



*"better on so many levels"*

CORPORATE CAPABILITY STATEMENT


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# 1. Executive Summary

## 1.1 Minc - A leading property maintenance and facilities management company:

Minc provides totally integrated solutions in building, construction and civil services industries, including project works, remedial & rectification, maintenance, cleaning and facilities management. Our corporate clients include building owners, managers, bodies corporate, tenants, developers and contractors.



*“The experts in maintaining and protecting your property assets”*

We take great pride in maintaining and protecting our clients' property assets - customer service and value creation are fundamental to our success.

Whether your building is commercial, retail, industrial, high rise residential, hospitality, government, education or aged care – Minc has the experience, expertise and quality systems to ensure we maintain and protect your property to the

highest standards and enhance your returns.


Additionally, we seek to continually improve our management technique and practices to better integrate with our clients. Our ability to achieve our clients' goals is based on a combination of our local knowledge and our commitment to the principles of efficiency and accountability.

Minc's people add value through creative planning, cost control, procurement options, and effective communication and co-ordination from the beginning to the end of any project.

Because we are a multi regional company, our project teams enjoy the added advantage of access to a variety of group-wide resources including specialised personnel, procurement networks, new concept technology for planning, design and construction.

The following pages provide an overview of Minc, our capabilities, expertise and commitment to take care of your property.

**From the grounds to the roof and everything in between....We'll take care of it.**



## 1.2 Minc – The Experts in Maintaining and Protecting your Property Assets:

The Minc team works diligently to maintain and protect your property assets to the highest standards and negotiates, on your behalf, with all suppliers to ensure maximum efficiencies and cost savings.

We'll maintain all your property interests, wherever and whenever - protecting both your property from damage and yourselves from potential liability issues.

Minc has the resources, experience, systems, service structure and 'yes we can' attitude that makes us leaders in maintaining and protecting your property assets.

**All Minc clients receive:**

- One number access to 24 hour, 7 day a week service
- Prompt response to all urgent requests
- Site specific online works management system – providing up to date job status and reporting
- Reliable, safe and efficient service delivery
- Increased owner / occupant satisfaction
- Competent, courteous and tidy personnel
- Helpful, professional and quality advice
- \$20 million Public Liability Insurance
- All relevant Licences are held
- All work guaranteed

Minc works strictly within the guidelines of Australian Standards and Workplace Health and Safety Legislation.

## 1.3 The Minc Difference – We'll take care of it:

When it comes to maintaining and protecting property, Minc has the expertise and commitment to 'take care of it'.


The Minc team is reliable, dedicated, friendly, capable, qualified, experienced, smart and innovative. And our systems ensure that the highest standards of quality are delivered consistently, both in terms of service and workmanship.

We make property ownership and management much easier for you by taking care of everything.

Minc's knowledgeable, expert staff will resolve all your property issues.

We are a full-service provider, adding value at each step of any project's lifecycle, multiple levels of support, including technical managers, team leaders and a customer service team.

You'll enjoy the expertise, protection and value for money that makes so much difference to your peace of mind and bottom line.



*"We make property ownership and management much easier for you by taking care of everything."*

Wherever, whenever, we'll take care of it.

## 2. Company Overview

### 2.1 Company Information:

Minc

Phone: 1300 88 6462

Website: [www.minc.com.au](http://www.minc.com.au)

Licenced Builders

### 2.2 Geographic Locations We Service:

- Adelaide
- Brisbane
- Cairns
- Canberra
- Darwin
- Gold Coast
- Melbourne
- Newcastle
- Perth
- Sunshine Coast
- Sydney





## 2.3 The Minc team –Industry Experience

Minc's senior people have, amongst them over 100 years combined industry experience in a broad range of expertise that is constantly drawn upon to ensure we always meet and exceed our customers' needs and expectations. Minc is continually upgrading and improving our methods to ensure the latest technologies are employed in the delivery of services.

Minc's senior management's industry qualifications and experience includes but is not limited to:

- Project Management, both in Australia and overseas – for projects up to and in excess of \$8 million
- Open Building, Site Supervisor Licences
- Electrical and mechanical services engineering, – HVAC maintaining an Unlimited Design Licence
- Electrical Contractor's Licence – servicing all electrical fields, including cabling, data and telephony (Cat5E, Coax and Optical Fibre) and thermal imaging.
- Detailed management and knowledge of Remedial, Rectification and Waterproofing works – including multiple associated trade qualifications and licensing
- Engineering (various disciplines)
- More than 30 years' experience in all aspects of the elevator business, from trade to regional and senior management level
- In-House Occupational Health and Safety Officers
- In-House Quality Auditor
- Facilities Management

Whilst the above is not an exhaustive list, it gives an overview of the type of experience that Minc brings to our client's.

