



**COMPANY PROFILE**

# WHO WE ARE

## *Introduction*

The Avit Group is a forward thinking Audio Visual Technology Company bringing over 50 years of combined experience from the different fields in the industry to the commercial, corporate and educational market.

Our company has a reputation for crafting robust and reliable solutions for complex & smaller scale projects for a broad set of industries and facilities. Our goal is to supply each and every client with seamless design solutions to suit your budgets and timeframes.

We maintain a strong working relationship with expert industry relevant contractors and permanent staff including technicians, programmers, designers and engineers to deliver premium solutions for our customers.

Our business operates on the principle that through partnerships and collaboration we can achieve exceptional outcomes, and we can foster a culture of open communication at all levels across our business and with our clients. We welcome the sharing of clear, relevant and targeted feedback and we work proactively with our clients to continuously improve the services we provide.



## ***Mission Statement***

To provide superior quality and innovative product/service solutions that are based on a deep level of understanding of our client's requirements, coupled with highly qualified operatives and exceptional standards of safety and performance.

Through this we will form enduring mutually beneficial partnerships with our clients.

## ***Our Commitment***

The Avit Group takes great pride in providing excellent customer service and premium quality systems. We are committed to exceed all customer expectations in terms of quality and workmanship.



# CORE VALUES

DATA SERVICES

## Customer Focused

We build relationships with our customers. We understand their needs. We make commitments in good faith, we always act professionally and we're honest in all of our actions.

## Quality

We will never compromise on the quality of our performance or the professionalism of our staff.

## Dependability

If we say we will do something, we will do it. We deliver our very best and hold ourselves accountable for our results. If we make a mistake, we are honest about it and put it right quickly.

## CORE VALUES

## Integrity & Respect

This is the basis of our relationships with our clients, suppliers and staff. We believe in ethical business conduct and we will always try to do the right thing and we are consistently open, honest and genuine.

## Safety First

We are committed to workplace safety and our target is for zero incidents or injuries. We invest in safety programs and procedures for our people and we provide continuous training to enable a safer working environment.

## WHY CHOOSE AVIT GROUP?

We are proud of our achievements to date and the reasons our clients choose The Avit Group are because we take pride in the below qualities that represent our business;





## ***LEADERSHIP / MANAGEMENT TEAM***

Our management team is comprised of individuals who have significant experience in all aspects of the services we offer with the relevant qualifications to support our summary of offering. Our managers are some of the most experienced in the industry.

Our culture of continuous improvement means that our leadership team is continuously thinking about ways to better serve you and your business.

We have a wealth of experience in the way we deliver services tailored to your specific business needs and our management team will tailor a services package specific to your organization.



# WORK FORCE

## ***Incident Reporting & Record Keeping***

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Our Records of services provided are kept in accordance with our best practice file management systems which are logical, sequential and client specific. If at any given time our clients require copies of documents and records held by the Avit Group, they can be located and made available upon request without delay.

## ***Communication & Presentation***

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Our specialized recruitment procedures are proven to attract professionals who present well and demonstrate an excellent command of the English language. Prospective employees are required to complete an intensive application and vetting process which provides the Avit Group with a thorough understanding of their ability to carry out their necessary duties and achieve our client's expectations.

Each Avit Group employee recruited must have the necessary qualifications and experience in their field of choice and these are upheld by the Avit Group and maintained through recognition of prior learning courses.

## ***Employee Engagement***

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In order to build employee commitment to our department goals and values we have ensured the Avit Group employs 3 main practices for employee engagement;

- **Assure employees their work is meaningful and makes a difference to our client's organization.**
- **Our employees feel valued, always trusted and respected.**
- **Consistently feel secure and self-confident**

Our employees are an asset to our business and yours alike.

## ***Staff Training & Induction***

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The Avit Group understands the importance (in most cases) of providing the same personnel to fulfil a client's needs each week.

We endeavour to provide consistency of staff and we also ensure all new staff are properly inducted to the relevant site prior to performing their first shift at the facility/venue. Our management team will liaise with the appointed individual/s to identify specific induction requirements.

Site inductions include:

- **Introduction to the site and site standard operating procedures**
- **Outline of client specific job requirements**
- **Emergency systems and procedures**
- **Introduction to Management, staff and fellow co-workers**

## ***Weekly Management Review***

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The Avit Group management team meets on a weekly basis to review each sites inspection sheet and reports and plans appropriate strategies to overcome any issues and maintain any client requirements that need to be addressed.

