

Swasti Support Services India Pvt Ltd

COMPANY INFORMATION

M/s. Swasti Support Services India Pvt Ltd was established in May 2011 as a Private Limited Company. Initially it was started with an aim of providing pest management with a combination of skillful professionals in the field of management and technology and subsequently extended its scope to cover Integrated Facility Management Services.

The team consists of veterans who carry adequate technical expertise in this field and by virtue of their distinguished track record of holding senior and responsible positions, they tend to enhance the technical assets of the company. Throughout the years, we have constantly re-examined and improved our business approach.

The emphasis is to ensure quality service with utmost safety to human and environment. The policy of Swasti Support Services is to ensure customer safety and satisfaction by strictly adhering to quality standards and judicious application of highly selective & safe chemicals and insecticides.

We are operational in various cities across India - Chennai, Coimbatore, and Bangalore.

We maintain over one million square feet of diverse facilities which includes corporate, institutional, manufacturing, hospitality, entertainment, residential and government sectors. We intend to deliver the highest level of customer service and value by employing methods that are well beyond traditional service models. We aim at employing our knowledge in facility management to provide an utmost competent workplace.

We abide by all the statutory laws of Govt. of India on providing / ensuring more than minimum wages for all working class including unskilled / semi-skilled / skilled employees.

We pay immense attention in recruiting enthusiastic talented and experienced individuals and emphasizing them by providing extensive in-house training and exposing them to the latest market trends and analysis. We believe in updating all the personnel with latest knowledge to comply with technical advancement.

OUR MISSION

Our mission is to provide a safe, clean, productive and well-maintained facilities by planning and delivering professional services, now and into the future.

OUR VISION

Our vision is to be a leading professional Facilities Management team that is widely recognized for the creation and maintenance of exceptional and innovative environments.

OUR VALUES

COMMITMENT

We take ownership and responsibility for the success of our organization; we work with enthusiasm and dedication to achieve our shared goals.

SERVICE

We intend to provide services by means of user-friendly systems and processes, resulting in seamless service that is proactive, respectful and responsive to customers' needs and expectations.

TEAMWORK

We work interdependently and collaboratively, contributing to mutual success in creating optimal results across all aspects of our work.

RESPECT

We actively listen to all individuals, recognize their contributions, and treat them with courtesy, honesty and dignity.

EMPLOYEE DEVELOPMENT

We provide our employees with flexible opportunities for personal and professional growth through education, training, and workplace experience.

DIVERSITY

We appreciate and seek differences in backgrounds and viewpoints, and support the hiring of diverse staff, vendors, and contractors. Leveraging diversity contributes to the community and results in better solutions and an enriched work environment.

INTERGRITY

We promote and practice honest, ethical and principled behaviour, fostering a culture of mutual trust, respect and accountability.

ASPIRATION

We aspire to provide excellence by customizing our services according to the individual needs of the clients thus providing the desired outcome.

SCOPE OF SERVICES

Facility Manager:

The facility manager of SWASTI SUPPORT SERVICES INDIA PVT LTD will be the single point of contact for the Services, Vendors, and AMC Vendors and for all occupants.

- ✦ Adept at managing administrative activities involving purchase of equipment, maintenance of procurement, housekeeping, safety, security, employee induction etc.
- ✦ Planning and preparing monthly reports pertaining to finance required for maintaining office infrastructure and facilities.
- ✦ Budgeting and cost control measures, Monitoring Budget vs variance.
- ✦ Assisting the department in project management, cost optimization and implementing business expansion plans.
- ✦ Managing repair, maintenance & replacement of all equipment, appliances, furniture, furnishings, vehicles, building, etc.,
- ✦ Purchasing, Implementation and operations of Security and Surveillance
- ✦ Processes, Documentation, Business Control checks, audits etc.
- ✦ Asset Management of all Site operations assets across multiple locations.
- ✦ Liaisoning and coordinating with various departments within the corporate office and all branch offices.
- ✦ Upkeep of office administrative facilities and ensure availability of daily miscellaneous requirements to provide harmonious work culture to employees.
- ✦ Acting as info-hub for providing administration related information and supervising administrative activities like general administration, verification of stock, petty cash, courier, florist, pest control, housekeeping, etc.
- ✦ Specialization in handling back office operations, inter-office correspondence, confidential mails, quotations, monthly billing, cheques, etc.

