

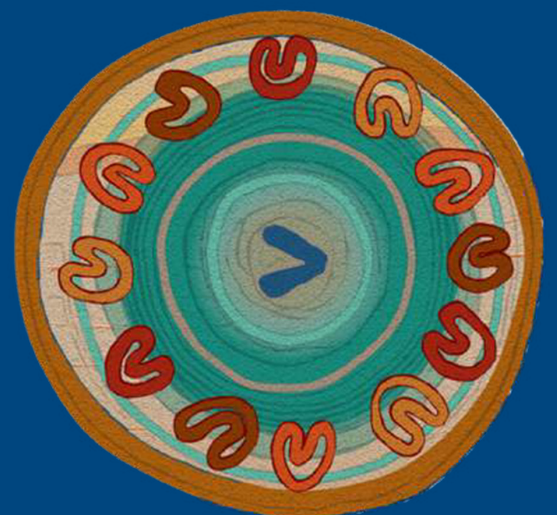


**BGIS** ➤

**BGIS Housing & Homes  
Experience**

**BGIS acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of Australia, and we recognise and respect their ongoing cultural and spiritual connection to Country.**

BGIS values the diverse cultures and beliefs of Aboriginal and Torres Strait Islander peoples and recognises the contributions Aboriginal and Torres Strait Islander peoples have made to build and strengthen our communities. We acknowledge the past, and today with respect, continue our commitment to working in partnership for a better, more prosperous future for all.





BGIS is proud of its footprint in the Housing Sector, providing essential and programmed maintenance across several clients with whom we work to make a difference.

BGIS is a global leader in integrated facility management services offering our clients a full range of facility and property management services. With safety, compliance and technical excellence at the forefront of our delivery we help our clients excel with innovative and sustainable results.

Our acquisition of Dunedin Housing Maintenance Contractors (DHMC) and DHMC Trade Ltd in 2023 deepens our experience and capability in the Housing Sector and brings a 50+ year wealth of knowledge to our clients.

## Kāinga Ora Maintenance Contract

### Account Overview

DHMC has a 50-year history of delivering maintenance services to housing in the lower half of New Zealand's South Island. A team of 54 employees manage the delivery of maintenance services across 8 categories of maintenance with 46 direct trades employees delivering painting, carpentry, plumbing, and electrical services.

The DHMC business has been built around one core contract with Kāinga Ora (formerly Housing New Zealand). This relationship is 50 years old and the underlying contract was renewed recently in 2020 on a term of 5 + 2 + 3 years. Under the Housing New Zealand Performance-Based Maintenance Contract, DHMC has been ranked in the top three quality providers across New Zealand.

BGIS already had a contract with Kāinga Ora, see next page, so this acquisition further demonstrates our commitment not only to the housing sector but our pride and respect for the work and relationship we have with Kāinga Ora.

The Kāinga Ora Maintenance Contract is responsible for all government housing properties in most regions of the lower South Island, including Canterbury, South Canterbury, Otago, and Southland.

The portfolio consists of a mix of homes that are single storey, double storey, twin units, duplexes, multi storey flats and car parking.

In FY2022-2023 we responded to over 36,200 work orders, covering everything from urgent health and safety issues to general repairs and maintenance and void repairs.

With a growing direct trade capability, the contract is supported by a deep and wide sub-contractor network of some 1,200 trades across the region, allowing a swift and efficient delivery of maintenance work across the housing portfolio.

Kāinga Ora continues to grow their provision of homes for the people of NZ and BGIS is proud of its collaborative working relationship to support this growth and respond, via our 24/7 helpdesk swiftly to needs.

Completely dedicated to end-user satisfaction our team works with integrity, providing high-quality work and services and to exceed expectations where possible.

