

FACILITIES Management

# Company Profile


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"**Management** is, above all, a practice where art, science, and craft meet"

- Henry Mintzberg

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# INTRODUCTION

Facilities Management Zimbabwe (FMZ) is a local firm that provides facilities management solutions and construction related services in Zimbabwe. Since its formation in 201 5 Facilities Management has successfully participated in varied assignments in the commercial, residential and industrial sectors of the Zimbabwean economy.

Through its experience and expertise, FMZ offers several advantages to its clients as it brings an in-depth view of the risks projects and premises are likely to encounter in their day-to-day operations. FMZ is quick to identify these risks and provide recommendations on how to protect one's human & capital assets. FMZ's in-depth local knowledge and reach ensures value for its clients in all corners of the country.

Our management personnel are experienced and qualified with excellent track records in supplying quality facilities management solutions to both the public and private sectors, and play an active part in the daily operations of its clients. This considerable knowledge and expertise in the industry has laid the foundation for a professional and highly efficient outfit which prides itself in its customer focused approach and reputation for supplying consistently high quality services to meet and exceed its clients' expectations.

Together with our carefully selected specialist sub-contractors and consultants FMZ provides an array of solutions to meet its clients' increasing demand for high quality residential and work spaces.

# FACILITIES MANAGEMENT

The company has developed a facilities management approach based on extensive project management experience, which gives it a unique and in-depth understanding of how to solve strategic and operational challenges. With its continuous pursuit of best practise FMZ realizes the significance of facilities management services to continuously seek the clients satisfaction and business continuity in these challenging pandemic times.

FMZ believes introducing facilities management at the preliminary design stage of projects help achieve sustainable developments and such forward thinking leads to cost savings, more efficiently run buildings and an attractive environment for staff and clients. FMZ is continuously investing in its staff, technology, certification, tools & equipment to ensure an excellent service to its clients.

# OUR VALUES

**Honesty and Integrity**: We always do what is right, just, and ethical. We share appropriate information in an honest and transparent manner.

**Teamwork**: We encourage, foster and reward teamwork.

**Quality and efficiency**: We strive for professional excellence to meet high quality standards, cost and time expectations.

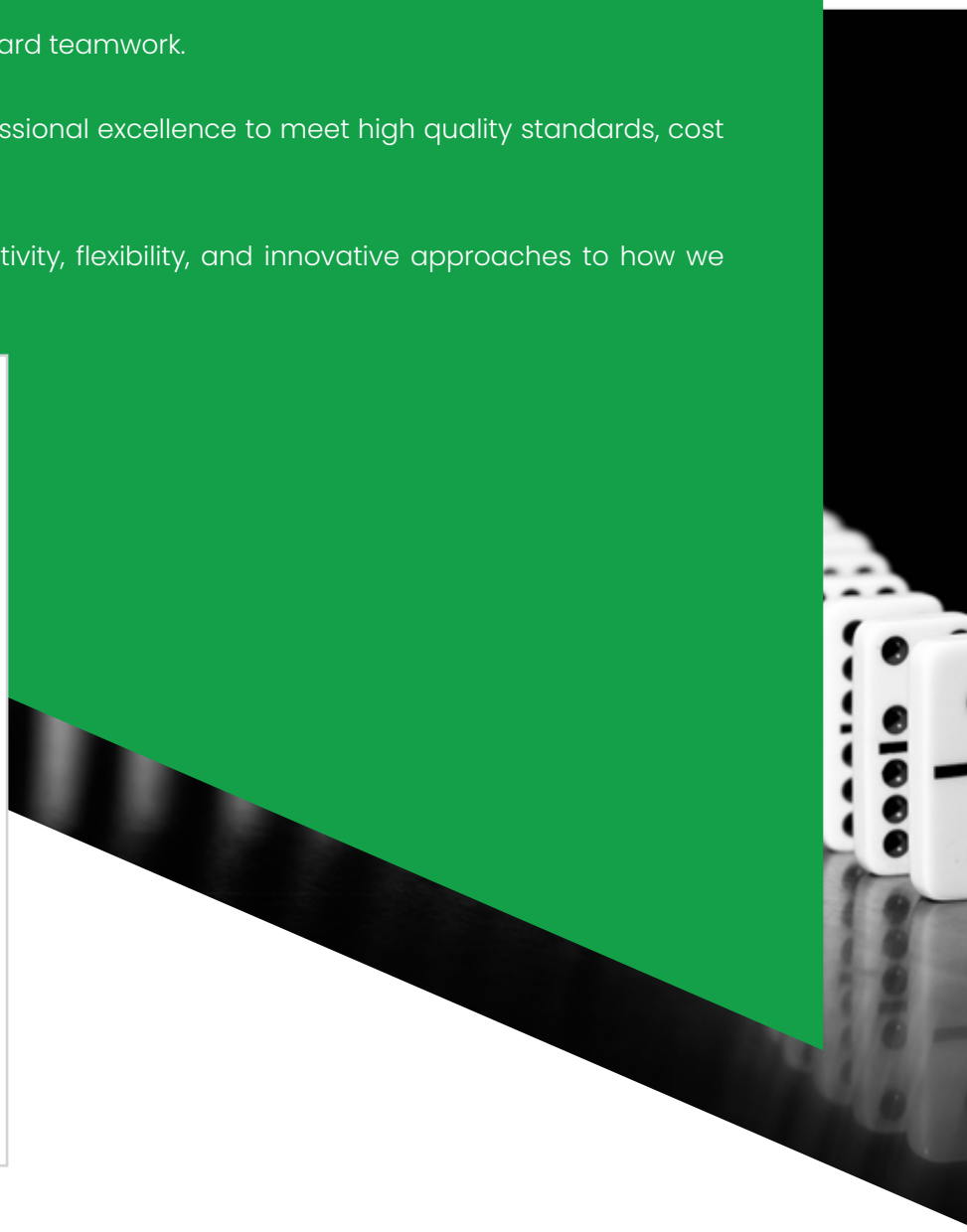
**Creativity:** We encourage & reward creativity, flexibility, and innovative approaches to how we work.

