



NineAxis Service Guide

1. Introduction

Welcome to NineAxis.

This Service Guide has been developed to help clients understand how we deliver our facilities management and business support services. It outlines our service approach, delivery standards, communication processes, responsibilities, and the principles that guide every engagement.

At NineAxis, we believe facilities management should do more than maintain buildings. It should support people, protect assets, improve operational efficiency, and create safe, functional and well-managed environments where organisations and individuals can perform at their best.

Whether supporting commercial premises, residential developments, educational institutions, healthcare environments, hospitality venues, industrial facilities, retail locations, public sector organisations, or private residential properties, our objective remains the same: to deliver professional, dependable and compliant services tailored to each client's operational requirements.

Our service model combines structured operational processes, experienced professionals, trusted specialist partners, and carefully selected subcontractors where required. Every assignment is managed with a strong emphasis on safety, quality, accountability, regulatory compliance, communication and customer satisfaction.

This guide should be read alongside any applicable service agreement, quotation, proposal, or contract issued by NineAxis. Where specific contractual terms differ from the contents of this guide, the agreed contractual terms shall take precedence.

We appreciate the opportunity to support your organisation and look forward to building a professional, long-term partnership based on trust, reliability and measurable service excellence.

2. Our Service Philosophy

At NineAxis, we recognise that every property, organisation and client has unique operational requirements. For this reason, we do not believe in a one-size-fits-all approach. Our services are designed around each client's specific needs, operational objectives and compliance obligations.

Our approach is founded on the following principles:

Client-Centred Delivery

We place our clients at the centre of every engagement. We take time to understand your operational environment, priorities and expectations before recommending or delivering any service.

Safety First

The health, safety and wellbeing of our clients, occupants, employees, contractors and visitors remain paramount. All services are planned and delivered with appropriate consideration for applicable health and safety legislation, risk management and safe working practices.

Quality Without Compromise

We are committed to delivering services that consistently meet agreed standards. Through structured processes, regular quality checks and continuous improvement, we strive to exceed client expectations wherever possible.

Integrity and Professionalism

We conduct our business honestly, ethically and transparently. Clients can expect professional communication, respectful conduct, accountability and responsible decision-making throughout every engagement.

Compliance and Best Practice

We are committed to operating in accordance with applicable laws, regulations and recognised industry standards. Compliance is embedded into our service delivery processes to help protect our clients, their people and their assets.

Responsive Service

We understand that facilities management often requires timely action. We aim to respond promptly to enquiries, coordinate services efficiently and maintain clear communication throughout the service lifecycle.

Continuous Improvement

We regularly review our performance, client feedback and operational processes to identify opportunities for improvement. Our objective is to build long-term relationships by continually enhancing the value we deliver.

3. Our Services

NineAxis provides professional facilities management and operational support solutions designed to help organisations maintain safe, compliant, efficient and productive environments. Our services may be delivered as standalone solutions or as part of an integrated facilities management programme, depending on the client's operational requirements.

Our core service categories include, but are not limited to:

Technical Services

- * Planned Preventive Maintenance (PPM)
- * Reactive Maintenance
- * Electrical Maintenance
- * Mechanical Maintenance
- * HVAC Services
- * Plumbing Services
- * General Building Repairs
- * Asset Maintenance Coordination

Environmental Services

- * Commercial Cleaning
- * Deep Cleaning
- * Washroom Hygiene Services
- * Waste Management Coordination
- * Pest Control Coordination
- * Grounds and Landscaping
- * Environmental Hygiene Support

Workplace Support Services

- * Reception and Front-of-House Support
- * Mailroom and Porter Services
- * Office Support Services
- * Concierge Services
- * Meeting Room Support
- * Helpdesk Coordination
- * Caretaking Services

Specialist Services

Where required, NineAxis also coordinates specialist services through qualified personnel and carefully vetted service partners. These services may include specialist cleaning, compliance inspections, statutory testing, emergency response support and other property-related services based on client requirements.

As operational needs vary across sectors, the exact scope of services for each engagement will be defined within the client's quotation, proposal, service agreement or contract.

