



A1 General
ELECTRICAL & AIR CONDITIONING

COMPANY PROFILE

SERVICE

SYSTEMS

SOLUTIONS

SAFETY

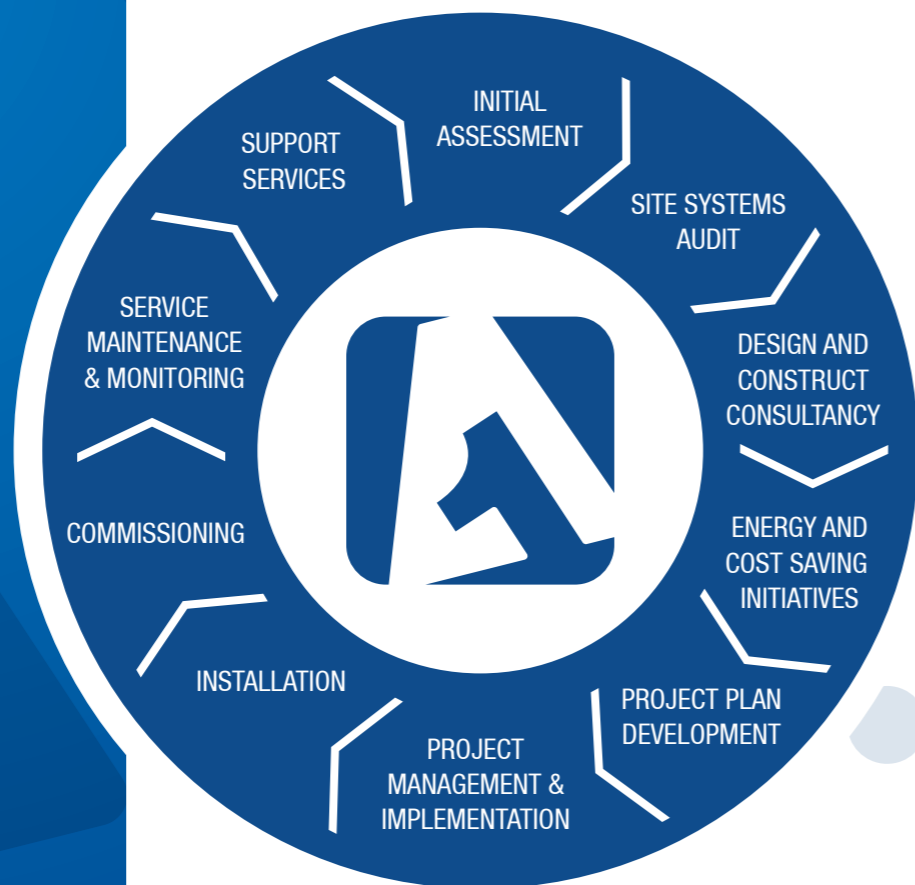


Lic No: QAC/R61/1135

COMPANY OVERVIEW

Established in 1998 with a management team with over 50 years experience.

Our vision is to provide customer satisfaction beyond expectation in service, installation and maintenance for HVAC, Refrigeration and Electrical Contracting, Service Repair and Maintenance.



Our strengths include the flexibility to provide access to all trades, experience in Corporate, Commercial and Domestic projects including but not limited to:

- HVAC, Refrigeration and Electrical Contracting, Service Repair and Maintenance
- Corporate Facility Repair and Maintenance
- Commercial Refurbishment and renovations
- Emergency on call facilities
- Security, Voice, Data services
- Project Co Ordination and Management

During the last 15 years, our reputation with customers at all levels has allowed us to grow to become an expert in our field. Currently dealing with clients in a variety of commercial sectors.

