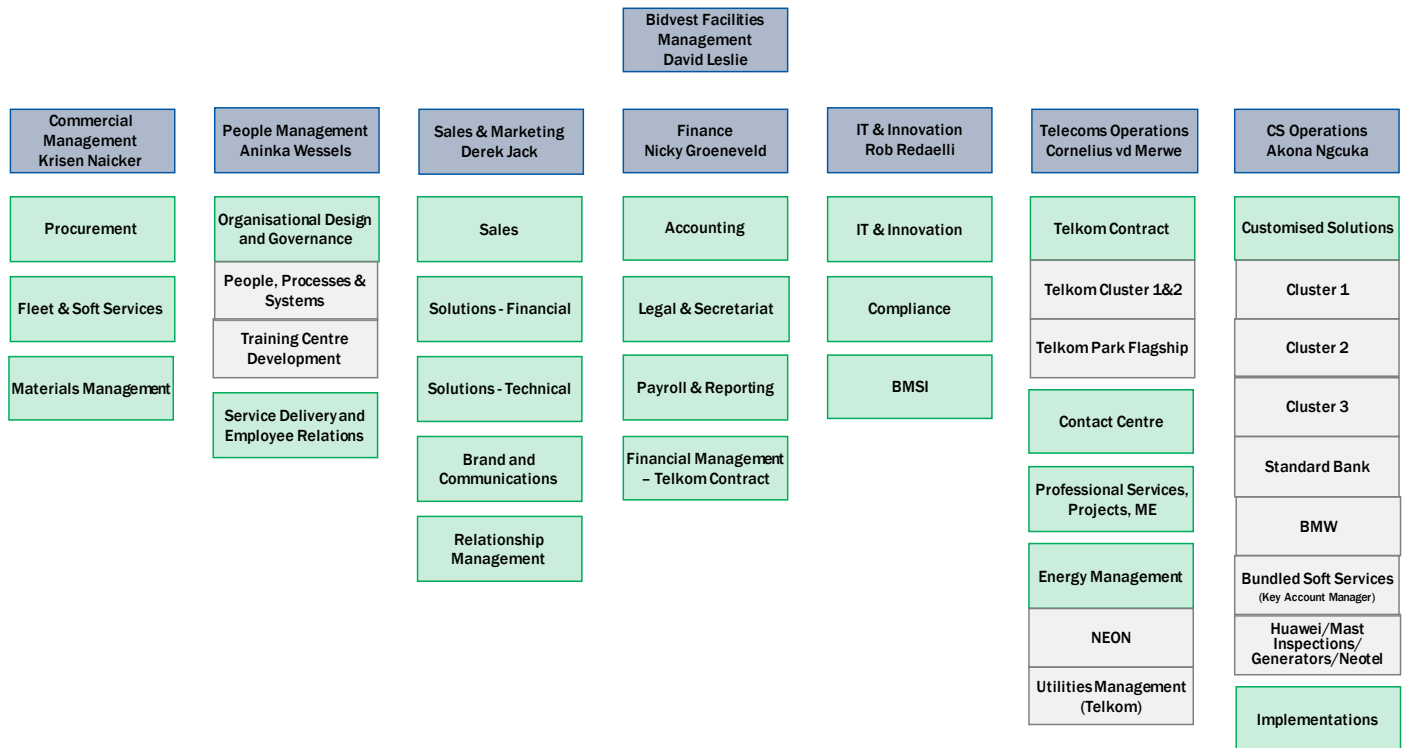


COMPANY PROFILE



COMPANY STRUCTURE

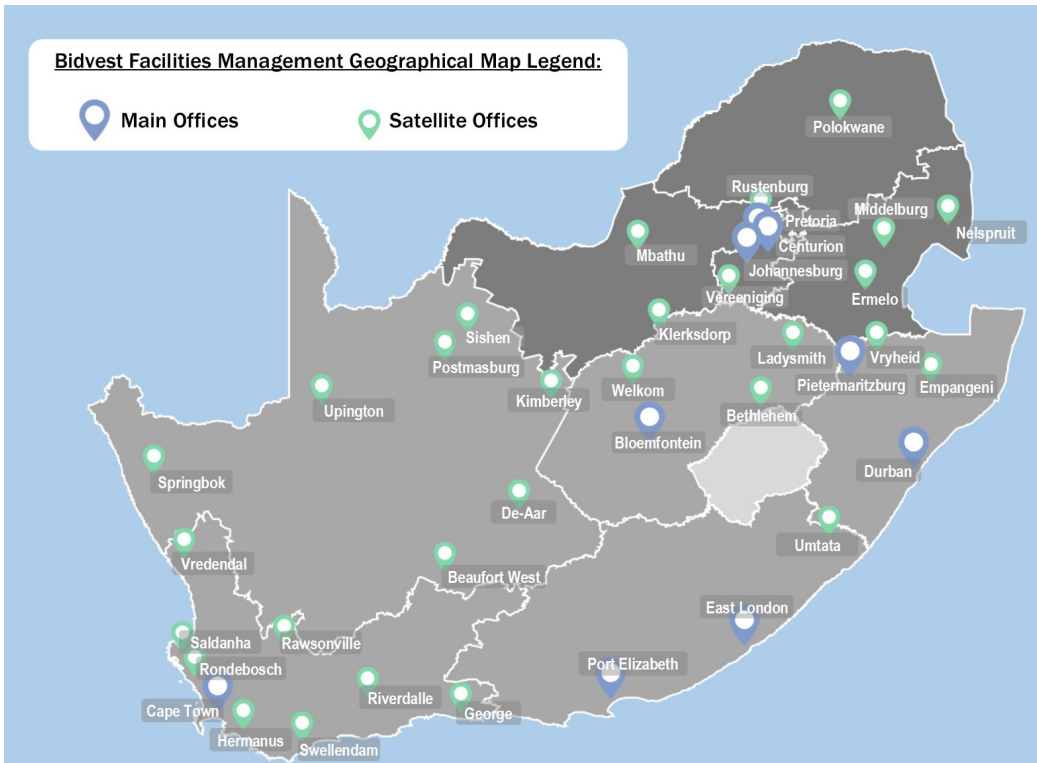
COMPANY STRUCTURE WITH RESPONSIBILITY MATRIX



NATIONAL FOOTPRINT

Bidvest Facilities Management has 39 strategically located offices throughout South Africa and offers full national coverage with knowledge of the local and regional markets.

Bidvest Facilities Management's corporate office is situated in Centurion, Gauteng with offices in the following South African towns and cities:



400+
Vehicles



500+
technically
qualified staff



±1100
Employees



1 million assets
currently being
maintained



Buildings
managed:
2,2 million m²



Land managed:
more than
21 million m²

SERVICE OVERVIEW

Bidvest Facilities Management has extensive experience in non-core services outsourcing and delivery of business support services.

We provide Integrated Facilities Management with the capacity and skill to support large, complex portfolios as well as specialized services for businesses requiring customised Facilities Management services. We are unique in the way we integrate our services through IT and technology and form alliance relationships with our customers.



INTEGRATED FACILITIES MANAGEMENT

We provide Integrated Facilities Management with the capacity and skill to support large, complex portfolios as well as specialized services for businesses requiring customised Facilities Management services. We are unique in the way we integrate our services through IT and technology and form alliance relationships with our customers.