## 2.4 Local and National Customer Service and Support Structure

In a challenging and complex business environment, you need services and support you can rely on.

- Minc provides a variety of warranty and service options to suit your requirements and budget
- Our skilled team members and support engineers help resolve frustrating and potentially expensive issues with all aspects of property services 24 / 7
- Minc provides dependable service solutions that support business-critical situations quickly and effectively
- Our broad skill base and sophisticated systems unite our operations to ensure you receive the same excellent Minc service and support wherever you are
- All works are tracked and reported via our online Works Management System “Minc Online”, which can produce a variety of project / works status reports immediately
- Minc can assist in organising finance for your project.

### Customer service improvement strategies:

Minc has in place a quality non-conformance reporting procedure, which ensures that we continually update our procedures and processes. This includes continual refinement through regular, open, customer communication channels.

Through our customer relationship management system, we continually monitor customer feedback, thereby ensuring ongoing improvement in our customer relationships and understanding of issues, which is vital in formulating solutions.

This ensures Minc has up-to-date information on contact details, relevant information, history and the status of issues raised at regular review meetings.

By encompassing the above processes, and continually improving our methodology, Minc seeks to streamline our works management thus minimising the possibility of customer litigation, as well as ensuring a track record in consistent customer satisfaction.

### Local trustworthy technical support:

Minc has invested significantly into our support infrastructure to provide the highest possible level of service and technical support.

Our technical support is provided by skilled engineers that assist you with pre and post-works support.

Our team members can quickly access our knowledge base to resolve your issues promptly.

Local knowledge and National support.





### 3. Client & Property Groups We Take Care Of

- Building Owners
- Building Managers
- Bodies Corporate

- Building Contractors
- Developers
- Tenants



Commercial



Retail



Industrial



Residential



Hospitality



Tourism



Government

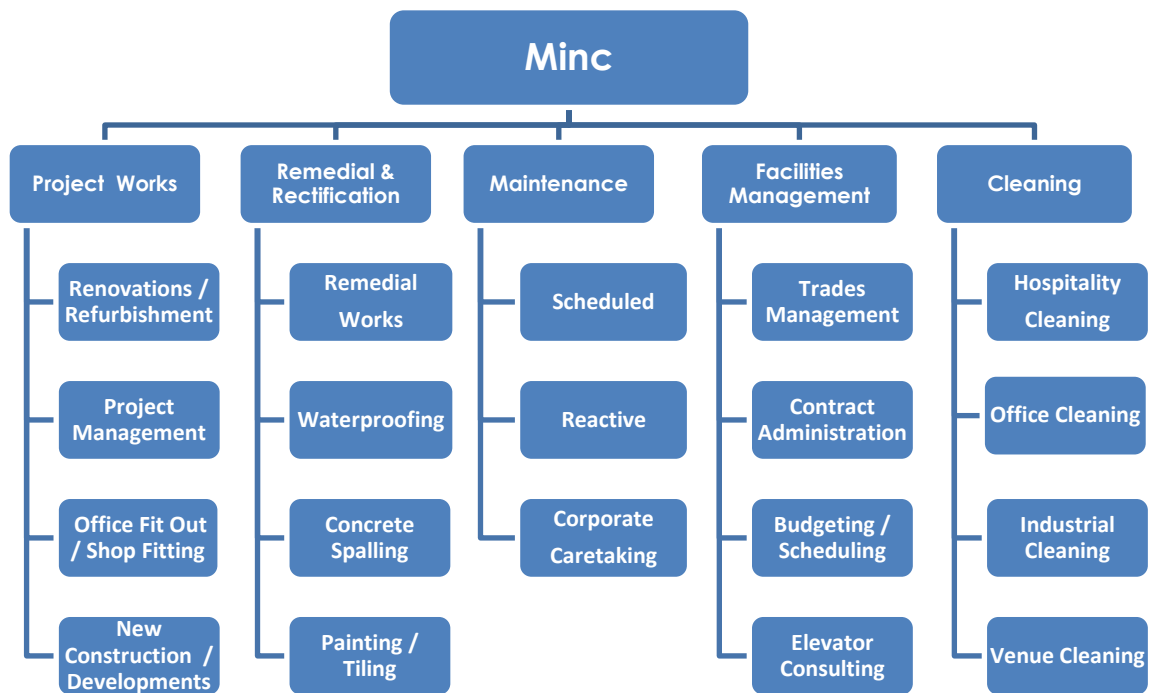


Education



Aged Care

## 4. Core Services



Minc takes care of its clients through its five service streams and their associated disciplines as outlined above.

