



Providing bespoke services in  
line with our Clients needs

# FACILITY MANAGEMENT PROFESSIONALS & REALTY SERVICE PROVIDERS

# EXPRESS BUSINESS SUPPORT

Where customer service delivery is hinged on sincerity, full disclosure and professionalism toward exceeding our clients' needs

# OUR VISION & MISSION STATEMENT

- **Our Vision:**

- Our vision is to be the top facility management services provider in the country.
- We are a dynamic firm dedicated to anticipating client concerns and aspirations in providing excellent service in an effective and cost-sensitive manner. This we achieve by paying close attention to the interplay between client requirements and solutions as the firm seeks to build long lasting professional and personal relationships based on satisfying client needs

- **Mission Statement:**

- To be the market leader in the provision of facility services & real estate.
- The delivery of high quality client service.
- Developing a culture of integrity and professionalism.
- Inculcating a paradigm shift in facility management and realty solutions practices.
- To inculcate customer confidence always

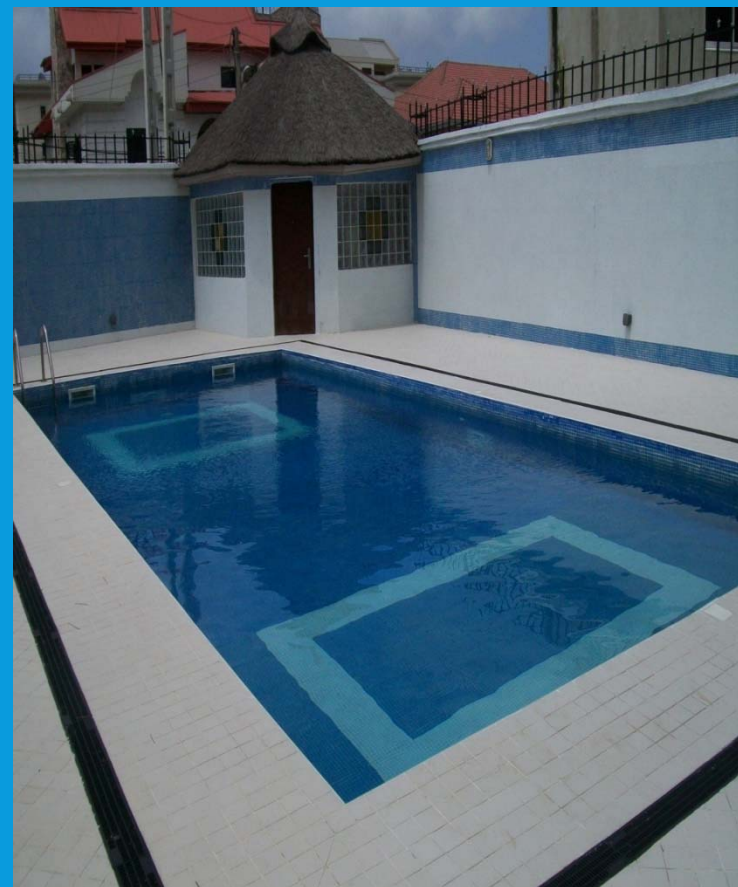
# SCOPE OF OPERATION

- Many companies are aggressively working to improve facility management programs and more effectively utilize existing resources to reduce cost and save money.
- For these companies, outsourcing FM services and repair responsibilities has proven to be a highly effective management strategy.
- Express Business Support engages in facility maintenance and realty solutions by providing multisite and competent retailers with cost effective facility management solutions.
- We provide exceptional service and workmanship at reasonable prices. This being done by utilizing an extensive network of highly qualified, carefully screened service providers and contractors for performance on array of maintenance and repair services.
- Customer satisfaction is our paramount goal. We meet and exceed this by providing the highest quality service coupled with continual communication to each of our customers. We work together with our clients to gain a thorough understanding of your specific needs therefore allowing us to customize a flexible program that will work best for the client.

# SERVICES WE PROVIDE

- Real Estate Sales & Leasing
- Emergency (Home / Office) Repairs
- Carpentry Repairs
- Carpet /Tile Repair & Replacement
- Ceiling Repairs
- Fire Extinguisher Maintenance
- Floor Maintenance
- Swimming Pool Maintenance
- Generator Maintenance
- Plumbing Services
- Cleaning Services & Fumigation
- Glass Replacement & Aluminum Partitioning