## Highlights

**BGIS provides holistic property maintenance across the lower South Island of NZ.**

**Term:** Client since 1960

**BGIS Team:** 100 full-time employees

### Size and Scope:

Delivery of maintenance to 5,900 homes

### Services delivered:

- Hard Services
  - Electrical
  - Plumbing
  - Carpentry, Plastering & Glazing
  - Building/roof repairs
  - Floor coverings
  - Solid-fuel repairs
- Soft Services
  - Painting & Decorating
  - Moss and mould treatments
  - Chimney Sweeps & repairs
  - Steam Cleaning
  - Pest Control
  - Property gardening and clean ups
  - Waste removal
  - Water blasting

### Spend under management

- NZ\$60M under management annually

### Subcontractors managed

- 1,200



# Kāinga Ora Retro-fits & Building Warranty of Fitness

## Account Overview

Since 2020, BGIS has delivered programs of project works and compliance services to Kāinga Ora across three geographically dispersed regions throughout New Zealand.

Kāinga Ora (formerly Housing New Zealand) provides social housing to nearly 200,000 people and their families across New Zealand. Kāinga Ora owns and maintains nearly 69,000 public homes and helps people on the path to ownership.

Since the contract was awarded in 2020, the portfolio we service for Kāinga Ora has more than doubled and has grown month-on-month since 2021. BGIS' strong value alignment to Kāinga Ora's mission to build better, brighter homes, communities, and lives has been foundational to the success of this partnership, in which we embed empathy and respect into everything we do.

The contract is split into two parts:

- **Retrofit Program** – upgrading and modernising the stock of older homes to bring them up to new build standards and extend property life, and
- **Building Warrant of Fitness (BWoF) and Compliance Services** – maintenance and management of building and certifiable component servicing.

Our teams also carry out restoration works following structural damage caused by fire or contamination from illegal substances.

Our successful partnership with Kāinga Ora across multiple service lines and regions illustrates BGIS' ability to deliver quality homes while creating and sustaining jobs for the people of NSW.

For Kāinga Ora, we do this by:

- Modernising “old stock” housing to improve the quality and extend the life of the properties within tight timeframes, ensuring they are suitable for aging and less mobile residents
- Upholding Kāinga Ora's reputation through strict risk management and proactive mitigation procedures
- Ensuring public assets are 100% compliant with legislation and regulation, and
- Creating an apprenticeship pathway specifically for carpentry trainees of Māori and Pasifika descent.

## Modernising homes to extend property life

The success of our BWoF/Compliance Services contract with Kāinga Ora has led to organic growth across the portfolio in other service lines, including being awarded modification and upgrade works as part of Kāinga Ora's Retrofit Program. Our teams undertake the full refurbishment of the homes, including asbestos removal, demolition, structural works, interior refurbishment, plumbing and electrical.

## Upholding reputation through risk mitigation

As the largest social housing provider in NZ, Kāinga Ora is under constant scrutiny. We ensure that our teams carry out their work respectfully and in alignment with BGIS and KO core values, upholding our client's reputation with the public and the media.

We have invested time with KO stakeholders to develop detailed site access protocols and procedures to minimise disruption for residents.

## Ensuring public assets are safe and compliant

BGIS manages programmed maintenance works relating to a coordination and inspection testing regime for all certifiable components safety and specified systems to 550 properties across three regions. All of the tasks undertaken are either in tenant homes or within public access areas.

This includes but is not limited to, fire services, fire alarms, deaf tenancy services, automatic doors, mechanical ventilation, riser mains, passive fire protection, lifts, and emergency lighting. We carry out more than 3,000 scheduled tasks each month and rectify any defect works identified during the planned inspections.

The high-performance level in this contract has led to additional service scope across the portfolio in other service lines, including compliance refurbishment projects and larger modification projects within the Retrofit program.

## Building pathways for carpentry apprentices

BGIS NZ has invested in a newly implemented internal apprenticeship program that focuses on diversity and inclusion within the FM and construction industries. We currently have two carpentry apprentices of Māori and Pasifika working on our KO contract, representing 2% of our NZ workforce.

