

AUSTRALIAN PROPERTY MANAGEMENT SOLUTIONS. **CORPORATE OVERVIEW.**

Consulting Advisory, Service
Delivery, Managed Services,
Supplier Accreditation Solutions.



AUSTRALIANPROPERTY
MANAGEMENT SOLUTIONS

Sustainability through innovation

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INTRODUCTION

The Australian Property Management Industry has undertaken considerable change in the last few decades followed by major national and international organisations providing competitive services and solutions.

The Facilities Management industry is an industry of significance for Australia in terms of its contribution to the economy.

The industry employs approximately 250,000 people on a combined direct and indirect basis, from traditional building services, security and cleaning, as well as technical services provided by skilled personnel.

Australian Property Management Solutions Pty Ltd (APMS) competes in the \$20 billion per annum Facilities Management market in addition to the \$195 billion Business and Property Services Market.

With specialist services and capabilities spanning Facilities Management, Assets Management, Environmental Management, Waste Management and Engineering Services. Our Service capabilities cover a wide range of disciplines from Consulting and Advisory Services through to Project Management and Resourcing supported with offices in Melbourne, Sydney, Perth, Adelaide, Brisbane and Canberra.

Our mantra stems from our ability to create real and sustainable competitive advantages for our clients. In today's competitive environment organisations require supply partners that will help define and support their competitive advantage. The ability to meet service commitments, competitive pricing and financial stability are critical considerations for companies entering into supply and service relationships.

With specialised industry knowledge and tested methodologies, APMS provides a collaborative approach to understanding the opportunities within an organisation for long term sustainable outcomes resulting in greater performance and lowered risk. We combine our resource and capabilities to deliver our clients robust end-to-end property maintenance and management capabilities.

Whether it is a single site, a large property portfolio, a one off project, or a comprehensive long-term management contract, we recognise that each client has specific needs and we take the time to understand them. We aim to provide seamless mobilisation with minimal disruption to our client's organisation. This uniquely positions APMS to provide extensive support and advisory services capabilities, expertise and solutions.

