

# greyArmy

Service Provider Information Kit





The information contained in this information kit is confidential. It is provided to you to assist in evaluating the various opportunities that exist within the Grey Army business. No part of this document or information contained herein can be divulged to any other party (except business partner or Spouse) without the express written permission of Grey Army Pty Ltd







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# The Grey Army Story

Grey Army was established in April 1997.

Our genesis was as a marketplace for senior Australians to offer and commission reliable home maintenance work.

It was immediately embraced by the public!

From a humble beginning we have grown to become a significant property maintenance company with over 2,500 team members across the country. Our clients include people of all ages looking for a reliable service through to large Corporations, Government and non-government institutions.

How we express our values has evolved over time. Our current expression is summed up in two key words

## Integrity & Respect

They may seem a little old fashioned, but we like them for the commitment they make to our customers to treat them with the greatest care, putting their needs first. It is this difference from our competitors which has built our business into what it is today.... quite possibly the most **Trusted** property maintenance company in the country.



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# Do you Share our Values?

## Our values are incredibly important to us.

We have spent considerable time and money delivering on these values, they are what sets us apart from other maintenance companies. They are also why we have been able to extend our service offering in to Aged Care and Disability Support.

At the end of the day it all comes down to Trust

We cherish the Trust our customers have in us to deliver time and time again. We honour this Trust by committing to the 12 pillars opposite.

To join our Team you must share our commitment to the pledge.

### Our Values



## Our Pledge

- Respect
- Reliability
- Honesty
- Trustworthiness
- On Time Performance
- Competence on the task at hand
- Written quotes and receipts
- Fair & reasonable pricing
- Cleanliness around Job Sites & Homes
- Honouring OH&S responsibilities
- Appropriate dress including uniform
- Customer Satisfaction



## What is a Service Provider

A service Provider is a self employed individual (sole trader or company), who works under their own business and, who may also provide their services and skills to others including other contractors who may require their services.

## What you will need to be a GreyArmy Service Provider

Your Own Tools

A Current ABN

The Right to Work in Australia

Police Check (Current)

Mobile Phone and Email

Suitable Transport

Evidence of Public Liability Insurance

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# How does it work

GreyArmy Advertises  
52 weeks a year.  
Newsprint, Social  
Media, Radio, Leaflets  
& Expos

Customer calls  
13 11 98

Call centre logs job  
request

Call centre allocates  
job to appropriate  
Service Provider

You call Customer  
ASAP the same day

You meet with  
customer and provide  
a written quote

Customer accepts  
quote

You complete job and  
customer pays you

You pay GreyArmy 20%  
of the labour  
component

Details sent via SMS

We do not set rates

You provide a receipt

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# 6 Steps to becoming a Service Provider with GreyArmy

1

Apply Online

Complete our online application form including work skills and job preferences.

2

Interview

Successfully pass an initial interview (may be online using Skype)

3

Docs

Provide requested certificates and documents (insurance, Police check etc).

4

Agree to terms

Sign engagement agreement terms (you are not exclusively contracted to us).

5

Code of Conduct

Sign Code of Conduct agreement

6

Starter Pack

Purchase your starter pack which includes polo shirts, caps, and everything to get started.

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# Information you should consider

All work carried out by GreyArmy head office is at no charge to you. This includes advertising, lead management, and customer satisfaction surveys.

Grey Army acts as a referral agent only for Service Providers and as such does not contract directly with members of the public for any assembly or installation or home & property maintenance tasks. Grey Army refers requests for such services to you and the service provided to members of the public are undertaken solely by you or your business. Consequently, Grey Army is not liable to any person for any direct or indirect loss, claim, damage, cost or expense arising in any way from (but not limited to) any failure by those independent contractors to perform, undertake or complete the service provided to any member of the public by you. You and your business are solely responsible.

We monitor the performance of all service providers including, call response, job success rates, customer satisfaction etc. Failing to meet the criteria could ultimately cause termination of our agreements.

To start your online application go to  
[joingreyarmy.com.au](https://joingreyarmy.com.au)

APPLY NOW

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