

Company Profile







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1 EDGE INDUSTRIES PROFILE

Edge Industries is a trusted name in the Building Construction and Facility Management industry. We provide a range of integrated trade based support services to our customers throughout Queensland including

-  Project Design, Co Ordination and Management
-  Corporate facility management-Repair and Maintenance
-  Office renovations and improvements
-  Emergency facility management

At Edge Industries, we are committed to delivering quality, dependable services. Our partnerships are based on integrity and mutual respect, achieving agreed outcomes in terms of;

-  Customer Service
-  Quality
-  Time
-  Value
-  Health and Safety
-  Environmental impact




Our customer centric business, challenges the traditional construction/service models ensuring our success for the future as we expand to accommodate the current and future needs of our customers.

1.1 OUR PURPOSE

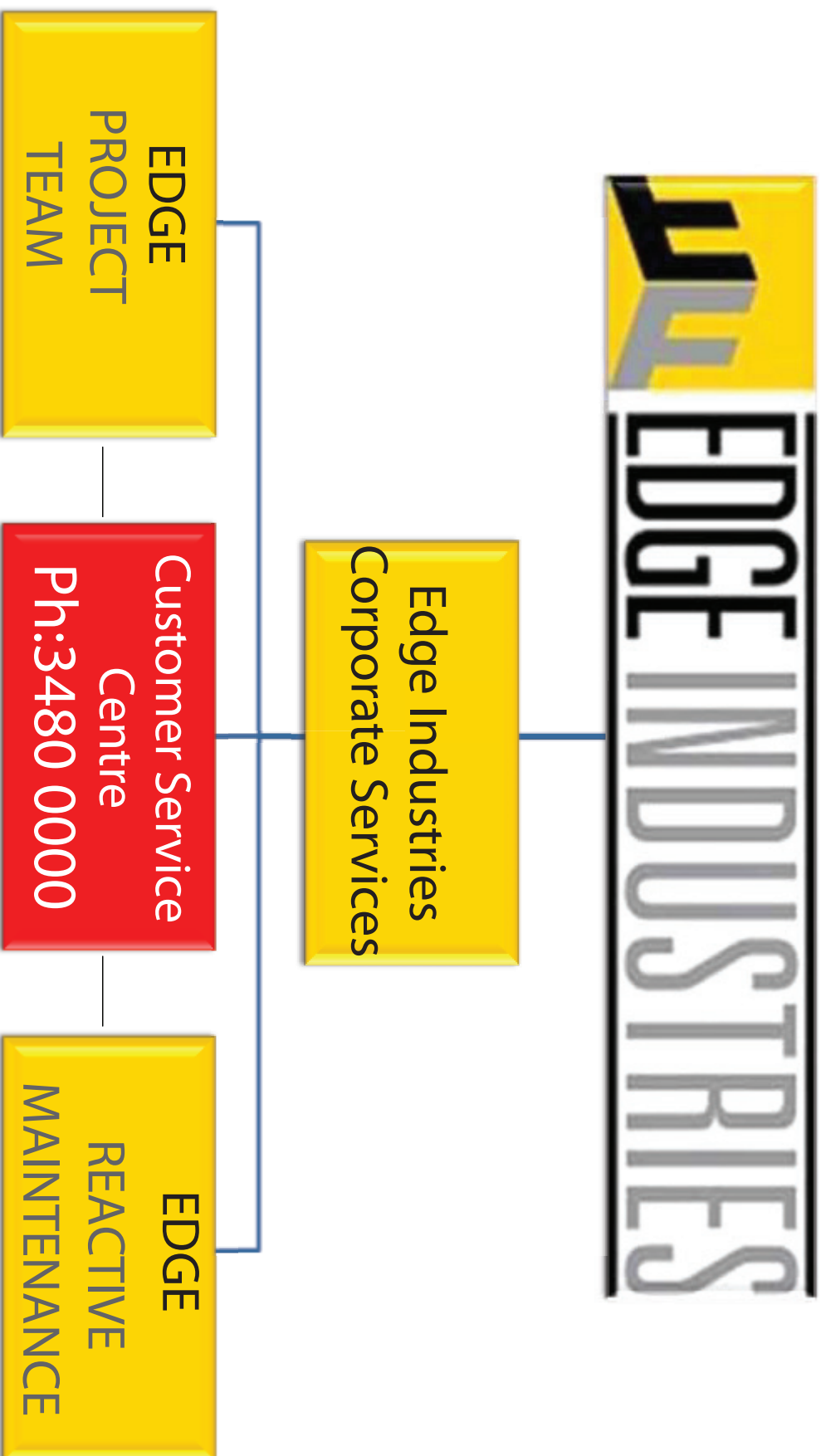
Our purpose is to build a sustainable secure business for our staff and their families. We will achieve this goal through representing our customer's interests in everything we do by providing, value, peace of mind, and support for their enterprise.

Our complimentary management solutions provide Edge Industries customers with a 'single point of contact' for a broad range of building services whatever the situation.

Edge Industries is actively involved in a wide range of activities including

-  Commercial Renovations and Restorations-All Trades
-  Commercial and Industrial Facility Management and Support-All Trades
-  General Project Management and Professional Services-All Trades

1.2 OUR TEAM ORGANISATION



1.3 DELIVERING OUR COMMITMENTS

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

Delivering integrated services across a range of trades and professional services is very demanding for any business. Our customers look to Edge Industries for the solutions, which are delivered through the following range of critical business systems.