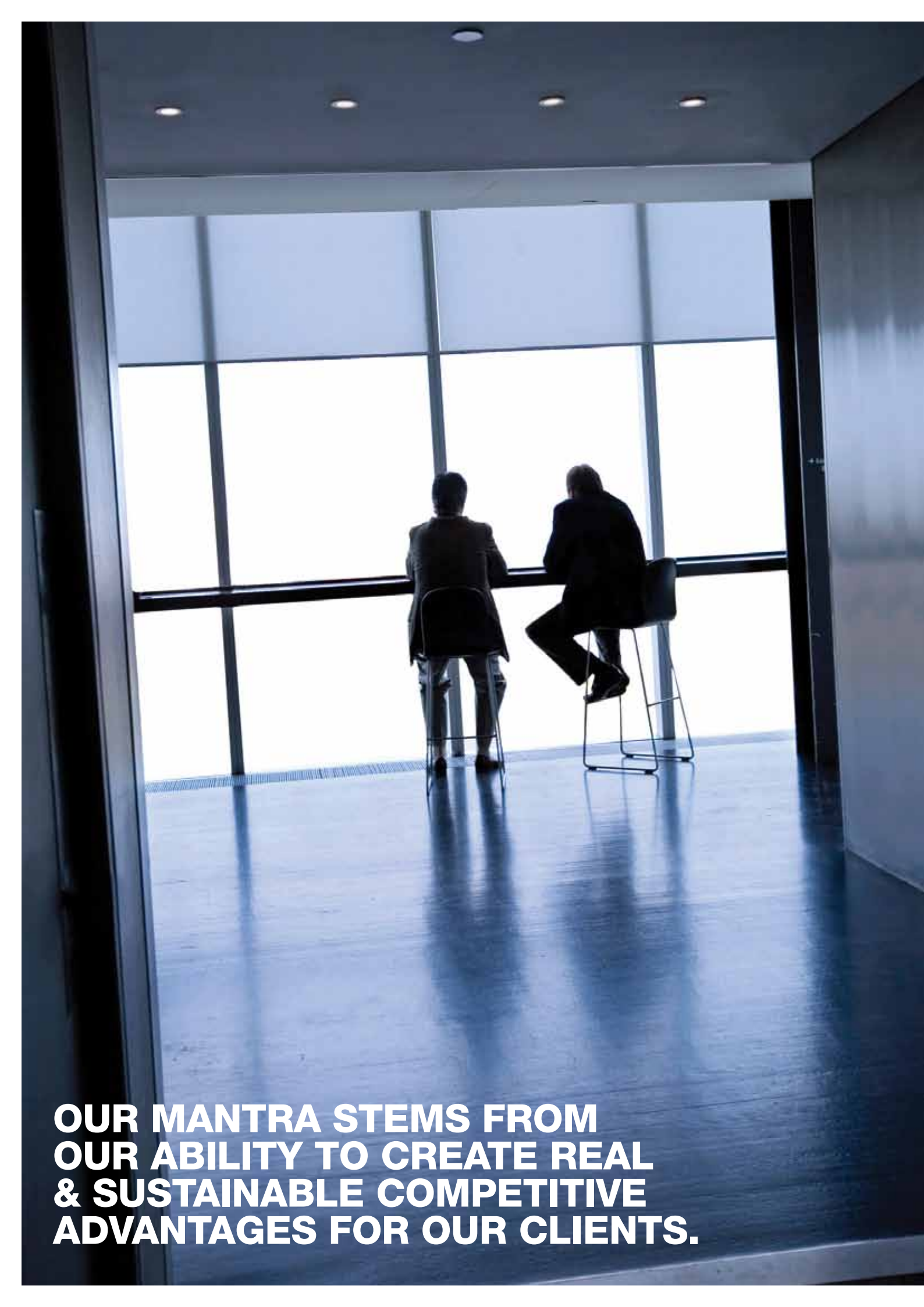
OUR POINTS OF DIFFERENCE

- We specify, procure and negotiate to effectively manage all property maintenance and management requirements.
- We conduct site, service and performance audits to achieve both sustainability and ongoing improvement including service and cost improvements.
- Our extensive experience in Facilities Management, Assets Management, Environmental Management, Waste Management and Engineering Services.
- We manage client's service requirements and environments through our Integrated Managed Services or our Service Delivery Solutions and capabilities, allowing clients to concentrate on their core business.

CONTEXT

Managing an organisation's properties and facilities creates incredible complexities for organisations seeking to reduce their environmental footprint and gain cost, service, performance, risk and compliance improvements.

A strategic approach to consolidating and managing an organisation's property and site portfolio not only supports the organisation with improved management capability, but also creates immediate bottom line impact and ongoing benefits that deliver ongoing value derived year on year.

A photograph of two people in business attire sitting on stools, looking out a large window in a modern office. The scene is dimly lit, with the primary light source being the bright window. The people are silhouetted against the light. The floor is highly reflective, showing clear reflections of the people and the window frame. The ceiling has several recessed lights. The overall mood is professional and contemplative.

**OUR MANTRA STEMS FROM
OUR ABILITY TO CREATE REAL
& SUSTAINABLE COMPETITIVE
ADVANTAGES FOR OUR CLIENTS.**

CONSULTING & ADVISORY SERVICES

Australian Property Management Solutions Pty Ltd (APMS), resourced through offices in Melbourne, Sydney, Perth, Adelaide, Brisbane and Canberra, provides specialist consulting and advisory services, service delivery solutions, through to managed services with a core competency centred on Facilities, Assets, Environmental, Waste Management and Engineering Services.

Australian Property Management Solutions Advisory and Consulting Services is resourced through a team of over 300 subject matter experts, each having a minimum 20 years experience with a wide range of services, solutions and expertise in facilities, assets, waste environmental management, engineering services and general business consulting.

Our Consulting and Advisory Services are often referred to as general business consulting and include the following fundamental components:

- Reviews and audits including ABGR and NABERS audits
- Business service analysis
- Demand forecasting
- Reporting and recommendations through to management of implementation and change management programs
- Policy & procedural development
- Solutions development and deployments against sustainability and improvement goals
- Benchmarking performance against governance policies, industry best practice and emerging global standards

We provide management advice and support to our clients by understanding their property maintenance and management requirements through deep and structured analysis, to ensure the efficient operation of buildings whilst reducing operational life cycle costs. This includes spend, services, contracts, risk, compliance, sustainability and current, future state reviews, through to providing and implementing strategies to meet short, medium and long term objectives.

SERVICE DELIVERY

In challenging business environments, companies are under increasing pressure to deliver cost savings as well as improvements in productivity and reliability. The market is being driven by the demand of outsourcing non-core activities in both the private and public sector.

Solutions are aimed at managing clients, existing service providers and suppliers to achieve defined strategic, operational, financial, and performance goals. We provide a total vendor management solution, leveraged through world class technology and expertise that achieves world best practices for our clients to maximise returns on investment. Our method of managing client service portfolios has been developed to deliver the best value and to exceed desired outcomes.

We manage our programs in a collaborative manner to ensure effective provisioning of service excellence so our clients are supported in their sustainability goals to derive competitive advantage. In order to deliver pragmatic solutions and unlock value, we work to understand our client's specific property maintenance and management needs.

APMS strives to provide Service Delivery Solutions that are:

- Proactive
- Integral to strategic planning
- Inclusive and client-focused
- Driven by measurable performance

We understand that organisations are subject to changing needs therefore, we strive to develop flexible relationships with our clients to create sustainable business value to ensure:

Customer Value Alignment

Through the evaluation of internal and external service opportunities to develop and design supply chain channel and services strategies that meet service delivery requirements at optimum costs.

Channel Design and Service Network Optimisation

Through the establishment of optimal service support structures in line with agreed channel, customer services and value requirements.

Strategic Sourcing and Service requirements

The development of supplier leverage points and development of appropriate sourcing strategies that reduce the total cost of ownership and strengthen supply relationships.

Information Systems

Improved information systems to gain maximum visibility, decision support and execution of operations and services, that develops an integrated end to end technical and business process solution footprint capable of meeting the needs for customer, channel and service delivery.

Performance Management

Establishing required service levels to ensure ongoing peak performance from both suppliers and service providers.

Organisation Development

Developing both skills and capabilities needed to meet and sustain customer, channel and service delivery requirements.

Process Engineering

Development of best practice procedures and processes that ensure the client environment operates effectively whilst retaining flexibility to meet new service demands.

Enterprise Asset Management

The implementation of solutions to manage the maintenance and repair operations for capital assets, including equipment, inventory and resources associated with maintaining those assets in order to achieve greater equipment and facility utilisation as well as lower operating costs.