MEP SERVICES

ELECTRICAL

Swasti Support Services India Pvt Ltd will be employing the services of suitably qualified vendors, for all MEP operation & maintenance that will be under the direct supervision of the SWASTI SUPPORT SERVICES INDIA PVT LTD onsite team. They would implement and

manage the AMC vendor for all MEP installations ensuring all maintenance schedules are followed.

All minor operational defects, changing of fittings, fixtures etc. would be conducted on a routine basis.

Responsibilities:

- ✚ Operate and maintain the entire electrical system from energy input points to output points.
- ✚ We will coordinate with the vendors for any maintenance / breakdowns for the utilities under our scope.
- ✚ Coordinating and planning for carrying out any shutdown maintenance work and breakdowns.
- ✚ Ensure that all – electrical rooms, electrical equipment in public areas, electrical shaft doors, meter boxes etc. are locked at all times & access is limited to authorized personnel only.
- ✚ Ensure all cable and wires are firm and properly connected.
- ✚ Ensure contacts in breakers are clean and mechanical operation is smooth and firm.
- ✚ Checking of all energy meters periodically to ensure they are functioning and show correct readings.
- ✚ Ensure all light fittings inclusive of luminaries, lamps, ballasts, starters, transformers, connections etc; are in proper working condition at all times and replacements are carried out promptly.
- ✚ Maintain earthing system to ensure earth continuity at all points in the electrical system.
- ✚ Trouble shoots any problem happening on L.T. and undertakes any preventive maintenance of panels and motors.
- ✚ Check for all safety controls and electrical switch gears.
- ✚ Carry out preventive maintenance as per the annual preventive maintenance schedule.
- ✚ Maintaining and updating all standard labeling of all critical systems and equipments.
- ✚ Take KHW meter readings periodically.
- ✚ Follow up of all the pending works.
- ✚ Provide 24 /7 emergency response support and respond to these situations as per the standard operating procedures.
- ✚ Resolve and update daily complaints

In addition to the above mentioned duties and job functions, any other assignments given by Management, within the purview of the contract.

MAINTAINING EQUIPMENTS

SWASTI SUPPORT SERVICES INDIA PVT LTD will carry out preventive maintenance of the equipment on an established frequency aimed at extending its useful life, avoiding unnecessary down time and thereby reducing operating and emergency repair costs. The process will involve inspection, testing, lubrication, adjustment and cleaning of system components as per manufacturer's specifications or ownership's provided requirements. The AMC's would be managed and the periodic schedule would be monitored and the vendors to be instructed accordingly.

All work shall be done in accordance with appropriate maintenance and operational manuals, manufacturer's specifications or Swasti Support Services India Pvt Ltd/Owner's provided specifications.

HOUSEKEEPING & UPKEEP

Swasti Support Services India Pvt Ltd will carry out housekeeping services in accordance with the international specifications and will enforce the best housekeeping practices. For housekeeping, using sustainable products that not only get the job done, but also facilitate a safe working environment. Standard Operating Procedures in consultation with the client for various activities will be implemented and followed.

Housekeeping manpower will be used as per the activities rather than the deployment pattern in order to optimize the cost and match manpower ratio.

The principal objectives of the housekeeping service to be provided are:

- ✚ The utilization of an optimal mix of manpower and machines.
- ✚ Introduction of Professional monitoring systems that ensures performance with optimum efficiency.

We would ensure through the appointed housekeeping Vendor the following typical scope of services:

PREVENTION

Proper container for Trash and recyclable materials.