Your Building – Our Guarantee.

## 4.1 Project Works

Minc provides fully integrated property services for the built environment, to optimise the life cycle of our client's property assets.

We provide professional consultation to property owners and managers to ensure that they meet or exceed legislative and technical requirements and policies affecting the design, construction, maintenance and / or performance of their buildings.

Minc prides itself in delivering high quality, cost effective projects, that are efficiently managed and completed on time and under budget.

**The benefits to our clients include:**

- Maximising return on investment through our focus on time, cost, quality, scope and risk
- OH&S compliance – resulting in peace of mind
- Renovation / works improves asset value
- Improved surroundings result in increased occupant satisfaction
- More efficient use of existing space
- Flexibility of approach

*“Minc delivers high quality, cost effective projects that are efficiently managed and completed on time and under budget”*

### Renovations & Refurbishment:

Minc's renovation and refurbishment facility includes but is not limited to existing premises, apartments and townhouses to maximise space and improve efficiency.

Our extensive experience and efficient practices result in reduced construction costs, contributing to significant savings for our clients.

- We maximise the use of both the existing and new parts of your building
- Full internal and external works including:
  - Balustrades, painting, waterproofing, re-tiling, new roofing etc
- We are able to manage and overcome difficult access

**We provide the following services:**

- Co-ordinate development approval plans
- Marketing and sales images
- Consultant engagement
- Supplying all trades to complete the works
- Documentation for approvals and building



## Project Management:

**Minc Project Management teams** utilise decades of industry experience and functional expertise.

We look beyond standard solutions to develop new insights, mobilise resources, and drive tangible results

Minc integrates this with cutting edge technologies to achieve customer expectations.

**The benefits of using the Minc Project Management team include:**

- **Time Saving** through minimizing construction delays.
- **Cost Control** through labour and material “buying power”.
- **Quality** is a focus at every stage of the project, from quality control of material selection, through to design, construction and final completion.
- **Risk Control** through assessment on all identified potential risks, appropriate corrective action is implemented to minimise any impact.
- **Savings** - Here is an example of the savings achieved on a recent refurbishment project.

Contractor Tender Comparison	Quotes Sourced by Client	Quotes Tendered by Minc	Difference (+/-)
TRADE	GST Inclusive		
Preliminaries	\$ 5,000.00	\$ 5,000.00	\$ -
Rooftop Membrane	\$ 93,116.00	\$ 87,129.00	\$ 5,987.00
Pre-painting building works	\$ 62,150.00	\$ 53,200.00	\$ 8,950.00
Painting	\$ 185,170.00	\$ 148,950.00	\$ 36,220.00
Balustrade Replacement	\$ 69,878.00	\$ 73,920.00	-\$ 4,042.00
Awning Replacement	\$ 203,200.00	\$ 175,496.00	\$ 27,704.00
Driveway Replacement	\$ 51,018.00	\$ 47,960.00	\$ 3,058.00
Balcony waterproofing	\$ 65,880.00	\$ 50,006.00	\$ 15,874.00
Landscaping	\$ 42,140.00	\$ 29,490.00	\$ 12,650.00
Contingency	\$ 25,000.00	\$ 25,000.00	\$ -
<b>Totals</b>	<b>\$ 802,552.00</b>	<b>\$ 696,151.00</b>	<b>\$ 106,401.00</b>

Minc provides positive results, so that building owners / managers are confident that their job is “done right the first time”.



*“Minc focus’ on delivering the right result that brings lasting value to your organisation”*

## General Consulting:

Minc is a national consulting firm and an advisor on Property Maintenance / Management strategy. We partner with clients in all sectors and regions to identify and address their critical challenges, and transform their businesses.

Our customised approach ensures that our clients achieve competitive advantage, reduced hassles, and secure lasting results.

Whether you are looking for practical solutions to complex business issues, from strategic advice and planning to detailed implementation, Minc’s focus is on delivering the right result that brings lasting value to your organisation.

Minc provides advice on any building related issues incorporating detailed reports and plans to ensure the longevity of the asset.

