



UNITED  
ENTERPRISES  
AUSTRALIA

**CLEANING**

**FACILITY SERVICES**

**SECURITY**

[www.unitedea.com.au](http://www.unitedea.com.au)





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## INTRODUCTION

UEA provides a full range of building and commercial property services. Our whole-of-life approach to maintaining and managing your facilities gives you access to an integrated, cost-effective and convenient alternatives to managing your property.

Since our early beginnings in Sydney in 2004, we have steadily grown to become one of the industry's preferred providers in property maintenance, cleaning, security, engineering and construction works.

Our qualified employees, including certified experts in their fields together with our alliances with other service providers, enable us to service a diverse client base across Australia and overseas.

Our goal continues to focus on creating efficiencies for you and helping you to optimise the productive use and profitability of your environment through continuous innovation in our service delivery, internal processes and business models.

We have established trusted relationships with our clients, born from an early philosophy that by being hands-on in our approach, we can better serve you. UEA's senior managers have front-line experience and can identify and understand your unique needs. From the time you engage us, a relationship manager will manage your services portfolio to ensure effective communication and efficient management of services are achieved.





## LEADING THE WAY

### ROBUST TECHNOLOGY AND INTERNAL PROCESSES THAT DRIVE SUCCESS

Our IT systems are designed to automate processes and communicate between multiple sites, record and monitor site events efficiently, verify service delivery and provide you easy access with less paperwork. Not only does this help reduce your operating costs, but it creates an effective, accurate and hassle-free way to measure performance, giving you greater control of this business function. Our ability to meet the clients needs is made easier with our in-house IT team including solution designers and software developers.

### RAISING THE BAR OF CUSTOMER SERVICE

We focus on delivering service that extends beyond meeting industry requirements. Through knowledge sharing and a dedicated account manager, we gain an understanding of your company's culture and specific requirements and ensure we deliver a personalized and the right-fit solution. Our 24 hour Operations Centre provides you with an immediate and direct point of contact for any queries.

### ENSURING SAFETY

The safety of our staff, clients, their stakeholders and the general public is of paramount importance. Our commitment to providing a safe environment is reinforced by adopting safety as a core company value, obtaining a Cm3 Contractor in safety management accreditation, complying to AS/NZS 4801OHS Management and maintaining consistent health and safety programs for employees. The security division is also certified under JAS-ANZ AS/NZS 4801:2001 OH&S Management Systems by QMS. We work closely with you to ensure safety is actively enforced in your workplace.

### QUALITY ASSURANCE

Our affiliations and certifications include: QMS - ISO 9001: 2008 - Quality Management Systems, QMS - AS/NZS 4801- OHS Management Systems, QMS - ISO 14001: 2004 - Environmental Management Systems, Facilities Management Association of Australia, ASIAL - Australian Security Industry Association, Cm3 Contractor and Greening Australia.

