

Innovation.  
Value.  
Results.

VANTAGE<sup>+</sup>  
INTEGRATED SERVICES

Vantage Integrated Services is a specialised integrated service provider that seeks to deliver innovative service delivery, value for money and result driven solutions for our client's assets.



Who  
We  
Are.

We're all about developing our people to excel every day.

**Benefit to our clients;**

- > Economies of Scale – lower operating costs
- > Value for Money – achieving improved outcomes
- > Reduced risk/exposure to public liability/third party claims through improved contract compliance, incident reporting and data capture for potential future claims
- > Standardisation of Processes and Common Technology Platform
- > Culture – people with the skill and mindset to optimise to deliver that deliver a high standard of service
- > Giving our client more time to focus on strategy
- > Effective decision support – Data analysed and delivered as reliable and actionable information
- > Scalability – the integrated services delivery model can be scaled for both geographic and service scope expansion with relatively low incremental costs across a client's portfolio

Our solution is custom built, no two facilities are the same. In building the best integrated model, we consider our clients environment, budget, level of risk, compliance and legislative requirements, as well as any unique requirement.

We work with people who want to perform better – now and in the future. We help our clients run more efficient and effective businesses by looking after their facilities, their energy needs and the people they're responsible for.

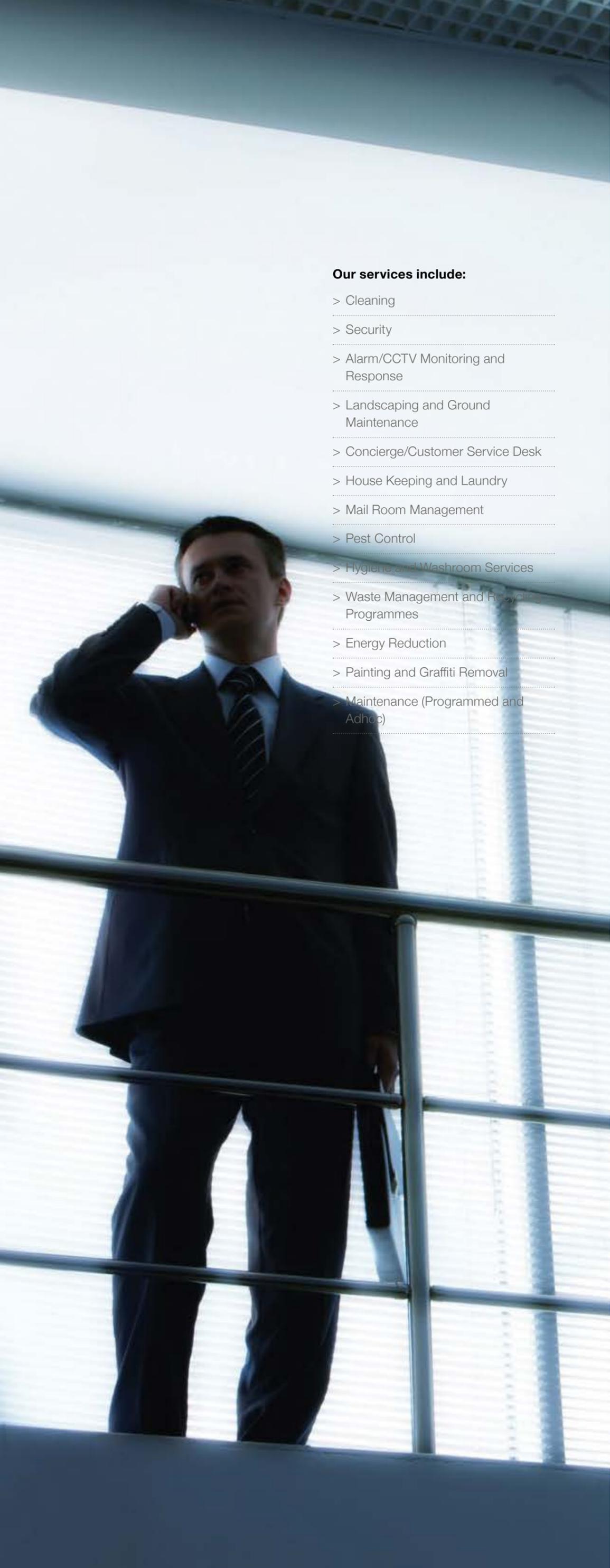
We're all about developing our people to excel every day, challenge the status quo and inspire change in the way people live and work.

We are a technology driven service provider that seeks to maximise our clients spend by identifying the efficiency dividends across multiple service streams that can be realised through an integrated service delivery approach.

