SHRIVANTA PRIVATE LIMITED

ADVISORY | MANAGEMENT | ENGINEERING | RESEARCH & DEVELOPMENT

Facility Management Services

Reliable operations. Well-managed spaces. Confident occupants.

SERVICE BROCHURE | INSTITUTIONAL & COMMERCIAL FACILITIES

Reliable spaces support better work

A practical service framework for institutional and commercial clients seeking dependable housekeeping, maintenance and day-to-day facility support.

SHRIVANTA
PRIVATE LIMITED
Formerly Global WMC India Pvt. Ltd.

BUILT AROUND THE FACILITY

- Clear routines for occupied, shared and back-of-house spaces.
- Responsive coordination for requests, vendors and service interruptions.
- Documented checks support consistent delivery and informed decisions.

01 / OVERVIEW

A well-run facility supports the work inside it

Consistent service, coordinated teams and clear operating routines.

Shrivanta Private Limited provides coordinated facility operations and maintenance support for institutional and commercial clients. The service brings people, routine tasks and site-level coordination together to help keep buildings clean, functional and ready for everyday use.

A COORDINATED SCOPE

- Housekeeping and cleaning aligned to occupancy and site use.
- Technical upkeep, service requests and planned maintenance coordination.
- Support staff deployment, supervision and attendance administration.
- Vendor coordination, security interfaces and operating records.

DESIGNED WITH THE CLIENT

- The operating plan begins with an understanding of the property, its users and service priorities.
- Responsibilities and escalation contacts are agreed before service commencement.
- Scope can be adjusted as occupancy patterns and operating needs evolve.

02 / OPERATING MODEL

One operating rhythm across services

A simple delivery cycle links planning, service and review.

Facility services work best when daily tasks are connected to clear ownership and regular review. Our proposed operating model helps client teams see what is planned, what is complete and where attention is needed.

PLAN

- Survey work areas, operating hours, access rules and service interfaces.
- Agree task frequencies, staffing schedules, standards and points of contact.
- Prepare site instructions, checklists and a mobilisation calendar.

DELIVER AND VERIFY

- Brief teams at shift start and coordinate daily priorities.
- Record inspections, work orders, attendance and service exceptions.
- Review open actions with the designated client representative.

IMPROVE

- Use recurring observations to identify root causes.
- Agree corrective actions, owners and target dates.
- Update routines when the site, schedule or service scope changes.

03 / HOUSEKEEPING

Housekeeping and cleaning

Clean, orderly spaces supported by visible routines.

Housekeeping plans are shaped around how a site is used. Work instructions can distinguish public areas, offices, meeting rooms, washrooms, circulation routes and back-of-house spaces.

ROUTINE TASKS

- Daily cleaning of floors, desks, touchpoints and common areas as agreed.
- Washroom cleaning, replenishment checks and hygiene observations.
- Waste collection from designated points and coordination with site waste procedures.
- Periodic cleaning for glass, high-touch surfaces and agreed deep-clean tasks.

SAFE AND ORDERLY DELIVERY

- Use approved products and follow site-specific storage instructions.
- Place caution signs and manage work zones to reduce disruption.
- Check equipment condition and report spills, damage or maintenance concerns.

SERVICE RECORDS

- Shift checklists show completed work and outstanding exceptions.
- Supervisor inspections help confirm agreed standards.
- Client feedback is captured and assigned for timely follow-up.

04 / MAINTENANCE

Technical maintenance and upkeep

Planned attention and clear coordination for building systems.

A structured maintenance process helps facilities identify concerns early and coordinate a response. The client-approved scope defines the assets covered, permitted activities and specialist support requirements.

PREVENTIVE COORDINATION

- Maintain an asset and equipment register for the agreed scope.
- Prepare recurring inspection and service calendars.
- Track due activities, service visits and completion records.
- Coordinate access and shutdown windows with facility users.

REACTIVE WORK ORDERS

- Log faults with location, description, priority and reported time.
- Route work to authorised personnel or an approved specialist vendor.
- Keep requesters updated on progress, dependencies and closure.
- Record recurring faults for review rather than treating each event in isolation.

SITE UPKEEP

- Identify visible wear, leaks, damage and housekeeping-related risks.
- Protect asset records, service reports and warranty information.
- Escalate work requiring licensed expertise or client authorisation.

05 / PEOPLE

Support staff deployment and management

The right roles, shift instructions and supervision for the agreed scope.

Staffing plans start with site requirements, operating hours and service standards. Deployment is agreed with the client and managed through clear roles, attendance routines and supervisory communication.

DEPLOYMENT PLANNING

- Define role profiles, shift patterns, coverage points and reporting lines.
- Plan induction, site orientation and task-specific instructions.
- Coordinate relief arrangements for planned leave and unplanned absence.
- Confirm access permissions and required site documentation.

SUPERVISION AND SUPPORT

- Conduct shift briefings and communicate daily priorities.
- Monitor attendance, uniform and assignment coverage.
- Provide a defined channel for staff concerns and client instructions.
- Record training, toolbox briefings and corrective guidance.