1.3.1 ENTERPRISE RESOURCE PLANNING (ERP) SOLUTION

Edge Industries continue to invest heavily in this area of our business with our provider simPRO Software.

Our ERP provides real time information to both office and field staff through a range of computing and mobile communications solutions.

All business functions and customer interaction are managed through this critical business tool. We record all Project and Service activities across the group to ensure all commitments are dealt with promptly and efficiently in line with our commercial agreements.









For Project Management this system tracks all resources assigned to the project including major and critical components requiring ongoing service and maintenance in the future.

For Service and the Service Centre, this system logs all customer Service and Maintenance requests, tracking progress in real time accepting through inputs from the field mobility solutions and the Service Controllers. This allows our customers to receive regular progress updates and advisories for critical incident management as the need arises.

Edge Industries Programmed Maintenance and Asset Management (within our ERP) allows pro-active maintenance for critical plant, infrastructure and facilities. Preventing breakdowns before they occur removes the unwanted business interruptions and costs for our customer's enterprise.

1.3.2 SERVICE CENTRE

Our Service Centre services the needs of all Edge Industries. Providing a range of services including

-  Service or Emergency Breakdown logging
-  Progress Updates
-  Access to Technical Support
-  Notification of planned maintenance
-  Access to Maintenance Outcomes and Reports
-  General customer service and enquiry support



Service Hotline (07) 3480 0000

Our dedicated Service Hotline ensures customers are dealt with promptly to meet their needs.

Representatives 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.

1.3.3 QUALITY SYSTEMS



Our processes and procedures are dominated by our online ERP. Management and refinement of these system is an ongoing commitment with weekly reviews of updates and refinements provided through the structured management meetings.

Our process and procedures are regularly incorporated into Customer Quality Systems within which we actively participate. We encourage our process integration wherever possible to enhance our Construction and Service capabilities for the customer.

1.3.4 HEALTH AND SAFETY SYSTEMS

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

We regularly conduct reviews and information sessions with staff to ensure the highest levels of risk mitigation and management are achieved throughout all levels of the organisation.

Our commitment to Occupational Health and Safety is uncompromising. Our staff and contractors are exposed to a wide range of potential hazards as is typical of our Industry. Prevention and Protection is the culture within Edge Industries ensuring our safety and customer's obligations are met while engaged on site.



1.3.5 ENVIRONMENTAL AWARENESS



Edge Industries 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.

Edge Industries is committed to implementing the requirements of all applicable Commonwealth, State and local environmental legislation and regulations and, where possible, exceeding any relevant minimum requirements.

Edge Industries manages the activities over which it has control and which impact upon the environment in accordance with the principles of environmental sustainability.

Edge Industries aims to reduce its consumption of materials and energy and to implement environmentally sound waste management practices. This includes eliminating unnecessary energy use, and pursuing/promoting programs for energy conservation with our customers.

2 OUR CUSTOMERS



3 OUR CONSTRUCTION AND MAINTENANCE SERVICES

Edge Industries Construction and Maintenance division delivers Building and Property Services to a wide range of customers and facilities.

Through direct engagement with our own Service Team, plus a range of supporting building trades professionals, Edge Industries offers a unique solution to corporate facility managers across Queensland.

Through our Facilities Team we offer complimentary management and support services for our customers. Our teams work with the Corporate Managers and facilities providers to ensure clients receive prompt efficient and reliable service every time.

3.1 OUR CAPABILITIES

Our Construction and Maintenance division operates in the following two key areas.

3.1.1 PROPERTY REPAIRS AND MAINTENANCE



Through the Service Centre, our networks of Multi Trade Services are on call and dispatched to meet the customers requirements.

Works Assessments and Reviews are carried out by our trained and certified building specialists to ensure Safety and Quality expectations are delivered every time.




No matter the nature or scale of the call, our building specialist will assess the requirements to ensure the correct trades and materials are on hand to restore facilities and operations as quickly as possible. Through regular updates from our field trades we ensure the customer remains updated on the progress of every job. Online access through our ERP solution is also available if required for added peace of mind.

Our attention to detail, prompt service, and no fuss approach, are identified by our customers as strengths they rely on to 'get the job done'.

3.1.2 PROPERTY RENOVATIONS AND REFURBISHMENTS

To complement our Repair and Maintenance activities, we offer a complete turnkey solution for property and tenant renovations and refurbishments.

Edge Industries offers a range of Building and Construction services including

-  Project Scope and Design
-  Project Management
-  Trade engagement and co-ordination
-  Building Certification



Our commitment to quality and functionality ensures the customers outcomes are delivered on time and on budget.

Our ERP solution is fully intergrated within our Project Team providing real time project updates through our web services gateway for remote sites. Our Project Managers integrate with our corporate offices through our wide area network ensuring timely and quality management of all Major Projects no matter the location.

4 OUR SUPPLIER SUPPORTERS



5 OUR PROJECT MANAGEMENT SERVICES

Our Project Managers supervise the entire construction phase from the connection of temporary power to installation of underground and street power reticulation. Our hassle free approach to co-ordination with other trades ensures the project runs on time and on budget with a minimum of fuss.

5 OUR SUPPORTERS

Edge Electrical capabilities are supported through our network of partners and suppliers. We invest in new technology and training to ensure our staff and technicians capabilities remain current and in touch with new and emerging technologies.

Our major supplier partners include

