

HiroTEC

facilities maintenance

The strategic development,
implementation and management of
facilities services that match owner,
facility and occupant requirements



why choose hirotec?

Hirotec have been providing building maintenance and facilities management services for over 30 years. The Group offers a number of value added initiatives to our customer's service requirements, which are summarised below.

- We offer a team with extensive experience in the management and delivery of all Buildings and Building Services requirements;
- Our strategy is to deliver the bulk of services using in house and allied resources, allowing us to more closely manage cost and performance;
- We can provide a management reporting function specifically tailored to suit present and future requirements; and
- We have many years' experience working in mission critical environments.

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 an Alliance Management Team, 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.

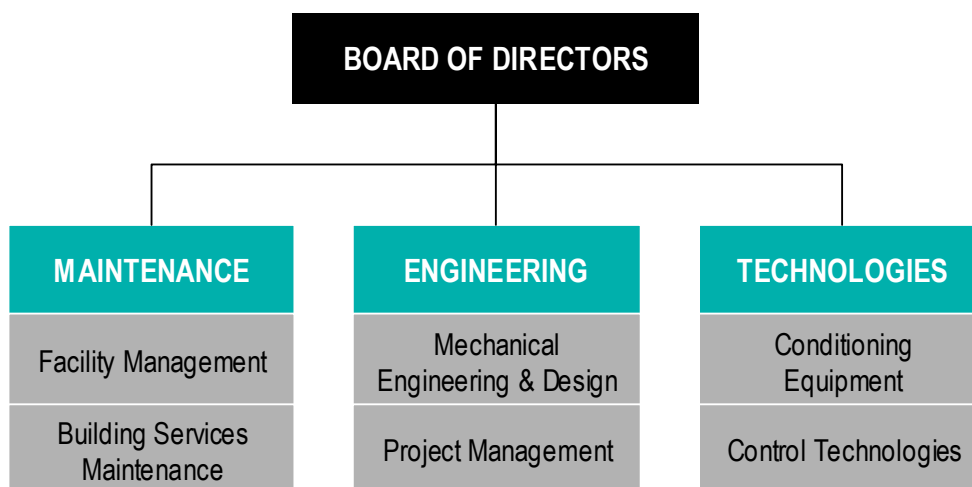
Hirotec is extremely confident in being able to supply all services required by our Customers and we understand that numerous criteria are reviewed in the selection of the most suitable service provider. As such, we list for your consideration, a summary of the benefits of selecting Hirotec Maintenance:

- 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 maintenance services to performance-based agreements of a statewide nature.

Some of our past and present contracts include:

NSW Lotteries Contract Sum: \$150K	Facility Management and Mechanical Building Engineering Services Maintenance of both the Administration and the Data Centre Buildings at Homebush Bay
Sydney Olympic Park Authority Contract Sum: \$750K	Provision of Facilities Maintenance for all Mechanical and Building Engineering Services on the Site
Coles Supermarkets Australia Contract Sum: \$60K	Maintenance of mechanical plant within 24 Coles Supermarkets including all 4 Logistics Facilities in NSW
Burger King Contract Sum: \$60K	Maintenance of mechanical plant within 37 Facilities in NSW & 7 in Victoria
Tricon Restaurants International Contract Sum: \$500K	Facility Management and Equipment Maintenance in all Pizza Hut outlets within NSW
Telstra Corporate Property Services Contract Sum: \$500K	Building Engineering Services Maintenance to approximately 350 sites throughout NSW
Totalizator Agency Board (TAB) Contract Sum: \$200K	Mechanical Maintenance and Minor Capital Works in over 180 sites throughout NSW
Law Foundation, King Street HarbourView Milsons Point Telstra House & Plaza	Office Buildings Combined Contract Sum: \$100K
IBM St Leonards & Cumberland Forest Pihana Internet Exchange Comindico Australia (Nationally)	Computer Centres & Laboratories Combined Contract Sum: \$150K
Bondi Junction, Ripples Leisure Centre, Chatswood Eye Institute	Medical, Childcare and Leisure Centres Combined Contract Sum: 150K
Independant Grocers Association (IGA)	Facilities maintenance of several facilities throughout Victoria
Country Fire Authority of Victoria	Mechanical maintenance of facilities in Victoria

comprehensive facilities management

Hirotec develop Strategic Maintenance and Operations Plans to match the investment and business requirements of the property, owner and occupants. The plan can comprise a variety of value added services offered by Hirotec.