### COMMUNITY PARTNERSHIPS

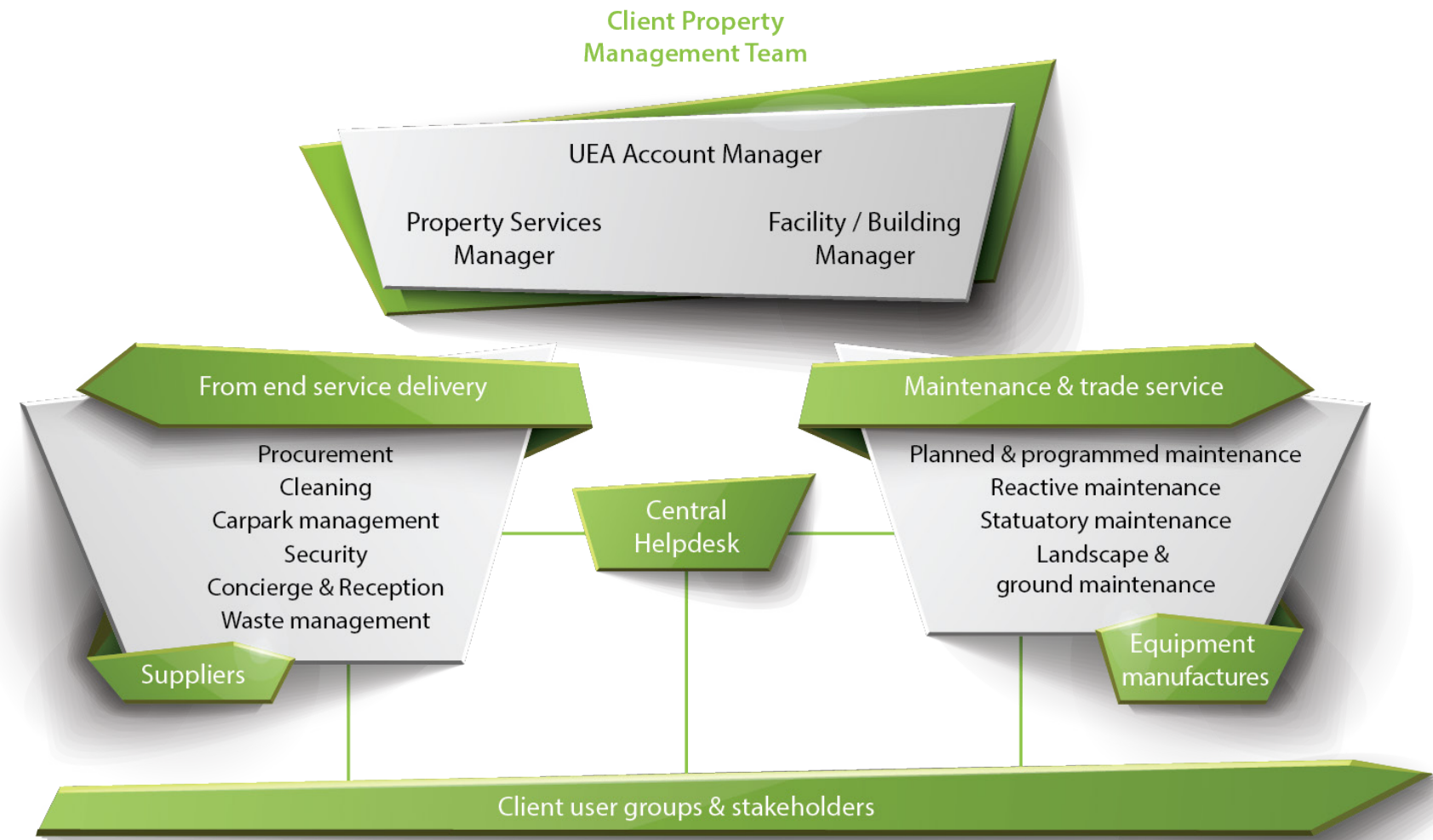
We are proud of our social initiatives that benefit the community and environment and allow us to give back through our resources and expertise. We partner with national organizations including Greening Australia, the Westpac Rescue Helicopter Services and the local community through our community-based engagement programs.





## INTEGRATED SERVICES

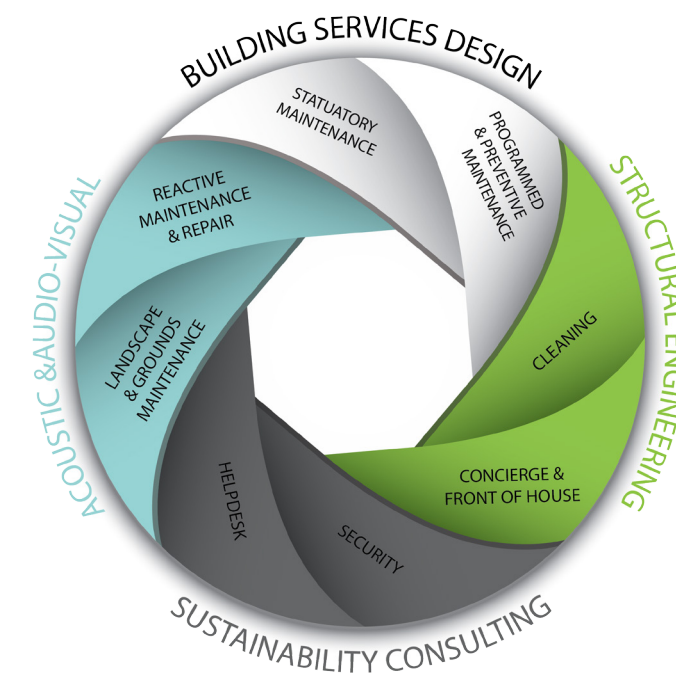
ADDING VALUE BY DELIVERING THROUGH THE ENTIRE ASSET LIFECYCLE



## COMBINED CAPABILITY

As a combined entity, UEA offers clients the full spectrum of property, facility, asset and tenancy management services, with the resource depth and expertise of two complementing companies.