### **Minc specialises in:**

- Contract Negotiations
- Maintenance Plans
- Performance Monitoring
- Budgeting



## New Construction & Developments:

Minc builds duplexes, townhouses and apartments to suit your site and requirements. Consideration is given to solar amenity, budget and marketability to ensure your project meets the highest standards.

### Minc provides the following services:

- Development approval plans
- Consultant engagement
- As builders, we provide all the trades to complete the entire works
- Marketing and sales images
- Documentation for approvals and building.

## Office Fit Out / Shop fitting:

Minc professionally co-ordinates other trades, e.g. sign writers, electricians, carpet layers etc to complete the entire job if required.

All customers have ongoing access to sales and customer service representatives who understand your needs and can meet your everyday requirements.

Minc's priority is to minimise your out-of-service time.

### Minc specialises in:

- Shop fronts
- Commercial design, build and interior fit outs
- Reinstating tenancy to original condition
- Demolition and removal
- Data Cabling
- Noise & Privacy systems
- Interactive boardrooms
- Filing & Storage systems
- Joinery
- Partition and Ceiling Replacements
- Re-flooring
- Repainting
- Re-configurations
- Security
- Loading dock works



Minc Project: Office Refurbishment



Minc Project: Shop Fit Out

## 4.2 Remedial & Rectification

Minc provides complete Building and Civil Services, Painting, Remedial, Rectification & Waterproofing solutions for high-rise, commercial, industrial and resort buildings, as well as residential apartment complexes.

Our vast experience in all aspects of this discipline guarantees that no problem is too tough for Minc to solve.

### **The benefits to our clients include:**

- Prolonging the life of your buildings
- Tailored Repair strategies through accurate condition assessment
- Providing you with a large range of rehabilitation technologies
- Access to specialist suppliers providing you with leading edge products

### **Remedial Works:**

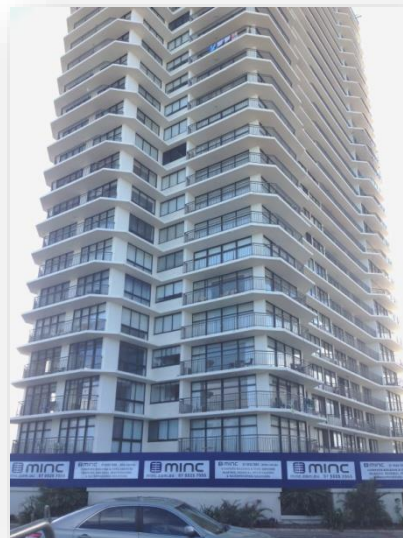
Minc specialises in increasing the value of your property assets through building refurbishment. Through our in-depth liaison with you, we establish what is right for your building to maximise the value of your asset.

Minc recognizes the increasing requirement to strengthen structures of all types. We have the knowledge and expertise to fulfill these requirements.

### **Minc specialises in:**

- Facade Rehabilitation
- Facade Rendering
- Balustrade Replacement
- Brick Restoration
- Structural Strengthening

Minc Project: Full External Refurbishment



Minc Project: External Refurbishment



## Waterproofing:

Minc provides specialised waterproofing services across high-rise, commercial, industrial and resort buildings, as well as residential apartment complexes.

### Minc specialises in:

- Rooftop membrane / coating systems
- Plantar Box Membranes and Drainage
- Membranes – Liquid and Sheet
- Waterproofing Concrete Decks and Rooftops
- Self-Levelling and Seamless Epoxy Flooring
- Flooring and Floor Joint Repairs
- Protective Sealers and Coatings
- Epoxy Crack Injection
- Joint Sealants
- Subterranean Basements
- Cementitious Waterproofing – Slurries
- Maintenance Programs



Minc Project: Waterproofing

## Concrete Works:

Minc provides services in the rehabilitation of concrete. We will investigate the root causes and rectify these to provide long term protection.

### Minc specialises in:

- Concrete Spalling / Cancer
- Concrete Protection Systems
- Cathodic Prevention
- Slab Jacking
- Core Drilling
- Pressure Grouting
- Balconies and Balustrades
- Maintenance Programs



Minc Project



## Painting & Tiling:

Minc's painting and tiling services focus on quality and innovation with minimum disruption to you.

