



AN INDISPENSABLE ASSET
for your business.

Company Profile





A single point of contact which offers multi-business custom made solutions that would drive top-level performance of your employees and promote the growth and productivity of your business.

GOALS & MISSIONS

Officea Facility is Tunisia's Leading built environment facility management service provider. We are a dynamic and fast growing organization with a reputation for market leadership. This has developed through consistently meeting, and exceeding, our customer's expectations in delivering bespoke services. Our approach to Facilities Management is wholly unique and sets us apart from our competitors. Through a professional and passionate team, we understand and stay close to your business, and work to improve your service whilst reducing your spend. Our ambition is to support our clients' vision and help them achieve their wider goals and aspirations by providing a safe, compliant, clean and efficient working environment.

FACILITY MANAGEMENT SERVICES

Facilities management isn't just about keeping the building clean. Maintaining top class premises helps keep staff healthy and customers happy, increases productivity, and boosts your company's reputation.

Officea Facility offers a mix and match approach to so that you can have a bespoke, flexible service package to suit your current and future needs. We work around you to meet the ever-changing requirements of our customers.



WHY CHOOSE US

Officea Facility has an established track record that speaks well of its ability to deliver on its promises. Our approach to Facilities Management is wholly unique and sets us apart from our competitors. Through a professional and passionate team, we understand and stay close to your business, and work to improve your service whilst reducing your spend.

Officea Facility is able to customize facilities management services according to your industry and your unique business operation. We manage your facilities efficiently, professionally and safely, allowing you to focus on your core business.

We stabilize, improve, challenge and innovate to provide a leaner, smarter and more connected service.

ONE SOLUTION **For all your facilities**

ONE
Service Provider

ONE
Point of Contact

ONE
PO & Monthly Invoice

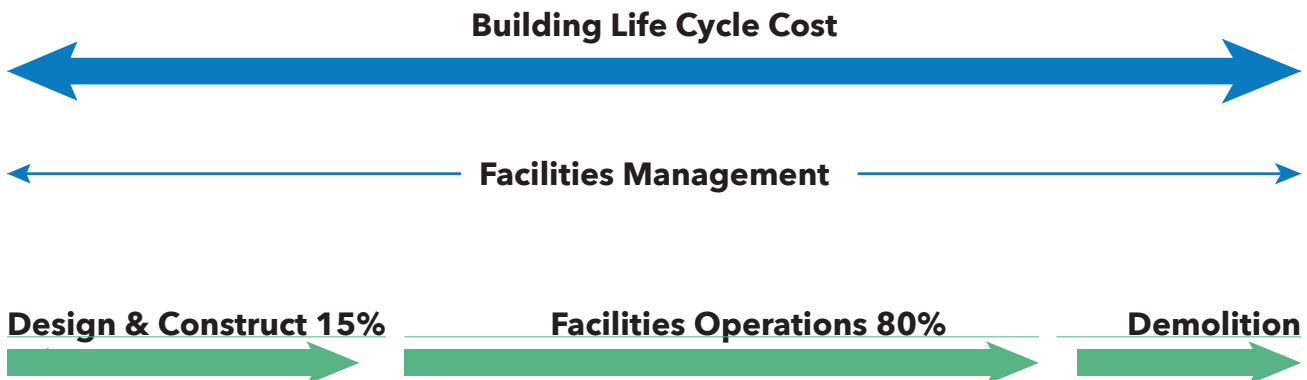
OUR MISSION

- Consistently achieve optimum results using the latest industry standards
- Invest in the people behind our company to equip them with the knowledge and skills sets required to deliver quality services to our clients
- Meet our clients needs and understand their business
Conduct thorough reviews and assessments of our performance
- To become a valued partner in our clients business

SAVINGS THROUGH MANAGEMENT

The Whole Life Cost

The 'real cost' of any development, facility or scheme to the individual or organisation is inherent within the whole life cost and not just design and construction.



INTEGRATED FACILITIES MANAGEMENT

We offer the choice of a complete integrated managed service to our clients. The real difference is, we understand that Facilities Management means something unique to every company, so each service package is individually shaped and delivered. One size never fits all.

Officea Facility offers a comprehensive range of facilities management services, allowing you to focus on your core activities. Whether you are looking for hard services to keep your building and equipment fully maintained or soft services delivered by our dedicated teams, Officea Facility has a range of solutions to suit your needs.

We have the finest expertise to plan, manage and integrate hard and soft services to help you achieve quality improvements, greater efficiencies and added value through economies of scale by providing one point of contact, reducing the supply chain, giving a speedy response and delivering a first-time fix.

Our transparent and sophisticated real-time reporting across the whole asset life cycle enables you to make strategic decisions about the management of your premises.

ASSET MANAGEMENT

Regardless of the size and sector, our aim is to manage facilities to enable organizations to better achieve their operational objectives. It is here that the facilities manager holds the key to organizational performance. There is the potential to add value by facilitating increased productivity from a satisfied and comfortable workforce, enhancing customer experience and, by controlling costs through the efficient management of the accommodation and hence improving overall operational performance.