## VISION

To grow into a market leader for integrated facilities management in Zimbabwe.

## MISSION

To provide excellent, consistent sustainable facilities management solutions that exceeds client expectations.



# WHY OUR FACILITIES MANAGEMENT SOLUTIONS

FMZ has the capability of managing a wide range of FM streams thus able to provide an integrated facilities management to the extend a client requires and these services are scalable to meet customer specific aspirations and needs. The services are managed by dedicated resources which will vary depending on the complexity of the services required.

FM value addition to its clients include:

- Enable our clients to focus on core business.
- Provide certainty/predictability.
- Provide single source of contact and supply.
- Lower support and administration costs.
- Fit for purpose/client solutions.
- Consolidated financial/cost information or reporting.
- Provide service level agreements and quality audit trail for the built environment.
- Provide an external assurance layer for the business.
- Drive efficiency and business sustainability.



# OUR SERVICES

## PROPERTY FACILITIES MANAGEMENT

GENERAL/MECHANICAL/ELECTRICAL & PLUMBING

- Preventive and corrective maintenance
- Lifecycle replacement
- Renovations and buillder's works
- Re-stacking/space planning
- Scheduling Maintenance
- Cleaning
- Fumigation

## PROJECT MANAGEMENT SERVICE

- Feasibility or business case
- Consultation
- Design team coordination
- Cost consulting
- Supervision
- Procurement strategy

## AUDITS/MONITORING/ REPORTING

- Energy use
- Health and Safety
- Emissions measurement and air quality reporting
- Policy compliance - audits for statutory and internal compliance
- Cost tracking and categorization