Integrated Facilities Management (IFM) includes but is not limited to a selection of the following:

Contract management services	Contact Centre capabilities	Professional project management services	Quality, health and safety and environmental services
Supply chain management	 Technical solutions	 Bundled soft services	 Business support services



SHEQ Compliance:

In this division, with the focus on minute details, we constantly monitor the quality, delivery and compliance of our service delivery.





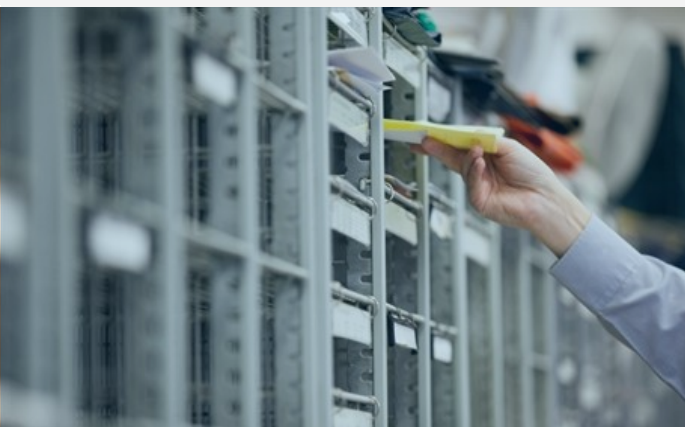






Service & Savings:

Service delivery is governed by service level agreements that ensure we deliver our services on time and within budget.

BUSINESS SUPPORT SERVICES

Bidvest Facilities Management has extensive experience in non-core services outsourcing and delivery of business support services.

Business support services includes but is not limited to a selection of the following:

 Driver services	 Porter services	
 Stationery supply	 Meeting room management	
 Reception services	 Concierge services	
 Mailroom services		

INTEGRATED FACILITIES MANAGEMENT

We provide Integrated Facilities Management with the capacity and skill to support large, complex portfolios as well as specialized services for businesses requiring customised Facilities Management services. We are unique in the way we integrate our services through IT and technology and form alliance relationships with our customers.