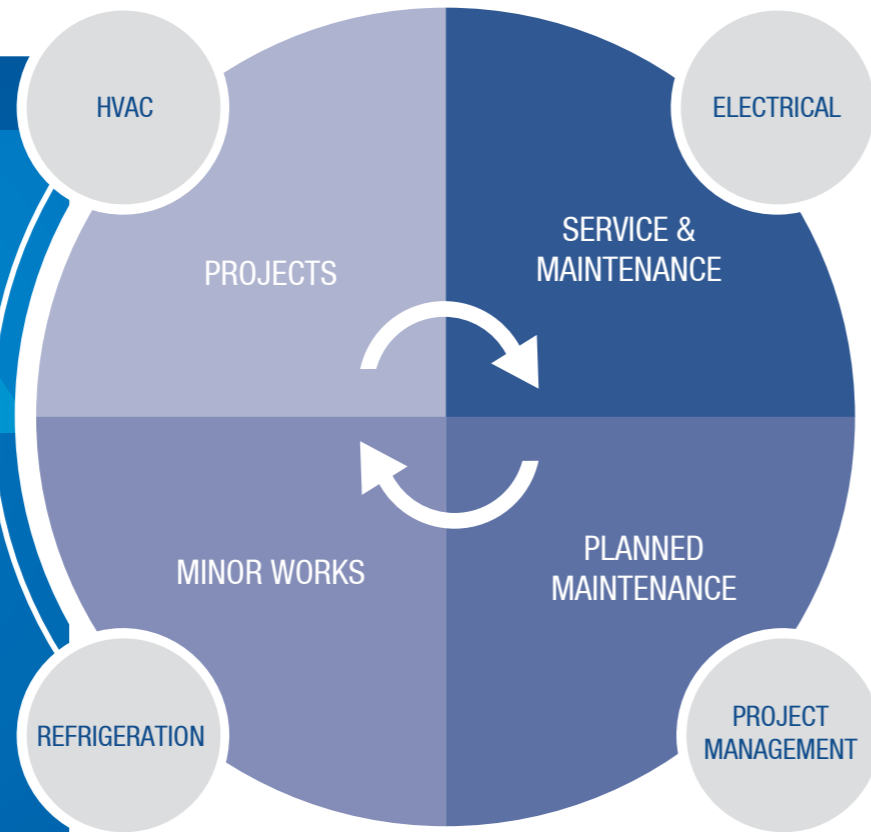
OUR GOAL IS TO BUILD A CONTINUED SUSTAINABLE & SECURE BUSINESS FOR OUR STAFF AND THEIR FAMILIES AND WE WILL ACHIEVE THIS GOAL BY PLACING OUR CLIENT'S NEEDS FOREMOST AND CONTINUALLY FOCUS ON OUR 3 CORE VALUES OF SERVICE, SYSTEMS & SAFETY.





SERVICES

A1 General splits its service delivery into 2 main divisions – Projects and Service.



We recognise the distinctive client requirements of both job types and have therefore set up 2 service streams dealing with each individually.

These service streams compliment both the Electrical & HVAC services A1 General provides and form a critical component of our integrated services offering for our clients.



Service Team

Our Service Team is focused on Service and Maintenance activities for our customers in both HVAC & Electrical trades.

A1 General provides these services for a range of Government and Corporate clients and the critical elements of the service delivery revolve around response times, limiting down time and maximising asset life.

Dedicated customer service team members, vehicle tracking and mobility solutions assist with meeting these targets.

A1 General also aims to provide a very comprehensive service offering to cover most service requirements including:

- Emergency & break down repair
- Planned maintenance & shut down maintenance
- Asset life cycle tracking & maintenance
- Statutory maintenance & inspections (emergency & exit lighting, RCD testing)

- Preventative maintenance programs (thermal imaging)
- Site Safety reporting.