## Highlights

**BGIS provides programmed capital and building upgrades and modifications, and compliance services to Kāinga Ora.**

**Term:** Client since 2020

**BGIS Team:** 9 full-time employees

### Size and Scope:

- 130 homes - Retrofit
- 550 homes – BWoF/Compliance
- >1,800 remedial works p.a.
- >36,000 BWoF/Compliance inspections p.a.

### Services delivered:

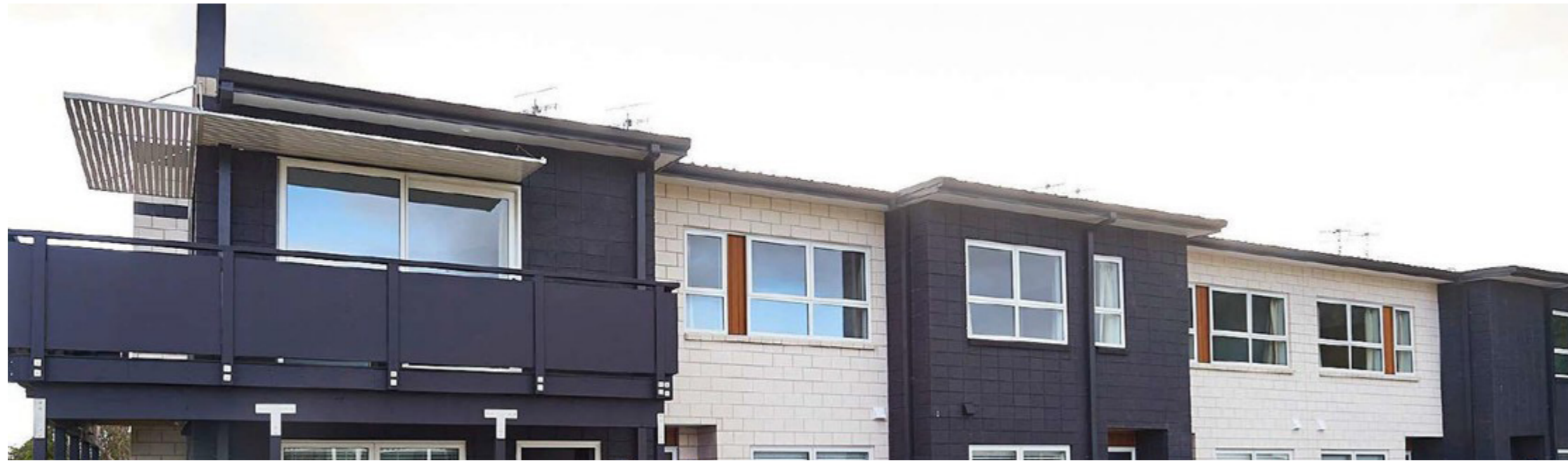
- Retrofit Program
  - Capital and building upgrades
  - Interior refurbishment
  - Structural works
- Restoration
  - Make-good works following fire or structural damage due to
    - fire
    - contamination from illegal substances
- BWoF and Compliance Services
  - Annual certification
  - Remedial works

### Spend under management

- Approximately NZ\$30m
  - NZ\$22m of retrofit and modernisation projects
  - NZ\$7m BWoF/Compliance

### Subcontractors managed

- 22



# Accessible Properties Limited

## Account Overview

Since 2020, BGIS NZ has provided responsive and programmed maintenance works and capex projects for 650 Accessible Properties homes across New Zealand. This comprises 150 community housing properties and 500 disability residences.

Accessible Properties Limited (APL) is New Zealand's largest non-government community housing provider. A profit-for-purpose, charitable organisation wholly owned by IHC New Zealand, APL manages more than 2,700 properties nationwide, providing good quality, affordable and assisted living homes to people with disabilities, those with low incomes, and the elderly. They are dedicated to providing housing that meets tenants' needs and tenancy services that promote successful, long-term inclusive living in a community.