Management of Maintenance Contracts	Prepare tender documentation; call for submissions; evaluate and report on tender submissions; appoint and manage successful contractor for all building engineering services
Operations Management	Supervise & coordinate the following routine operations: <ul style="list-style-type: none"> ▪ Plant operation & performance ▪ Service response ▪ Periodic inspections of building common areas ▪ Tenancy fitout works ▪ Security and building monitoring ▪ Cleaning and waste disposal ▪ Landscaping ▪ Security and guard control ▪ Pest inspections
Reporting	Hirotec can consolidate and provide monthly reports as follows: <ul style="list-style-type: none"> ▪ Expenditure measures at a variety of hierarchical levels including, contract, facility, and asset ▪ Summaries by service, key service performance criteria and key performance indicators ▪ Customised reports to suit Customer requirements including, comparative and benchmark reporting – property by property, region by region, dollar per square metre etc
Records Management	Management of a facility specification register, including existing specifications, drawings and documentation relating to the property – providing information to tenants and contractors as required
Energy Management	Tender the provision of energy, manage energy supply contracts and analyse energy consumption trends
Water Consumption	Assess and monitor water consumption, accounts and provide recommendations on how savings can be achieved
Fitout Liaison	The provision of a tenancy fitout team with advice and access to as installed drawings and coordinate as installed documentation – helping ensure that proposed fitout designs do not adversely impact on the property and that statutory obligations are strictly adhered

Compliance	<p>The management of:</p> <ul style="list-style-type: none"> ▪ Environmental audits and action plans ▪ All matters relating to Occupational Health and Safety policy ▪ Certification of all base building essential services ▪ Coordination of certification of all tenancy area essential services
Technical Policies & Procedures	<p>Hiretec has a thorough working knowledge of and consult regularly the following Acts and Regulations in the course of our provision of services to Customers:</p> <ul style="list-style-type: none"> ▪ Workplace Health & Safety Act, Regulations and Codes of Practice ▪ Fire Safety Act and Regulations ▪ Building Code of Australia ▪ Relevant Australian Standards ▪ Environmental Protection Act ▪ Clean Water Act
Building Health & Safety	<p>The regulatory environment in Australia is placing the responsibility for health and safety of anyone that enters a premises on the owner. Owners therefore need professional advice to ensure that all requirements are met and, where required, certification is provided. Current important issues include:</p> <ul style="list-style-type: none"> ▪ Inspection and testing of fire safety assets ▪ Legionella and bacteria testing, monitoring and maintenance ▪ Safe removal of PCBs, asbestos monitoring and maintenance of registers ▪ Indoor air quality assessment
Essential Services	<p>The maintenance, inspection and performance certification of all essential services in accordance with the relevant standards.</p>
Fire & Life Safety	<p>Hiretec manages maintenance programs, testing regimes and training to achieve the highest possible standards in relation to fire and life safety. Our policy is to place greater emphasis on testing of systems and training of people in fire systems.</p> <p>This includes equipment and system testing, overall inter-system testing and the simulation of many types of fire incidents to ensure that the systems work correctly from the alarm through to the evacuation of the building. The necessary safeguards to prevent false alarms and nuisance evacuations form part of the procedures.</p>
Invoice Administration	<p>Hiretec can receive, verify and pay all contractors and supplier invoices as appropriate, with a consolidated monthly invoice issued to the Customer. Alternatively, supplier invoices can be approved by Hiretec and forwarded to the Customer for payment.</p>

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:

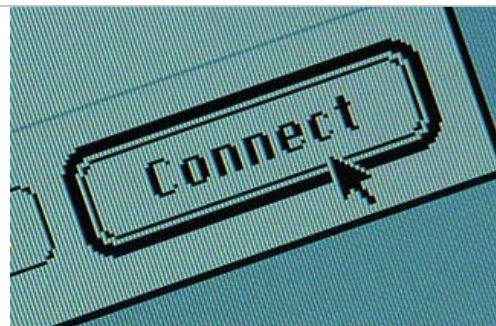
- Annual job plan
- Work status reports, including start and completion dates
- Detailed task descriptions
- Maintenance schedules
- Asset performance benchmarking
- Productivity reporting
- Response time reporting
- A variety of tailored reports

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.

service provision



Alliance Approach

The strategy of the Hirotec Group proposal in delivering the range of repairs and maintenance services is based on meeting the requirements of the specification while providing a variety of value added benefits. Hirotec's methodology to achieve these objectives is based on an 'Alliance' approach with the Customer.