Fulfillment Management

That enables the visibility and efficient management of service and service delivery outcomes that meet stakeholder requirements.

APMS achieves the above through the development of the right management models which is balanced by:

- Business drivers
- Governance, compliance and service level management
- People, processes, technology, risk and change management

These three elements ensure a "balanced scorecard" for delivering and managing the right service and service solutions that deliver consistent results.

MANAGED SERVICES

APMS in the coming months will provide a full range of property maintenance and management capabilities, services and solutions aimed at owners, managers and lease holders with multi-site property portfolios.

We will do this through a network of over a 1000 licensed and accredited suppliers and service providers in Facilities Management, Asset Management, Environmental Management, Waste Management and Engineering Services.

The main focus of our Managed Services is to coordinate and manage services from a centralised location to provide a total building maintenance and management solution. Our services include: Preventative Maintenance, Breakdown Maintenance, Minor Works, Programmed Maintenance, Technical and Miscellaneous Services, Cleaning, Grounds Maintenance, Security Services, Rubbish Removal, Pest Control, Venue Management etc.

Our network of service providers and service specialists are experienced and equipped in catering for a broad range of hard and soft services catering for:

- Universities and educational facilities
- Body Corporate
- Hospitals, including major health networks
- Casinos
- Retirement homes
- Entertainment complexes
- Education facilities
- Leisure centers
- Retail complexes
- Commercial buildings
- Heavy Industrial and manufacturing complexes
- Commercial and residential high-rise buildings etc

BENEFITS ENSURE

- Reduced cost of maintaining and operating assets
- Better forward planning and information capture
- Strategic maintenance and management in preference to an emergency response
- Cost savings through continuous improvements
- Comparative benchmarking of contractor performance
- Sustainability through innovation
- The use of leading edge technological solutions ensuring visibility and accountability
- Increased satisfaction
- Powerful analysis and reporting regarding asset performance, energy and environmental impacts
- Massive leverage ensuring the most competitive rates
- Increased demand, greater transparency, risk management and compliance
- Reduced management and operating costs which will enhance property values and ROI
- Excellence in global best practice service delivery methods, efficiencies and practices

MANAGED SERVICES

APMS is in a strong position to offer various commercial delivery models to cater for various client requirements. Our delivery models will include comprehensive head-contract arrangements to an agency based managed service approach.

Our Managed Services Capabilities will be managed through a team of experienced management personal with a minimum of 20 years experience. The APMS Managed Services Management Team will have significant experience in delivering FM services as part of the PPP model. Our solutions include the following services:

- Asset management – strategic asset solutions, including asset planning, lifecycle assessment and management, preventative maintenance strategy development and implementation
- Critical systems analysis
- Environmental management solutions – energy management, water and waste and recycling
- Refurbishment and major plant program planning and replacements
- Budgeting and cost management
- CMMS development and implementation
- Maintenance planning and scheduling
- Management of ongoing service provisions
- Reactive maintenance management – 24/7 Help Desk services
- Inspection and monitoring services
- Essential services certification, including regulatory compliance and OH&S
- On-site first response teams
- Comprehensive management of soft services, including planning, procurement and management of cleaning, landscaping, security, waste removal etc.

APMS is committed to becoming the number one choice managing 2 billion in services under management, by providing fully integrated managed services through innovative world class service delivery models, supported with exceptional quality led by an industry-first accreditation program focused on re-energising the workforce of its panel suppliers, service providers and vendors. This commitment will maximise experience, talent and resources and add real value beyond day-to-day management.

In addition to this, APMS is committed to providing long term sustainability in providing cost, service, performance, and improvement outcomes for their clients.



SERVICES & SOLUTIONS

Australian Property Management Solutions Service Delivery Solutions are aimed at managing clients existing service providers and suppliers to achieve defined strategic, operational, financial, and performance goals.

FACILITIES MANAGEMENT	<ul style="list-style-type: none"> • Facility risk management • Vendor management, service level development • OH&S procedure implementation • Inspection and monitoring services • Operational risk assessment and operational risk management plans • Policy and procedure manual development 	<ul style="list-style-type: none"> • Building code compliance • Supply chain management • Development of life cycle budgets/plans: including operating, maintenance and replacement costs • Management of all services including cleaning, pest control, security, fire services etc
ENVIRONMENTAL SERVICES	<ul style="list-style-type: none"> • Utility use analysis and management • Environmental audits and reporting • Carbon emissions trading and reporting • Procurement of environmental services • Regulatory compliance 	<ul style="list-style-type: none"> • Environmental risk management • Policy and procedure manual development • Management of utilities suppliers • Energy and utilities reduction initiatives programs and sustainability options
ENGINEERING SERVICES	<ul style="list-style-type: none"> • System design • Installation • Relationships with vendors 	<ul style="list-style-type: none"> • Maintenance and operational management • Infrastructural development and upgrade programs
WASTE MANAGEMENT	<ul style="list-style-type: none"> • Waste audits • Waste disposal • Hazard identification and risk assessments • Recycling programs • OH&S procedure implementation • Regulatory compliance • Operational risk assessment and operational risk management plans 	<ul style="list-style-type: none"> • Policy & procedure manual development • Service provider contract management and service level agreements • Review and access how our clients waste is collected, transported, treated, processed, recycled, disposed of to address and develop improvement opportunities & programs
ASSET MANAGEMENT	<ul style="list-style-type: none"> • Utility use analysis and management • Environmental audits and reporting • Carbon emissions trading and reporting • Procurement of environmental services 	<ul style="list-style-type: none"> • Regulatory compliance • Environmental risk management • Policy and procedure manual development • Management of utilities suppliers • Energy and utilities reduction initiatives programs and sustainability options





FACILITIES MANAGEMENT

The Facilities Management Industry plays a key role in managing the life cycle of our built environment. It is also an important contributor to Australia's economy and the wider community.

