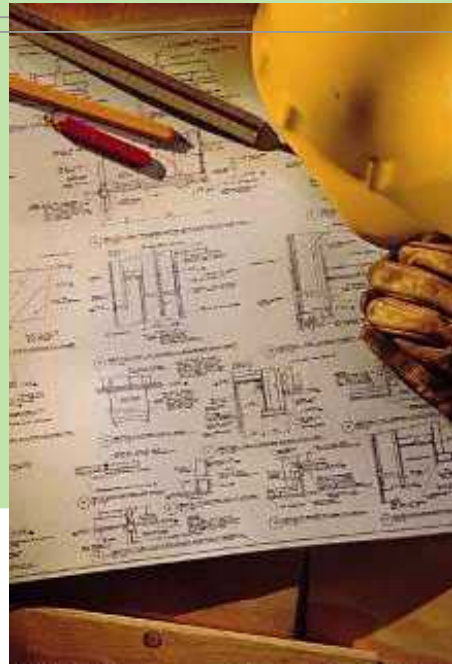


HiroTEC

engineering

Innovative mechanical engineering and project management solutions for complex environment conditioning requirements



why choose hirotec?

Hirotec has for thirty years been designing and installing mechanical services in a variety of applications. This includes providing engineering, project management and construction services for:

- Air handling systems
- Clean rooms and laboratories
- Telephone exchanges, data centres and other close control environments
- Refrigeration and ammonia systems
- Dust, gas and fire extraction systems
- Co-generation and reticulation systems
- Smoke management and fire engineered systems
- Specialist filtration and odour control systems

The strategy taken by Hirotec in the provision of any service or services is to adopt an 'Alliance Approach' with our Customers and their representatives. Through the development of strategic alliances the alignment of goals focused on the success of the project means that all members of the Alliance are motivated towards the interests of the project.

Hirotec also offer value added services, including Project Management, Design & Construct Services and the Provision of Specialised Air all undertaken and managed in-house by Hirotec.

Hirotec are pro-active in the provision of ongoing advice and recommendations in relation to life cycle, energy management and environmental issues and are committed to the development of a project specific Environmental Management Plan incorporating Occupational Health and Safety and Quality processes and procedures linked to our Quality Management System.

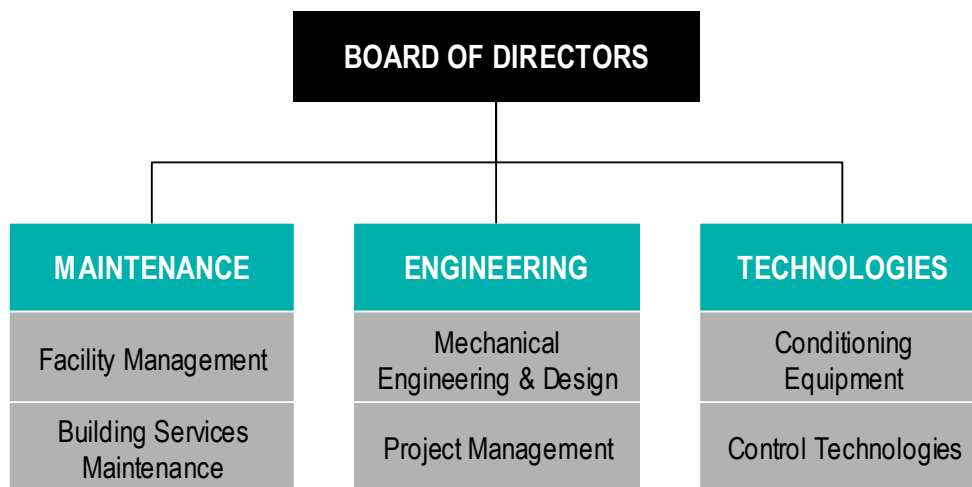
Hirotec is extremely confident in being able to supply all services required by our Customers and we understand that numerous criteria are reviewed in the selection of the most suitable service provider. As such, we list for your consideration, a summary of the benefits of selecting Hirotec Maintenance:

- Proven track record in maintaining similar systems;
- Value added services offered within our Group, allowing single point contact;
- Established Computerised Maintenance Management System (CMMS);
- Alliance approach to contract, working with the Customer to achieve project objectives;
- Wholly owned Australian Company; and
- Successfully trading for over 25 years.

corporate overview



Hirotec solutions seek to harness the resources within the Group together with alliances formed with specialist service providers and service agents throughout Australia. At Hirotec, we pride ourselves on providing tailored solutions in all service areas, including, mechanical and building maintenance, facilities management, mechanical engineering, design and construct, and the supply of specialised environmental conditioning equipment.



Hirotec's experience has enabled the development of a Computerised Maintenance Management System (CMMS) that permits the complete tracking of assets from initial fault report through to invoicing. Our system allows efficient programming of maintenance schedules and effective allocation of trade staff. This ensures those who are knowledgeable in a Customer's requirement attend to site problems.