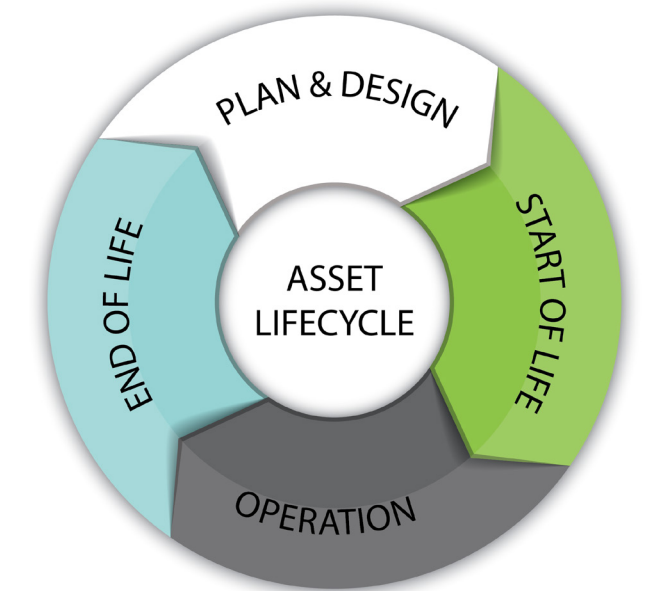
- Lifecycle management:
- Facility management
- Condition auditing
- Commissioning- including complex facilities
- Asset management
- Maintenance management
- Energy auditing and review



UEA offers a total facility and asset management solution-bringing UEA technical excellence and industry leading life cycle management with the UEA building, maintenance, cleaning and security teams.

UEA does not just offer facility, asset and service management, but also the line services themselves, including:

- Trades & maintenance
- Cleaning
- Security
- Car park management
- Reception & concierge services
- Catering and front of house
- Lease administration and energy management
- Waste management, including security shredding
- Document archiving and retrieval



UEA offers a full turnkey solution: Design, Installation, Asset Planning, Detailed lifecycle modeling and Trade services. Our turnkey solution reduces responsive maintenance and drives cost savings.





WE ADOPT A LIFE CYCLE APPROACH TO  
MAINTAINING YOUR FACILITIES.

## FACILITY MANAGEMENT

Managing your buildings, facilities and public spaces can be complex, especially for a large or multi-site organization. We can facilitate and help you manage your building and property works to ensure you have a safe and effective environment for users and to help you preserve the value of your assets throughout their life cycle.

For over 10 years, we have forged trusted client relationships based on getting the right fit and delivering cost-effective services through our expert, reliable and friendly workforce. We maintain in excess of 150 sites, performing a variety of regular and responsive maintenance services. Our services range from asset preservation and preventative maintenance programs to refurbishments and concierge services.

Whether you need a one-off emergency repair or ongoing maintenance of your buildings and assets, our team are available 24 hours a day, 7 days a week through our 24 hour operations centre. We also partner with over 100 service providers to ensure that you get the quality and level of response you require.





PARTNERING WITH YOU TO CREATE A SAFE,  
SUSTAINABLE AND ENJOYABLE ENVIRONMENT  
FOR YOUR REGULAR USERS AND VISITORS

## PROPERTY MAINTENANCE

Any building or facility requires a variety of works to be completed on a weekly, monthly or annual basis. Some of these are under emergency circumstances while others are performed regularly to help maintain a clean and safe building while optimising its use. Our qualified and experienced staff have a strong background in performing works on commercial and residential buildings, housing, strata and retail premises. The maintenance works that we can cover include building maintenance, electrical installations and repairs, carpentry, plastering, painting and decorating, plumbing, access systems, air conditioning, security lifts, fire and safety, pest control, toxic waste management and energy auditing. These are offered on an ad-hoc basis, as part of an ongoing maintenance program or as project work.

