

# *Policy Statement*

## Facility Management

AxiCom Sdn. Bhd. supports clients' direction through the efforts to maintain and enhance the building facilities and environment and are committed to provide superior facility management services to the building users.

Our aims are to achieve the excellent facility experience of our clients and building users, through:

▶ **Planned Preventive Maintenance**

Provision of planned preventive maintenance to the civil, mechanical, electrical and ICT assets of building, to upkeep its serviceability conditions and avoid disruption to users' business activities due to faulty.

▶ **Service Requests**

Provision of expedited repairing or replacement of faulty asset requested by clients or building users within the service levels agreed and resulting the least disruption.

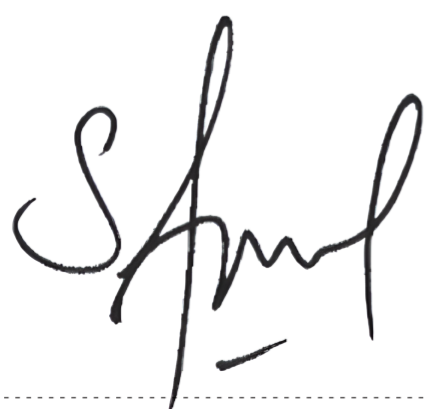
▶ **Energy Management**

Our facility maintenance team will continuously monitor energy usage of building, recommend suitable measures to clients and building users, for improving building energy efficiency and resulting in cost and utility consumption saving to the building.

▶ **Utility Services**

Wherever possible, building users will be notified in advance of planned service disruption of utility service providers and facility maintenance activities. When unplanned service disruption occurs, facilities management personnel will work to restore service as soon as possible and taking measures to ensure business continuity of building users.

We will continuously strive to raise our standards, proper management of risks, improving the effectiveness of our facility management systems, satisfying the applicable statutory and regulatory requirements, as well as enhancing our clients and users' satisfaction.



**Datuk Wira Syamsul Azly Akbar**

Chief Executive Officer

Date: 1 January 2023