### Minc specialises in:

- Exterior Coating Systems
- Interior Painting, Heritage and specialised finishes
- Maintenance Painting Programs, where costs are spread evenly over the duration of the project
- Difficult access works
- Anti – Graffiti
- Specialised Painting from textured finishes to concrete floors
- Surface Preparation, including Abrasive Blasting, Chemical Cleaning, Mould Removal and Prevention
- Installation / Refurbishment of all Tiling Surfaces

Minc Project: Tiling



Minc Project: External  
Refurbishment





## 4.3 Maintenance

***A legal responsibility exists for building owners / managers or those in control of the building plant and equipment to ensure the building is maintained in accordance with required and desired standards and that the documentary evidence to support this is maintained.***

Maintenance is critical ensuring longevity and retained value of any asset, big or small. And when it comes to maintenance, Minc takes care of it all for you.

Minc takes a proactive approach to maintenance – implementing systems to ensure Australian standards and manufacturers specifications are met or exceeded

Minc can attend your site and implement the “Minc Online” system that ensures:

- Compliance with Workplace Health and Safety Regulations; and
- That your entire building environment is being maintained to or above Australian Standards and legislative requirements
- Enhanced owner, tenant and visitor satisfaction

The primary objective of this system is to relieve our clients of all maintenance concerns, which has the following benefits:

- Frees up time for other priorities and core business issues
- Ensures that the building / equipment is safe and performing to agreed Key Performance Indicators
- Peace of mind knowing that competent people are carrying out the services to agreed programs and standards



## Scheduled Maintenance:

Minc can set up a schedule for the ongoing maintenance and servicing of premises and equipment. Depending on requirements, this can be monthly, quarterly, half-yearly etc.

### This can include:

- Implementing a maintenance plan
- Providing maintenance expenditure statements on a requested timetable
- Establishing a scope of works
- Providing all trades to carry out the works
- Regular inspections to ensure Australian Standards are being achieved
- Annual WPH&S inspections
- Maintaining a sinking fund etc.
- Our online system monitors all works
- Our services and maintenance professionals attend at the prescribed time and take care of it all for you

## Reactive Maintenance:

Minc is contactable 24 / 7 for emergencies or matters of serious concern. We pride ourselves on prompt response times, to minimise resultant problems from maintenance or safety issues.

We are a one call solution for all your issues and provide maintenance services ranging from:

- Plumbing
- Electrical
- Painting
- Tiling etc
- through to
- Concrete Cancer and Waterproofing
- Cleaning and Gardening

And the list goes on - whatever the requirement, we'll take care of it.

## Corporate Caretaking:

Minc provides flexibility by moulding a package to suit your building and circumstances – from a minor role to complete caretaking.

### It can include:

- Cleaning common areas
- Garden and lawn care
- Pool and tennis court maintenance
- Identifying and reporting of future maintenance issues with regular inspections by our management team and supervisors.

## 4.4 Facilities Management

Minc has developed bundled service packages designed to provide an all-encompassing approach to property services. We manage and co-ordinate all aspects of your facility.

Our facility services are tailored to meet your specific and / or recurring facility maintenance needs. Services can be integrated or mixed and matched to suit your requirements.

**Minc's** proactive approach ensures that future hassles are prevented resulting in peace of mind, cost savings, reducing potential hazards, addressing responsibilities, enhancing building owners / managers and employees' satisfaction.

### Benefits to our clients include:

- Significant cost savings
- Open book approach
- Convenience
- Extensive industry experience and professionalism
- Reliability and timeliness
- Compliance
- Advice by Licenced builders
- Flexibility of services
- Reduced administrative workload in overseeing building responsibilities
- Extra time to concentrate on your core business
- Peace of mind knowing all compliance issues are dealt with

### Asset Management:

Your building is your asset. Minc eliminates the hassles of looking after your asset, which minimises downtime and inconvenience.

### Benefits of a single contract include:

- One point of contact
  - Can re-negotiate a 'preferred contractor' rate with existing contractors, providing cost savings and making Minc more competitive
- This package provides for all maintenance contracts such as - Lifts, A/C, Cooling Towers, Fire Services, Auto Gates etc. to fall under one monitored contract

*"We manage and co-ordinate all aspects of your facility."*





## Maintenance Management:

Minc professionally manages and co-ordinates the day to day, ongoing maintenance operations and ensures that all contractors are meeting their contractual obligations.

### **This package can include:**

- Implementing a maintenance plan
- Providing monthly maintenance expenditure statements
- Establishing Scope of Works for tendering
- Regular inspections to ensure Australian Standards are being achieved
- Set and maintain budgets
- Review client procedures and implement efficiency changes

Minc audits the entire works process from the initial quotation request to completion. This includes forwarding quotations for approval and verifying all invoices from contractors for the customer to approve.