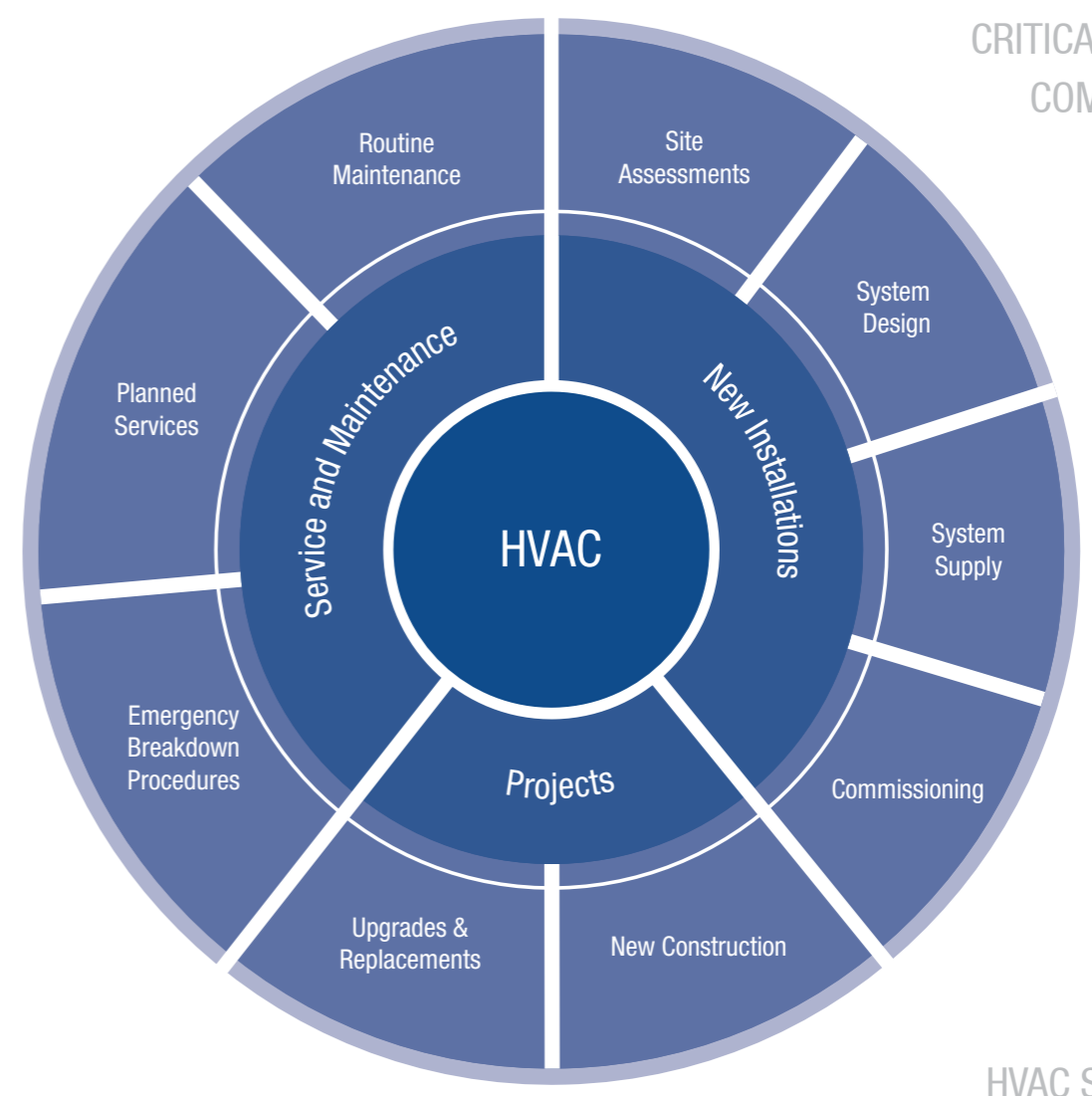
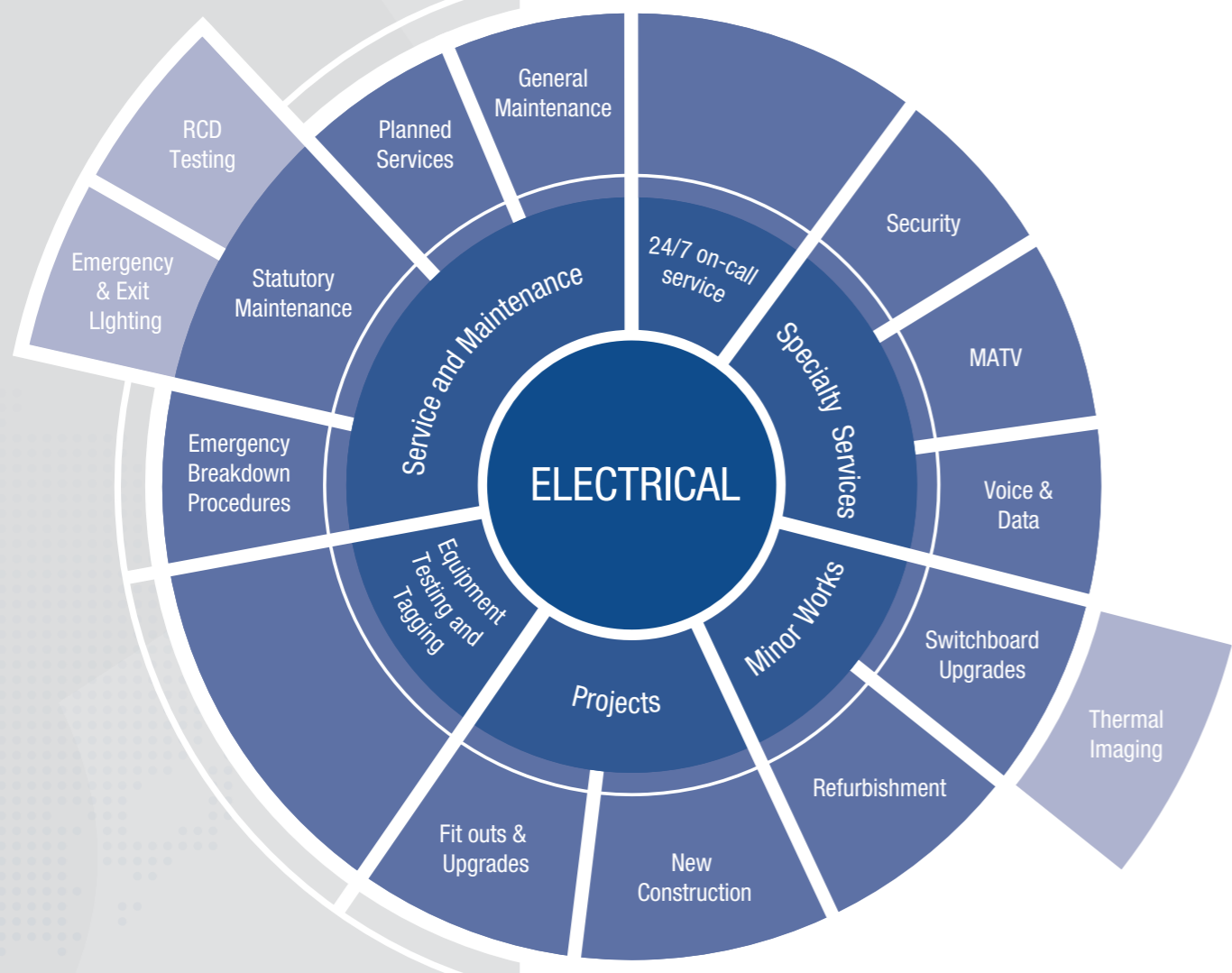
Customer Service