Integrated Facilities Management (IFM) includes but is not limited to a selection of the following:

Contract management services	Contact Centre capabilities	Professional project management services	Quality, health and safety and environmental services
Supply chain management	 Technical solutions	 Bundled soft services	 Business support services



SHEQ Compliance:

In this division, with the focus on minute details, we constantly monitor the quality, delivery and compliance of our service delivery.



Service & Savings:










Service delivery is governed by service level agreements that ensure we deliver our services on time and within budget.



BUSINESS SUPPORT SERVICES

Bidvest Facilities Management has extensive experience in non-core services outsourcing and delivery of business support services.

Business support services includes but is not limited to a selection of the following:

 Driver services	 Porter services	
 Stationery supply	 Meeting room management	
 Reception services	 Concierge services	
 Mailroom services		

TECHNICAL SERVICES

Efficient, sustainable maintenance services are critical to everything we do. We engineer solutions that fit best with your environment and deliver a full range of planned and reactive maintenance services.

Our responsibilities include:

 Infrastructure repairs and maintenance	 Building fabric maintenance	 Lifts and escalator maintenance	 Security system repairs, maintenance and installations
 Fire protection, detection and suppression systems	 External hardscaping	 Air-conditioning and HVAC maintenance	 Energy and utilities management
 Standby/ Emergency power provision and maintenance	 Asset management services	 Handyman services	 Office Churn

BUNDLED SOFT SERVICES

As a market leader in the provision of facilities management services, Bidvest Facilities Management can provide clients with customised, flexible and competitive facilities services. Following global trends towards self-delivery and cost efficiency, more and more clients are benefiting from multiple services provided through a single service provider.

Accounts are managed by a key accounts manager providing a single point of contact. Clients will enjoy improved service delivery, increased risk mitigation, reduction of vendor base, and the utilisation of best practices gleaned over 25 years of the history of the Bidvest Group.

These services include:

 Cleaning, high level cleaning, upholstery and carpet cleaning	 Hygiene, deep cleaning, pest control	 Physical and technical security	 Catering, vending, tea, coffee and water services
 Waste management	 Laundry and garment hire services	 Landscaping services and internal plants	

GENERATOR SERVICES

Bidvest Facilities Management has a comprehensive range of generators of varying sizes to suit different requirements.

We also offer an end-to-end generator service with a highly-skilled, national team of technicians who are available around the country for refuelling, maintenance and emergency back-up support.

This proactive and innovative service is available on short or long-term contracts depending on your requirements. We will assess your needs carefully before recommending and installing suitable generator solutions.

If you would like your own staff to manage your generators we also provide certified, comprehensive training to equip them with the required knowledge and skills.



We offer full backup support on:

Servicing

Deployment

Maintenance

Refuelling



MOBILE MAINTENANCE

Bidvest Facilities Management offers basic electrical, plumbing, mechanical and general building support on a scheduled weekly, fortnightly or monthly contract.


Services typically include:

Minor electrical maintenance	Replacement of globes/lamps	Furniture repairs
Minor plumbing maintenance	Hanging of pictures/white boards	Minor HVAC maintenance
Minor wall paper, carpet and flooring repairs	Minor locks, doors and window frame repairs	Minor paint work and touch-ups

STRUCTURAL INTEGRITY INSPECTIONS

We provide Structural Integrity Inspection services countrywide with a conditioning assessment which includes photo evidence and recommendations for remedial work and options to avoid major expenses.

The detailed inspection report covers:

Mast Base	Body	
Non-destructive testing	Mast top section	
Ladders	Fall protection system	
Structure loading & peripheral equipment (antennae)		

TRAINING CENTRE

Bidvest Facilities Management Technical Training Centre is a state-of-the-art facility, with the capacity and infrastructure to support various training initiatives.

Training includes:

Technical and engineering skills training for employees, including:

- general building maintenance - electronics
- plumbing - refrigeration
- standby power - HVAC
- fire systems - CC

Non-technical (soft skills) training courses

Technical skills assessments

Capacity to run learnership programs

Capacity to provide trade test preparation in various technical disciplines



ENERGY AND UTILITIES MANAGEMENT

Bidvest Facilities Management has an end-to-end energy and utilities management solution that leverages best practices, giving you highly effective cost savings!

We can also provide automated remote metering and reporting with data analysis for energy balance within the organisation. We can do this even in hard to reach areas on a national scale.