4. Our Service Delivery Process

Every client engagement follows a structured service delivery framework designed to ensure consistency, transparency, quality and accountability throughout the lifecycle of each assignment.

Step 1 – Initial Enquiry

Our relationship begins with an inquiry from the client through our website, email, telephone or other approved communication channels. During this stage, we obtain an initial understanding of the client's requirements, operational challenges and desired outcomes.

Step 2 – Consultation and Site Assessment

Where appropriate, we arrange a consultation and, if necessary, conduct a site assessment to evaluate the property, assets, operational environment, compliance considerations and service requirements. This enables us to recommend solutions that are practical, efficient and aligned with the client's objectives.

Step 3 – Proposal and Quotation

Based on the information gathered, NineAxis prepares a tailored proposal and/or quotation outlining the recommended services, scope of work, service frequency, commercial terms and any applicable assumptions or exclusions.

Step 4 – Service Agreement and Mobilisation

Once the proposal has been accepted, the necessary service documentation is completed and mobilisation begins. This may include service planning, resource allocation, scheduling, onboarding of personnel, coordination with specialist partners and confirmation of communication protocols.

Step 5 – Service Delivery

Services are delivered in accordance with the agreed scope of work using structured operational procedures, qualified personnel and, where appropriate, trusted specialist partners. Our focus remains on safety, quality, professionalism and minimal disruption to the client's operations.

Step 6 – Quality Assurance and Performance Monitoring

We monitor service performance through operational supervision, quality inspections, client feedback and periodic performance reviews. Where improvements are identified, appropriate corrective actions are implemented to maintain agreed service standards.

Step 7 – Ongoing Client Support

Our commitment extends beyond service delivery. We maintain open communication with our clients, respond to service requests and continuously seek opportunities to improve service quality and operational efficiency throughout the duration of our engagement.

5. Service Standards and Client Commitments

At NineAxis, we are committed to delivering services that are professional, reliable and consistent. The following standards reflect our commitment to service excellence and apply across all client engagements, unless otherwise agreed in writing.

Professional Conduct

All NineAxis personnel and authorised service partners are expected to conduct themselves professionally, courteously and respectfully at all times. We value integrity, accountability and ethical business practices in every client interaction.

Communication

We aim to maintain clear, timely and transparent communication throughout every engagement. Clients will be kept appropriately informed regarding service schedules, work progress, operational updates, completed activities and any issues that may affect service delivery.

Service Scheduling

Services are planned and coordinated in consultation with the client to minimise disruption to normal business operations wherever reasonably practicable. Planned visits, maintenance activities and recurring services will be scheduled in accordance with the agreed scope of work.

Attendance and Reliability

We strive to deliver services as scheduled and to maintain dependable service continuity. Where unforeseen circumstances result in delays or changes, we will communicate with the client promptly and work to minimise any operational impact.

Identification and Site Protocols

Personnel attending client premises are expected to comply with applicable site rules, security procedures and health and safety requirements. Where appropriate, authorised personnel shall carry suitable identification and present themselves in a professional manner.

Quality Assurance

Completed work may be subject to internal quality reviews, supervisory inspections or client verification to ensure that agreed service standards have been achieved. Where deficiencies are identified, appropriate corrective actions will be taken within a reasonable timeframe.

Client Feedback

We actively encourage client feedback as part of our commitment to continuous improvement. Feedback, compliments, concerns and service-related observations help us strengthen our processes and enhance the overall client experience.

Service Excellence

Our objective is not simply to complete tasks, but to build long-term partnerships based on trust, consistency, responsiveness and measurable value. We continually review our performance to ensure our services evolve alongside our clients' operational needs.

6. Roles and Responsibilities

Successful service delivery is built on collaboration between NineAxis and our clients. While we are committed to delivering services to the highest professional standards, effective outcomes depend on both parties fulfilling their respective responsibilities.