Functioning, well-managed buildings are vital to the fabric of our society. Millions of people interact with these structures daily in every aspect of their lives. We continually interact without giving them a second thought though they frame our lives as a constant. The reality is that these buildings require 24 hour maintenance with attention to every aspect of their function and environment.

In Australia alone, the Facilities Management Industry is a \$20bn per annum industry growing year-on-year. As market spend increases, building owners receive inconsistent results at best from their investment. There is large key person risk with results weighing heavily on the quality of the Property manager to deliver. This is compounded by the co-ordination of different services providers, a high churn rate and no universal quality control or standards. Business inefficiencies, cost blow-outs and wasted resources result. This does not have to be the case.

Australian Property Management Solutions Pty Ltd (APMS) is positioned to capitalise on the large gap in the market by being a first mover in combining the supply of onsite consulting and advisory services, managed services, service delivery and supplier accreditation. With a national resource of over 300 subject matter experts focused on Facilities, Asset, Waste, Environmental Management & Engineering Services, these subject matter experts are focused on providing optimised solutions to organisations, which have multi-site property portfolios.

In addition to this, APMS will be resourced with over 1000 of the best suppliers, service providers and vendors to support its position in the market as one of the most prominent providers in the Managed Services Space competing with some of the world's best national and international organisations. APMS will provide the gateway to this network of Suppliers, Service Providers & Vendors to a \$2 Billion services spend within 5 years. APMS will be primed to capture large market share for each of its chosen markets, with a key focus on becoming the compelling choice of total end-to-end property maintenance and management services across Facilities, Asset, Waste, and Environmental Management & Engineering Services.

CONTEXT

The Facilities Management industry has evolved through widespread outsourcing of its business activities, such as the management and maintenance of buildings. The industry plays a significant role in planning and management of three linked stages: facility creation, operation and disposal.

Success in the Facilities Management Industry is dependent on promoting an innovative culture and delivering these into the market place. We aim to highlight the contribution that facilities management brings to workplace productivity via greater industry collaboration, research and development.

APMS FACILITIES MANAGEMENT FOCUS

Our focus is centered on strategic management, advisory support services and solutions for our clients to analyse how they engage with Facilities Management service providers and suppliers. Our scope includes the efficient and effective operation of buildings whilst reducing operational life cycle costs.

We create opportunities for suppliers and service providers to adhere to their responsibilities of ensuring that services are delivered in a way that contributes to the productivity and profitability of building occupants, as well as improved returns for owners and investors.

SUSTAINABILITY

We recognise that the Facilities Management Industry is in a strong position to influence decisions made by business and governments to produce lower environmental impacts and focus on providing solutions which reduce our client's organisation's footprint.

WASTE MANAGEMENT

Our aim is to support clients in understanding their end-to-end waste processes and the impact of these on the organisation from a cost and environmental perspective.

CONTEXT

Australians generate waste at a higher rate compared with most other countries. In 2002-03, Australia generated approximately 32.4 million tonnes of solid waste. Approximately 27 per cent of this comes from municipal sources, 29 per cent from the commercial and industrial sector and 42 per cent from the construction and demolition sector. Waste recovered for recycling in 2002-03 was approximately 15 million tonnes. These levels of waste represent lost value and opportunities, while imposing economic and environmental costs on society.

The Australian Waste Industry is in transition. The focus has shifted to logistics efficiency, pollution prevention and the conservation of resources. It is now facing:

- Consumption exceeding population growth forcing communities to seek better ways of curbing rising waste generation or capturing benefits from discarded materials;
- Multiple environmental and social pressures surrounding traditional ways of waste disposal
- Innovative technologies and practices to enable some waste resources to have beneficial uses and benefits.

The Australian Waste Management Industry has an income of nearly \$4.8 billion per year and employs over 20,000 people. At an operational level, this industry has many similarities to other urban settlement activities. There are multiple private sector service contractors, government regulatory bodies, government planning, resource management agencies and business enterprises competing alongside private operators. The Waste Management Industry is governed largely within State legislative and regulatory controls, and is subject to forceful regulations aimed at preventing pollution and recovering resources. Organisations are under unprecedented pressures as waste is perceived to be a threat.

The three reasons most often cited are:

- Waste disposal can harm the environment and human health
- Space for landfills is becoming scarce
- Waste is the end product of a life cycle process that can have upstream environmental and resource depletion implications

APMS WASTE MANAGEMENT FOCUS

Many firms generate waste that can be recycled. Offices create large amounts of paper waste, supermarkets throw away hundreds of cardboard boxes each day, and pubs and clubs dispose of thousands of glass bottles each week. The collection and transport of waste can be costly for organisations. It is important to understand this and to identify the implications of how waste is being treated, processed and disposed.

We recognise that every business has specific needs and we take the time to understand them. We believe that seamless mobilisation with minimal disruption to our client's organisation is a key. We provide strategic management advice and support by understanding their processes through structured analysis, including the collection, sorting, recycling and disposal of solid, liquid, hard, general, medical and clinical waste.