Don't accumulate scrap and other waste materials.

Inspect all storage areas and containers regularly and promptly fix for any Damages.

CLEANUP

Cleanup should be considered a regular part of every day job.

Cleaning up AS YOU GO.

We make the employees understand that housekeeping is a priority and that each person is accountable for making sure their area remains clean and well-kept.

STORAGE

Store Materials and Tools properly

Keeping storage areas free from accumulations of materials that could create a hazard from fire, explosion, or pest infestation

SECURITY

- ✚ The Swasti Support Services India Pvt Ltd will be instrumental in the implementation of the security programmed for the development. Round the clock security arrangements will be in place incorporating the highest of standards.
- ✚ Care will be taken not to disturb the free movement of occupants and visitors by creating security set ups incorporating our vast experience with similar developments.
- ✚ We will monitor and coordinate with the appointed vendor for:
 - 12 hrs supervision of the facility.
 - Coordination for security & fire drills
 - Co-ordination with local authorities
 - Order and discipline in the area
 - Movement control, watch and ward on the visitors.
 - Plan for evacuation under each type of crisis like earthquake, fire, gas leak, bomb hoax, terrorist attack, anthrax, etc.

PEST CONTROL

We will manage the services of a professional pest control company in order to fulfill the pest management requirement. We will ensure that pesticides used by the contractor are cleared by the governing bodies and confirm to the MSDS standards.

- ✚ Routine inspections of the property as per the schedules.
- ✚ Rodent control measures including mechanical and adhesive monitoring traps shall be maintained in the sub-floor areas and where required.
- ✚ Our Company will not use any method or substances, which may cause damage to any, surface or environment.
- ✚ Our staffs are appropriately trained and have full understanding of all OHS issues.

- ✦ Our staffs are equipped with appropriate Personal Protective Equipment (PPE) while on job.
- ✦ All processes / chemicals are used with suitable methods, equipment or substances in accordance with manufacturer's recommendations (OEMs).
- ✦ All Material Safety Data Sheets (MSDS's) should be obtained for each substance that is used and should be up to date and easy accessible.
- ✦ All equipment are inspected by the contractor for mechanical and visual faults.

WASTE MANAGEMENT

We make sure all waste would be removed from site at the earliest possible time and in the most appropriate and safe manner.

- ✦ Segregation of wet and dry waste.
- ✦ Scope will be limited to removal to designated site within the premises. We will coordinate any external agency for garbage clearance at actual cost after prior approvals.
- ✦ All waste from the site would be collected and stored at the designated areas at regular intervals.
- ✦ Collection and disposal of waste at specified intervals at nominated location.
- ✦ Handle and store waste in a safe way.
- ✦ All paper waste to be removed as and when required and at regular intervals.
- ✦ Renovation Debris is to be stored at designated space at designated area.

ENVIRONMENT, HEALTH AND SAFETY

- ✦ We will ensure Safe and Orderly Operating Conditions
- ✦ Maintain a working knowledge of ENVIRONMENTAL HEALTH SAFETY (EHS) issues corresponding to the conventional facilities and activities within the building.
- ✦ Possess an awareness of the hazards that may be permanently or temporarily contained within the building.
- ✦ To address and mitigate EHS concerns related to the facility / building.

TOOLS AND EQUIPMENT

- ✦ Service Providers to bring only Housekeeping Equipment & Machinery, which will be on chargeable basis and have been considered in the cost proposal.
- ✦ Alternatively, Client can supply the same or we can facilitate the procurement & maintenance of the same for the Client.

