

FACILITY MANAGEMENT  
**CAPABILITY  
STATEMENT**

[WWW.SWITCHCOPROJECTS.COM.AU](http://WWW.SWITCHCOPROJECTS.COM.AU)

**switch** <sup>CO</sup>  
**FACILITIES**

# WHO ARE SWITCHCO FACILITIES?

**SwitchCo Projects are a Facility Management company** providing specialised facility management services through our highly skilled & motivated team of professionals.

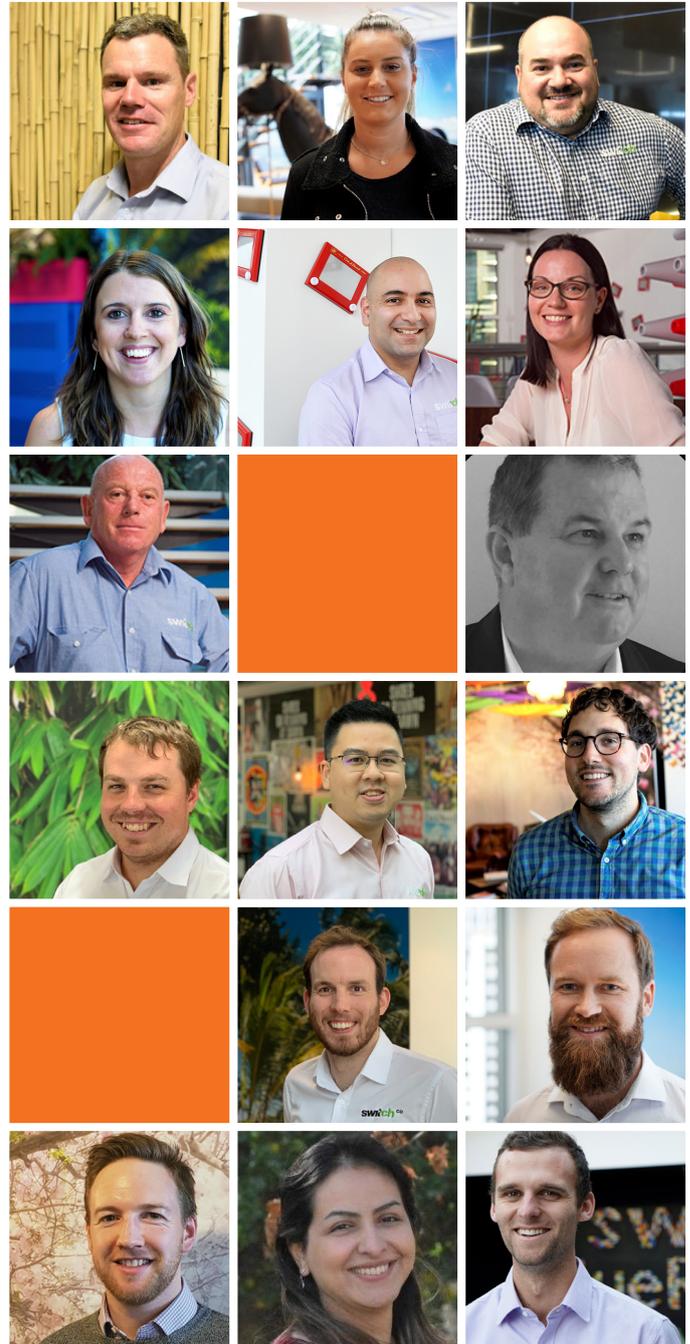
**SwitchCo Facilities is privately owned and fully independent.** The owners are working in the business every day, meaning that their relationship with our clients and our team members is personal and focused on everyday operations.

**Our team of specialist staff** bring practical expertise to every project we undertake. Whether your facility is in the Energy, Infrastructure, Dangerous Goods or Retail industries, our experience allows us to understand first-hand what is required to achieve success. We pride ourselves in extracting every gram of value to achieve your goals.

**Our enthusiastic embrace of technology platforms** allows us to look at new ways to solve old problems and to stay at the forefront of facility management services.

**We go everywhere.** SwitchCo Facilities has delivered projects in every state and territory in Australia, demonstrating that distance is no problem with our systems and capabilities.