Responsibilities of NineAxis

Subject to the agreed scope of work, NineAxis will:

- * Deliver services professionally, safely and in accordance with applicable laws and recognised industry standards.
- * Coordinate suitably qualified personnel, specialist partners or subcontractors where required.
- * Maintain appropriate communication throughout the service engagement.
- * Carry out services in accordance with the agreed schedule, where reasonably practicable.
- * Promote quality assurance through supervision, inspections and continuous improvement.
- * Respect client confidentiality and handle information responsibly.
- * Respond to service-related enquiries and concerns in a timely and professional manner.
- * Take reasonable steps to minimise disruption to the client's operations during service delivery.

Responsibilities of the Client

To enable efficient service delivery, clients are expected to:

- * Provide accurate information regarding the property, assets and required services.
- * Provide safe and reasonable access to relevant areas, equipment and facilities.

- * Notify NineAxis of any known hazards, site-specific procedures or operational restrictions that may affect service delivery.
- * Ensure authorised representatives are available to provide instructions, approvals or access where required.
- * Review quotations, proposals and service documentation carefully before approval.
- * Make payments in accordance with the agreed commercial terms.
- * Notify NineAxis promptly of any concerns, changes in requirements or service-related issues requiring attention.

Shared Responsibility

Both NineAxis and the client share responsibility for maintaining open communication, mutual respect and a collaborative working relationship. By working together transparently and proactively, we can achieve better operational outcomes, minimise disruption and build long-term partnerships founded on trust and service excellence.

7. Health, Safety and Compliance

The health, safety and wellbeing of our clients, employees, service partners, subcontractors, visitors and the wider public are fundamental to the way NineAxis operates.

We are committed to promoting safe systems of work and delivering our services in accordance with applicable legislation, recognised industry standards and best practice.

Our Commitment

NineAxis is committed to:

- * Promoting a proactive culture of health, safety and risk awareness.
- * Complying with applicable health and safety legislation and regulatory requirements.
- * Identifying, assessing and managing foreseeable risks associated with our activities.
- * Providing, where appropriate, suitably trained, competent and authorised personnel.
- * Encouraging safe working practices across all service engagements.
- * Monitoring and reviewing our health and safety performance as part of our commitment to continuous improvement.

Risk Assessment

Where appropriate, risk assessments and method statements may be prepared before the commencement of specific activities to identify hazards, assess risks and implement suitable control measures.

Site Compliance

All personnel engaged by NineAxis, including approved service partners and subcontractors, are expected to comply with the client's site rules, security requirements, health and safety procedures and any other reasonable operational instructions while working on client premises.

Incident Reporting

Any accidents, incidents, near misses or unsafe conditions identified during service delivery will be reported promptly through the appropriate channels. Where necessary, investigations will be undertaken, corrective actions implemented and lessons learned incorporated into future operations.

Regulatory Compliance

NineAxis is committed to conducting its operations in compliance with all applicable legal and regulatory obligations. We regularly review our policies, procedures and operational practices to support ongoing compliance and maintain high standards of corporate governance.

Further information regarding our approach to health and safety is available in the NineAxis Health & Safety Statement.

8. Quality Assurance and Continuous Improvement

Delivering consistently high standards is central to the NineAxis approach. We recognise that quality is achieved through effective planning, competent service delivery, regular monitoring and a commitment to continuous improvement.

Quality Management

Our services are delivered using structured operational processes designed to promote consistency, reliability and accountability. We continually review our procedures to ensure they remain effective, efficient and aligned with evolving client requirements.

Performance Monitoring

Where appropriate, service performance may be monitored through operational supervision, site inspections, service reviews, completion records and client feedback. These activities enable us to assess performance against agreed service standards and identify opportunities for improvement.

Corrective Action

Where service deficiencies or non-conformities are identified, NineAxis will investigate the underlying cause and implement appropriate corrective measures. Our objective is not only to resolve individual issues promptly but also to reduce the likelihood of recurrence.

Client Reviews

We value ongoing dialogue with our clients and may conduct periodic service reviews to evaluate performance, discuss operational developments, identify emerging requirements and explore opportunities to enhance service delivery.

Continuous Improvement

Continuous improvement is embedded within our operational philosophy. We actively review feedback, industry developments, technological advancements and internal performance data to strengthen our services, improve efficiency and deliver greater value to our clients over time.