## CONSTRUCTION AND ENGINEERING WORKS

Commercial and environmental facility needs are generally complex and diverse, requiring specialist knowledge. We recruit highly-skilled tradespeople, designers, engineers and construction workers with deep industry experience in design, building and maintenance works. Project works range from civil works, earthworks and excavations; data cabling, communication systems and networks; solar and energy systems spacing and maintenance to mechanical repairs, engineering and surveying.





## DESIGN & ADVISORY SERVICES

UEA offers a comprehensive In house range of expertise over a wide range of engineering services. Our expertise is to provide multi-disciplined engineering solutions. Our teams sit together, work together & communicate to ensure a fully co-ordinated design solution is developed every time. UEA offers the complete solution - A full turnkey engineering solution which is tailored to meet our client's needs.

### CAPABILITIES INCLUDE

ELECTRICAL SERVICES

MECHANICAL SERVICES

DATA & COMMUNICATIONS

FIRE SERVICES AND FIRE SAFETY

HYDRAULIC SERVICES

DUE DILIGENCE AND SERVICES AUDITS

SECURITY

AUDIO VISUAL

SPECIALIST LIGHTING

ECOLOGICAL SUSTAINABLE DEVELOPMENT

VERTICAL TRANSPORT

SERVICES MASTER PLANNING







## ENVIRONMENTAL MANAGEMENT SERVICE

With recent Government Policy Changes it has become a business imperative for companies to boost and enhance their environmental efforts. UEA has extensive in house specialised engineers to partner if you are starting your sustainability journey. Our team undertake audits, needs analysis and legislative compliance and build a plan that suits the needs of the customer and adheres to corporate legislation.

### CAPABILITIES INCLUDE

ELECTRICAL SERVICES

MECHANICAL SERVICES

DATA & COMMUNICATIONS

FIRE SERVICES AND FIRE SAFETY

HYDRAULIC SERVICES

DUE DILIGENCE AND SERVICES AUDITS

SECURITY

AUDIO VISUAL

SPECIALIST LIGHTING

ECOLOGICAL SUSTAINABLE DEVELOPMENT

VERTICAL TRANSPORT

SERVICES MASTER PLANNING





## SECURITY SERVICES

Since 2004, the rapid growth of our security business has seen our range of services expand- from static security officers and surveillance work to electronic security system installations and specialized situations such as crowd/event control.

Our personnel have extensive experience in the security and armed forces industries with appropriate certifications, and are sought after for their level and areas of expertise. They undergo rigorous selection, screening, training programs and testing so they can smoothly adapt to our culture, systems and expected level of service.

Through our proprietary technology, management systems and benchmarks, we can design a cost-effective solution to suit your requirements. We have developed industry techniques and tools that streamline the surveillance, recording and reporting of events, resulting in an efficient, timely and accurate delivery of, and access to, information.

### SOME OF THE SERVICES WE OFFER INCLUDE

ELECTRICAL SERVICES

MECHANICAL SERVICES

DATA & COMMUNICATIONS

FIRE SERVICES AND FIRE SAFETY

HYDRAULIC SERVICES

DUE DILIGENCE AND SERVICES AUDITS

SECURITY

AUDIO VISUAL

SPECIALIST LIGHTING

ECOLOGICAL SUSTAINABLE DEVELOPMENT

VERTICAL TRANSPORT

SERVICES MASTER PLANNING





## CLEANING SERVICES

We provide a broad range of specialized services to clients with varying needs, uses and locations. Our team are highly experienced (some with over 20 years in the industry) and are knowledgeable in the latest industry trends and environmentally sustainable practices. They service over 80 client sites across Australia that are diverse environments including residential, commercial, government and healthcare facilities.

Recognising that our tasks extend beyond just cleaning your property and assets, we also act as caretakers to your facilities – we become an extension to your business operations to ensure that a positive image is consistently communicated to your stakeholders through our interactions with them.