Officea Facility maximizes the value and long-term effectiveness of your property portfolio by developing commercially advanced asset management strategies. Getting the best performance from a property portfolio and reducing the cost of ownership or occupancy is a key objective of high performing organizations.

Our multi-disciplinary team of facilities management experts works closely with you to leverage the maximum value from your estate. Officea Facility expertise delivers reliability, comfort, sustainability and dependable budget performance.

INDIRECT PROCUREMENT

Officea Facility developed a strong expertise in procurement and procurement outsourcing, mainly in indirect procurement. We help companies by finding, acquiring, purchasing goods, services or works through its selected supply chain whilst maintaining existing relationships with specialized and local vendors where necessary. We provide you with pre-qualified contractors at agreed rates, reducing risk and providing value.

HARD FM

A comprehensive and professional range of hard facilities management services are delivered by our in-house teams or via selected partners who we work closely with using an integrated collaborative approach. All our solutions adhere to current compliance and Health and Safety legislation and are devised from SFG20 maintenance standards.

You can choose single services or we can deliver a package of facilities management services as an integrated solution :

■ *Proactive, real-time Mechanical & electrical maintenance ; Planned and reactive fabric maintenance ; Electrical testing; Fire alarm maintenance; Air conditioning; Space planning& Move management; etc.*

SOFT FM

Whether it's managing your reception area, setting up telephones or audio in meeting rooms, or even running your goods in and mailroom; our support staff ensure your building runs professionally and smoothly.

Chosen for their approachable nature as well as their skills, our staff make sure they understand your company culture so become an integrated part of your team. In addition staff can be trained in a number of skills giving flexibility when there are staff holidays or sick days, this approach can also allow a quicker response time for minor maintenance issues.

■ *Reception services; Mail room and Goods in; Document storage and couriers; Office services; Reprographics; Fleet management; Periodic & Deep cleaning; Manned guarding; Catering and hospitality; Hygiene and waste services; Pest control; etc.*

SPACE PLANNING

As we understand the importance of space planning and management in supporting an organization objectives, Officea Facility offers solutions to all office accommodation needs; whether it is space planning (workspace design), interior design, office fit-out or refurbishment services (design and build).

EVENT PLANNING

Event planning is a fine art; Hence, Officea Facility provides a one-stop integrated solution for all your meeting, incentive, convention and exhibition needs. We provide a range of services, including logistics, registration services, social activity planning, technical support, theme decoration and staging.

OUR PROMISES

WE UNDERSTAND

We offer a broad range of hard and soft Facilities Services for any sized organization. Our forward-thinking, consultative approach enables us to consistently support the diverse and often complex needs of your business and respond to change quickly and efficiently. In addition, reliability, cost-effectiveness, productivity, adaption and exceeding your expectations are at the forefront of our offering.

WE ADD VALUE

We manage your facilities with a view to lower your facility operating expenditure, so that you can re-direct your manpower to focus on your core business and attain your financial and corporate goals. We manage and advice you how best to achieve efficiency without compromising safety and security.

WE COLLABORATE

We appreciate and value feedbacks. We believe that improvement and growth are an ongoing process. We see our client as partner and member of our bigger « family » and have their welfare at heart.

OUR ENVIRONMENTAL COMMITMENT

At Officea Facility, we are committed to provide value when engaging its clients. We undertake to actively offer care and protection to our stakeholders and to safeguard the environment, while increasing value for shareholders. We espouse to do more than just comply with applicable legal and other regulatory requirements related to environmental protection and OHS hazards. We are rather committed to promoting and achieving sustainable development of the environment.

We will obstinately pursue zero harm policy to our employees and the communities where we operate. Our goal is to achieve zero injury on humans with a commitment not to infringe, wittingly or otherwise, on the environment.

