

RELIABILITY  
INNOVATION  
QUALITY  
SERVICE



SERVICE DIVISION

# CAPABILITY STATEMENT



COMMERCIAL | RETAIL | HEALTH | INDUSTRIAL | DATA & COMMUNICATIONS

Find out more at [www.williamselectrical.com.au](http://www.williamselectrical.com.au)

# ABOUT WILLIAMS ELECTRICAL SERVICE



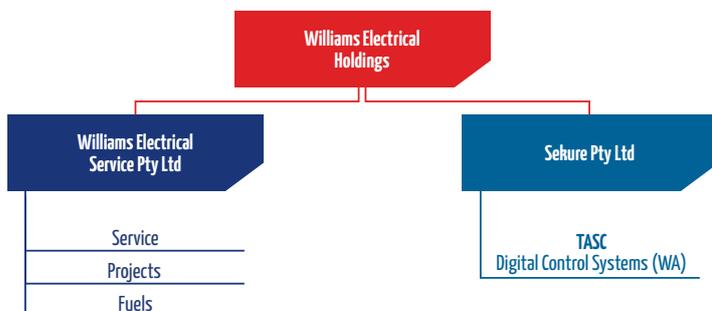
## OUR HISTORY

Williams Electrical Service has a proud longstanding Western Australian history. It was founded by Harley Williams in August 1954 from a garage in a block of flats in Nedlands with £100 capital and a secondhand van. Coming from humble beginnings, installing internal wiring of fluorescent light fittings, to today, being based in Balcatta, with three divisions of more than 50 licensed and experienced Electricians, Communications, Fuels and Solar tradespeople and apprentices.

The company pledges to uphold our tradition of consistent quality management, safety, and customer service; as the prime focus of our business.

## COMPANY STRUCTURE

Williams Electrical Service - Service Division is part of the privately owned Western Australian company Williams Electrical Holdings Pty Ltd. This enables all parties to draw on synergies across the structure and offers an extremely efficient combination of resources.



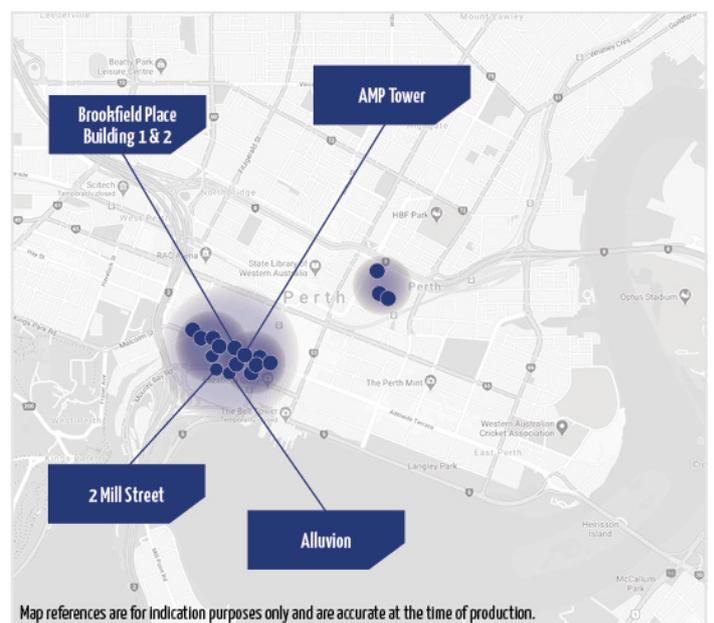
## VALUES

Our values are **Reliability, Innovation, Quality, and Service**. These values are an integral part of our identity, as well as being the foundation of our culture. They are encouraged in all our people and guide our actions.

At Williams Electrical Service, we aim to provide the most responsive customer-focused service; embrace change through our commitment to continuous improvement, and aspire to deliver exceptional customer service and support.

## OUR PERTH CBD FOOTPRINT

We have established a significant footprint for the electrical maintenance of a substantial number of prestige commercial office buildings in Perth's CBD.