Managers will meet with the clients representative and inspect the site on an agreed basis. All information gathered will be discussed with the client and where necessary appropriate amendments will be made to the SOP or site management plan.

Managing the WORKFORCE is fundamental to the Avit Group, improving the deployment of our personnel and obtaining robust information allows us to effectively assess the clients overall needs and enhance our capabilities and services provided.



# *SUMMARY OF SERVICES*

Our extensive list of services includes but is not limited to the following:



# AV SERVICES

## ***Design & Installation***

Working in cooperation with architects, designers and end users, our highly qualified and professional installers provide a consistent and high level of workmanship.

Our end to end design & installation services leaves our clients with a smooth and seamless experience. Our designs make it easy for end users to operate and our solutions come with comprehensive manuals and face to face training prior to the completion of the job.

## ***Audio Visual Consulting***

Getting Audio Visual Solution advice can be difficult to come by.

Our consulting services aim to provide your business with objective advice, design and project management for any audio visual project.

Many clients plan to take their projects to tender or have preferred supplier arrangements therefore The Avit Group can provide consulting services to independently analyse and design a unified system to integrate all of their technology requirements.

## ***Equipment Supply***

The Avit Group only work with reputable brands such as Samsung, Philips, LG, NEC, Epson, Panasonic, Yamaha and more. With such a wide array of products and technical expertise, we are able to provide you with the best products that will compliment the solution for your needs.

Every product we supply has ample warranty cover in the event that a product fails and we will manage the repair process for you as your audio visual partner.

## ***Programming Services***

Our programming services allow your place of business to have centralised control within your network.

Get control and minimise the disruption time within your place of business. The technology we offer will also give you a better understanding of how employees use meeting rooms, what resources they are utilising, and which users are the most active.

Get in touch today to find out more about custom programming, proactive, remote monitoring of your AV systems and video collaboration technology.



## Service & Maintenance

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We are here to service your conference / board room, meeting room, classroom and auditorium.

Our technicians will always attempt to repair your AV system using simple solutions prior to recommending a replacement of any equipment. These solutions include:

- Faulty Wiring
- Loose Cable Connection
- Software Glitch
- Programming Error
- System Reboot

We do offer service and maintenance contracts with each of our installs to avoid expensive repairs. In addition we do offer service and maintenance contracts for AV systems installed by other providers.

If your AV system is in need of servicing now, simply get in touch and one of our friendly sales staff will assist with your enquiry.

## Digital Signage

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Digital signage doesn't have to be complicated or expensive!

Through digital signage, we can help you to come up with the most effective solution to keep your customers and employees informed. The Avit Group can offer you a seamless service, providing you with hardware installation, content creation, software, networking and management services.

# ACCREDITATIONS



## Certificate of Membership

This is to confirm that the organisation listed below has enrolled in the Global-Mark certification program

<i>Company Name</i>	<b>The Avit Group Pty Ltd</b>
<i>Company Other Name</i>	
<i>Client ID</i>	<b>106144</b>
<i>Company / Site Address(es)</i>	
<i>Certification Program</i>	<b>AS/NZS 4801-2001 AS/NZS ISO 14001-2016 AS/NZS ISO 9001-2016</b>
<i>Date of Enrolment</i>	<b>3rd June 2019</b>
<i>Certification Expiry Date</i>	<b>3rd June 2021</b>



**Certification Manager**



# INTEGRATED MANAGEMENT SYSTEM

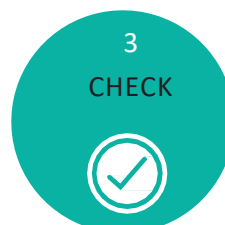
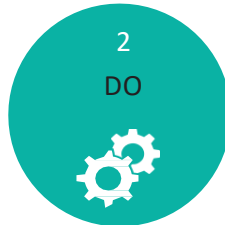
The Avit group has established an Integrated Management System (IMS) with an aspiration to deliver a consistent approach to all clients and to meet all Workplace Health & Safety, Environment and Quality requirements.

The Avit Group is accredited with:

•AS/NZS 4801:2001

•AS/NZS ISO 14001:2015

•AS/NZS ISO 9001:2015



The Avit Group has developed and implemented an integrated management system (Quality, WHS and Environmental), which uses ISO 9001:2015, AS/NZS 4801:2001 and ISO 14001:2015 as a framework that allows our organization to document and improve our practices in order to better satisfy the needs and expectations of our customers, stakeholders and interested parties.

Our Quality, WHS and Environmental management system meets the requirements of ISO 9001:2015, AS/NZS 4801:2001 and ISO 14001:2015 and uses the Plan, Do, Check and Act approach to process planning.

