the client and contractor are kept fully informed of all stages, from the instruction being placed, to the completion of the job and on top of that, APMS operators are always on hand to make sure all instructions are carried out smoothly, successfully and to the clients expectations

APMS co-ordinate the management of all jobs and service requests and trades, through our centralised 24/7 Helpdesk and Service Request Portal, which is resourced with over 400 highly experienced helpdesk operators, this:

- Provides a cost effective solution to best manage all repairs and maintenance and job and service requests;
- Streamlines Job Service Management, for all property repairs and maintenance requests through one centralised location;
- Provides technology smarts reducing/ eliminating internal administration burden placed on our client's personnel resulting in savings and efficiencies;
- Manages and prioritise service requests, keeping key stakeholders in the loop at all times through proprietary customer interfacing technologies this would include property owners, landlords, tenants, property managers, claims officers etc.



VENDOR MANAGEMENT RESOURCE HUB

Our vendor management resource hub maintains all information relating to vendor services, skills, expertise, rates, job suitability and geographical reach including after hours on call availability. This ensures APMS can constantly exceed building quality standards, meaning great outcomes for our clients through deployment of the right people, with the correct technical skills and materials.

It also ensures we can deliver emergency response / make safe works across all sectors, plumbing, electrical including fire / flood damaged structures affected by natural disasters.

It also ensures we can provide cost effective, solutions based services across all job requests resulting in efficient resolution.

E-Invoicing is an item on the agenda of all forward thinking organisations in the property sector. Processing huge volumes of invoices in different formats from different contractors has, for years, created logistical problems for accounts payable teams. The net result of this is usually to throw costly labour at the issue.

APMS Vendor Management Resource Hub, offers organisations the opportunity for its clients to reduce their fabric repair invoicing to one consolidated invoice per week, per property, from a single source at an agreed time.

This is achieved due to the E-Invoicing function built into the bespoke APMS Vendor Management Resource Hub system. The process includes e-invoice approval on the APMS Vendor Management Resource Hub system with the option for coding and cost apportionment.

Furthermore APMS Vendor Management Resource Hub is able to generate an automatic upload file compatible with any client account system that facilitates automatic upload.





DEMONSTRATED CAPABILITY

With a growing network of contractors, suppliers and vendors nationally APMS has a unique ability to respond consistently and quickly to customer needs, whether it is a tailored maintenance programme or a mission critical crisis.

We're contactable 24/7 through our national call centre and we'll commit to specified response times. Our accredited contractors have been delivering outstanding results to a range of sectors including commercial, health, education, retail, industrial, government, transport, resources, recreational facilities and environments through to a private residence spanning decades. All our contractors and service providers are committed to ensuring a safe work environment.

We ensure our contractors maintain the best safety records and are accredited to AS/NZS 4801:2001, AS/NZS ISO 14001:2001 and AS/NZS 19001:2000.

Benefit's Ensure

- Reduced cost of maintaining and operating assets
- Better forward planning and information capture
- Strategic maintenance and management in preference to an emergency response
- Cost savings through continuous improvements
- Comparative benchmarking of contractor performance
- Sustainability through innovation
- The use of leading edge technological solutions ensuring visibility and accountability
- Increased satisfaction
- Powerful analysis and reporting regarding asset performance, energy and environmental impacts
- Massive leverage ensuring the most competitive rates
- Increased demand, greater transparency, risk management and compliance
- Reduced management and operating costs which will enhance property values and ROI
- Excellence in global best practice service delivery methods, efficiencies and practices

Together we are committed to environmental excellence and have positioned ourselves to play a key role in reducing overall environmental impact of both facilities and building environments. Working with our clients we promote innovative solutions that deliver better environmental outcomes.



***"HELPING OUR CLIENTS SUCCEED
DRIVES OUR BUSINESS."***

OUR CLIENTS

Partnering with our clients to make the world better

Helping our clients succeed drives our business. To meet their challenges, we have to understand their industry and their objectives. APMS has developed a unique partnering model that has helped us to develop a range of technical and technological management capabilities to better serve a variety of clients across multiple industries.

APMS has combined the resources of some of the leading global technology providers, to enable us to provide a service management capability that leads to better, more economical service delivery – no matter what industry you're in.