Commitment to Excellence

Our objective is to build lasting partnerships through dependable service, transparent communication and a culture of continuous learning. By consistently evaluating and refining our operations, we strive to exceed expectations and support the long-term success of every client we serve.

9. Communication and Service Requests

Clear, timely and effective communication is essential to the successful delivery of our services. NineAxis is committed to maintaining open communication with clients throughout every stage of the service lifecycle.

Contact Channels

Clients may contact NineAxis through our approved communication channels, including telephone, email, our website and any other designated channels communicated during the course of the engagement.

General enquiries, service requests and operational matters should be directed through the appropriate contact channels to ensure prompt acknowledgement and effective coordination.

Service Requests

Requests for new services, planned works, additional support or changes to existing services should be submitted through the agreed communication channels. Wherever possible, sufficient information should be provided to enable timely assessment and scheduling.

Reporting Service Issues

Clients are encouraged to report any service-related concerns, defects or operational issues as soon as they are identified. Early notification enables us to investigate, respond appropriately and minimise any potential disruption.

Emergency Situations

Where an issue presents an immediate risk to people, property or business operations, clients should notify NineAxis without delay using the most appropriate available communication method. Emergency situations will be prioritised and managed in accordance with the nature and urgency of the circumstances.

Progress Updates

Where appropriate, clients will receive updates regarding scheduled works, ongoing activities, significant developments or any circumstances that may affect service delivery.

Escalation

If a client believes that an issue has not been resolved satisfactorily through normal communication channels, the matter may be escalated to the appropriate management representative for further review. We are committed to resolving concerns professionally, fairly and as promptly as reasonably practicable.

Commitment to Responsive Communication

We value transparent, respectful and constructive communication. Our objective is to build lasting relationships by ensuring that clients remain informed, supported and confident throughout every stage of our engagement.

10. Complaints, Feedback and Compliments

At NineAxis, we are committed to delivering a consistently high standard of service. We recognise, however, that there may be occasions where our clients wish to raise concerns, provide suggestions or acknowledge exceptional service. We welcome all forms of feedback as an opportunity to strengthen our performance and enhance the client experience.

Feedback

We encourage clients to share their observations, recommendations and suggestions at any stage of the service relationship. Constructive feedback helps us identify opportunities for improvement and supports our commitment to continuous development.

Complaints

If a client is dissatisfied with any aspect of our service, we encourage them to notify us as soon as reasonably practicable. Complaints will be treated seriously, handled professionally and investigated fairly.

Upon receiving a complaint, NineAxis will:

- * Acknowledge receipt of the complaint.
- * Review the circumstances and gather relevant information.
- * Communicate with the client where clarification is required.
- * Determine appropriate corrective or remedial actions where necessary.
- * Provide a response within a reasonable timeframe, taking into account the complexity of the matter.

Our objective is to resolve concerns promptly, fairly and in a manner that maintains trust and confidence.

Compliments

We are equally pleased to receive positive feedback where our personnel, service partners or subcontractors have delivered exceptional service. Compliments are shared with the individuals concerned and help reinforce our culture of professionalism, accountability and service excellence.

Continuous Learning

Every complaint, suggestion and compliment contributes to the ongoing development of NineAxis. We regularly review client feedback to identify trends, strengthen our processes and improve the quality of our services.

We value honest communication and appreciate every opportunity to improve the experience we provide to our clients.

11. Confidentiality and Data Protection

NineAxis recognises the importance of protecting confidential information and handling personal data responsibly. We are committed to maintaining the trust placed in us by our clients through responsible information management and appropriate data protection practices.

Confidentiality

Information obtained during the course of providing our services will be treated as confidential unless disclosure is authorised by the client, required by law or necessary for the proper delivery of the agreed services.

Our employees, authorised service partners and subcontractors are expected to respect the confidentiality of client information and use it solely for legitimate business purposes connected with the delivery of our services.

Data Protection

Where NineAxis processes personal data, we are committed to doing so responsibly, lawfully and in accordance with applicable data protection legislation.