OUR FOCUS

- Development of Strategic Directions
- Design and implementation of Innovative Waste Management / Minimisation processes and procedures
- Advice and Expertise on Alternate Waste Technology Options
- Development of Tender and Contract Documents
- Measuring performance against current waste plans and targets
- Identifying areas of non-compliance
- Full Cost Accounting of current waste disposal costs
- Project Management of all price negotiations, pick-up scheduling etc
- Waste Profiling Auditing to assess, evaluate and monitor waste generation, characterisation, disposal and systems
- Development of Waste management contracts enhancing contract performance and reducing waste management costs



ENGINEERING SERVICES

APMS Engineering services and capabilities exist to provide sustainability through innovation that embrace advances in technology, drive cost efficiency, resulting in delivering ongoing value for money outcomes and solutions.

APMS Engineering services spans the building maintenance management and refurbishment space and extends to the telecommunications, mining & petrochemical space. Our services cover consulting and advisory through to project management and resourcing including project delivery.

BUILDING MAINTENANCE MANAGEMENT & REFURBISHMENT

APMS Building maintenance management and refurbishment engineering services include:

- Detailed assessment of clients specific requirements
- Development of design concepts, solutions and recommendations
- Preparation of design solutions for preferred options
- Management and evaluation of tenders
- Maintenance and operation of refurbishment works

TELECOMMUNICATIONS

Australia's telecommunications is one of Australia's fastest growing industries, as a result of substantial investment to infrastructure, research and development, and the adoption of new technology.

The Australian telecommunications industry has been growing rapidly over the last decade, doubling in size over the last 7 years to be an annual \$30 billion business. This has seen rapid the rapid development of world-class solutions for Australian businesses, governments, and other organisations.

In April 2009, the Australian Government had committed to invest up to \$43 billion over eight years to build and operate a National Broadband Network in Australia that will deliver superfast broadband connectivity through high speed, next generation broadband.

APMS Telecommunications Engineering capabilities will be heavily focused on having significant involvement in both the development and rollout of the Australian National Broadband infrastructural network development program.

The depth of our expertise spans:

- System design
- Installation
- Vendor Management
- Maintenance and operational management
- Infrastructural development and upgrade programs

MINING

The resources sector in Australia covers exploring, extracting, processing and exporting minerals and petroleum (oil, condensate and gas). Australia has large quantities of these resources, which it mines, uses domestically and exports to countries around the world.

Resources are critical to the Australian economy because they underpin important parts of industrial and export activity. Domestically, Australia's resources industries ensure a supply of energy raw materials at competitive prices to households and businesses.

Australia has a well-deserved reputation as a reliable and competitive supplier of a wide range of high-quality mineral and energy products. Earnings from resource exports make up almost half of Australia's total export earnings which further contribute to economic growth.

Growth in Australia's resources sector depends critically on investment in exploration. Strong growth in the sector in recent years has been underpinned by robust minerals exploration expenditure over the past decade. Mineral exploration expenditure in Australia has increased by 11 per cent (in inflation adjusted terms) over the past 10 years, to \$1.4 billion in 2006–07.

Most of this was spent in Western Australia, with the largest proportion on finding gold (\$455.9 million). In 2006–07, total Australian mineral and petroleum exploration expenditure rose by 57 per cent to \$3.9 billion, following a 21 per cent rise in 2005–06. Strong increases in expenditure reflected high minerals prices.

ENGINEERING SERVICES

Australia has the world's largest resources of recoverable brown coal, lead, rutile, zircon, nickel, tantalum, uranium and zinc, and ranks second in the world for bauxite, copper, gold, ilmenite and silver. Economic demonstrated resources (EDR) for industrial diamonds are ranked third largest in the world and manganese ore fourth.

In 2006–07, mineral resource exports totaled \$107.8 billion, or 77.4 per cent of Australia's total commodity trade. Over the six years to 2006-07, Australian mine production increased by almost 21 per cent to meet world demand. Over the same period, China and Japan were the largest buyers of Australian minerals.

PETROCHEMICAL

APMS Petroleum Consultants Group is resourced with some of the countries highly recognised and experienced Petroleum industry experts with a reputation built on delivering bottom line value with a key focus in Petroleum Exploration & Petroleum Refining facilities and plant maintenance.

The Petroleum Exploration industry plays a key role in forming the future of oil and gas production. Its activities uncover the oil and gas reserves that underpin developments in the Oil and Gas Production industry. The Petroleum Exploration industry is expected to spend about \$4.02 billion on exploration in 2009-10, compared with \$1.27 billion in 2004-05.

The Petroleum Refining industry is expected to generate revenue of about \$40.62 billion in 2009-10, compared with \$27.47 billion in 2004-05. Industry revenue is expected to expand by about 2.4% in 2009-10, having shrunk by nearly 20% in 2008-09 as petroleum product prices slumped in the wake of the global financial crisis. The industry is expected to generate about 0.2% of Australia's GDP in 2009-10, making a net profit of about \$767.2 billion.

APMS Petroleum Consultants Group core competencies are in maintenance management, process engineering of equipment and piping; mechanical equipment selection, troubleshooting, and failure analysis; controls and instrumentation including DCS/PLC control systems; electrical hazardous area zoning and design; civil and structural design work focused on containment; project management and commissioning services; hazard and operability study (HAZOP) facilitation risk analysis of facility operations including maintenance and management of all plant and equipment.