**Our track record of results and happy clients** demonstrates why you would want to engage SwitchCo Facilities to take care of your project. We would only be too happy to provide you with a personal reference from one of our clients that best matches your project requirements and let them speak for themselves.



# WHY SWITCHCO FACILITIES?

## SwitchCo Facilities have a wealth of technical expertise.

As a project management business with extensive experience designing, project managing the construction of service stations, wind and solar farms, and port infrastructure, our team are very familiar with the types of assets that requires maintenance. In addition to this, we have extensive knowledge of a variety of national company networks such as VIVA, 7-Eleven or Pacific Hydro Australia, as we have either worked on or visited many sites within their networks. This knowledge is critical in issues such as reactive breakdowns that required problem solving. Our team consists of a range of subject matter experts from electrical, civil, mechanical, software engineers, architects and HSSE. Good Facilities Management requires that problems be not only responded to in a timely manner, but that the solution is right.

## We have a wealth of experience in running facility management.

Several members of our team have experience running the facilities management contract for Shell Australia from 2008 until 2012, from setting up the platform, through to implementation. That team managed reactive and proactive maintenance requests and ran the compliance programs for critical assets throughout the Shell Australia network.

From 2012 until 2015, SwitchCo rolled out a major national shop and signage upgrade program for an oil company. As part of that program, SwitchCo developed a bespoke software platform to create a complete asset database of the client's 400 plus stores. This database was then used by our team to analyse the client's network and develop key strategies to develop proactive asset replacement programs.

Multi-site program management is regularly conducted either in the form of asset audits, upgrades or installs. Recently we completed site rectification works of over 900 sites nationally in less than 6 months. It involved the replacement of a key assets on every site in the client's



# OUR POINT OF DIFFERENCE

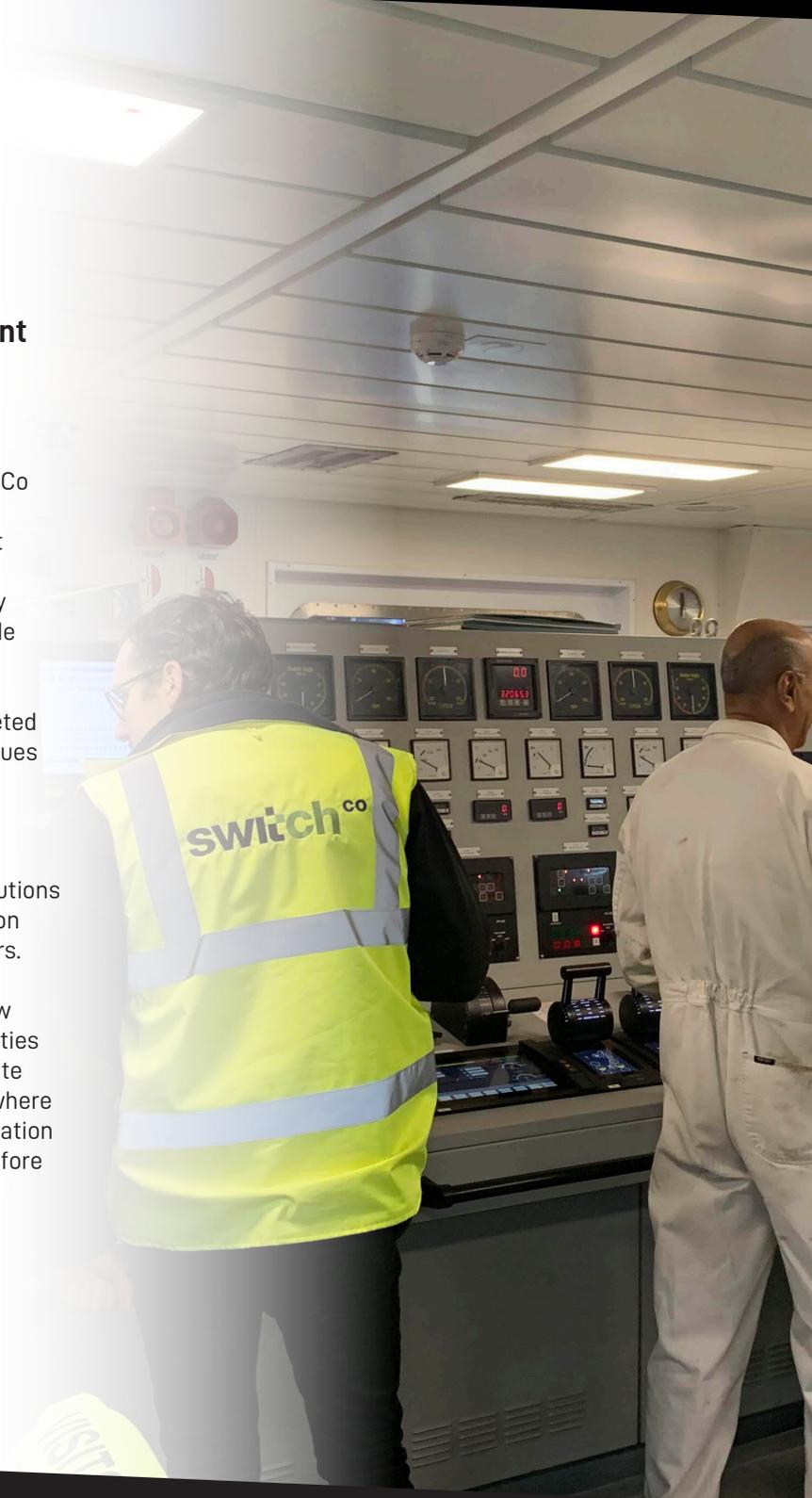
**SwitchCo Facilities** background in project management has allowed us to find more effective ways to deliver facility management for our clients:

## **Our On-Site Presence**

Unlike your typical project management company, SwitchCo have a national team of construction supervisors. This on-site team is a key part of our success both as a project management business, and as a business that provides maintenance services to our existing clients. It is also why we believe that SwitchCo Facilities are best able to provide our clients the facilities management they deserve. Our supervisors are constantly attending sites verifying costs and scope and providing Quality Assurance on the completed works. This ensures low rates of return calls to site for issues that are not rectified correctly.

## **Use of Technology**

SwitchCo Facilities embrace technology and bespoke solutions for our clients, we strive to be on the forefront of innovation and technology to provide better services to our customers. Our ability to integrate solutions provides our clients with real time information about their project or assets to allow them to make informed and strategic decisions. Our facilities management technology platform will allow us to integrate with many systems, including client's in-house systems where required. This automation allows us to receive live information from smart assets and proactively maintain the assets before the end user is even aware of the fault.



# OUR POINT OF DIFFERENCE



## Accountability

We understand that the buck stops with us and the contractors are our responsibility. Whilst SwitchCo Facilities is independent of all subcontractors, allowing us to change contractors if necessary, SwitchCo is responsible and accountable for their performance. This accountability ensure that all parties are required to uphold our high standards of service and workmanship.

## Utilising the Competitive Market

We will always provide great value for the works by tendering to multiple contractors in each discipline in each state so that we can achieve a highly competitive schedule of rates for the works that need doing, whilst still having alternatives if need be to provide speed and coverage. From this panel on contractors we would ensure that there are always contractors available to do the works in a timely fashion. All contractors will be independent of SwitchCo, allowing us to bring in other contractors should that be necessary.

# OUR SERVICES

**SwitchCo Facilities offer a comprehensive range of services.**

## **Health, Safety & Environment**

Through attendance, feedback, advice, and audits, SwitchCo Facilities ensures that the contractor is working safely and complying with relevant HSE plans. Our team are qualified permit issuers and are trained in items such as working at heights and confined space. Ensuring that we keep all personnel safe on our sites.

## **Scheduled maintenance**

Scheduled maintenance involves meticulous planning, consultation, and reporting. Our team of project managers ensures that every task is completed as planned and our clients are reassured that their assets are being maintained.

## **Reactive maintenance**

SwitchCo Facilities are regularly requested to attend reactive work requests. With the addition of our Computerised Maintenance Management System (CMMS), our clients can now log work requests directly onto our system, receive live updates and real time reporting.