## Building Management:

Minc is a results-orientated property maintenance and facilities management company, setting the standard in the industry since 1997. We stand by our foundation of providing our customers with the results that consistently deliver the highest degree of quality.

From major building works to maintenance management, cleaning and preventative maintenance programs to building maintenance management, Minc provides these services at significant savings, while exceeding your expectations.

We are proud of our reputation and confident that you will notice the difference in our services because we are the company that "provides results on time and on budget".



## 4.5 Cleaning

Minc provides superior cleaning services that ensure your assets are being professionally cleaned to quality and statutory requirements.

Minc guarantees the quality and hygiene of every completed job.

### Corporate / Commercial:

Minc understands that businesses have specific requirements – we identify our clients' special needs and cater for each business individually. Our corporate / commercial expertise and scope of services ranges from:

- Full time daily servicing to weekly office cleans
- Our established Quality Management System ensures we deliver Client satisfaction at all times

**Minc specialises in:**

- Industrial
- Offices, large and small
- Schools
- Government

### Hospitality / Resorts:

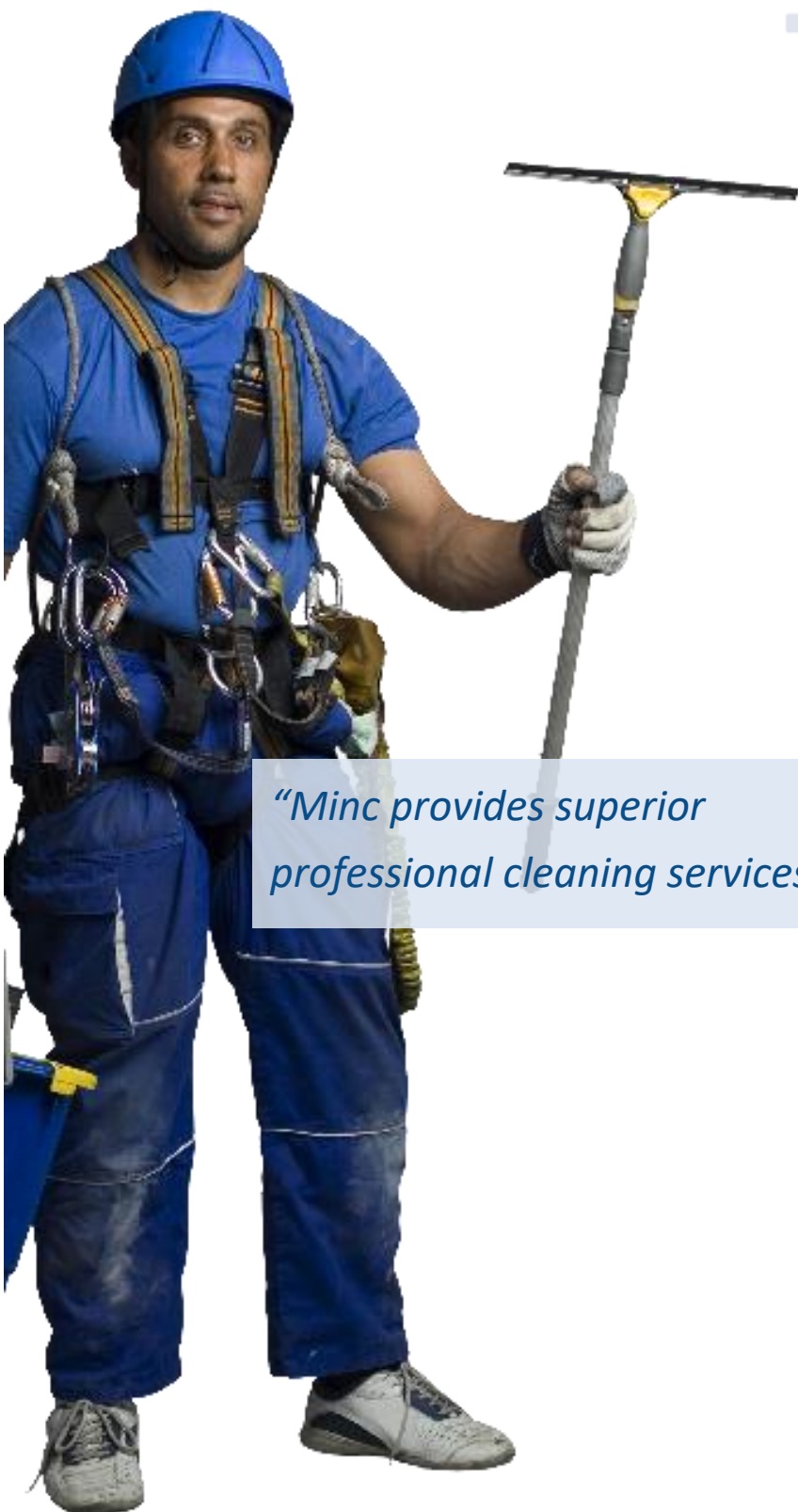
Minc has extensive specialist knowledge of the Hospitality Industry – we cater for Resorts, Hotels & Serviced Apartments of all sizes / ratings. Our portfolio covers properties in the 3-5 star & boutique range of serviced apartments & hotels.