"Integrated Services means greater convenience for our client, reduced operating cost and the delivery of more efficient services"

We organise systems and services that create additional value, adding long term benefit and contribute to a better overall environment for our customers, their staff and customers, and their facilities.

Working in strategic partnership with our clients, Vantage delivers innovative solutions to the facility management industry. In particular, Vantage prides itself on sourcing and delivering electronic solutions to property management to offer best practice solutions, delivering the full cycle of sustainable services to strategise, systemise, analyse, optimise and realise our clients organisational objectives



**Our services include:**

- > Cleaning
- > Security
- > Alarm/CCTV Monitoring and Response
- > Landscaping and Ground Maintenance
- > Concierge/Customer Service Desk
- > House Keeping and Laundry
- > Mail Room Management
- > Pest Control
- > Hygiene and Washroom Services
- > Waste Management and Recycling Programmes
- > Energy Reduction
- > Painting and Graffiti Removal
- > Maintenance (Programmed and Adhoc)

Integrating Services allows customers to outsource their non – core services to a single provider, leaving them free to focus on their core business.

# What We Do.

## Establish performance.

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For us, Integrated Services means tailor–making every services package not just to our clients specific needs, but to their geographical and business profile, as well as their working culture.

Our philosophy is to assume full operational responsibility, share our knowledge and work collaboratively with clients to deliver maximum availability and reliability, process integrity, increased safety and sustainability, and reduced life cycle cost and risk.

Vantage Integrated Services provides a broad range of services within its integrated portfolio, which are customised to suit the specific needs of your property.

We can provide focused specialist resources to bring control back to your property and FM services via our ethos of transparency and accountability.

Vantage Integrated Services delivers industry-leading property services on the strength of our quality standards and reporting systems. We establish performance benchmarks across all areas of our business and implement KPIs to continually measure and monitor our service performance.

Our range of integrated, end-to-end solutions has steadily expanded to address the specific needs of our clients; we are able to innovate, deliver change and support client operations, assets and infrastructure.

# Where We Do It.



We have enormous experience and our clients know that by working with us they are benefiting from a track record of delivery, trusted relationships and quality service.

Put simply, we hit the ground running and make a real difference from day one.

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**The capability to provide service solutions nationally across the following sectors:**

- > Commercial
- > Education
- > Retail
- > Government and Defence
- > Industrial
- > Leisure, Sport and Entertainment
- > Aviation and Transport
- > Health and Aged Care
- > Mining and Resources

**Commercial**

As a commercial operation or with the responsibility of property management of commercial property's, faced rising operating costs and increasing energy bills, you'll appreciate the importance of reducing costs, enhancing your customers' experience, minimising risks and improving your environment.

Vantage specialises in providing services for businesses who wish to focus on their own core competencies, not on running and maintaining their facilities. We also work best where there is high risk and reputation is important, we can protect these companies' assets and also their brand and/or image. Our services will maintain your compliance, be flexible to adapt as your business changes, yet drive down costs, all whilst minimising your administration time and enhancing tenant relationships.

**Education**

Vantage understands that the smooth day-to-day running of our learning environments is vital for students, teachers and the community. From schools to universities, classrooms to student accommodation, we specialise in taking care of buildings so that teachers can concentrate on inspiring the next generation.

We do everything from cleaning, security, grounds maintenance, waste management, to maintenance and energy services, and we're experts in adopting innovative ways to make your buildings safer, greener and more efficient.

**Retail**

We have work with so many retailers, from specialty chain to shopping centres, banks, supermarkets and cinemas that we really understand retail. Through delivering cleaning, security, grounds maintenance, customer service, painting and maintenance services, Vantage creates a safe and well-presented environment that enhances our clients brand and creates greater engagement with the local community.

We have effective Public Liability and Risk Mitigation systems that help protect our client and ourselves from third party claim exposure. Our integrated approach allows us to deliver better than industry standard loop times and our incident trending risk mapping program allows us to apply effective risk mitigation practices to reduce future incidents.

**Government and Defence**

Vantage recognise the pressures placed on Government departments to increasingly deliver high level front line services with reducing budgets. Vantage's service model provides government authorities with the flexibility to choose multiple service lines and for these to be delivered through a highly trained, motivated and committed workforce in the most economical manner, whilst

embracing resources from within the community regenerating wealth and employment within the community. Vantage has an extensive and proven Small to Medium Enterprise Program that supports the sustainability and growth of local service providers through an engagement platform that allows local enterprises to benefit from government business. Vantage will not only guarantee to beat SME engagement targets on behalf of the Government, we also provide a mentor program to SME's so they can continue to grow and have a sustainable business within their community.