# FACILITY MAINTENANCE

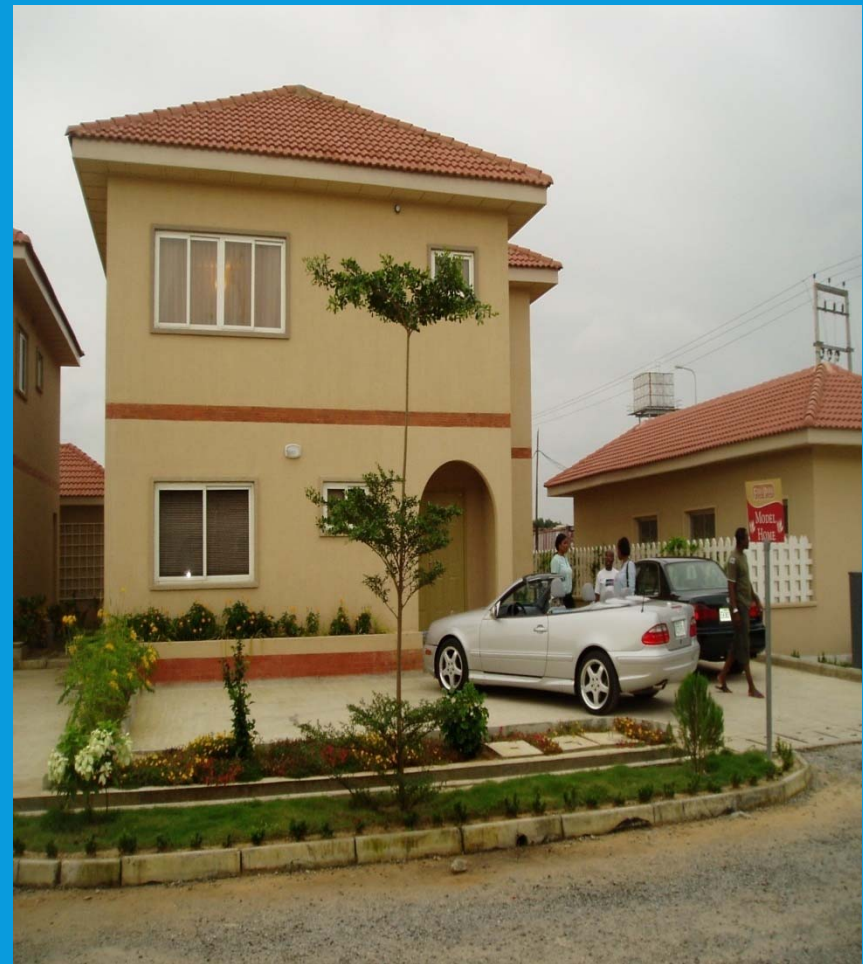




# PROPERTY MAINTENANCE (LEKKI)



# SALES & LEASING





# SALES & LEASING



# EXPRESS BUSINESS SUPPORT MAINTENANCE



# OUR FACILITY MANAGEMENT SERVICES APPLICATION MODEL

- **The Bundled Contract Model:**

- This model provides for service areas to be treated as a bundle of activities per scope whereby scope is tendered for by separate companies in a transparent manner and the one that gives the best value analysis is chosen. The choice basis will not be hinged on cost alone as this will deny the company of certain benefits.
- Express Business Support's role in this model as facility managers will be advisory in the initial process of getting the best value for these bundled services and also to monitor and manage performance as agreed on terms of contract for the duration and quality of service delivery. The selection process of subsequent vendors will also be inclusive.
- The costing structure for this model will be based on the payment of management fee that will be a percentage of the total cost of the bundled services. A one off mobilization cost will also be paid to cover for cost of deployment to locations whereby cost figure is affected by the geographical span of location.
- $\text{Total Cost of Bundled Contract} = \text{Total Cost of Service Tendered} + \text{Management Agents Fee at a \% of TCST}$

# HEALTH & SAFETY POLICY

- We imbibe a systematic approach to HSE management designed to ensure compliance with the required law and to achieve continued performance improvement
- Set targets for improvement and measures, appraisals and report performance
- Require contractors to manage HSE in line with this policy
- Require inclusion of HSE performance in the appraisal of all staff and contractors

# CONCLUSION

- Provision of facility management services by Express Business Support on any premises will hinge on critical factors involving competitive bids from competent service providers in areas of outsourcing. There will also be a follow up check and re inspection of property with approved service providers for processing of SLAs and Maintenance Agreements.
- Express Business Support will accept to co-ordinate operation on planned/scheduled maintenance based on professionalism, routine and non routine timelines agreed by Client and Express Business Support.
- Express Business Support will ensure adequate and convincing checks on all facilities is provided, supervise quality service delivery by its subcontractors and service providers, strict adherence to Bylaw provision on the premises, applicable fine, preparation of a fully disclosed and workable budget.
- In all these, we will take utmost priority in providing adequate and recommendable with a high sense of professionalism, integrity, quality standard and accountability