We cater for each client's needs – whether it be complete or partial housekeeping services.

**Benefits of using Minc Cleaning:**

- Quality guaranteed
- Established training systems and manuals to comply with WPH&S standards
- Highly trained staff, supervisors and executive housekeepers dedicated to providing **Quality Service and Excellence**
- Sophisticated database to track job

*“We identify our clients' special needs and cater for each business individually.”*



## Large Builders Cleans:

Minc understands the importance of presentation. We specialise in Builders' cleans and pre-purchase presentation unit cleans, including high-rise buildings.

We maintain display Apartments to a pristine standard, which can assist in selling units in your buildings.

Our high rise cleaning experience often results in the Building owners and managers retaining our services for:

- Common and public area cleaning
- Carpet cleaning
- Complete floor maintenance
- Exterior property cleaning
- High pressure water cleaning & scrubbing
- Window cleaning

*"Minc provides superior professional cleaning services"*



## 5. OH&S

*An effective and efficient "Workplace Health & Safety Risk Management Program" is a necessary component of today's business activities. All Minc divisions view safety as the primary focus in all activities. It is one of Minc's fundamental beliefs and values and a priority in everyday practice.*

### Occupational Health & Safety Policy:

A primary objective of Minc is to ensure the safest work and health environment for our entire team, our customers and the general public.

**We will achieve this by:**

- Emphasising that nothing is as important as the health and well being of every person
- Ensuring that everyone's responsibilities under Workplace Health & Safety Legislation is being addressed
- Using up to date and professional safety advice and training
- Making zero accidents the only acceptable standard
- Continual improvement of health and safety by involving everyone in the safety process



## 6. Quality Control Standards

*All Minc divisions meet ISO 9001 quality control standards.*

Continuous improvement is at the heart of Minc's operational success. The strong relationships that have been forged with our customers is evidence of our ability to continually refine and improve service delivery outcomes.

### Quality Policy:

A primary Minc objective is to continually improve our customer care.

#### **We will achieve this by:**

- Understanding and conforming to our customers' requirements
- Making zero non-conformances the only acceptable standard
- Using current and professional quality advice and training
- Continual improvement of our business by involving everyone in the quality process
- Making quality a major priority and the equal responsibility of all team members
- Ensuring all work is carried out to relevant industry standards including the Building Code of Australia and Standards Australia
- *Quality Audits* – audits capture essential detail on the ongoing performance and consistency of delivery against the contract. Audit results are gathered on a weekly basis to capture non-conformances against the specification and performance trends.
- *Internal Audits* – regular internal audits of the onsite systems in place will be conducted by trained Minc personnel (external to the Council contract). These audits monitor compliance to Minc procedures and policies to ensure conformance against contract specification is being maintained and that company provided site documentation is being followed.

## 7. Environmental Impact

Minc aims to minimise the environmental impact of all our business divisions.

Minc adheres to ISO 14001 Environmental Management Systems standard.

As a global citizen, Minc is committed to reducing and preventing harmful effects on the environment and promoting healthy places for working and living.

Minc can partner with you in creating a cost effective and environmentally friendly project for your facility - from recycling waste and hazardous material to energy efficient processes, Minc can create a comprehensive program for all your works; we "provide the results you can see."

In our various divisions we use environmentally friendly products, using reusable consumables such as microfiber in lieu of cloths in our cleaning division; we also look at the environmental impact of our processes entire lifecycle, from development to disposal before finalising our designs. We continually improve our processes by migrating from hard copy to electronic files so that we work towards a paperless environment.

Minc can assist clients and provide recommendations to reduce CO<sup>2</sup> emissions and costs.