We implement appropriate organisational and technical measures designed to protect personal information against unauthorised access, loss, misuse, alteration or disclosure.

Information Security

Reasonable measures are taken to safeguard business records, service documentation and client information throughout the service lifecycle. Access to confidential information is limited to authorised individuals who require it to perform their responsibilities.

Third-Party Access

Where specialist partners or subcontractors are engaged in the delivery of services, access to client information will be limited to what is reasonably necessary for the performance of their assigned duties. Such parties are expected to uphold standards of confidentiality and information security consistent with the values and expectations of NineAxis.

Privacy

Further information regarding how NineAxis collects, uses, stores and protects personal information is provided in our Privacy Policy, which is available on our website.

12. Specialist Service Partners and Subcontractors

NineAxis is committed to delivering high-quality services across a broad range of facilities management disciplines. To achieve this, we may, where appropriate, engage carefully selected specialist service partners and subcontractors with the relevant expertise, qualifications and experience required for specific assignments.

Our approach enables us to provide clients with access to a wider range of specialist capabilities while maintaining flexibility, efficiency and consistently high service standards.

Our Commitment

Where specialist service partners or subcontractors are engaged, NineAxis will:

- * Exercise appropriate due diligence when selecting service partners.
- * Seek to engage competent and suitably qualified service providers appropriate to the nature of the work.
- * Coordinate and oversee service delivery to help ensure consistency with agreed service standards.
- * Promote compliance with applicable health and safety requirements, client site rules and relevant legal obligations.
- * Maintain clear communication with the client throughout the engagement.

Accountability

Unless otherwise agreed in writing, NineAxis remains the client's primary point of contact for the coordination and management of the services we provide. Our responsibility is to oversee service delivery, maintain effective communication and work towards achieving the agreed service outcomes.

Specialist Expertise

Certain services may require specialist knowledge, certifications, licences or regulatory approvals. In such cases, appropriately qualified personnel or specialist organisations may be engaged to undertake those activities in accordance with applicable standards and client requirements.

By combining professional service coordination with a trusted network of specialist providers, NineAxis is able to deliver responsive, scalable and dependable facilities management solutions tailored to the diverse needs of our clients.

13. Service Scope, Limitations and Exclusions

This Service Guide is intended to provide a general overview of the services, standards and operating principles of NineAxis. It does not form a contract and should not be interpreted as a commitment to provide services beyond those expressly agreed in writing.

Agreed Scope of Work

The specific services to be provided for each client will be defined in the applicable quotation, proposal, service agreement, contract or other written documentation issued by NineAxis.

Only those services expressly included within the agreed scope of work will be undertaken unless otherwise approved in writing.

Variations to Services

Where a client requests additional services, changes to the agreed scope or works outside the original agreement, NineAxis will assess the request and, where appropriate, provide a revised proposal, quotation or variation for approval before the additional work is undertaken.

Service Limitations

Service delivery may occasionally be affected by circumstances beyond the reasonable control of NineAxis, including but not limited to:

- * Restricted or delayed access to client premises.
- * Adverse weather conditions.
- * Utility interruptions.
- * Supply chain disruptions.
- * Regulatory restrictions.
- * Emergency situations.

* Other unforeseen operational circumstances.

Where such situations arise, NineAxis will communicate with the client as soon as reasonably practicable and work collaboratively to minimise disruption.

Exclusions

Unless expressly included within the agreed scope of work, NineAxis does not assume responsibility for services, works or obligations outside the agreed engagement.

Clients should refer to their quotation, proposal or service agreement for the detailed scope of services, deliverables, assumptions and exclusions applicable to their engagement.

Commitment to Transparency

We believe that clearly defining the scope of work at the outset of every engagement promotes transparency, reduces misunderstandings and contributes to successful long-term partnerships built on trust and accountability.

14. Document Review and Updates

NineAxis is committed to maintaining accurate, relevant and up-to-date service information. This Service Guide may be reviewed and updated periodically to reflect changes in legislation, industry standards, operational practices, business requirements or improvements to our service delivery model.

The most current version of this Service Guide will be made available through our official communication channels and, where appropriate, on our website.