Our solution includes:

Utility account analysis	Verification and optimisation	
Energy assessments	Tariff and supply capacity analysis/optimisation	
Energy business case development	Turn-key energy project delivery	
Measurement and verification of energy and water savings	Managing, monitoring, tracking and reporting	
Sustainable energy solutions and awareness campaigns	Remote metering	

Bidvest Facilities Management's Contact Centre consists of two divisions, namely the Call Centre/Help Desk and the Building Control Centre. There are approximately 90 staff on shift on a rotation basis 24 hours a day, 365 days a year.

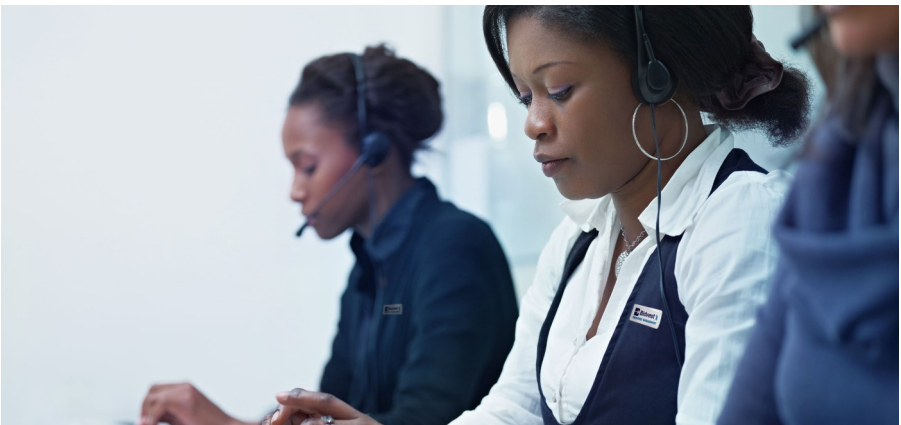


CALL CENTRE/HELP DESK

Bidvest Facilities Management has a Help Desk operation with a dedicated share call number and a service that is available 24 hours a day, 7 days a week. Through software integration, the Help Desk has been customised to perform the following functions:

- Consolidate all operations requests to one single point of contact
- Field all calls from tenants (if applicable)
- Capture all FM work requests in the system, measured against agreed service level specifications and standards
- Assign all operations requests to the work management system
- Make available all status and history of operations requests.

The Help Desk provides a single point of entry for all facilities management service requests raised by our clients' staff. It also serves as a single source of information for providing feedback on all logged service requests and the progress made towards executing these requests. In case of an after-hours emergency, the Help Desk will direct callers to emergency service telephone numbers.



45000 Contacts per month of which 16000 are Calls logged via voice
Calls are logged via voice, e-mail and portal
Integrated into SAP platform
Operational SLA's to measure the number of calls answered within a specific timeframe (In Seconds): 90/30, 90/10
SLA for e-mails = Reference number issued within 30 minutes of the time of receipt of the original mail
Departmental abandonment rate benchmarked at <2% of the total calls received, however Bidvest Facilities Management achieves
AHT (Average Handling Time) = 3.5 - 5 minutes
Call answering Speed in 5 seconds
Auto answering for all calls received

BUILDING CONTROL CENTRE

Bidvest Facilities Management's Building Management Control Centre offers remote surveillance to proactively manage all events and/or alarms from critical sites. It also offers remote meter information gathering which effects utility account management through financial and technical account analysis.

The centre prides itself in its quick response to system or equipment failures. By monitoring equipment alarms remotely on sites that have been identified as crucial by our clients, the centre can quickly dispatch the correct technician to the site and minimise downtime.

Early warning alarms help to identify problems to equipment condition. Maintenance experts located at Bidvest Facilities Management's Head Office and Regional Offices can analyse the system condition remotely, notify local technicians in advance that a system is not performing to design specifications and assist them where needed.

Forecasting is possible by identifying trends. We can perform Emergency Reaction and Control and we archive historical plant data which is used to deliver reports according to customer requirements (Service Level Agreements). We partner with other divisions in Research and Design projects and hold control during the Disaster Recovery process. (Disasters could include major storms, major power outages, etc.)

This option includes the remote operation of a site or site control room, which includes lifts monitoring, evacuation control and fire systems.

A strong presence is required in every building, which can be achieved in various ways depending on the chosen Building Management Solution (BMS) and the design. Further involvement is required during the design phase to ensure interfacing.

Real time monitoring of 65000 key points

Real time trending on points

Web based view that is available on the internet (Controlled IP)

Alarms coordinated through SAM (Site Alarm Manager)

Alarm parameters set according to the terms of operations for the different equipment

Alarm priority pre-defined according to the service impact

Every alarm point is linked to the Graphical Webpage accessible through URL

Remote Control capability on the Environmental Equipment (Change in Temp settings, remote start and stop of generators)

ADSL Network fully backed up by 3G connectivity- increased availability.