OUR CLIENTS

Alliance Business Parks, Pallavaram
Allison
Anna University
Basil Restaurant Chennai.
Bharat Heavy Electricals Ltd
BMW
Borg Warner Cooling Systems
Cavinkare, Chennai
Central Park – Coimbatore – High Rise Apartment – 500 Apartments
Chennai Critical Care Consultants Pvt Ltd. Annanagar
Daimler India
Deccan Chronicle
DSNL - Tidel Park-Chennai
FORT Indraprastha Gated Community, Thiruvanmiyur
Goms Electricals Pvt. Ltd, Chennai
I Play – Phoenix mall
India Land Tech Park, Chennai
One MB hotel
Pride Technologies, Chennai
S&S Foundation- Chennai
Seaant Technologies, Saidapet, Chennai
Shanti Builders
SIFY Technologies Ltd
Sri Sanjeev Garden Gated Community, Tambaram.
TACT Academy for Clinical training Pvt Ltd, Annanagar
TIDEL Park, Chennai and Coimbatore
Trends in Vogue (LimeLite Salon & Spa)
Tamil Nadu Open University, Saidapet, Chennai
Utopian Healthcare Pvt Ltd. Annanagar
Vijaya Hospital

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when licensing and bureaucratic hurdles have led to many start-ups ending their entrepreneurial journeys. "We reached our 50th anniversary with our heads held high and with reputation intact. That was our focus," says Vijay Sankar, recalling the various milestones and challenges the venture has gone through.

The five-decades have not been easy as there are not many Indian companies in the chemical sector that can boast of a similar achievement. "We have been innovating with time. We invested on research and development. Not many have managed that, especially the traditional manufacturing companies," he notes with pride.

Reeling out the 2017-18 business plan, he says the chemical business is expected to generate sales worth Rs 3,500-4,000 cr and other businesses contributing over 1,000 cr. Enthused by the PM's 'Make in India' scheme, the scion says it has tremendous opportunity for the industry if implemented in letter and spirit. "We should get back some of the opportunity that we have lost because the chemical industry - compared to many of the industries (in the limelight) which have bad assets or stressed asset pile, is not on the same level... we have managed to innovate by ourselves

to a great extent. But we still have not achieved our full potential as the Indian market is huge," says, noting that right incentives and provision of a level-play field will make the domestic players more competitive.

"Any aspect of the chemical industry you take, the market is huge and but unfortunately there aren't incentives to expand. Either Indian or even foreign companies can come here and expand. In what they do is - they come here and dump products from overseas manufacturing units. We would like to change the approach to

President honours city entrepreneur

CHENNAI: Bharatiya Yuva Shakti Trust (BYST), a non-profit group awarded Chennai-based Shanmugadevi Lakshmana Perumal, the Entrepreneur of the Year award. She was presented this award for generating the highest employment through her enterprise, by the President Pranab Mukherjee during the First International Mentoring Summit organised by BYST.

Shanmugadevi, who hails from Coimbatore established Swasti Support Services India Pvt Ltd which provides integrated facilities management services to corporates, IT Parks, hospitals, hotels, and residential complexes. Shanmugadevi expanded her team of two to over

300 professionals, comprising full-time employees and contract consultants. Today her service offerings go beyond the basic human support services to offer integrated support, encompassing security, house-keeping, operations, facilities



management, operations management, staffing and payroll, property management, pest control and more. She currently has operations in Chennai, Coimbatore and Bengaluru and plans to expand to 10 cities over the next 2-3 years.

Spanish Valve Co eyes Rs 180 cr biz with Kovai factory

COIMBATORE: Ampo Poyam Valves, a Spanish manufacturer of engineering valves on Monday started production at its own facility at Thennampalayam in Coimbatore district. The facility was inaugurated by Lalitha Devaraj, the Managing Director. The company, which is more than 50-years-old started production in India at a rented facility about seven years ago.

The new plant established on an area of 15,000 square meters has room for valve assembly, testing, painting and packing facilities. It is aimed at meeting the growing requirements of foundries in the Coimbatore region. Company sources said the own facility would aid the Indian market in procuring products of the same quality at a lesser cost and cut down on delivery time. With this move of shifting to their own premises, Ampo aims at generating business to the tune of Rs 180-Rs 200 crore this fiscal.