Where updates materially affect existing contractual arrangements, the terms of the applicable service agreement or contract will take precedence unless otherwise agreed in writing.

Clients are encouraged to refer to the latest version of this Service Guide and to contact NineAxis if they require clarification on any aspect of our services or service delivery approach.

We remain committed to continuous improvement and welcome feedback that helps us enhance both this guide and the services we provide.

15. Closing Message

Thank you for taking the time to review the NineAxis Service Guide.

At NineAxis, we understand that effective facilities management is about more than maintaining buildings, it is about creating safe, efficient and well-managed environments that enable organisations and individuals to thrive.

We are committed to delivering professional, dependable and client-focused services through structured processes, experienced professionals and trusted specialist partners. Every engagement is approached with integrity, accountability and a commitment to continuous improvement, ensuring that our clients receive consistent service and measurable value.

Whether you require support for a single property, multiple sites or an integrated facilities management solution, our team is ready to work with you to develop practical solutions tailored to your operational needs.

We value the trust our clients place in us and are committed to building long-term partnerships founded on professionalism, transparency and service excellence.

For further information about our services, or to discuss your facilities management requirements, please contact NineAxis using the details provided on our website. We look forward to the opportunity to support your organisation and contribute to its continued success.

Appendix A – Services at a Glance

The data provides a summary of the principal service categories offered by NineAxis. The availability, frequency and scope of each service will depend on the client's requirements and the agreed service agreement, quotation or contract.

Service Category

Technical Services

Examples of Services

Planned Preventive Maintenance (PPM), Reactive Maintenance, Electrical Maintenance, Mechanical Maintenance, HVAC Services, Plumbing Services, General Building Repairs, Asset Maintenance Coordination

Service Category

Environmental Services

Examples of Services

Commercial Cleaning, Deep Cleaning, Washroom Hygiene Services, Waste Management Coordination, Pest Control Coordination, Grounds & Landscaping, Environmental Hygiene Support

Service Category

Workplace Support Services

Examples of Services

Reception Services, Front-of-House Support, Concierge Services, Mailroom Services, Porter Services, Caretaking, Office Support Services, Meeting Room Support, Helpdesk Coordination

Service Category

Specialist Services

Examples of Services

Specialist Cleaning, Compliance Inspections, Statutory Testing Coordination, Emergency Response Support, Property Improvement Support and other specialist services delivered through qualified professionals and approved service partners where appropriate

Important Notice

The services listed above are provided as a general overview and should not be regarded as an exhaustive list of our capabilities.

The precise scope of services, service frequencies, deliverables and commercial arrangements applicable to each engagement will be defined within the relevant quotation, proposal, service agreement or contract issued by NineAxis.

Appendix B – Industries We Support

NineAxis delivers facilities management and workplace support solutions across a diverse range of sectors. While operational requirements vary between industries, our commitment to safety, quality, compliance and service excellence remains consistent.

Industry

Commercial Offices

Typical Support

Planned and reactive maintenance, workplace support, cleaning services, reception support and general facilities management.

Industry

Residential Developments

Typical Support

Communal area maintenance, cleaning, grounds maintenance, building support services and property management assistance.

Industry

Healthcare

Typical Support

Facilities support delivered with an emphasis on hygiene, compliance, safety and operational continuity within healthcare environments.

Industry

Education

Typical Support

Facilities management solutions that help educational institutions maintain safe, functional and productive learning environments.

Industry

Retail

Typical Support

Maintenance and environmental services that support customer experience, operational efficiency and business continuity.

Industry

Hospitality & Leisure

Typical Support

Facilities support designed to maintain high presentation standards, guest satisfaction and operational reliability.

Industry

Industrial & Manufacturing

Typical Support

Planned maintenance coordination, workplace support and environmental services that contribute to safe and efficient operations.

Industry

Public Sector

Typical Support

Professional facilities management solutions delivered in accordance with agreed service standards, regulatory expectations and operational requirements.

Industry

Private Residential Properties

Typical Support

Property maintenance and support services tailored to homeowners and private residential environments.