Hirotec's service staff are fully trained to carry out works to the relevant Australian Standards and all other regulations covering the inspection, testing and maintenance of building engineering services.

experience

Hirotec has a sound track record of project delivery within agreed time and budget parameters. We have successfully undertaken numerous significant projects for government and private enterprise Customers. Hirotec is an experienced provider of mechanical engineering and project management services to performance-based agreements of a state wide nature.

Some of our past and present contracts include:

ANSTO	<ul style="list-style-type: none">▪ Supply and installation of chillers in Building 22
University of NSW	<ul style="list-style-type: none">▪ Replacement of centrifugal chillers in Library facility▪ Supply and installation of co-generation plant
Sydney University	<ul style="list-style-type: none">▪ Installation of main chiller plant and 154 fancoil units at Merewether Building
Campbelltown Hospital	<ul style="list-style-type: none">▪ Supply and installation of mechanical services to new paediatrics ward and upgrade of main plant room
Liverpool Hospital	<ul style="list-style-type: none">▪ Supply and installation of mechanical services to new function centre
Wollongong University	<ul style="list-style-type: none">▪ Supply and installation of 35 fume cupboards, air conditioning and ventilation
Sydney Olympic Park	<ul style="list-style-type: none">▪ Upgrade of air conditioning plant at Park Management Centre
ALDI Supermarkets	<ul style="list-style-type: none">▪ Supply and installation of mechanical services to numerous outlets throughout NSW
Telstra	<ul style="list-style-type: none">▪ Upgrade of mechanical services to Kent Street Mezzanine including gas suppression system▪ Upgrade of mechanical services to levels 12 and 13 Pitt Street▪ Roberts Road air conditioning and ventilation upgrade▪ Level 9, 231 Elizabeth Street computer room air conditioning upgrade
British American Tobacco (BATA)	<ul style="list-style-type: none">▪ Upgrade of mechanical services to café and reception areas▪ Upgrade of computer room air conditioning
Eastern Distributor (Moore Park)	<ul style="list-style-type: none">▪ Installation of mechanical services and ventilation systems



project management methodology

Hirotec is committed to delivering all projects on time, on budget and in accordance with the Customers' requirements. These objectives are achieved through the utilisation of two underlying strategies:

1. Ensuring that the project is developed in accordance with business objectives; and
2. Identifying and incorporating the needs and expectations of stakeholders by having stakeholders participate in the process.

Our General Project Management Methodology incorporates an 'Alliance' philosophy with the Customer and can include:

- Project planning
- Research and evaluation of technology
- Scope and design management
- Time management
- Cost management
- Quality management
- Licensing
- Procurement management
- Sub contractor management
- Communication and information management, including online Customer access
- Comprehensive drawing administration and work shop reviews
- Risk management
- Testing and commissioning
- Customer training
- Defects monitoring and warranty administration during the defects liability period
- Detailed maintenance planning
- Asset management

Hirotec uses a structured value management process that seeks to achieve value for money by providing all the necessary functionality, performance and reliability at the lowest total cost consistent with the required level of quality.

customer service



The Hirotec Group is Customer focused and has in place procedures to handle all areas of customer service, accompanied by regular training programs. All staff at Hirotec are required to contribute towards the positive service and commitment to our clients. It is our goal to maintain and fulfil our Customers' requirements and meet all expectations, while at the same time, sustaining profitability.

It is our philosophy to nurture an ongoing relationship with our clients ensuring both parties prosper, develop and profit.

Regardless of whether the employee involvement with Customer service is direct or supportive, each member of the team has an impact on the client's impression of our company.

Any and every contact a client has with our company – written or verbal – leaves an impression. We at Hirotec have a prime directive to ensure that each and every moment of contact is a positive one, thus upholding the organisations high standard of quality and service. It is the role of each employee, regardless of position, to make each moment of Customer service outstanding.

Every Customer will have their own expectations of the service they deserve. It is only by constantly exceeding these expectations that we can maintain the highest service possible.

The Hirotec Group operates a Customer Service Centre that provides operational staff with an effective means of customer and job management. The Centre ensures effective and efficient management of all requests for service.

The Customer Service Centre is available on 1300 654 664, on a 24-hour basis, with a 24-hour call out function of qualified personnel. The Customer Service Centre initiates Work Orders that are collated in our CMMS. This system tracks all faults against assets during the rectification process through to invoicing and KPI comparison.

This data is then utilised for analytical reporting purposes. The base reports available are dependent on the Customer data captured and recorded. Agreed reporting can be produced for Customers in the format of their choice.

It should be noted that the Hirotec Customer Service Centre is more than a job-logging centre in that our operators have technical backgrounds. This enables "over the phone" fault remediation, if appropriate, alleviating the need for dispatch of technicians, achieving real savings for Customers.

management information system

Hirotec has always looked to utilise technology to enhance customer service and operations. As a consequence, Hirotec has an integrated Management Information System (MIS) that incorporates the use of our Computerised Maintenance Management System (CMMS), Accounting Systems, Computer Aided Design (CAD) Systems and General Operating Software.