FOUR FULLY EQUIPPED ENGINEERING CONSULTANTS AND ADVISORS ARE EXPERIENCED WITH ALL ASPECTS OF:

- | | |
|---|--|
| • Project planning and feasibility studies | • Valuation services |
| • Quality management | • Architectural/Engineering design |
| • Project assessment studies including financial analysis | • Failure investigation |
| • Construction management | • Preparation of tender documents |
| • Cost management | • Forensic services |
| • Environmental studies and impact assessments | • Evaluation of bids |
| • Contract management | • Technical training |
| • Consultancy for commissioning and decommissioning | • Construction supervision |
| • Sustainability studies | • Risk analysis and management; |
| • Geological and soils investigations, maps | • Project management |
| • Feasibility and Pre Feasibility Studies | • Operation and maintenance |
| • Progress, cost and quality planning | • Research and development |
| • Preparation of tender documents | • Durability assessments |
| • Contract Administration | • Site investigations |
| • Cost Management & budget preparation | • Environmental impact studies and assessments |
| | • Assisting in negotiations |
| | • Resource Management |

A man in a dark blue sweater and a striped shirt is standing in front of a flipchart, holding a red marker. He is gesturing towards the flipchart with his left hand. The flipchart displays a line graph with two lines, one green and one red, and a pie chart below it. The background is a light-colored wooden wall. The foreground shows the blurred heads of an audience.

**WE BELIEVE THAT SEAMLESS
MOBILISATION WITH MINIMAL
DISRUPTION TO OUR CLIENT'S
ORGANISATION & ENVIRONMENTS
IS A KEY TO THE SUCCESS OF ANY
SERVICE WE DELIVER.**

ASSET MANAGEMENT

Australian organisations are under increasing pressure to deliver cost savings as well as improvements in productivity and reliability. Best Practice organisations are those that partner with specialist organisations to maintain and manage their assets and mechanical services requirements so that they can focus on their core business.

CONTEXT

The objective of APMS Fixed Plant & Equipment Maintenance management capabilities and solutions is to ensure that clients' investment in facilities, plant and equipment is fully realised, maintenance is performed to the highest standards and technical support is always on hand.

APMS ASSET MAINTENANCE AND MANAGEMENT FOCUS

APMS Asset Maintenance and Management Focus provides companies with comprehensive maintenance management capabilities, through our combination of expertise and resources, reducing downtime, cost and risk at every level.

Our services are provided through a network of accredited Maintenance Contractors - highly qualified technical staff that are managed across commercial, retail and industrial buildings including oil and gas, mining, utilities and heavy industrial environments. This ensures that critical issues such as services maintenance, system faults and safety are dealt with in a timely and professional manner.

Our focus is on reducing plant and equipment downtime, prolonging asset life, reducing spare parts and MRO inventory levels, improving control over maintenance, and improving access to critical service information. The result is lower operating costs with higher levels of service, productivity and reliability.

We provide a flexible range of services based on client considerations. This includes transparent maintenance management programs with verification of works carried out; highly experienced technicians with performance and safety track record in the building services field; periodic testing of all equipment in addition to cleaning, repairs and replacement works and performance audits.

Our Asset maintenance and management solutions are provided in accordance with regulated maintenance plans, which result in fewer breakdowns and increased productivity.

OUR TEAM IS EXPERIENCED WITH

- Advanced Maintenance Strategies (RCM, CBM, RBI)
- Condition monitoring, diagnostics, and prognostics
- Decision support & optimisation methods and tools
- Education and training in asset and maintenance management
- E-Maintenance
- Emerging technologies & embedded sensors and devices for EAM
- Human dimensions in integrated asset management
- Intelligent maintenance systems
- Lifecycle & sustainability considerations of physical assets
- Mechanisms of fracture, fatigue and strength of solids
- Performance Monitoring and Management
- Planning and scheduling in asset and maintenance management
- Policy, Regulations, Practices and Standards for asset management
- Procurement and Contracting
- Quality of information, knowledge and risk management for EAM
- Reliability modeling and prediction
- Safety, Health and Risk Management in EAM
- Self-maintenance and self-recovery engineering
- Strategic asset management for sustainable business
- Structural integrity and health management
- Technologies for asset data management, warehousing and mining

ENVIRONMENTAL SERVICES

Current economic and environmental pressures are influencing our existence. Global warming is a real concern for many and we have an obligation to conserve energy and reduce green house gas emissions.

Greenhouse gas emissions have been the primary contributor to extreme changes in climate and global temperatures. Rising sea levels, floods, extreme variation in climate patterns are the result of manmade carbon emissions creating environmental and economic consequences. The time has come where businesses must take action to reduce energy consumption and carbon emissions.

Corporate culture has had a major shakeup in the face of the current financial and climatic conditions. It is now mandatory that businesses conduct assessments on how their services or products are produced, operational procedures and what impact they have at a social and environmental context. These assessments will focus on how businesses are altering their practices to achieve energy conservation, efficiency and green energy solutions.

Effective energy management solutions can provide a number of benefits, such as conserving energy, reducing depletion of natural resources, minimising impact in ecological disasters and minimise wastage or losses. What this means for the corporate sector is more efficient energy usage that has social, moral and financial benefits. For the ledger, it means cheaper and cost effective solutions that can save money by using less energy, managing assets efficiently and expanding the life cycle of plant and equipment.

