

# Company Overview & Vision

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# Introduction

First Contact is a leader in integrating premium, hotel-style customer experiences into commercial office environments. Since our founding in 2009, we have expanded across Australia and Singapore, becoming trusted partners to some of the largest corporations. Our commitment to excellence and ability to deliver exceptional service are at the core of what we do.

Our solutions are designed to meet the evolving needs of modern workplaces by integrating world-class customer service, cutting-edge technology, and operational expertise. We operate with a people-first approach, enhancing work environments to drive productivity, engagement, and satisfaction.

## First Contact Values

Our values guide everything we do, and we call them **CLEAR**:

### COLLABORATIVE

We believe in the power of teamwork and communication, uniting as one to deliver excellence.

### LOYAL

We value the talent and efforts of every individual and remain committed to our future vision.

### EXCELLENCE

We hold ourselves to the highest standards, ensuring flawless performance in all we do.

### ACCOUNTABLE

We take full responsibility for our actions and ensure that every person and task receive the attention they deserve.

### RESPECTFUL

We embrace diversity and value the unique contributions of every individual, fostering a culture of respect and inclusivity.



# Leadership & Expertise

At First Contact, our leadership team is composed of globally experienced hoteliers who bring extensive expertise in premium hospitality and customer service into the workplace sector. Their international experience managing prestigious hotels ensures that every service we deliver is of the highest standard.

## Key Leadership Highlights:

- **Visionary Leadership:** We integrate premium hospitality practices into commercial environments, elevating the employee and visitor experience.
- **Proven Track Record:** With over two decades of successful service delivery, we are recognised for our operational efficiency and ability to transform workplace services into seamless, high-quality experiences.

# Our Competitive Advantage: People, Spaces, and Work

Our competitive advantage is built on three core pillars: Prioritise People, Transform Spaces, and Optimise Work. These principles define how we create ideal work environments that promote peak performance:



## Prioritise People

We focus on creating inclusive, welcoming environments where employees and visitors feel valued, connected, and supported. By fostering a culture of engagement and well-being, we help clients enhance the overall employee experience.



## Transform Spaces

We transform workspaces into functional, efficient environments that are superior to working from home. With seamless technology integration and well-maintained spaces, we ensure that employees can work productively and comfortably.



## Optimise Work

We streamline workplace operations to improve efficiency, reduce costs, and drive superior service outcomes. Through a focus on continuous improvement, we help clients achieve their strategic goals and create measurable value.

# Our Team and Collaboration



Our customer-experience general managers bring a diverse range of expertise from the hospitality, retail, and corporate services sectors. They work closely with our wider leadership to deliver tailored solutions that focus on client-specific outcomes.

## Collaborative and Tailored Solutions:

- **Client-Centric Approach:** We develop bespoke solutions designed to exceed client expectations and enhance workplace productivity.
- **Outcome-Focused Execution:** Supported by innovative practices and robust technology, our solutions are built to deliver measurable success.

# Service Excellence Framework

First Contact's services are underpinned by operational excellence, robust processes, and a highly skilled workforce. We leverage specialist technologies and proven frameworks to ensure consistent, high-quality service delivery.

## Key Elements of Our Service Framework:

- **Operational Excellence:** Led by experienced managers, our teams prioritise cultural development, service excellence, and process-driven improvements.
- **Attracting Top Talent:** We tap into a network of over 271,500 customer experience professionals through our FC Community, ensuring access to top-tier talent.
- **Retaining High Performers:** We invest in employee development through mentoring, learning programs, and recognition platforms, fostering a culture of growth and excellence.

### The FC Community: Empowering People for Service Excellence

At First Contact, we believe that great workplaces are built by great people. Our FC Community is a comprehensive platform that prioritises the growth, well-being, and engagement of our employees, empowering them to deliver exceptional service to our clients.

### Our Commitment: Prioritising Our People

Our purpose is to Create Opportunities for Our People, and our vision is to Operate Great Workplaces. To achieve this, we live by our mission: Prioritise People, Transform Spaces, and Optimise Work. The FC Community embodies this by offering continuous learning, rewards, social engagement, well-being initiatives, and transparent compensation through the myFC platform.

### FC Knowledge Hub: Supporting Operational Excellence

The FC Community is underpinned by the FC Knowledge Hub, where our service excellence framework resides. By developing a strong, motivated workforce, we ensure that our teams can execute our Prioritise People, Transform Spaces, and Optimise Work methodology effectively, creating value for our clients.

This people-first approach not only enhances service quality but also aligns with our competitive advantage, ensuring that every workplace we manage operates at peak performance.



# Delivering Operational Excellence

We ensure that our teams perform at their best by providing continuous feedback, conducting developmental conversations, and fostering accountability. Our management teams, steeped in service quality, maintain high standards and focus on continuous improvement.

## Attracting and Retaining High-Quality Personnel:

- **FCX Recruitment and Mentoring Platform:** We recruit from a vast network of professionals through our proprietary recruitment platform.
- **MyFC Learning and Rewards Programs:** We invest in the growth and satisfaction of our workforce, ensuring long-term commitment to service excellence.

# Integrated Workplace Services Solutions

At First Contact, we offer a comprehensive suite of workplace services that seamlessly integrate premium hospitality into business environments. Our approach ensures that all facets of workplace services are aligned to meet the unique needs of each client.

## Key Pillars of Our Integrated Approach:

- **Comprehensive Management:** We manage all aspects of workplace services, from reception and concierge to facilities management and cleaning.
- **Tailored Solutions:** Each solution is flexible, scalable, and customised to address specific client needs and business goals.
- **Innovative Technology:** We integrate cutting-edge workplace technologies to streamline operations and enhance employee experiences.
- **Sustainability:** We are committed to sustainable, environmentally responsible practices, ensuring that our services benefit both the organisation and the environment.



# Our Service Offerings



## Advisory Services

We help clients create and operate the workplace they envision. As independent experts in corporate real estate and workplace operations, we provide practical, hands-on solutions tailored to our clients' specific needs. Our advisory services are based on decades of experience managing large property portfolios across Australia and Asia Pacific.



## Recruitment Services

Our network of over 271,000 corporate real estate, workplace, and facilities professionals enables us to connect clients with the talent they need to succeed. We help clients secure candidates that not only possess the right skill sets but also embody the values and culture of their organisation.



## Managed Services

We manage workplace operations, freeing clients to focus on their core business. Our managed services improve visitor and occupant experiences, reduce operational risks, and optimise costs through our extensive investments in people, tools, and technology.

**Contact Us:**

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# Why First Contact?

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At First Contact, we are committed to delivering bespoke workplace services that prioritise people, transform spaces, and optimise work. Our competitive advantage lies in our people-first approach, operational excellence, and innovative technology solutions, all supported by our FC Community.

By choosing First Contact, you're partnering with a company that values its people, invests in their development, and ensures that every service we provide is of the highest standard. Let us help you create an exceptional workplace experience that drives engagement, satisfaction, and success.

**Partner with First Contact**

At First Contact, we are committed to delivering tailored workplace services that prioritise people, transform spaces, and optimise work. Whether you're looking to enhance your operations, improve employee engagement, or streamline workplace management, we're here to help.

**Ready to create an exceptional workplace experience?**

Get in touch with us to discuss how First Contact can deliver bespoke solutions that meet your unique needs. Let us partner with you to elevate your workplace to the next level of performance and satisfaction.