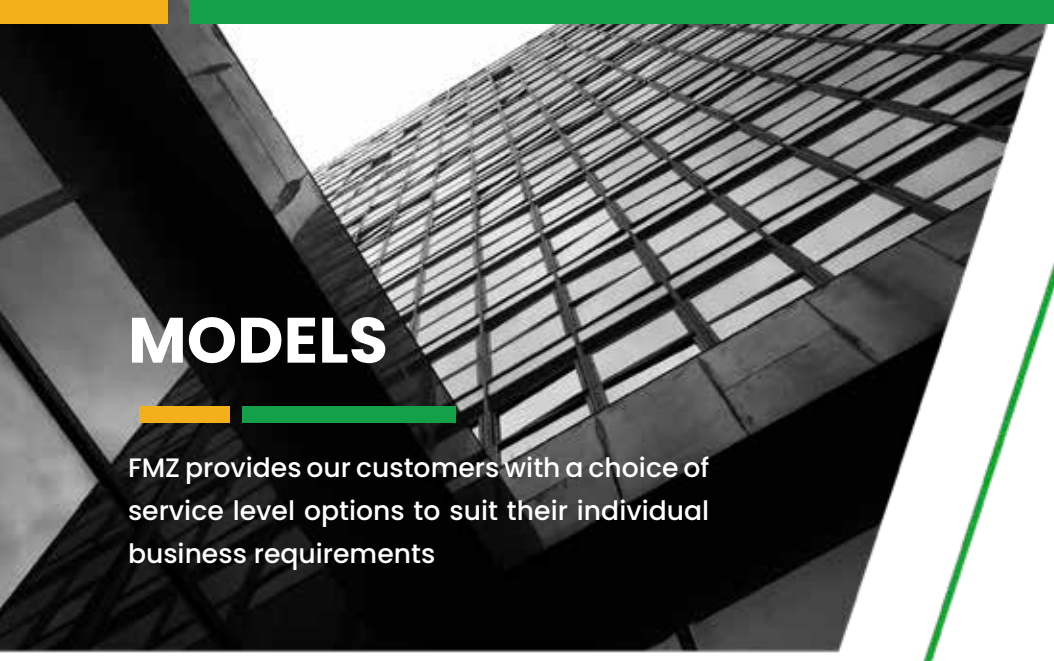
## ADVISORY SERVICES

- New Equipment/plant
- Procurement approach
- Right sizing of resources - plant/equipment
- Disposals
- Technical resourcing

# RESPONSE SERVICE LEVELS

FM will respond to request within the following time limits.

- 1-4 hour for all emergencies e.g. naked live electric wires
- 8 hour response: Non-essential maintenance works
- 7 days response for routine maintenance works
- 24 hour standby arrangements



# MODELS

FMZ provides our customers with a choice of service level options to suit their individual business requirements

## Service Level Agreements(SLA)

FMZ and its client agree on service levels that will guide service provision on an on-going basis at a fixed monthly cost.

## Time Fixed Contract

Together with the client, FMZ will develop a customised maintenance service appropriate for the client's requirements. A facilities maintenance team with the required skills will then be set up to provide the service to the clients. A time period for the contract will be agreed.

## AD-HOC As & When Required

With this contract, FMZ will be called in to provide services as and when the client requires them. However, this option has the disadvantage of unpredictable delivery timelines.

## Cost Plus

FMZ and the client will agree on an arrangement where FMZ gets paid a margin over and above proven cost.