Vantage will provide secure and safe serviced environments for State and Federal Government properties on behalf of Government Departments, so they can focus on serving the communities in which they are located.

#### **Utilities and Industrial**

From distribution centres, major manufacturing plants, power stations, oil refineries, and water treatment plants, all are highly technical environments, demanding specific professional skills from those who maintain, secure and clean them. We have both the experience and the expertise to provide you with an efficient and cost-effective service tailored exactly to the demands of your site. We have an outstanding track record in health and safety, and the skills to develop, maintain and protect the value of your investment.

Whether we're installing renewable energy technologies, or carrying out routine maintenance, you can trust us to offer you a professional and cost-effective alternative to doing it yourself.

#### **Leisure, Sport and Entertainment**

Our management have decades of experience delivering services for world famous football clubs, iconic stadia, entertainment venues and racecourses, and many other sports and leisure sites.

Our offering is based on a sustainable approach, reducing costs where needed, protecting your venues and training our people in safety and customer care so they add value to your customers experience whilst enhancing our client's brand.

Our teams flex with your seasons and events, providing a proactive and managed turnaround after every event so you're ready for business the same or next day. All this is delivered without fuss, in house, seven days a week.

#### **Aviation and Transport**

We understand the special issues involved in working in transport hubs like airports, ferry terminals, ports and rail and bus stations. Combining an efficient and appealing environment for passengers with the need for safety and security is a constant challenge, but one we can help you meet.

Whether its services like cleaning, security, traffic and car park management and maintenance, or specialist tasks like baggage screening, CCTV monitoring, we offer a professional, cost-effective approach tailored to your precise needs.

#### **Health and Aged Care**

From ward cleaning, security and waste management to portering and planned building maintenance, we can deliver the full range of facilities and energy services. We also provide a wide range of domiciliary care to help people live happier and more independent lives.

We work with hospitals, doctor's surgeries' and private sector providers to improve people care and create clean, safe and effective environments for patients, residents, staff and visitors. We continually invest in innovation, we create efficiencies through self-delivery and our people are highly trained and passionate about providing a quality of care they'd choose for themselves and a family member.

#### **Mining and Resources**

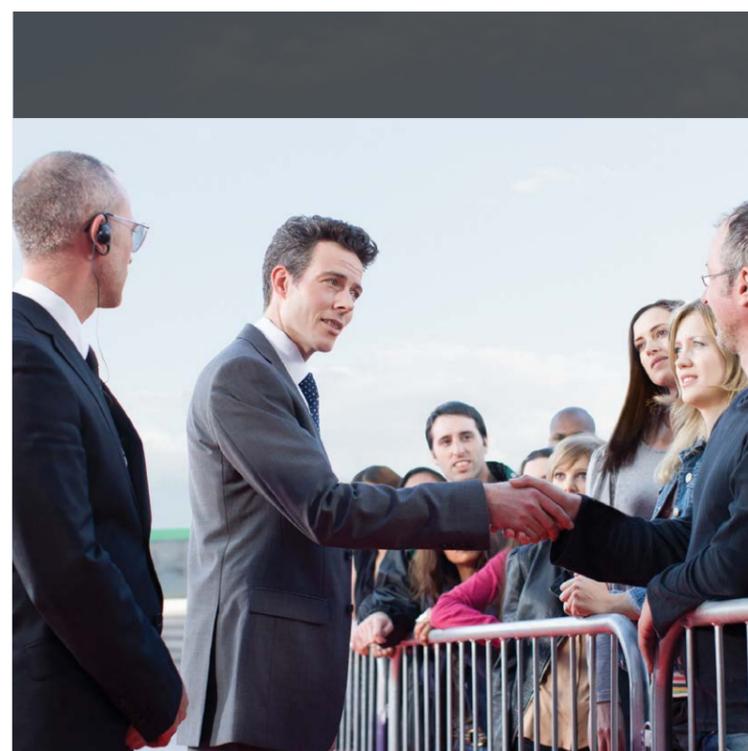
The resource industry faces increasing pressure, and it is becoming more important to retain workers, maximise productivity and minimise impact on the surrounding environment, all with a focus on increasing efficiencies, driving innovation and delivering value for money.

Vantage's key point of difference is our proven ability to deliver a technology led people solution, with employees who are well presented, well trained to deliver an outstanding service. Our reporting systems allows our clients to maintain control, access information for decision making 24/7, and also can adjust our services to suit their needs.