RESPECTFUL WORK PRACTICES

- Promote safe work, courteous conduct and respectful interaction.
- Use consistent processes for feedback and issue escalation.
- Keep personal and attendance information limited to authorised use.

06 / PROCUREMENT

Vendor and contract management

Organised service interfaces from scope definition to close-out.

Multiple suppliers can create fragmented communication and inconsistent records. Vendor coordination connects agreed requirements with site access, service schedules, performance review and issue follow-up.

SCOPE AND ONBOARDING

- Document service boundaries, deliverables and points of contact.
- Coordinate site induction, access arrangements and operating constraints.
- Maintain key contract dates, insurance records and service documentation as applicable.
- Agree the approval route for variations and additional work.

ONGOING COORDINATION

- Schedule vendor visits around facility operations.
- Track attendance, deliverables, service reports and open actions.
- Escalate missed commitments or recurring quality issues.
- Coordinate invoice support records against agreed service evidence.

CONTROLLED CLOSE-OUT

- Record completion, handover items and outstanding obligations.
- Return access credentials and close site permissions where required.
- Capture lessons that can inform future sourcing decisions.

07 / SECURITY INTERFACE

Security coordination

A clear interface between facility operations and authorised security teams.

Security arrangements are site-specific and remain subject to client policy and applicable requirements. Facility teams can support the operating interface while security decisions and authority stay with the client and its appointed security provider.

COORDINATION SUPPORT

- Maintain agreed contact and escalation lists.
- Coordinate visitor, contractor and vendor movement with authorised site processes.
- Share operational notices about access changes or scheduled work.
- Help route facility observations to the responsible security contact.

INCIDENT READINESS

- Understand site notification procedures and assembly information.
- Escalate observed hazards, access concerns or service disruptions promptly.
- Support incident records with factual time, location and notification details.
- Participate in client-led drills when included in the agreed scope.

CLEAR RESPONSIBILITIES

- Facility staff do not replace licensed security personnel.
- Access decisions, investigations and emergency command remain with authorised parties.
- Sensitive information is shared only through approved channels.

08 / RESOURCE STEWARDSHIP

Energy and utility management

Better visibility of consumption, service events and operating opportunities.

Energy and utility support focuses on observation, coordination and practical operating discipline. The client retains control of building systems, budgets and any investment decisions.

ROUTINE OBSERVATIONS

- Record available meter readings on an agreed schedule.
- Note abnormal consumption, leaks or equipment left operating outside planned hours.
- Coordinate prompt reporting of utility interruptions.
- Track recurring issues by location and asset where information is available.

PRACTICAL OPERATING CONTROLS

- Reinforce agreed shutdown and start-up routines.
- Coordinate comfort and occupancy requests with authorised building operators.
- Support client-approved waste segregation and resource-use practices.
- Keep maintenance teams informed about utility-related symptoms.

INFORMED REVIEW

- Compare available consumption data across reporting periods.
- Flag unusual variation for review by the relevant technical specialist.
- Document recommendations separately from approved operational changes.

09 / DAILY OPERATIONS

Day-to-day facility operations

A reliable front line for site requests, coordination and continuity.

Everyday operations connect building users with the teams responsible for keeping the site functional. A clear operating desk and communication routine help requests reach the right owner without losing track of progress.

REQUEST INTAKE

- Record the requester, location, issue description and reported time.
- Assign an owner and priority based on client-agreed rules.
- Share acknowledgement and expected next steps.
- Keep related requests together when they concern one underlying issue.

SITE COORDINATION

- Coordinate meeting rooms, common areas and planned service activity.
- Support move, setup and event requests included in the agreed scope.
- Notify users about planned maintenance or temporary access changes.
- Maintain shift handover notes for open issues and upcoming work.

CONTINUITY

- Use documented contacts and escalation paths when normal owners are unavailable.
- Record utility, access or equipment disruptions and actions taken.
- Return unresolved matters to the client contact for decision where needed.

10 / SERVICE ASSURANCE

Quality assurance and reporting

Evidence that helps clients review service delivery and direct improvements.

Quality assurance links stated expectations to observable checks and accountable follow-up. Reporting formats are agreed with the client and proportionate to the operating scope.

FIELD CHECKS

- Use task checklists for recurring housekeeping and site routines.
- Complete supervisor inspections at agreed frequencies.
- Record defects, missed tasks and service exceptions with location details.
- Assign corrective action, owner and expected completion date.

MANAGEMENT INFORMATION

- Summarise attendance, work orders and planned service completion.
- Highlight response and closure status for tracked requests.
- Show vendor visits, open actions and notable site observations.
- Separate verified facts from recommendations or pending decisions.

REVIEW AND LEARNING

- Hold review meetings at an agreed cadence.
- Discuss recurring issues and the evidence behind them.
- Confirm actions and decisions in a shared record.
- Update task plans when review findings justify a change.

11 / MOBILISATION

A considered start-up and transition

Prepare people, information and operating routines before service begins.

