



# YALANJI

INTEGRATED SERVICES



## YALANJI INTEGRATED SERVICES

### Full-Scope Facility Capability

**Hard FM · Soft Services · Governance**

Clients engage Yalanji Integrated Services to reduce contract risk, improve service reliability, and meet social procurement objectives without compromising operational performance.

Supply Nation Registered

First Nations Majority-Owned

Yalanji Integrated Services acknowledges all Aboriginal and Torres Strait Islander Peoples as the First Peoples of this nation, and the Traditional Custodians of the lands on which we live and work, in particular, the Kuku Yalanji People and their land and Country. We pay our respects to Elders past, present, and emerging, and recognise their enduring connection to land, waters, culture, and community.

# Integrated Facilities Management with First Nations Heart



Yalanji Integrated Services is the Integrated Facilities

Management division of Yalanji Supplies a majority First Nations-owned business operating across procurement, supply chain, Hard FM, and soft facility services.

We provide professional, safe, and culturally grounded facility services across Hard FM asset maintenance, soft services, and cleaning for clients requiring consistent, compliant delivery at scale.

### ISO-Aligned Governance

Quality, safety and environmental management systems across all service lines.

### First Nations Leadership

Majority owned and led cultural grounding in every engagement.

### Single-Point Accountability

One contract, one provider across Hard FM, Soft Services and reporting.

### Scalable Workforce

Trained, vetted personnel across urban, regional and remote environments

### Integrated Supply Chain

Secure access to consumables, PPE and chemicals via Yalanji Supplies.

### Social Procurement Value

First Nations employment, community reinvestment and ESG reporting.

## YALANJI SUPPLIER ECOSYSTEM

Supported by experienced industry partners, contributing operational expertise and supervisory capability. Yalanji retains full responsibility for service delivery, governance and customer outcomes.

## OUR SERVICE CAPABILITY — THREE-PILLAR IFM MODEL

Yalanji delivers a full Integrated Facilities Management (IFM) capability across three service pillars providing clients with a single accountable provider for the entire built environment.



### HARD FM

#### Asset & Infrastructure Maintenance

Covers the building's physical fabric and essential systems.

- Building Structure & Maintenance
- HVAC Services
- Electrical Services
- Hydraulic & Plumbing Services
- Mechanical Services
- Handyman Services

### SOFT SERVICES

#### People-Based Facility Services

Essential day-to-day facility services delivered by trained personnel.

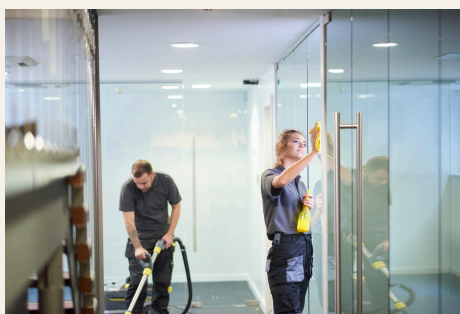
- Commercial Cleaning
- Housekeeping Services
- Waste Management
- Pest Control
- Hygiene Services
- Laundry Services

### GOVERNANCE

#### Compliance, Quality & Social Value

ISO-aligned systems, structured oversight and social procurement reporting.

- ISO-Aligned IMS
- Asset Registers & PPM
- CAFM / CMMS Integration
- WHS & Safety Compliance
- Integrated Supply Chain
- Social Procurement Reporting



## WHY CHOOSE YALANJI INTEGRATED SERVICES

### Single-Point Accountability

- 1 One contract covers Hard FM, Soft Services, safety, supervision, and reporting. Clients deal with one accountable provider — not multiple subcontractors.

### ISO-Aligned Governance

- 3 Audit-ready reporting aligned to government and Tier 1 contractor expectations for contract assurance, compliance evidence and performance transparency.

### Integrated Supply Chain

- 5 Secure access to cleaning chemicals, PPE, janitorial consumables and maintenance materials via Yalanji Supplies — reducing contract risk and simplifying procurement.