Originally delivering services to the South Island, the two scope expansions to include the lower North Island and central North Island reflect our strong relationship with APL and the quality of our service delivery over the last two years.

In addition to responsive and programmed maintenance, BGIS also carries out Healthy Homes inspections and remedial works for over 700 properties.

The high-quality services we provide APL illustrate BGIS' alignment with the objective of creating strong and resilient communities by providing safe and warm houses that tenants are proud to call their homes.

For APL, we achieve this by:

- delivering capex projects within mixed tenure developments, creating a cohesive community identity
- integrating our technology with APL's own systems through an API
- understanding the needs of vulnerable populations by liaising with social workers and APL Property Managers to ensure the safety of everyone on site.
- carrying out Healthy Homes surveys and delivering high-quality remedial works, ensuring properties are warm, dry, and legally compliant.

## Capex Projects within mixed tenure developments

APL's mixed tenure developments balance tenant needs with privately- owned residences, promoting successful and long-term integrated living within a community.

When carrying out capex projects, our BGIS teams work with APL stakeholders to design and deliver builds with a consistent look and feel to the rest of the community, helping to reinforce local identity within a wider neighborhood.

## IT integration with APL's own systems

BGIS NZ's technology system integrates with APL's (Greentree) to ensure all stakeholders have access to the most accurate and up-to- date work order and invoice data, enabling APL to monitor work order progress through to completion.

## Ensuring the safety of vulnerable citizens

Through our work with APL and other social and community housing providers throughout New Zealand, our teams are experienced in the nuances of working with vulnerable and high-needs populations within a residential context.

We work closely with community social workers and APL Property Managers to ensure minimal disruption to residents' lives while works are being carried out. This includes arranging access to properties, mapping specific approaches and protocols to manage risk, and ensuring that lines of communication are open and transparent.

Many of APL's residents are in high-needs care, living with a wide range of physical and mental challenges and requiring consistency of service and a deep understanding of their needs.

When accessing the properties, BGIS technicians attend APL sites in pairs and ensure that a social or property manager is present. These protocols are foundational to maintaining high safety standards and minimising risk to both residents and technicians.

## Ramping up additional Healthy Homes inspections

The Healthy Homes program ensures homes are properly insulated and heated and are compliant and meet legal standards. Our teams carry out Healthy Homes surveys on behalf of APL to identify any necessary works and engage local subcontractors to deliver any remedial works.

Due to the success of the inspections and remedial works delivered by BGIS, in July 2022 we were asked to take over an additional 270+ Healthy Homes inspections and resulting remedial works from an underperforming incumbent contractor.

## Highlights

**BGIS provides Integrated Facilities Management services, Asset Management, accessibility modification services and Health Homes assessments and remedial works for Accessible Properties.**

**Term:** Client since 2020

**BGIS Team:** 4 full-time employees

### Size and Scope:

- 650 properties
  - 150 community housing
  - 500 disability housing
- >6,000 responsive work orders p.a.
- >1,000 programmed work orders p.a.
- >700+ Healthy Homes inspections

### Services delivered:

- Responsive maintenance
  - 24/7 management of responsive work orders
- programmed maintenance scheduling and delivery
  - Disability and accessibility modifications
  - Capex projects
- Subcontractor management
- Helpdesk services
- Asset Management
- Healthy Homes
  - Assessments
  - Remedial works

### Spend under management

- NZ\$4m

### Subcontractors managed

- 50



# Department of Transport Victoria

## Account Overview

Since 2017, BGIS has been the appointed facility and property manager for the Department of Transport Victoria (VicRoads).

This includes the provision of IFM, property management, and project management services across metro and regional Victoria. BGIS teams also carry out lease administration services on behalf of VicRoads, including collecting rent payments from tenants living in public residential properties.