## 8. Industrial Relations

Minc understands and appreciates the issues associated with creating and maintaining a harmonious Industrial Relations (IR) environment as a prerequisite for effective delivery of the site services required by clients.

Minc's IR expertise is well known and Minc has a dedicated IR team with over 30 years' experience in working with unions, employees and employer advocates. This dedicated IR department will be available to provide strategic advice on IR issues and will work closely with the client representatives to ensure that Minc adopts a consistent and cohesive approach when dealing with IR matters, protecting the integrity of any agreements reached and to safeguard interests of Minc's clients. In many cases our clients have relied upon our experience and expertise to assist through sensitive transitions whilst outsourcing, changing entrenched work practices or engaging blue collar workforces under alternate IR landscapes.

### Human Resources Policy:

A primary Minc objective is to promote the well-being of its employees in the workplace and to maintain high standards of professional conduct and work performance. Accordingly, only professional conduct standards and behavior are acceptable, and corrective actions may be imposed to address behavior and employment problems.

**Our management team has been involved in all facets of Industrial Relations including:**

- Enterprise Bargaining
- Union Negotiations and Discussion
- Award Interpretation

## 9. Management Systems

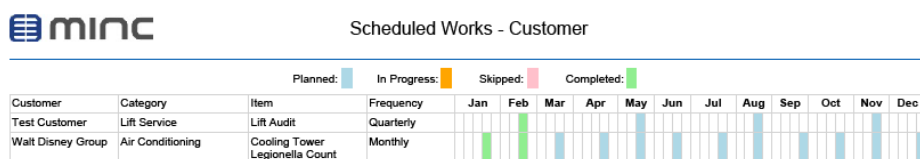
“Minc Online is a works management system that is a dynamic internet-based system that improves the efficiency of managing supplementary projects by allowing online management of tasks associated with works including:

- Online Reporting Capabilities – instantaneous, multi-tiered access to customer requirements or the flexibility of integrating with the customers own in-house systems
- Schedules – notification of upcoming requirements / foreseeable events / programmed events that will also assist with budgeting
- Customer Online access to our Works Management System
- Ordering of materials and monitoring of orders
- Identification of new works and current status of Work In Progress (WIP)
- Cost review and approval
- Invoice review and reconciliation of invoices against contract data

**The benefits to our clients include:**

- Accuracy of costs, eliminating invoicing errors
- Improve workforce performance by streamlining frequent administrative processes
- Transparency – consolidated information coupled with real-time reports allowing for faster analysis and decision making
- Transparency for all
- Cost reduction
- Instantaneous updates for costing works

Below - an example of our Scheduled Services screen, which illustrates jobs that have been completed (works outstanding / completed), show quote & completion etc., forward allocation, early warning etc



## 10. Testimonials

### “Minc takes care of it for us”

*“Through your pro-active attitude towards maintenance and safety, you have given our guests a more pleasurable experience and a safer place to stay.*

*Minc has become an integral part of our team which strives to provide the best possible service to our customers.”*

**Dinah-Louise Smith**  
**General Manager**  
**The Point Brisbane**

*“We have been impressed with the professional attitude shown by the Minc team. They show a dedication to dialogue and negotiation in order to solve issues, and any requests and complaints have always been immediately discussed with courtesy and have been treated seriously.*

*Our confidence in the management team at Minc meant that we also chose them to be in charge of the maintenance in our building. They have attended to the Government regulations with diligence and consistency and have faithfully reported to us.*

*Minc displays a dedication to service in an industry in which it is not easy to satisfy customers.”*

**Judi Rushbrook**  
**Manager**  
**The Chermside Apartments**

## 11. Notable Projects

**High Rise Remedial:**  
Facade Refurbishment.



**Shopping Centre:**  
Complete refurbishment and shop fit out.



**Commercial:**  
Full Facility Management service.  
Over 18,000m2 of first class office space for a government department.



**Commercial:**  
Full Facility Management service.



**Multi-Level Residential:**  
Balustrade  
Redesign & Replacement



**Kmart:**  
Refurbishment and Shop fit out on numerous sites.



## 12. Our Clients Include







## 13. Industry Associations





## 14. Our Promise to You

**“We’ll take care of it”**

It means we’ll be there when you need us.

We strive to provide you with the right product at the right time, all the while delivering stand-out service and professional advice.

Our promise to remain accountable, committed and proactive is the basis of our customer service ethic.



**The experts in maintaining and protecting your property assets. Guaranteed.**

Please visit **[www.minc.com.au](http://www.minc.com.au)** for more information.