### Full IFM Capability

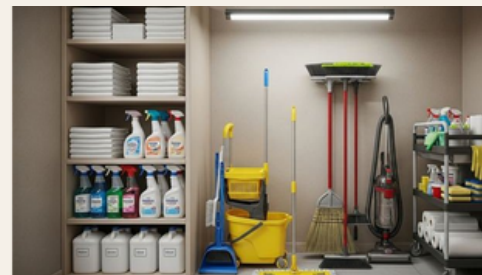
- 2 From HVAC and electrical through to cleaning, waste management and hygiene — Yalanji delivers the complete built environment service suite under one structure.

### First Nations Ownership & Impact

- 4 Engaging Yalanji supports First Nations employment, community reinvestment, cultural governance, and your organisation's social procurement and ESG commitments.

### Regional & Remote Ready

- 6 Multi-site contracts with flexible rostering, mobilisation planning, and strong local workforce engagement pathways — particularly in remote environments.



*"First Nations leadership strengthens workforce stability, community connection, and long-term contract continuity — particularly in regional and remote environments."*  
— Yalanji Integrated Services

## HOW WE WORK — SERVICE DELIVERY MODEL



Our delivery model follows a structured seven-stage process across all Hard FM and Soft Service engagements ensuring safe, compliant, and high-quality outcomes from mobilisation through to continuous improvement.

### **Mobilisation & Induction**

Site assessment, risk identification, WHS briefing, supervisor deployment and equipment verification.

### **Workforce & Trade Deployment**

Trained cleaners, trade technicians and service personnel deployed with supervisor oversight.

### **Quality Management & Inspections**

Routine inspections, supervisor checklists, corrective actions, improvement tracking and reporting.

### **WHS & Environmental Controls**

SDS-compliant chemical handling, safe work methods, environmental practices and statutory compliance.

### **Integrated Supply Chain Support**

Secure replenishment of chemicals, consumables, PPE and maintenance materials via Yalanji Supplies.

### **Reporting & Client Communication**

Operational and compliance reports, KPI tracking, management reviews and escalation pathways.

### **Continuous Improvement**

Audit findings, client feedback, corrective actions, schedule optimisation and social value reporting.

## **GOVERNANCE & ESCALATION STRUCTURE**

### **LEVEL 1 Site Supervisor**

Day-to-day operations, immediate issue resolution and site compliance.

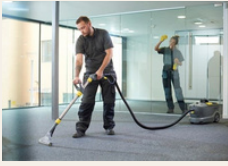
### **LEVEL 2 Contract Manager**

Performance oversight, client relationship, reporting and escalation.

### **LEVEL 3 Yalanji Senior Management**

Strategic decisions, contract governance and cultural accountability.

## SECTORS WE SERVE



**Local Government & Council**  
Council offices, community centres, libraries, depots and public amenities.



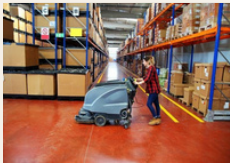
**State & Federal Government**  
Government offices, court houses, justice facilities and statutory authorities.



**Utilities & Infrastructure**  
Water, energy, telecoms and essential infrastructure facility services.



**Mining & Resources Operations**  
Camp facilities, processing plants, administrative buildings and site offices.



**Construction Projects & Depots**  
Construction site offices, material depots, warehouses and project facilities.



**Commercial Offices & Retail**  
Corporate offices, retail centres, customer-facing spaces and mixed-use facilities.



**Education & Community Facilities**  
Schools, childcare centres, universities and community service facilities.



**Regional & Remote Communities**  
Specialist mobilisation, local workforce integration and culturally grounded delivery.

# Ready to Reduce Contract Risk Now



**100%**

Single-point accountability across all service lines

**3**

ISO-certified management systems in operation

**IFM**

Full integrated facilities management capability

