



ERSG/Prod/Serv/FS/024/09

SUBJECT:
FACILITIES MANAGEMENT

**OUR FM SERVICES COVER
THE FOLLOWING AREAS:**
Project Completion
Defects liability review &
management
Client Relocation
Recruitment & Training



FACILITIES MANAGEMENT

Introduction

*Property Management Solutions
for Dynamic and Progressive
Industry*

Having **expertise in facilities management** ERSG provide closure of the construction phase and simplification of the complex relocation and training process. ERSG provides comprehensive relocation management including training and recruitment and ensures a seamless transition from one site to another.

ERSG's Facilities Management service **ensures our clients operate on day one with minimal downtime**. We specialise in critical environments and the transition from older processes and equipment to state of the art.

Services

ERSG can provide a selective range of facilities management services:

- **Project Completion:**
 - Defects liability review and management
 - Client relocation
 - Recruitment and training

OUR SERVICES COVER THE FOLLOWING METHODS

Methodology

The Facilities Management methodology consists of the following steps;

1. Set up relocation team consisting of human resources/IT/Print services/OH&S rep./facilities rep./specialist group reps./chaired by ERSG . Audit current facilities to determine relocation scope, provide recommendations for culling & archiving.
2. Upon procurement of new systems key staff begin training with suppliers and engineers under ERSG management.
3. Project team develop construction/fit-out defects list prior to practical completion. Defects impacting operation are closed prior to relocation.
4. Relocation team prepare inductions/welcome packs for client input.
5. Relocation team hold Q&A information sessions.
6. Carry out physical relocation. ERSG provide onsite management and auditing of articles being moved.
7. Day 1 - induct staff, relocation team & provide onsite move support.
8. Carry out old lease obligations I.e. make-good premises
9. 12 months defects liability management and reporting to project committee.

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