An Alliance is a long-term commitment between two or more entities for the purpose of achieving clearly stated business objectives by maximising the effectiveness of each participant's skills and resources.

The purpose of an alliance approach is to develop trust and collaboration among the key players in the performance of their work on the project. This is achieved without the threat of sanction or litigation for non-performance, but rather by the alignment of the interests of the parties towards shared goals.

'The Alliance' accepts responsibility and accountability for the performance of the project. The core imperatives in developing and implementing an alliance approach are:

- Early acceptance of the ownership role;
- Provision of an aggressive approach to managing the requirements of the contract;
- Immediate allocation of accountability for service delivery;
- Nomination of the Alliance 'key players' within the Customer and Hirotec to ensure early establishment of agreed objectives and operating procedures; and
- Empowerment of key personnel to introduce and maintain a more dynamic, flexible approach to service delivery.
- Best practice processes can be identified and implemented quickly.

Commercial Objectives for this Approach

- Flexibility to changing operating requirements as the needs of the Customer changes;
- Lower property maintenance costs and maximised value for money from the dollars spent;
- Better coordination of the support with the needs;
- Management processes operating smoothly at lower cost levels;
- Achievement of optimum reliability and availability of property maintenance services in an environment of rapidly changing circumstances; and
- Contestability of the supply of property maintenance services to ensure value for money.

Operating Methodology

Hirotec's core 'operating' objective in providing a total facility management solution to the Customer is the reduction of required contractors. This allows Hirotec to manage the level and quality of work performed much closer, giving improved control, flexibility and productivity.

This is due to core building services being performed in-house and any remaining services being undertaken by our select preferred specialist service providers.

As indicated, Hirotec's alliance approach closely incorporates the Customer in the rollout of any new facilities maintenance and/or management contracts. Our operating methodology incorporates three basic stages:

1. Meet with the Customer and develop a rollout program incorporating issues such as KPI development, establishment of the Alliance Management Team, timeframes etc;
2. All nominated personnel are inducted to site; and
3. Usually as part of the site familiarisation process, during initial maintenance routines, a Condition Assessment Analysis (CAA) is undertaken.

The requirement to undertake an up-front CAA is to identify:

- Critical assets and areas of vulnerability (risk) within the facility that must be addressed with the highest priority at all times;
- Recommendations on areas of vulnerability to bring assets back to satisfactory operational levels; and
- Contingency and disaster recovery programs for critical assets so as to ensure all site personnel are familiar with fault rectification procedures in these areas.

Any restoration requirements are recommended for immediate undertaking to minimise future faults and escalating expenditure levels. Historically, contracts where the Customer has taken appropriate steps to restore plant to satisfactory operational levels has seen reductions in unprogrammed work occurring at some point subsequent to the first quarter of operation, with 'smoother' expenditure levels achieved thereafter.

All recommended restoration and/or upgrade alternatives will be detailed within the CAA for the Customer's consideration. The results of Hirotec's CAA will determine future maintenance requirements and in accordance with that stipulated by the Customer.

A site specific Maintenance Plan is then prepared in accordance with specification, facility, statutory and legislative requirements. The Maintenance Plan is signed off by both Hirotec and the Customer, and forms part of Hirotec's Quality System documentation.

The Maintenance Plan is used for future site induction and cannot be changed without agreement by the Alliance Management Team.

Within the Maintenance Plan, a detailed maintenance program is outlined indicating timing of maintenance routines, work instructions and safe work method statements on all nominated building services. All maintenance routines are then loaded into Hirotec's CMMS.

The approach by Hirotec Maintenance in the service provision is to utilise the Hirotec Customer Service Centre to capture all service calls. The Service Co-ordinator will plan and co-ordinate all service and maintenance activities.

Maintenance works will be assigned to a maintenance team consisting of several service technicians and specialist service providers. Both in-house technicians and specialist service providers will be used on a rotation basis to ensure site familiarisation. The technicians will be under the direct supervision of a Service Supervisor and will be technically supported by the Service Manager.

Our communication objective is to ensure that the Customer has access to a Hirotec representative at all times, through the utilisation of our Customer Service Centre for general day-to-day operational issues and the Alliance Team member(s) on a regular basis, or as and when required, to monitor project objectives and planning.



total facilities solutions