APMS has built a capability to provide a range of services to cater for client in various sectors including:

Commercial
Industrial
Retail
Residential
Community

Hospitality
Education
Hospital
Institutional
Aged Care

Real-estate
Insurance
Body corporates
Owner corporations
Councils

Home owners
Property Managers
Government
Transport
Manufacturing

“AUSTRALIAN PROPERTY MANAGEMENT SOLUTIONS PROVIDES A RANGE OF CONSULTING, ADVISORY AND SERVICE DELIVERY SERVICES AND CAPABILITIES ASSISTING OUR CLIENTS ACHIEVE THEIR OBJECTIVES. ”



CONSULTING, ADVISORY AND SERVICE DELIVERY SERVICES & CAPABILITIES

Australian Property Management Solutions provides a range of Consulting, Advisory and Service Delivery Services and Capabilities assisting our clients achieve their objectives.

The core of our Project Management, Consulting, Advisory and Service Delivery capability and expertise is centered on delivering efficiencies, service, cost and performance improvements, for property assets on behalf of major property groups.

We achieve this through structured project management, service delivery reviews, negotiation of service contracts and procurement of group purchasing arrangements. APMS assist clients with strategic decisions impacting service delivery effectiveness, cost drivers, visibility and accountability maximising value for money outcomes. APMS also assist clients conduct rating and energy assessments, life cycle assessments and planning, plant replacement and upgrades.

Our capability extends across Facilities, Assets, Waste, Environmental and Engineering Services and is detailed in APMS Corporate Capability Overview and Service Delivery Brochures. Request your copy today by sending us an email: inquiry@apm-solutions.com.au



CUSTOMER RETENTION

FEE & RATE SCHEDULES

Procurement is an area of property management which has come under the spotlight in recent years. Organisations are keen to bolster the health and safety compliance of their processes whilst also achieving savings through economies of scale and achieving improved control over its contractor base maximising client satisfaction and retention.

APMS has experience in procuring the most testing area of property maintenance – fabric repairs. Due to the nature of these works, especially in emergency situations, it is difficult to ensure all health and safety regulations and guidelines are adhered to and even more difficult to control costs.

APMS has strived to provide a solution that protects clients and ensures transparency and value for money across APMS service portfolio. By utilising regional term contracts, we have been able to instil the following controls:

- Fixed hourly labour rates by discipline and region (including out of hours)
- Fixed daily labour rates
- No travel time
- No call out charge
- Transparent invoicing and quotations (labour and materials itemised)
- Invoicing within 30 days
- System and information updates in real time

If you own or manage property and you feel your business could benefit from incorporating the following attributes, please get in touch and see what we can do for you.

- 24/7 helpdesk with a pick-up time under 5 seconds
- Access to contractors working to agreed hourly rates with no call out or travel charge
- Full management of fabric repairs including managing health and safety risks
- E-invoicing
- Consolidated invoicing saving significant time in AP
- Real time updates



“WE RECOGNISE GOOD CORPORATE GOVERNANCE ENHANCES CREDIBILITY AND IMPROVES STAKEHOLDERS’ INTERESTS.”

GOVERNANCE FRAMEWORK

We recognise good corporate governance enhances credibility and improves stakeholders' interests. Maintaining a good, solid, and sensible framework of corporate governance has been and remains one of APMS's top priorities.

APMS is firmly committed to a set of ethics and principles that cover every aspect of our business. They begin with how we treat our own people and move through our relations with stakeholders, business partners, service providers, clients through to the wider communities in which we operate.

APMS code on Corporate Governance creates the framework and principles for how we set out company policies and procedures.

APMS code covers every aspect of our business to ensure our behaviour is consistent with our vision, mission and values. Since corporate governance is an evolving process, our Code serves as a constant guide - we will review our principles and practices in light of experience, regulatory changes and market developments.

APMS strives for excellence in corporate governance; we are reinforcing and enhancing APMS reputation as a world-class organisation.

WHAT TO DO NEXT?

Call us today our friendly customer service staff are waiting for you call.

Call us now

1300 193 148

or email us

inquiry@apm-solutions.com.au





AUSTRALIANPROPERTY
MANAGEMENT SOLUTIONS

Sustainability through innovation

Melbourne (Head Office)

Level 31, 120 Collins Street
Melbourne, VIC 3000

Sydney

Levels 20 & 21, Tower 2 Darling Park
201 Sussex Street
Sydney, NSW 2000

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