Our employees provide a welcoming service, supporting those who are away from home and providing high standards of customer service to ensure your staff and subcontractors are well fed, rested and feel looked after to maximise their productivity, increase their engagement and reduce turnover.

Our focus on safety and appropriate training gives you re-assurance, we have proven systems and work methods and ensure all employees are aware of how to do their job safely and to the highest standard of quality.

Clients in both public and private sectors continue to recognise procuring integrated services as a route not only to reducing costs but also to accessing expertise.



**VANTAGE**  
INTEGRATED SERVICES

# Why Choose Us?

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## Expertise with Accountability.

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By bundling services Vantage is able to reduce overheads and allocate resources more efficiently. The synergy comes from our ability to integrate services and optimise delivery systems.



Vantage has single service industry expertise across cleaning, security and property maintenance services. The benefit of our integrated service capability is that you gain this expertise, yet with just one single point of accountability and with one centralised invoice and reporting. This significantly reduces client's administration time and cost, yet still provides the client with service excellence and the ability to increase efficiencies.

### **Increased Efficiency, Better Value and Save money**

By bundling services Vantage is able to reduce overheads and allocate resources more efficiently. The synergy comes from our ability to integrate services and optimise delivery systems.

Our skills and management expertise typically save client operating costs through efficiency savings, economies of scale and a reduction in overheads. By bundling services we are able to reduce overheads and allocate resources more efficiently.

### **Our People**

'People' is one of the key elements in our strategy. We aim to recruit, motivate, retain, train and develop the best talent in the industry. Why? Because in outsourcing, more than almost anywhere else, it's the people on the front line who make the difference. They clean, protect, mow and repair. They welcome guests, control pests, and provide personal care and much more besides. And they do it all with a real desire to serve and, just as important, a smile on their faces. Their brilliant and hard work is the single biggest factor behind our success. We are our people – no more, no less – and they deserve and receive the greatest support we can give them.

We endeavour to realise our employees' full potential by treating them fairly and with respect, offering them work and training, and safeguarding their health, safety and wellbeing. This improves quality and productivity, as well as enhancing employee job satisfaction and loyalty.

We invest in innovative IT solutions on behalf of our clients to make sure they benefit from industry-leading tools that can help to improve the management of their properties, assets and services.



We engage with them, and explain your vision, so that they are given a sense of purpose, and pride in order to deliver the best possible service.

Our teams can be multi-skilled to highlight required services and communicate effectively to pro-actively improve your facility. Working as one team means a more effective solution for you our client.

#### **Risk Mitigation**

Whether it's the risks associated with employees or with delivering and managing your services, we will manage them for you.

Effective risk management is critical in helping us achieve our strategy and is a key consideration in our business decision making. Through our contracts, we become responsible for certain tasks and functions. With responsibility comes risk – and we use a thorough risk management strategy to help us identify and mitigate those risks.

Vantage Integrated Services is acutely aware of its responsibilities and as such, we stringently adhere to Australian Safety Standards and proactively implement best practice risk management and OH&S procedures across all areas of our business operations.

#### **Our Enterprise Wide Risk Management systems focus on the following key areas:**

- > Occupational Health & Safety – Vantage Integrated Services is OH&S compliant in every aspect of our business, with the safety of our staff, our clients and their customers of paramount importance.
- > Business Continuity and Disaster Recovery – We ensure that our EWRM programme is aligned to our client's organisational Risk programme.
- > Workers Compensation – Policies and procedures to minimise the risk of workplace injuries and accidents to our employees.
- > Public Liability – We use common communication and reporting platforms, training and information to our employees that help them identify and address public liability risks in their working environment.
- > Technology Driven Solutions
- > We invest in innovative IT solutions on behalf of our clients to make sure they benefit from industry-leading tools that can help to improve the management of their properties, assets and services.
- > Vantage Integrated Services is opening up new avenues for provision, management and analysis of data to help us drive decision making and increased efficiencies and value.
- > Compliance and Quality Assurance
- > We hold Quality Management to ISO 9001, Safety Management to AS/NZS 4801 and Environmental Management to ISO 14001 to ensure our operating systems and solutions are delivered to the exacting standards that our clients expect of us.





# Contact Us.

When you engage Vantage Integrated Services, you benefit from our years of industry experience, knowing that our organisation is a purpose built integrated services provider.

It's what we do as our core business that give our clients assurance that we understand and deliver a wide range of disciplines without diluting any particular service stream.

It's our operational methodology, exceptional value, a reduced overall cost base and that delivers value for money to our clients.

Vantage Integrated Services would welcome the opportunity to demonstrate our proven operating systems and innovations and how we can further enhance the effectiveness of you property and space.



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