Tailored Solutions

Every organisation operates differently. As a result, NineAxis works closely with each client to understand their operational environment, service priorities and compliance requirements before recommending an appropriate facilities management solution.

Our services are tailored to meet the unique needs of each client and are delivered in accordance with the agreed scope of work.

Appendix C – Key Terms and Definitions

The following definitions are provided to assist readers in understanding commonly used terms throughout this Service Guide.

Term

Facilities Management (FM)

Definition

The coordinated management of services that support the safety, functionality, efficiency and sustainability of buildings, workplaces and other built environments.

Term

Planned Preventive Maintenance (PPM)

Definition

Scheduled maintenance activities carried out at predetermined intervals to help prevent equipment failure, minimise downtime and extend the operational life of assets.

Term

Reactive Maintenance (RM)

Definition

Maintenance undertaken in response to an unexpected fault, defect, breakdown or service issue requiring corrective action.

Term

Scope of Work

Definition

The detailed description of the services, deliverables, responsibilities and limitations agreed between NineAxis and the client for a specific engagement.

Term

Mobilisation

Definition

The planning and preparation activities undertaken before service delivery begins, including scheduling, resource allocation, site coordination and operational readiness.

Term

Service Request

Definition

A request submitted by a client for a new service, additional work, planned maintenance or changes to an existing service arrangement.

Term

Site Assessment

Definition

An evaluation of a property or operational environment carried out to understand service requirements, identify potential risks and determine the most appropriate service solution.

Term

Quality Assurance

Definition

The processes and activities used to monitor, evaluate and improve the quality and consistency of services delivered by NineAxis.

Term

Service Partner

Definition

An external organisation approved by NineAxis to provide specialist expertise or support as part of a client engagement.

Term

Subcontractor

Definition

A competent individual or organisation engaged by NineAxis to perform specific services or specialist works where appropriate.

Term

Variation

Definition

A mutually agreed amendment to the original scope of work, which may include additional services, revised requirements or changes to commercial terms.

Term

Service Agreement

Definition

The formal document that sets out the agreed services, responsibilities, commercial terms and conditions governing the engagement between NineAxis and the client.

These definitions are intended to provide general guidance. Where a definition within a specific contract or service agreement differs from the descriptions above, the contractual definition shall prevail.

Appendix D – Contact Information and Client Support**Contact Us**

Whether you require a quotation, wish to discuss a facilities management requirement, or need support with an existing engagement, our team is here to assist.

Registered Office

66 Paul Street
London EC2A 4NA
United Kingdom

This is NineAxis' registered business address for official correspondence and administrative purposes. As a client-focused service provider, we primarily deliver services at client locations or remotely where appropriate. Meetings are available by prior appointment and may be held at the client's premises, online, or at another mutually agreed location.

Telephone

+44 (0)7881 190082

Email

hello@nineaxis.co.uk

Website

www.nineaxis.co.uk

Business Hours

Monday – Friday

9:00 AM – 5:00 PM (UK Time)

Support requests received outside normal business hours will be responded to as soon as reasonably practicable. Emergency or priority support may be available where agreed under the applicable service arrangement.

Request a Quotation

To enable us to prepare an accurate and tailored proposal, we recommend providing the following information:

- * Organisation or client name
- * Property or site location
- * Description of the required services
- * Preferred commencement date
- * Service frequency (where applicable)
- * Any relevant operational, access or compliance requirements

Our team will review your requirements and provide a proposal or quotation based on the information supplied.

Client Support

At NineAxis, our relationship with clients extends beyond service delivery. We are committed to providing responsive communication, practical guidance and ongoing support throughout every engagement.

Whether you require additional services, wish to amend an existing scope of work, or need operational assistance, our team will work with you to deliver timely, professional and effective solutions.

Stay Connected

Keep up to date with our latest service offerings, operational insights and company news by visiting our website and following our official social media channels.

NineAxis

Professional Facilities Management. Trusted Partnerships. Exceptional Service.

Thank you for choosing NineAxis. We appreciate the opportunity to serve you and look forward to building a long-term partnership founded on trust, professionalism and service excellence.