The implementation of carbon neutral practices will be unavoidable either through government legislation, the cost increase in energy consumption or through social pressure. Businesses will be looking to technology and service providers that can assist in managing and auditing their energy use. Changes in attitude will primarily be driven by the bottom line and the long term benefits of implementing the appropriate energy management system.

The energy management systems will provide building owners/managers clear accountability for all energy use, and necessitate appropriate allocation of financial and staffing resources as well as reporting procedures.

From a Compliance or Legislative perspective, it is now mandatory that all businesses/building owners will be required to provide government with annual reports on their entire energy/utilities use. The reports will record and document the annual energy used, what measures were taken to reduce energy use and how efficiently energy was consumed.

CONTEXT

Legislation will require business to present measures taken to reduce energy use and how their business activities have impacted the environment. The auditing process can provide financial benefits if companies are proactive in using data collected and implementing solutions that create genuine energy savings. The reduction of energy use can be used to claim carbon credits that are tradable on local stock exchanges.

New and existing developments will need to comply with internationally approved energy efficiency standards (depending on region and location) that are determined by the continual overall performance of the building. The most universally accepted is the complex LEED (Leadership in Energy and Environmental Design) certification process, developed by the U.S. Green Building Council in 1998.

It is important to note that a LEED certification requires continual improved practices and monitoring of the building performance, any abandonment or lax attitudes to the buildings performance may fail to retain its certification. Tracking new mandates will also be part of our service in assisting the building owners to achieve and maintain certification.

ENVIRONMENTAL SERVICES

APMS ENVIRONMENTAL MANAGEMENT FOCUS

- Energy reviews & audits
- Reporting & recommendations
- Implementation, improvement and sustainability programs
- Government Green Grants

Our team of environmental management experts provides our clients with advice and assistance on climate change issues, such as mandatory reporting obligations, legal structures for mandatory carbon offsets, the proposed Carbon Pollution Reduction Scheme and contractual pass-through of carbon risk, and carbon capture and storage. This means that our team is able to provide the most informed innovative, expert and comprehensive strategic advice available in relation to the issues raised by greenhouse gas and climate change in Australia and around the world.

The APMS Environmental Management team is uniquely placed to supply both the breadth and depth of the consulting and advisory services. Fully informed by overseas and local developments, our consulting and advisory services are responsive to the ramifications of these developments and coordinated across all the relevant areas to ensure compliance with legislative guidelines and statutory requirements.



MARKET ACCESS

APMS will lead the way in guiding over 1000 companies through an intense training, development, accreditation and transformational program which will be branded as The Australian Property Management Solutions Market Access – Assessment, Accreditation & Licensing Program.

The program will be designed to transform companies into industry leaders based on industry and global best practice with a focus on management capacity, capability and service delivery effectiveness.

We encourage our people to challenge the accepted and discover bold ways to meet and exceed business objectivity. Our business advisors, consultants and facilitators use their experience and the world's best tools, processes and methodologies to help our network of suppliers, service providers and vendors tailor their business strategies to achieve desired business goals. We provide access to our client portfolio that is forecasted to exceed 2 billion in services spend, under management over the next 5 years, servicing our Blue Chip clients with:

- Commercial and residential high-rise buildings
- Entertainment and sporting complexes
- Hospitals, including health networks
- Heavy industrial and manufacturing complexes

Our aim is to guide and support our network of suppliers, service providers and vendors through the many complex choices, help them increase efficiency, and ensure the best return on investment. We are committed to seeing great ideas translated into real business outcomes. This is backed by our commitment and commercial investment models.

Australian Property Management Solutions Market Access; Assessment, Accreditation and Licensing Program, takes on a leadership position:

- Led by enterprise architecture, that achieves long term sustainable transformational results
- As a trusted partner, advisor and authority in business transformation we work with our network of suppliers, service providers and vendors to become more effective and efficient aligned with exceeding client expectations.

- Working with organisations to better understand who they are, who they are serving, what they are delivering, how they are delivering it, and how to become more efficient and effective at delivering and harnessing world's best practices, processes, methodologies and approaches.
- Setting objectives with the achievement of organisational goals, via a methodology and approach that engenders a culture and capability of producing sustainable and repeatable results reflective of a shared vision.
- Helps to define the blueprint and roadmap to transform businesses by leveraging sound and logical principals that bring about competitive advantage and business value.

Australian Property Management Solutions Market Access – Assessment, Accreditation & Licensing Program provides our national network of suppliers, service providers & vendors with a clear strategic direction which is fundamental for growth. Founded on innovation and stewardship, our advisors work with our clients to drive business transformation, that enhances competitiveness and to unlock new levels of value, with:

- Procedure, Process & Methodology
- Business Management
- Capital Investments
- Economic Evaluations
- Logistics Strategies
- Operational Reviews, Change Management, Corporate Strategy
- Knowledge Management
- Performance Management
- Financial Management
- Workplace Management and Productivity Strategies

The APMS Market Access – Assessment, Accreditation and Licensing Program is the first of its type in the world. Its development has extended over many years leveraging leading edge research and development from industry, private and public sectors, educational and training icons.

A modern conference room with a long white table, black chairs, and a large whiteboard. The room has a blue and white striped wall on the left and a white wall with a large whiteboard on the right. The floor is covered in a patterned carpet. The lighting is bright and even.