Our IMS addresses and supports our strategies for the supply of temporary, contract and permanent personnel.

The IMS is used to familiarize customers and other external Organizations or individuals with the controls that have been implemented and to assure them that the integrity of our Quality, WHS and Environmental management system is maintained and is focused on customer satisfaction and continual improvement.



## ***WORKPLACE, HEALTH & SAFETY***

The Avit Group recognise the importance of WH&S within the business and have engaged a full time Workplace Health and Safety Manager to oversee the businesses safety operations day-to-day as well as, relevant policies and procedures.

The Avit Group has attained certification through Global Mark to the requirements of: Australian Standard AS/NZS 4801:2001.

The Avit Group:

- Ensures all operations of the business comply with WH&S legislation which is represented from Senior Management right throughout the business
- Implements WH&S procedures across the business
- Provides employees with the necessary skills/training to promote a safety conscious work environment
- Provides sufficient supervision at all our workplaces

- Allows for investigation and reporting procedures for all incidents in order to amend and improve the work environment for all employees
- Promotes a 'Safety First' culture throughout all aspects of business operations.
- Develops site specific WH&S management plans which have been created in consultation with the companies Employees and Safety Committee Members.

To achieve these objectives and satisfy the expectations of our clients, our WHS Management System is certified as per AS/NZS 4801 Standards.





## QUALITY ASSURANCE

The Avit Group specialises in the provision of Installation and maintenance services to its clients, whilst maintaining the highest nationally recognised level of Quality Assurance, Safety, Environmental and Professional standards.

At The Avit Group, an on-going commitment to quality is part of the day-to-day operations of the business. The Avit Group achieves this by compliance with statutory requirements, codes, standards and guidelines.

The Site-Specific Quality Management System is set up with the aim of eliminating or reducing defective work and monitored by clearly defined roles and responsibilities for managing quality.

Our Company strategies include:

- Provide quality workmanship by committed and trained personnel,
- Providing ongoing education and training to all our employees;
- Consulting with employees and other parties to improve decision-making on quality matters;
- Provide excellent value for money using only suitable quality materials,
- Provide exceptional service and reliability,
- Ensuring non-conformances are investigated and lessons are learnt within the organisation;
- Distributing quality assurance information, including QA policy, to all employees and interested parties;
- Providing sufficient resources to ensure quality management is a central part of the organisation;

- Satisfy and exceed our clients' requirements as well as Industry Specific Regulators.

- Ensuring that all non-compliances with the quality requirements are logged and documented in accordance with the requirements set out in this plan.

To achieve these objectives and satisfy the expectations of our clients, our Quality Management System is certified as per ISO 9001 Standards.





## ENVIRONMENTAL SYSTEM

We commit to providing relevant, accurate and up-to-date information on environmental matters relating to all projects, in particular:

- Identifying impact to the local habitat
- Implementing measures to prevent or minimize the environmental damage
- Conservation of resources
- Raising environmental awareness across our workforce
- Monitoring our environmental performance

We are committed to;

- Achieving legal compliance with environmental policy
- Adopting a systemic approach based on AS/NZS ISO 14001:2015 to achieve continuous improvement in environmental performance
- Providing environmental systems, tools and training to our workforce, sub-contractors and key stakeholders.

The Avit Group is committed to undertaking its activities in an environmentally responsible manner and effectively managing any risk that may impact the environment. We will manage work activities in a manner that is consistent with the principles of ecologically sustainable development and will deliver continuous improvement in environmental performance.

The management system is in accordance with the requirements of AS/NZS ISO 14001 environmental management systems standards.

The objective of the environmental management system is to promote a culture standard of zero harm to the environment.

The Avit Group's commitment:

- Receives the highest priority from the senior managers of the organization and this priority is communicated to all personnel connected with the company;
- Proactively address issues that may affect environmental performance at project work sites for which the Avit Group is responsible;
- Actively contribute towards avoiding or minimising environmental impacts in day to day activities. Employees must monitor the continued effective installation and operation of environmental controls within the scope of their day-to-day work;
- All incidents however minor are reported to management so that appropriate action can be undertaken to prevent a repetition or to minimize the risk;
- Reduce and recycle waste materials where possible and dispose of other waste material in a responsible manner;
- Attend appropriate training courses for the type of work that they undertake so that they may complete their tasks in a competent and safe manner; and;
- Undertake to consult its employees, contractors and the client on safety and environmental matters especially where any workplace change of practice may impact the environment or their obligations.



Let's Talk

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