The continued integration of Hirotec's MIS allows comprehensive contracts management in all areas of our business, including:

- Maintenance Management and Scheduling
- Financial and Management Accounting
- Materials Supply, Warehousing and Distribution
- Activity Based Costing
- Engineering Design
- Project Management
- Contracts Management
- Customer Management

At Hirotec, we are constantly reviewing more efficient methods of operation in an attempt to streamline interface with Customers. Consequently, issues such as electronic data transfer, consolidation of invoicing processes and up front development of tailored analytical reports all add value to the underlying performance of our service.



All maintenance and repair services are managed through Hirotec's Computerised Maintenance Management System (CMMS), which has a full reporting system to ensure that all tasks are completed on schedule and within stipulated timeframes. The system enables Customers to audit all work and provides a framework for lifecycle costing. Hirotec's CMMS incorporates:

- Asset registration
- Maintenance programming
- Maintenance task description
- Component cataloguing
- Register of works completed
- Labour resource planning
- Breakdown register
- Essential services certification register

In order to ensure that all site activity is captured by our CMMS the Hirotec Customer Service Centre is utilised 24 hours a day to record all service calls. Hirotec's CMMS allows 'live' job logging against Customer sites and assets.

The 'live' update allows Hirotec Management to track the progress of Customer jobs so as to ensure priority requirements are attended to within performance parameters.

Hirotec's CMMS provides a full range of response reports for performance monitoring including:

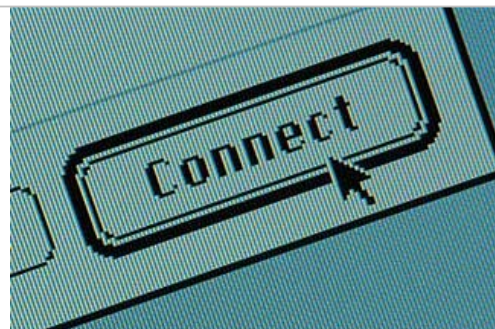
- Annual job plan
- Work status reports, including start and completion dates
- Detailed task descriptions
- Maintenance schedules
- Asset performance benchmarking
- Productivity reporting
- Response time reporting
- A variety of tailored reports

Hirotec's MIS can report, monitor and manage criteria that is deemed both important and necessary for undertaking large maintenance contracts over multiple sites including:

- Asset registration with hierarchal links
- Maintenance scheduling facilities
- Job control systems
- Inventory control and cataloguing facilities
- Cost to complete programming and calculations
- Integrated invoicing facilities
- Information analysis capabilities to aid decision making
- Performance monitoring against Key Performance Indicators (KPIs)

Continual integration of Internet facilities is seeing the development of Customer interface via Hirotec's website to log faults, view maintenance schedules and run predetermined analytical reports. This gives Customers access to information as and when required.

hirotec.com.au



commitment to quality, ohs & the environment

Hirotec is currently working towards accreditation to ISO 9001:2000, with expected accreditation by June 2002. To facilitate the achievement of accreditation the Group has engaged the services of a certified Quality Assurance Consultant. If required the Consultants contact details can be provided to allow an independent review on progress.

The Group currently has the basic Quality Assurance Manuals to comply with ISO 9001: 2000. Hirotec has documented processes and procedures in place and there is progress towards the appropriate accreditations. As part of Hirotec's accreditation process, the incorporation of Occupational Health and Safety and Environmental Management Systems is being undertaken so as to ensure our entire Management System is integrated and adopts the principles of the quality commitment.

The Board of Directors is committed to the principals and implementation of Quality Management. It is an accountability of our management team to achieve accreditation. Our basic principal of quality achievement is defined as "meeting Customer expectations, delivering promised service and getting it right the first time in a manner that considers occupational health and safety and environmental impacts".

All staff of Hirotec are responsible for ensuring the implementation of the Management System in accordance with the requirements of ISO 9001:2000 and ISO 14001:1996. Staff are expected to perform their respective duties in accordance with the system requirements as outlined in Policy Statements and relevant procedures, focusing on Customer requirements and satisfaction at all times.

The Management System is subject to regular reviews and audits with the object of rectifying problem areas and achieving continuous improvement in our Customer service. In order to achieve this, staff training is a specific part of Hirotec's Management System.

Hirotec's overall objective is continued improvement, maintenance of our existing customer base and the attainment of new customers by consistently providing the highest possible level of service by systematically identifying weaknesses and rectifying them to ensure long term success for our Customers, the company and its employees.

Hirotec considers Occupational Health and Safety an integral part of the Company's business and is committed to the reduction and control of accidents which can result in injuries to employees, contractors and customers.

Hirotec recognises and will work within the bounds of all relevant State and National Occupational Health and Safety, and Workers' Compensation regulations. The development, implementation and maintenance of Occupational Health and Safety systems, procedures and standards will achieve this.

To minimise work related injuries and illness Hirotec provide safe work facilities and equipment, including the resources and training necessary to assist in maintaining a safe and healthy work environment.