## **Predictive maintenance**

The future is here and now. Being able to predict a failure is possible. We conduct review on our client's assets and when an asset would require maintenance to reduce asset downtime and operational costs.

## **Site and Asset Audits**

The first step in maintaining your assets is to know what you have. SwitchCo Facilities perform asset audits to collate condition, make, model, serial numbers etc. of your assets. All this information is collected using our asset software platform which can then be used to strategically map out your maintenance programs. Working with you to understand if your



# TECHNOLOGY & REPORTING

**Solving old problems with technology is what sets us apart. This allows our team to ensure consistence, quality, and scalability in everything we do.**

## Computerised Maintenance Management System (CMMS)

SwitchCo Facilities' ability to manage a large volume of contractors, work orders and sites is possible through its centralised CMMS platform. The system allows for scalability, traceability, monitoring and reporting. With built in automation, it can ensure that those critical requests are responded to immediately.

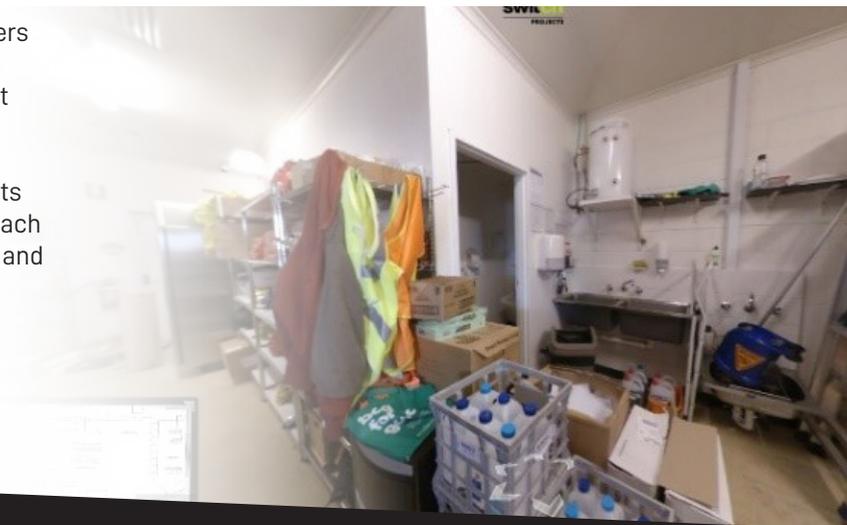
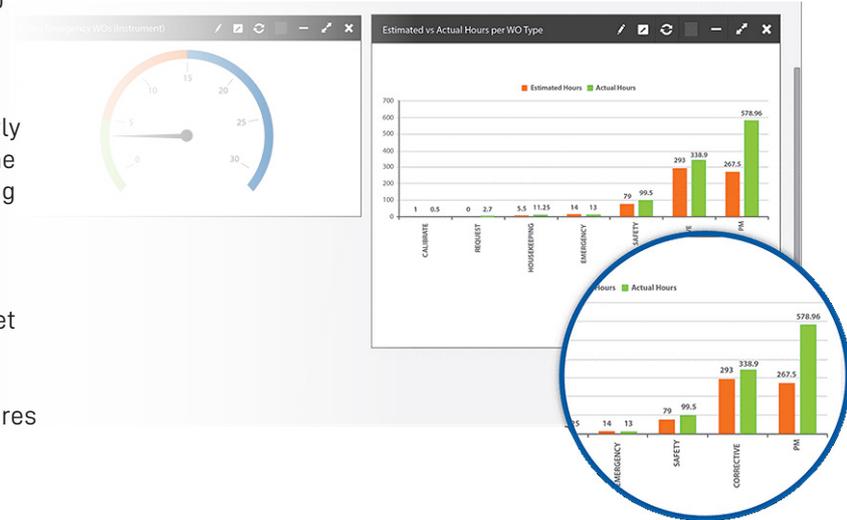
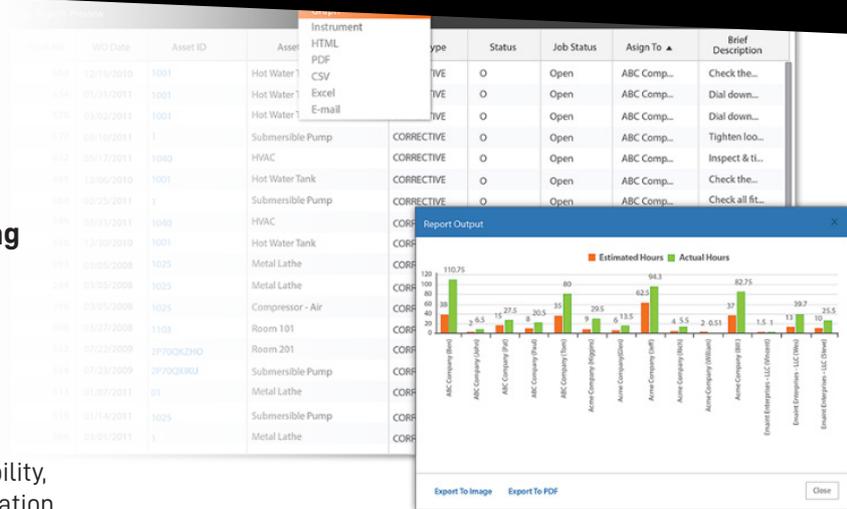
Designed to ensure that all stakeholders always have the correct information at their fingertips. Clients can instantly track performance of their assets and contractors have the relevant drawings, manuals and asset history when making repairs.