A controlled mobilisation makes responsibilities visible and gives teams time to understand the site. The transition plan is tailored to access needs, service complexity and the agreed commencement date.

DISCOVER

- Walk the site with client representatives and identify operating zones.
- Review available asset lists, vendor interfaces and existing procedures.
- Confirm working hours, occupancy patterns and restricted areas.
- Capture known risks, dependencies and unresolved decisions.

PREPARE

- Issue the contact matrix, escalation route and shift plan.
- Set up work-order, attendance and inspection records.
- Schedule induction and role-specific orientation.
- Confirm approved materials, equipment and access permissions.

STABILISE

- Monitor early shifts and request patterns closely.
- Review service coverage with client contacts.
- Resolve start-up gaps and document agreed adjustments.
- Move to the normal review cadence after the transition period.

12 / RESPONSIBLE DELIVERY

Health, safety and environmental care

Work practices aligned to site rules and the approved scope.

Safe work depends on competent people, clear site instructions and prompt escalation. Facility teams follow client procedures and applicable requirements within their assigned responsibilities.

SAFE TASK PREPARATION

- Provide induction on site hazards, restricted areas and emergency contacts.
- Use appropriate work instructions and personal protective equipment.
- Check cleaning products and equipment against approved site arrangements.
- Coordinate permits and isolation requirements through authorised personnel.

OBSERVE AND ESCALATE

- Keep walkways clear and use warning signs during active tasks.
- Report unsafe conditions, near misses, spills and damaged equipment.
- Stop and seek guidance when a task exceeds assigned authority or competence.
- Record notifications and follow-up actions through approved channels.

ENVIRONMENTAL PRACTICE

- Use water and consumables responsibly within task requirements.
- Follow site waste segregation and disposal instructions.
- Prevent avoidable releases and notify the client about incidents.
- Support client-approved awareness and housekeeping practices.

13 / WHY SHRIVANTA

A practical, accountable approach

Service organisation shaped around each site rather than a one-size-fits-all checklist.

Shrivanta brings advisory, management and engineering perspectives to facility operations. The service approach emphasises clear scope, coordinated execution and useful operating information for client teams.

WHAT CLIENTS CAN EXPECT

- A site-specific service plan with named responsibilities.
- Visible routines for housekeeping, requests and maintenance coordination.
- Structured communication with client teams and approved vendors.
- Records that support review, follow-up and continuity.

HOW WE WORK

- Listen to facility users and understand operational priorities.
- Set practical standards and review them against site conditions.
- Escalate decisions to the people authorised to make them.
- Treat feedback as an input to service improvement.

A COLLABORATIVE PARTNERSHIP

- The client defines priorities, access rules and approval limits.
- Shrivanta coordinates the agreed service scope and reports exceptions.
- Specialist, statutory or capital works remain subject to separate approval.

14 / PERFORMANCE FRAMEWORK

Measures that support useful decisions

A small, agreed set of service indicators is more useful than reporting for its own sake.

Performance measures are selected with the client to reflect actual service priorities and available records. Targets, calculation rules and reporting intervals are agreed before results are interpreted.

ILLUSTRATIVE INDICATORS

- Completion of scheduled housekeeping checks.
- Attendance and planned coverage against the approved roster.
- Work-order acknowledgement and closure status.
- Preventive service completion and overdue actions.
- Open vendor issues, inspection findings and corrective-action ageing.

FAIR INTERPRETATION

- Record exclusions such as access restrictions or client dependencies.
- Distinguish response time from time awaiting parts or approval.
- Review trends alongside occupancy, seasonality and operating changes.
- Avoid targets that encourage unsafe or superficial task completion.

ACTION-LED REVIEWS

- Identify the issue, evidence and service impact.
- Agree one owner and a reasonable next step.
- Check whether the action resolved the underlying cause.
- Retire measures that no longer support a decision.

15 / GETTING STARTED

From first discussion to an operating plan

A transparent path to defining the right service scope.

Each facility has a different footprint, occupancy pattern and existing service arrangement. A discovery discussion helps translate those conditions into a practical and appropriately bounded proposal.

INFORMATION THAT HELPS

- Property type, approximate area and operating hours.
- Occupancy patterns, critical spaces and user service expectations.
- Available asset records and existing maintenance arrangements.
- Current staffing, vendor responsibilities and access procedures.
- Known service gaps, constraints and planned changes.

PROPOSAL DISCUSSION

- Confirm which services are in scope and which remain client-led.
- Agree staffing assumptions, schedules and coverage expectations.
- Identify equipment, consumables and specialist vendor dependencies.
- Set reporting format, escalation contacts and review cadence.

NEXT STEP

- Arrange a site walk-through with the relevant client contacts.
- Use the findings to prepare an itemised operating approach.
- Finalise scope and commercial terms through the appropriate process.

16 / CONTACT

Facility Management Services

Let us discuss the needs of your facility.

Shrivanta Private Limited welcomes discussions with institutional and commercial organisations seeking coordinated facility operations and maintenance support. Service scope and deployment can be shaped around the site and agreed operating priorities.

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SHRIVANTA PRIVATE LIMITED

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