A1 General employs dedicated Customer Service representatives to ensure customers are dealt with promptly at all times.

Technicians are dispatched and monitored through the Service Centre ensuring the effective use of resources and instant access to live updates from site as needed should priorities change.

All works and trades staff are co-ordinated through the Customer Service team and dispatched through our field services mobility solutions to make sure response KPIs are met in all circumstances.

As part of it's client service initiatives A1 General operates a 24/7 on call number for after hours emergency breakdown services.



CRITICAL SERVICE COMPONENTS

HVAC SERVICES

ELECTRICAL SERVICES



Projects Team

The Projects Team delivers multi disciplined services including Design and Project Management in a range of markets including Government, Infrastructure, Defence, High Rise Commercial & Dwellings, Retail & Domestic markets.

With a focus on risk management, our Project Management Team controls every aspect of the project delivery including:

- Design and Certification
- Fixture selection
- Stage Procurement or MRP
- Site Safety and Material Handling
- Quality Assurance Certification and Reporting
- Resource Planning and scheduling
- Trade Services co-ordination
- Commissioning and Supply Authority Certification



MANAGEMENT SYSTEMS

Our management systems and procedures are critical to our success in providing the quality outcomes and services expected by our customers.

Jobs Management System (JMS)

A1 General invests heavily in new technology to reduce service costs and improve service outcomes.