By connecting directly to devices on site, we can gather real time data. Remote monitoring not only improves asset performance, but it streamlines equipment maintenance by filtering out nuisance alarms, monitoring performance patterns, detecting anomalies, and predicting critical failures before they occur.

## Virtual Tours

Many of our clients have multiple sites located in all corners of Australia. Being able to visit a site instantly to make an informed decision is not always possible. The second-best option is to walk the site virtually.

SwitchCo Facilities virtual tour technology allow our clients to make informed decisions by virtually walking through each site from the comfort of the office. Reducing travel costs and allowing collaboration with multiple stakeholders.



# QUALITY ASSURANCE

**SwitchCo Facilities organisational structure includes a team of office-based professionals through to field supervisors.**

## **On site presence**

While our office-based team strategically navigate the entire portfolio of works, assessing priorities and resources, our field team are regularly attending sites ensuring works are completed safely, on time, on quality and to the high standard expected of SwitchCo Facilities and our clients.

This mixture of office-based and field staff is a crucial component, allowing SwitchCo Facilities to retain visibility of the works at the micro level, and allowing us to keep us in touch with our contractor network. While at a macro level, we can monitor the state of the entire network of assets and program of works.

On high priority requests, our field team can help coordinate contractors on site and report back to key stakeholders. Ensuring minimal impact to

## **Continual Improvement**

SwitchCo Facilities are always striving for continual improvement.

*"Just because its always been done that way, doesn't make it right."*

Although we look to plan for every scenario, our aim is to always learn and make changes to improve our processes and systems as to always deliver best in class service. We do this by adopting the Plan-Do-Check-Act guidelines.

### **Plan**

Establish the objectives and processes necessary to deliver results in accordance with customer requirements and the organization's policies.

### **Do**

Implement the processes.

### **Check**

Monitor and measure processes against policies, objectives and requirements and report the results.

### **Act**

Take actions to continually improve process



# CERTIFICATIONS



## Company Accreditations/Certifications

- Engineers Australia
- Registered Building Practitioner
- MBAV Member
- Queensland Building and Construction Commission
- Work Place Clearance Group
- ACAPMA
- ISNet world (A Classification)
- Australian Institute Of Dangerous Goods Consultants



## Staff Accreditations/Certifications

- Electrical Engineering
- Mechanical Engineering
- Civil Engineering
- Petrochemical Engineering
- Software Engineering
- Project Management
- Working at heights
- Confined space entry
- WPCG – Senior Permit Issuer
- AIDG – Registered Consultant
- Department of Mines Industry Regulation and Safety – Registered Consultant
- Registered commercial building practitioner
- First Aiders – Level 2