MANAGEMENT, REPORTING & KPI'S

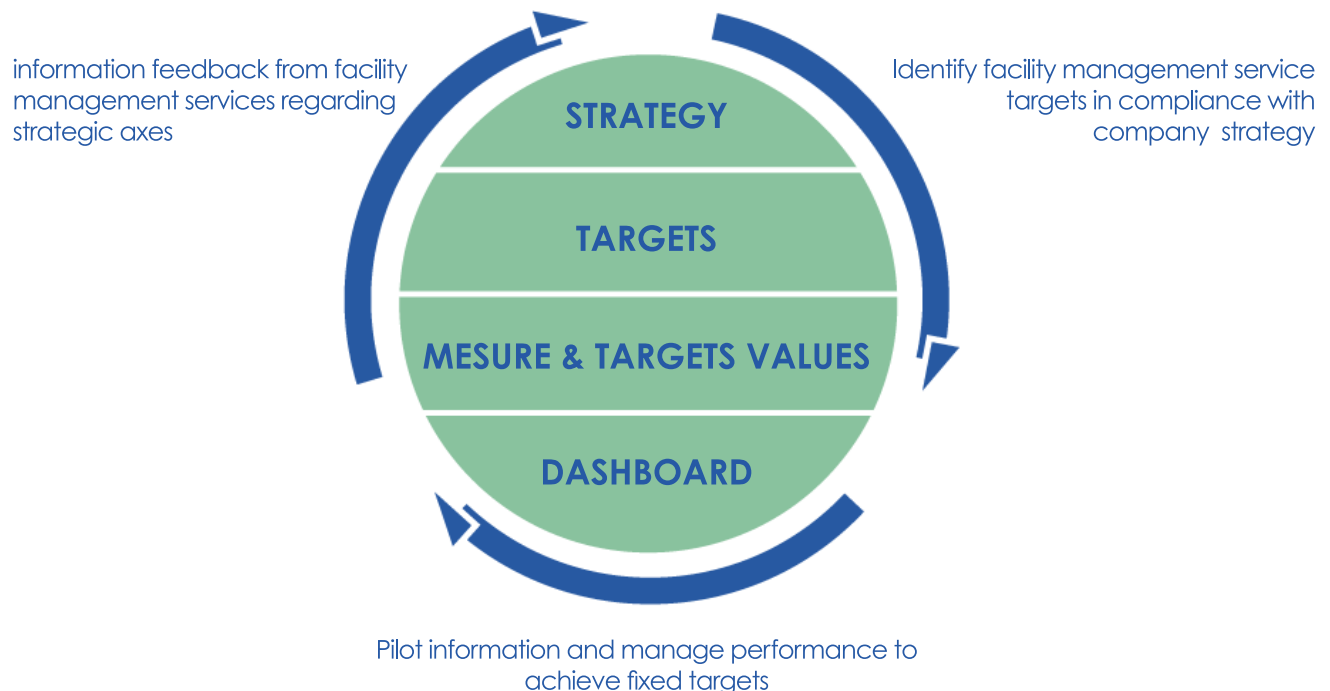
Our tool OFFICEA HelpDesk plays a key role in the daily management of services related to the work environment. It allows updating the assets report and standardizing reporting. Dashboards will be able to drive by adapting the strategy defined in agreement with client.

REPORTING

Officea Facility teams will be in permanent contact with the client and / or his representatives to meet his expectations.

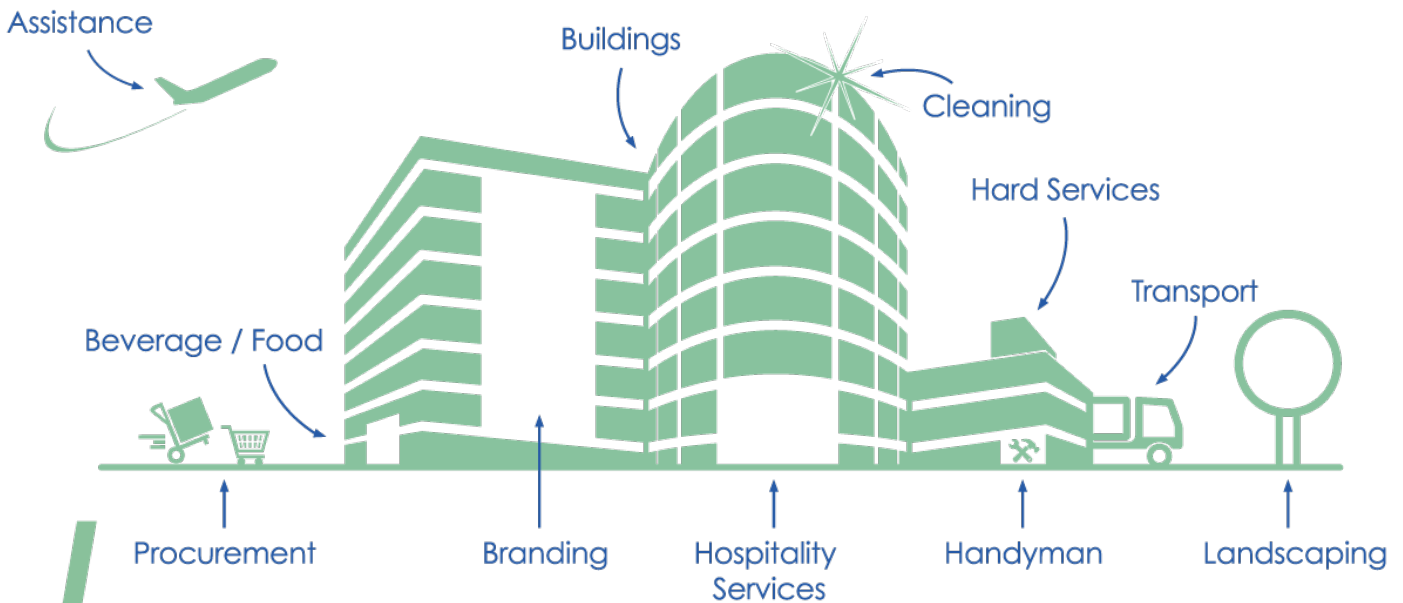
PERFORMANCE INDICATORS - KPI'S

Officea Facility offers a performance indicators for the evaluation and continuous improvement of its services. These indicators are among the top 20 performance indicators in the facilities management business.



OFFICEAFACILITY

FACILITY MANAGEMENT SERVICES



Integrated Facilities Management
YOUR SERVICE PARTNER