**OUR MISSION IS TO CREATE SUSTAINABLE
COMPETITIVE ADVANTAGE THROUGH
INNOVATION THAT SUPPORTS PROPERTY
MAINTENANCE & MANAGEMENT
EXCELLENCE.**

OUR APPROACH

Our approach encompasses the continual measurement, improvement, refinement and change in how our clients maintain and manage their properties and site portfolios. We employ a systematic approach that incorporates specific strategic, tactical and operational components to manage the critical business environment.

FOCUS ON THE 4 P'S OF SOURCING EXCELLENCE

PRICE

Understanding price points within the supply and service arrangements.

PROGRAMS

Non-price, added value and productivity benefits.

PEOPLE

Professional through commercial skills development and adaptability to changing needs.

PROCESS

Key process actions to ensure ongoing sustainability.

This involves focusing on outcomes that are valued by customers, suppliers and employees to ensure service improvement through to the delivery cycle of service deployment and management. We do this by implementing robust maintenance and service requirements and management styles associated with Facilities Management, Assets Management, Environmental Management, Waste Management and Engineering Service requirements which include:

- Maintenance and service management plans, policy, procedures and management systems
- Requirements for corporate governance
- Maintenance and service frameworks
- Detailed responsibilities and accountabilities
- Resource planning and optimisation
- Change management
- Risk management
- Service schedules that include demand, delivery and performance requirements
- Development of asset registers detailing service history, condition and maintenance requirements
- Procurement and contracting processes and procedures
- Vendor management and resource requirements
- Occupational Health and Safety Plans
- Realising productivity, efficiency and financial benefits

OUR APPROACH

OUR STRATEGIC APPROACH	OUR TACTICAL SOLUTION IS BUILT UPON:	OUR OPERATIONAL MODEL INCORPORATES:
<ul style="list-style-type: none"> Aligns business direction and goals Actively engages our clients and strategic partners Involves comprehensive planning integrating all relevant aspects of the business Provides a robust and reliable system of governance Is based on detailed property risk management assessments Enables proven financial modeling techniques that support cost effective solutions Results in an end-to-end client focused and innovative solution 	<ul style="list-style-type: none"> A comprehensive library of critical work processes A proven and adaptable compendium of critical work procedures Leading edge technologies, industries and global best practices Integrated web enabled IT solutions (CMMS, Help Desk, Finance) Customised tools to manage compliance (statutory, contractual) Facilities Management expertise across a wide range of specialty areas; and a scalable platform, easily adaptable to business dynamics 	<ul style="list-style-type: none"> Highly skilled, passionate, and motivated staff A focus on 'health and safety above all else' Detailed and well-managed transition plans Ongoing and results-oriented quality improvement processes Optimal maintenance strategies and service standards Innovation in specialty areas crucial to operations; and an informative suite of management reports.

EXPERTISE

Australian Property Management Solutions is resourced with over 300 specialist consultants. Each of our consultants has a minimum of 15 years experience with specific competencies related to Facilities Management, Assets Management, Environmental Management, Waste Management and Engineering Services.

Through this team of senior operations managers, industry specialists, and advisors, we have a proven track record for exceeding our client's expectations.

Establishing partnering relationships with our clients and suppliers contributes significantly to the management of efficient operations and paves the way for improved performance, cost reduction and sustainable innovative service delivery.

Our goal is to achieve world class performance in optimising service delivery and increasing client satisfaction. Our experience gives us unmatched insight into effective service and contract management.

Members of our team are highly sought after, highly experienced and well credentialed. Australian Property Management Solutions is committed to working in the best interest of our clients. This matched with our extensive industry knowledge, experience and ingenuity allows our clients to feel confident that Australian Property Management Solutions provides innovative solutions that address their property maintenance and management requirements across their organisations property and site portfolios.

We focus on achieving quality and sustainable outcomes with a commitment to OH&S and environmental management.

OUR APPROACH

VALUES – CULTURE

APMS culture is based on the following team values. It is the expectation of all team members to uphold these values:

- Leadership with stewardship for today and tomorrow
- Active care for people, relationships, safe places, challenges - people and their safety are foremost, passionate for the best in relationships, ensuring that work brings the right challenges
- Responsibility and certainty - value creation, realised outcomes, minimising risk, consistency
- Know Solutions - setting the right priorities, being innovative, holistic approach, value-based framework, enabling the journey ahead
- Transparency and Trust - promoting mutual respect, dealing in reality - truth and facts, acting with integrity, open & honest engagement
- Respect - understanding differences, acceptance, acknowledgement, valuing other people's models of the world
- Trust - reliability, confidentiality, doing the right thing, belief that people will do what they say and to the best of their ability
- Communication - actively listening, politeness, tactfulness, understanding, respectfulness, compassion, negotiation, taking in what people say
- Equity/Fairness - being just, balanced, no favouritism, no disadvantages
- Teamwork - cooperation, compromise, humour, friendships, helping others if we can, going in the same direction, flexibility
- Work Ethic - doing all it takes, dedication, accuracy, recognition of strengths, becoming better, being positive

MARKET SEGMENTS

- Casinos
- Commercial and residential high-rise buildings
- Entertainment and sporting complexes
- Hospitals, including health networks
- Industrial and manufacturing complexes
- Leisure centres
- Local, state and federal government buildings
- Retail and commercial buildings
- Retirement villages
- Strata companies
- Heavy industrial - mining, manufacturing and petroleum plants
- Universities, educational facilities, private and public schools

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AUSTRALIANPROPERTY
MANAGEMENT SOLUTIONS

Sustainability through innovation