Map references are for indication purposes only and are accurate at the time of production.

“We have a team permanently located over multiple CBD buildings to enable faster and more efficient response to our clients”

# SERVICE & MAINTENANCE



## MAINTENANCE SERVICES

Williams Electrical Service – Service Division has a proud history of providing and executing both reactive and preventative maintenance services in the metropolitan area and throughout Western Australia.

For more than 25 years we have successfully managed contracts in a variety of sectors including retail, commercial, industrial, medical and care facilities, education and IT.

Our commitment to reliability and quality workmanship has resulted in many long-term client contracts such as **Western Power, Brookfield, BGIS (BHP, Rio Tinto, HBF, BP, Edith Cowan University), AMP Capital Shopping Centres, Silver Chain, Caltex and Trinity College**. Our highly skilled technicians, supervisors and managers have gained much experience in the field and developed a detailed working knowledge and understanding of services contracts.

## AD-HOC AND REACTIVE SERVICES

Further to our preventative maintenance services, we provide a responsive ad-hoc and reactive works service via our coordination team for all electrical and communications requirements. Our three-member coordination team continually monitor our service email traffic and phone lines and can rapidly mobilise our resources via our ERP system, with our field technicians receiving real-time job updates on their company-issued mobile devices.

Typically, we can respond to any situation within the wider Perth metropolitan area within the hour; however, with our sizeable mobile service team, we routinely achieve **significantly faster response times**.

## OUR RESPONSE PROCEDURE

Our established and efficient **24-hour emergency response line** ensures duty service personnel are available out of hours seven days a week providing a 24-hour breakdown and emergency service to our valued clients. We have escalation procedures in place that enable us to respond to major breakdowns in a timely fashion and in compliance with client stated response times.

## PREVENTATIVE SERVICES

We have developed a suite of routine preventative maintenance services, which we can tailor and integrate into existing systems with minimal impact on client operations.

Some of these services we offer include:

- Emergency light and exit sign testing
- Residual current device (RCD) testing
- Thermographic surveys
- Main earth systems
- Harmonic filtration
- Microwave oven leak detection
- Switchboard and fixed plant inspection
- Transformer maintenance
- Air circuit breaker (ACB) maintenance
- Uninterruptible power supply servicing
- General lighting inspection and repair
- Stand by generator test and servicing
- Lightning and surge protection inspection and testing
- Intelligent lighting control systems
- Appliance testing and tagging
- Power analysis
- Scanning and cable location
- Reactive and emergency breakdown service
- Preventative maintenance and compliance testing
- 24-hour reactive service
- Communications and data systems

# CORPORATE SUSTAINABILITY



As a successful West Australian owned and operated business, we recognise that corporate sustainability is an important and essential part of achieving longevity in business. Our commitment to a sustainable future is underpinned by principles that shape our approach to people and safety, business performance and innovation, and encouraging an open and engaging environment.

## HEALTH, SAFETY AND ENVIRONMENT

We make sure our people and their work environments are as safe as possible. For over six decades, we've fostered a safety culture of leadership and commitment to continual improvement. Our culture not only helps us to keep our people safe, but also promotes respect, and adds value and progress to our safety and performance outcomes.

We promote the adoption of green practices and apply energy efficient principles wherever possible. We encourage positive behaviours to recycle and reduce consumption of resources and have obtained a number of environmental certifications. In addition, we've made a commitment to Fluorocycle and are an accredited Eco Smart Electrician.

### HSE accreditations:



## ACCREDITATIONS

Williams Electrical Service is committed to delivering the highest quality service excellence on all of our projects. We are working towards accreditation with AS4801, ISO45001, ISO14001 and ISO9001.

Our business utilises numerous systems and software platforms (including SCRIM, Employment Hero and Leveys) across the Williams Electrical Service group, enabling us to excel with our deliverables, stay up-to-date and remain compliant in all areas of our work.

### Communications accreditations:



## CONTACT

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## LONGSTANDING CLIENTS & SPONSORSHIPS