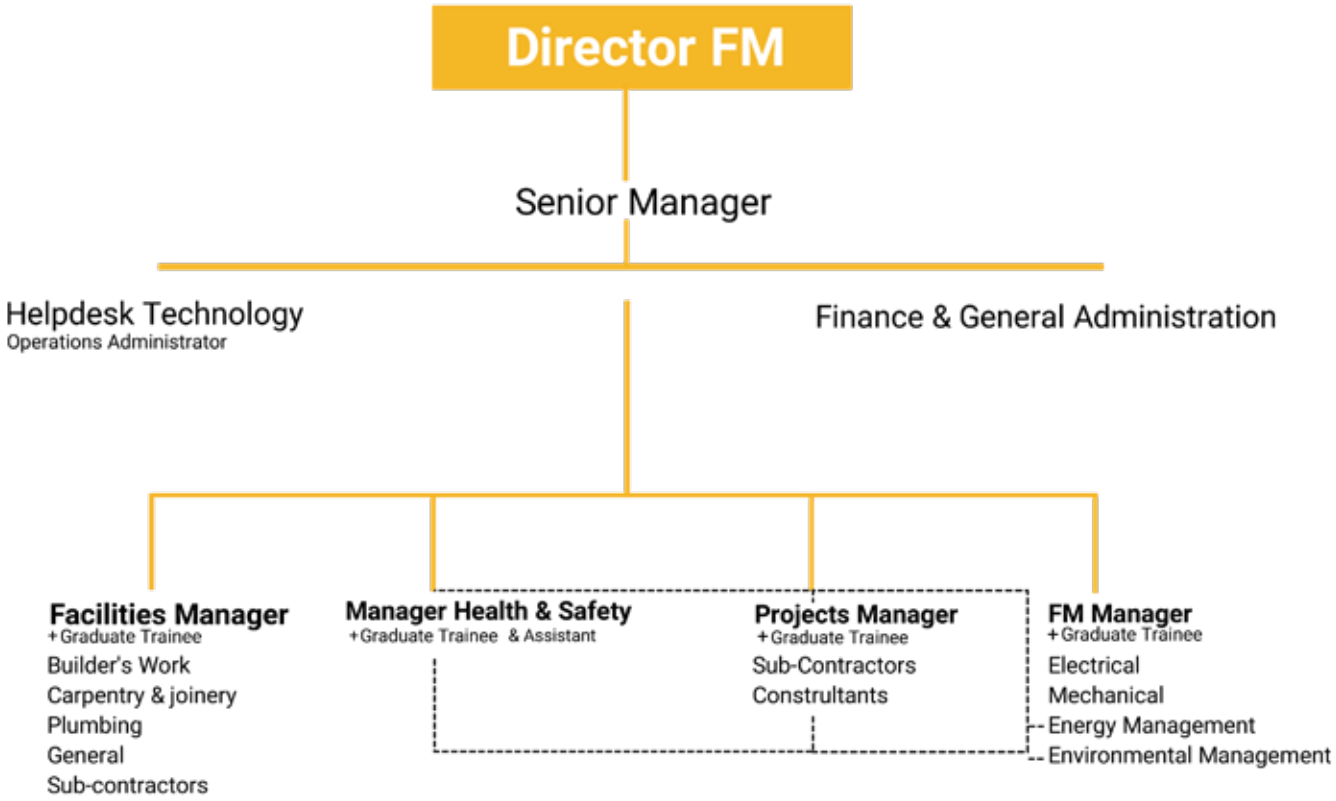
# WORKFLOW PROCESS MANAGEMENT

To manage the workflow process we recognise that information management and communication are key elements to the smooth flow of any repair and maintenance process. A web based maintenance management solution will be used to manage the work process.

**There are several benefits to the use of technology, such as:**

- Integrated facilities management
- Efficient communication channels (tradesmen, administration and the customer).
- Accurate periodic reporting on the status of assets (e.g. service, records, replacement, costs, vendors).

# ORGANISATION STRUCTURE



# HEALTH & SAFETY POLICY

Responsibility of each and every individual associated with the company. Everyone requires constant vigilance and concern for the welfare of others.

It is also the duty of each employee to take reasonable care of his or her own welfare and to report any situation, which may pose a threat to the wel-being to himself or herself or any other person. Such hazards in the workplace such as frayed electrical cables, dangerously defective equipment, unsafe structures, possible fire risks, loose floor tiles etc should be reported as a matter of routine and no member of staff will be penalised for complaining if such hazards are not rectified by the management or designated Safety Officer. It is therefore every worker's responsibility to report immediately any situation that could endanger the well-being of them or others and the reporting of injuries, however small, sustained by a person at work must never go unrecorded. Accident records are crucial to the effective monitoring and revision of the Company policy and must therefore be accurate and detailed.

The Company believes that the success of its Health and Safety Policy can only be achieved through the cooperation of all personnel. Experienced employees must have due regard for inexperienced employees by not allowing those inexperienced workers, especially young workers, to unknowingly put their health and safety at risk. On the other hand, an inexperienced worker (despite prior training) or an untrained worker should not attempt to do hazardous work if they do not feel competent or have not been trained for such work. If any inexperienced or untrained worker is in any doubt about his or her competence in carrying out hazardous work they must immediately cease to do such work and inform their immediate supervisor or Safety Officer. Employees will be provided with the required equipment, information, training and supervision as is necessary to implement the Company's health and safety policy.
The Company's health and safety policy will be continually monitored and improvements to the policy will from time to time be implemented. The Company invites all employees to put forward any suggestions for improvements, or complaints, regarding the health and safety policy either informally or in writing directly to the designated Safety Officer.

Important: All employees must read this statement and be familiar with the Company's policies. The term "firm" or "company" also means "partnership" or "proprietor" and Facilities Management Limited.

At all times the Company will endeavour to provide and maintain a healthy and safe working environment for its employees as well as to take steps to protect the health and safety of all visitors to the company, including contractors from other firms and temporary workers, as well as any members of the public who might be affected by our operations. The overall objective of the Company's health and safety policy is to minimise the number of instances of occupational accidents and illnesses. The ultimate objective is to persistently record nil incidences in all our operations.

## CONTACT US

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