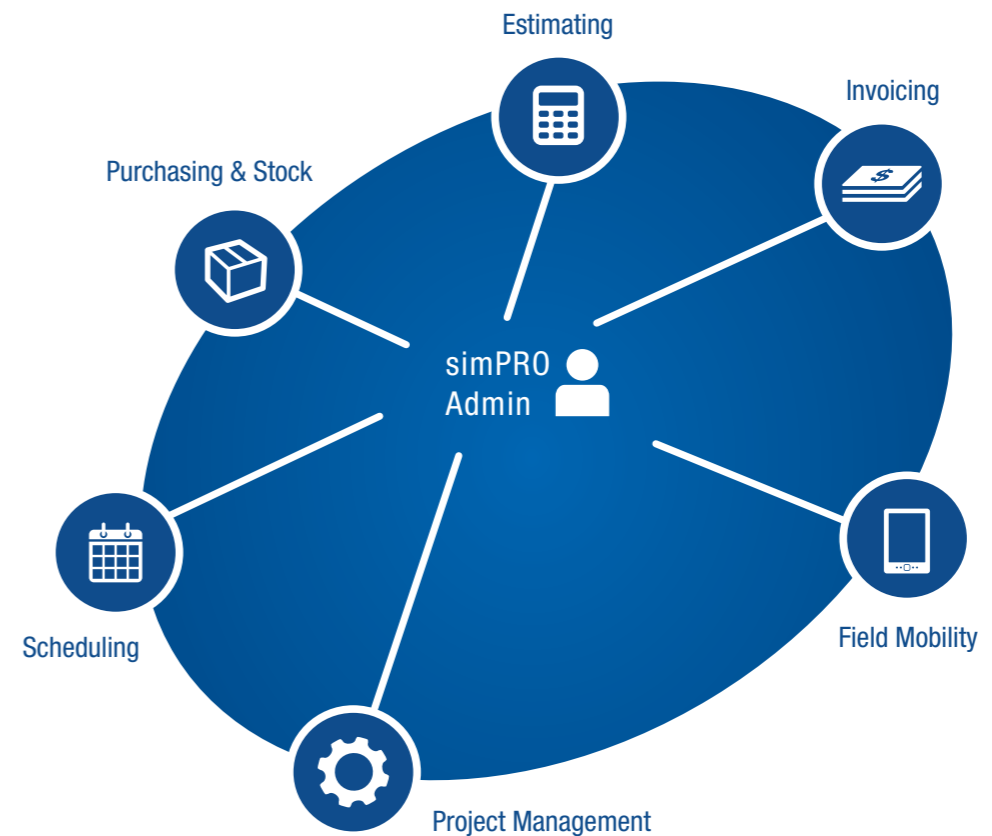
Our software of choice is simPRO which apart from processing all job transactional data also provides real time information to both office and field staff through a range of computing and mobile communications solutions.

All customer interaction & business transactions are managed through this business tool also giving customer access if required.

The JMS tracks all resources assigned to projects including labour, materials, subcontractors, etc.

It logs all customer Service and Maintenance requests, tracking progress in real time and providing instant progress updates and advisories for critical incident management.

A1 General Programmed Maintenance and Asset Management module allows pro-active maintenance for critical plant, infrastructure and facilities, thereby preventing breakdowns before they occur.



SIMPRO JOB MANAGEMENT SYSTEM

Quality Assurance (QA)

A1 General achieved certification to ISO9000 in 2008 and whilst the JMS provides the tool to manage the many transactions within the business our processes and procedures within the A1 General Quality System provide the means by which we improve on and standardise our quality of delivery.

Management and refinement of these systems is an ongoing commitment with weekly reviews of updates and refinements provided through the structured management meetings.

Our business processes are subject to annual external audits as well as many internal reviews to achieve industry excellence.



Our process and procedures are regularly reviewed to encourage process integration with Client systems and to enhance our Service capabilities for the customer.

Environmental Management

A1 General is committed to environmental best practice, and to the continual improvement of its environmental performance, recognising its obligations both locally and globally, to the present and succeeding generations.

Our commitment extends to implementing the requirements of all applicable environmental legislation and regulations.

A1 General's aim is to reduce its impact on the Environment to zero in accordance with the principles of environmental sustainability and include

the reduction of waste materials as well as energy by implementing sound waste management practices.

A1 General is heavily involved in reducing energy consumption patterns for clients as well by adoption of new technology programs such as LED lighting, solar panel installation and off peak applications.



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Work Health & Safety (WHS)

Our Health and Safety policy covers all aspects of A1 General activities with regular audits conducted to ensure compliance by staff and contractors.

We regularly conduct toolbox meetings with staff to ensure the highest levels of risk mitigation and management are achieved and maintained throughout the company.

Our commitment to Workplace Health & Safety is uncompromising and whilst our staff are exposed to a wide range of potential hazards A1 General preaches prevention and protection to ensure everyone's safety.

Our WHS Systems have been rigorously inspected and approved by Government Departments such as Sydney Water and NSW Dept of Public Works and A1 General currently holds OHSMS Accreditation from Dept Finance & Services.



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SERVICE DELIVERY

By focusing our entire business on meeting client service requirements and combining this with rigid Management Systems A1 General is able to provide market leading solutions to its customers to meet their expectations for a broad range of services.

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For further information about our organisation or to make an enquiry, please contact us.

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