



## Capability Statement



## What is servicefm?

ServiceFM provides high-quality, integrated facility services to our partners in the public and private sector in all regions of Australia. We achieve this by placing the needs of our partners at the centre of everything we do.

Since 1979 we have been creating strategic partnerships to innovate, manage and maintain spaces that are safer, efficient and enjoyable for the people who use these environments to do business. ServiceFM employs permanent staff rather than contractors and is compliant with fair work practices, including the Modern Slavery Act, reducing risk for our partners.



service**fm**.<sup>TM</sup>





## Sectors



Aged Care



Commercial & Corporate



Education



Government & Defence



Health & Research



Hospitality



Infrastructure



Mining & Manufacturing



Retail



Transport & Logistics



## Services



Asset Management



Commercial & Corporate Cleaning



Commercial Hospitality



Electrical Compliance



Infection Control



Operational Services



Security & Electrical Services



Workplace management

## Our Strategy: Everything's Connected

We believe Everything's Connected and work with our partners to create and maintain safe places for building users.

That's why we strive to understand all aspects of our partners' needs, so we can support them on everything from strategy through to daily operations.

While facility services remain our core business, they are just part of our connected offerings.

Our partners demand more than simple cost savings. They are seeking capable partners who provide high value, socially responsible and ethical services to support their strategic ambitions.

We provide transparent, reportable and scalable services with consolidated invoicing, reducing time and expense for our clients.



## Safety first

As safety is our first priority, we maintain a detailed Workplace Health and Safety (WHS) policy which is part of our Integrated Management System (IMS) and which encompasses and conforms to the requirements of:

- ISO 9001
- ISO 14001
- AS/NZS 4801
- ISO 3100





## Our value proposition

What sets us apart:

- Transparency and reporting
- Price and quality
- Fast & reliable
- Flexibility
- Legal and compliance
- Training
- Environmental
- Social inclusion
- Technology
- Safety

“Recognising that Everything’s Connected, we deliver service solutions so you can focus on your core business.”

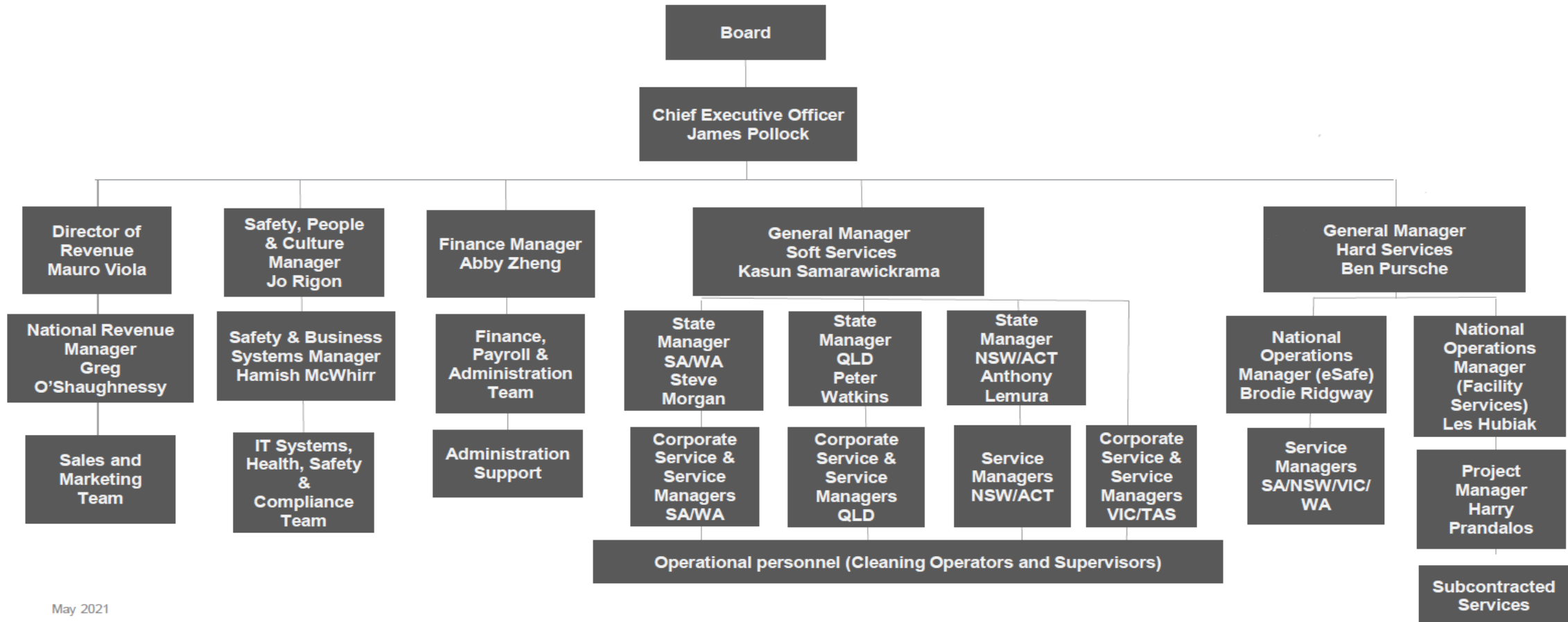
- Glen Browne, Company founder







# Our Management Structure



# Our Values

## Safety

- Zero tolerance to bullying and harassment
- Clean, safe working environment so we return home safely each day
- See something, say something, do something
- Prevent injuries through education and training

## Innovation

- Industry leaders
- Problem solving
- Creative thinking

## Integrity

- Pride in workmanship
- Responsible and accountable
- Efficient
- Leading by example
- Trusted partner

## Respect and Trust

- Recognising others' achievements
- Communicating and sharing knowledge
- Collaboration
- Receptive to feedback
- A diverse and inclusive culture

## Agility

- Work/life balance
- Responsive to our clients' needs
- Proactive and ahead of the game

Everything's  
connected.



servicefm™



## Our details

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Street Address  
City, State, Postcode

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