VicRoads owns over 2,900 properties which have been acquired and held for future road development or projects. As the properties within VicRoad's portfolio sit on land allotted for future development in road infrastructure, no investments are made in modernisation or upgrading the premises.

Properties that are not immediately required for infrastructure purposes are leased to the public. Residential properties are leased to community groups for low-income populations. Most of these properties are free-standing houses and unit blocks built in the 1960-70s.

This contract demonstrates BGIS' ability to:

- effectively manage a diverse portfolio of government-owned properties with challenging budget constraints,
- provide strategic property management advice to reduce maintenance costs,
- manage a hybrid model of in-house Technical Services and a trusted subcontractor network across metro, regional and remote areas.
- implement a schedule of annual inspections that includes condition reporting and asset data collection, to be used for strategic capex planning recommendations.

In the 6 years since contract inception, VicRoads has provided increased autonomy to the BGIS team to make decisions on tenancy matters and increased the initial works approval limit due to trust in the way we manage subcontractors. This successful delivery of services resulted in a contract extension until 2025.

The services we provide VicRoads illustrate BGIS' alignment with the objective of delivering safe and secure housing.

For VicRoads, we achieve this by:

- Continually innovating to improve tenant and technician safety through the research development of a Bluetooth duress alarm
- Carrying out restoration of homes after fire or smoke damage, and
- Developing and maintaining a robust and tailored risk register and mitigation process.

## Improving safety outcomes through innovation

BGIS undertakes annual inspections of all VicRoads residential properties and carries out any necessary remedial works to ensure they are warm and dry for tenants.

As these inspections are carried out by a single team member, safety is of the utmost importance for both the tenant and the technician.

Our Account Team has invested in researching and developing innovative solutions to improve safety outcomes. This includes a phone app with a duress alarm, connected to a Bluetooth button on clothing or on lanyard for ID cards.

These innovations are currently being tested by our team in the field, and wider implementation is being investigated.

## Property restoration make-good works

To properly undertake make-good restoration works of property following damage from fire, our teams engage highly specialised subcontractors to collect hazardous debris and properly remediate to ensure the property is safe for residents.

## Tailored Risk management strategies

BGIS' commitment to prioritising safety is underpinned by our robust risk management process and procedures.

Over the last 6 years, our Account Team has developed detailed risk registers and mitigation strategies and implemented stringent procedures to ensure the safety of all team members and tenants.

As many interactions with VicRoads tenants are regarding rent payments, arrears, or evictions, these risk mitigation strategies include procedures and training on how to deal with conflict and escalations.

## Highlights

**BGIS provides Integrated Facilities Management, Property Management, and Project Management services for the Department of Transport Victoria (VicRoads).**

**Term:** Client since 2017

**BGIS Team:** 8 full-time employees

### Size and Scope:

- 2,900 owned properties, including
  - 240 residential homes
  - >50 commercial
  - >2,000 land allotments
  - 230 telecommunications sites
- >2,300 responsive works p.a.
- >300 programmed works p.a.

### Services delivered:

- Integrated Facilities Management
  - Maintenance Management
  - Building Operations
  - Compliance Management
  - Subcontractor Management
  - Certifiable component servicing
- Property Management
  - Lease administration
  - Real Estate transactions and advisory services
  - Land allotment assessment
- Project Management
  - Restoration following fire or other damage

### Spend under management

- \$4.4m

### Subcontractors managed

- 17



## Enable New Zealand

### Account Overview

A subsidiary of Te Whatu Ora – Health New Zealand, Enable NZ is a specialist housing provider of disability and accessibility services. As New Zealand's largest provider of disability and accessibility modifications, Enable NZ managed 2,900 housing modifications in 2021, helping people remain with their families and connect with their communities.

Since 2013, BGIS NZ has provided turn-key architectural design and end-to-end project management and delivery of disability accessibility modifications and improvements for Enable NZ. These projects vary in size and complexity and range from NZ\$10-800k. On average, we deliver 1,500 projects worth NZ\$14m per year, covering 85% of Enable's clients.