### SOME OF THE SERVICES

GREEN CLEANING

COMMERCIAL CLEANING

BUILDINGS AND COMMON AREAS

HARD FLOORS AND SPECIALIZED SURFACE

MECHANICAL SCRUBBING AND HIGH PRESSURE MACHINERY

WASHROOMS SUPPLIES AND SANITARY SERVICES

SANITARY AND BIOHAZARD DISPOSAL

WINDOW CLEANING

COMPREHENSIVE RETAIL SERVICES





# SECTOR CAPABILITIES

## COMMERCIAL

- FACILITIES STRATEGY AND DEVELOPMENT CONSULTING
- BUILDING SERVICES & STRUCTURAL DESIGN
- ENERGY & SUSTAINABILITY ADVICE
- CLEANING
- EMERGENCY SERVICES
- GROUNDS MAINTENANCE
- INDUSTRIAL CLEANING
- LIFE CYCLE MAINTENANCE
- PROPERTY MAINTENANCE
- SECURITY
- TRAFFIC MANAGEMENT
- WASTE MANAGEMENT



## COMMERCIAL

- FACILITIES STRATEGY AND DEVELOPMENT CONSULTING
- BUILDING SERVICES & STRUCTURAL DESIGN
- ACCOMMODATION & FACILITY SOLUTION
- ASSET MANAGEMENT
- CATERING
- CLEANING
- GROUNDS MAINTENANCE
- INDUSTRIAL CLEANING
- LABOR HIRE
- LAUNDRY
- LIFE CYCLE MAINTENANCE
- PROPERTY MAINTENANCE
- SECURITY
- TRAFFIC MANAGEMENT
- TRANSPORTATION



## GOVERNMENT

FACILITIES STRATEGY AND DEVELOPMENT CONSULTING  
BUILDING SERVICES & STRUCTURAL DESIGN  
ENERGY & SUSTAINABILITY ADVICE  
CONCIERGE  
CLEANING  
EMERGENCY SERVICES  
GROUNDS MAINTENANCE  
INDUSTRIAL CLEANING  
LIFE CYCLE MAINTENANCE  
PROPERTY MAINTENANCE  
SECURITY  
CAR PARK MANAGEMENT  
TRAFFIC MANAGEMENT  
WASTE MANAGEMENT

## RETAIL

FACILITIES STRATEGY AND DEVELOPMENT CONSULTING  
BUILDING SERVICES & STRUCTURAL DESIGN  
ENERGY & SUSTAINABILITY ADVICE  
CLEANING  
CLEANING & MAINTENANCE  
INDUSTRIAL CLEANING  
LIFE CYCLE MAINTENANCE  
PROPERTY MAINTENANCE  
SECURITY  
TRAFFIC MANAGEMENT  
WASTE MANAGEMENT



## HEALTH & AGED CARE

FACILITIES STRATEGY AND DEVELOPMENT CONSULTING  
BUILDING SERVICES & STRUCTURAL DESIGN  
ASSET MANAGEMENT  
CATERING  
CLEANING  
GROUNDS MAINTENANCE  
LAUNDRY  
LIFE CYCLE MAINTENANCE  
PROPERTY MAINTENANCE  
PROJECT MANAGEMENT  
SECURITY  
STOCK MANAGEMENT  
STOCK PROCUREMENT  
WASTE MANAGEMENT





## OPERATION CENTRE



## CALL CENTRE

Multi-channel inbound and outbound communications. Client-dedicated number, personalised response. Automated population of screens using integrated telephone and system scripting to improve time and quality supported by our world leading Property Management System. To support your PSC, world-class tracking system prominently displayed throughout to monitor our customer queues, response rates, wait times and performance. This allows us to monitor our performance against contract volume KPIs, and pro-actively manage staffing levels to deliver the best outcomes to you. This complete responsibility ensures that all work orders are fulfilled in a timely and effective manner, being managed by the one individual. If you want to check on progress, your online access from your portal will give your staff, all the information they need. Central co-ordination of work allocation, status updates and job closure. Our system has the ability to handle not only calls through the hotline, standard calls and emails, but also faxes, voice messages and SMS, giving greater flexibility in how staff are able to report any irregularities or faults. Our specialized system records service information and track subcontractor performance and reliability. Service requests are assigned to subcontractors that is based on qualitative measures and cost effectiveness.







## CONTACT US

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Saturday and Sunday: by appointment only

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24 hours a day, 7 days a week

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**F:** 1300 30 36 42

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