This encompasses both minor and complex modifications, including:

- door widening,
- ramp and grab-rail installation, and
- full modifications of kitchens, bathrooms, bedrooms, and other living spaces (including plumbing, gas fitting, electrical, and tiling).

In the almost 10 years since contract inception, our in-house Technical Services and subcontractor teams have delivered over 10,000 modifications for homes geographically dispersed across New Zealand.

Originally a 5-year contract with 2x2 year extensions, the success, and quality of our resident-focused service delivery and strong client relationship has led to a confirmed contract in place until 2026.

BGIS' strong value alignment has been foundational to the success of our partnership with Enable NZ, with a customer focus embedded in our service delivery that demonstrates empathy, respect, and minimisation of disruption to residents' daily lives.

Our successful 10-year partnership with Enable NZ illustrates BGIS' ability to deliver:

- quality accessibility modifications safely and on time
- close collaboration and open communication between clients, occupational therapists, residents, and BGIS delivery teams
- management of local subcontractor network to service a geographically dispersed portfolio, and
- a strong HSE focus to ensure resident comfort.

### Quality modifications delivered safely and on time

To ensure quality modifications are delivered in compliance with all relevant regulations, policies, and guidelines, and to transparently communicate on timeframes and milestones, our teams conduct a series of pre-start meetings and hold weekly update meetings while works are in progress.

This allows all stakeholders to provide their input prior to work starting and while they are in progress and ensures that expectations around quality and timeliness of the works are upheld.

### Collaboration and communication with stakeholders

Strong collaboration and open communication between our delivery teams, the resident's occupational therapist, and Enable NZ is of the utmost priority.

Our teams work with the occupational therapist to design and implement modifications that appropriately suit the resident's needs while maintaining the look of the existing home. Enhancing our design capability BGIS has added designers and engineers to our in-house team providing a fit-for-purpose end-to-end solution.

### Management of local subcontractor networks

In addition to delivering modifications in metro and rural areas across North and South Island (including extensively throughout the West Coast and Far North), our teams have provided services on Chatham's, Waiheke, and Motiti Islands.

Given the wide geographic spread of Enable's clients across NZ, our teams rely on our trusted, highly qualified, and vetted local subcontractor network, under the supervision of our Regional Project Managers.

### Strong HSE focus for resident comfort

Our teams understand the need to adapt and customise our processes to accommodate the particular situation of each resident.

As many modifications are delivered while the resident continues to live in the home, careful planning around HSE risks and mitigation strategies are discussed and agreed upon during a series of pre-commencement meetings prior to undertaking any works. While works are in progress, weekly on-site meetings are held to ensure that no new HSE risks have arisen.

## Highlights

**BGIS provides end-to-end disability and accessibility modification projects for Enable NZ.**

**Term:** Client since 2013

**BGIS Team:** 4 full-time employees

### Size and Scope:

Approximately 1,200 modifications p.a.

### Services delivered:

- Minor modifications (less than 1m)
  - Handrails
  - Low-rise lifts, stair lifts
  - Door widening
  - Fencing and gates
  - Hand-held showers
  - Minor ramps
- Complex modifications
  - Ramps higher than 1m
  - Extension of existing living spaces
  - Full modification of kitchens, bathrooms, bedrooms, and other living spaces
    - including plumbing, gas fitting, electrical, tiling

### Spend under management

- NZ\$14m capex

### Subcontractors managed

- 50



# Australian Defence Force – Living Accommodation

## Account Overview

The Australian Defence Force has been a client of BGIS since 2001. We are very proud of our heritage with this client through our support and upkeep of the Defence bases, military precincts and the fundamental need for living accommodation for their highly agile workforce.

With a fully integrated contract delivering estate management, facilities management, project management, environmental and land management, asset management of critical environments, holistic lifecycle planning and safety management across a large and diverse estate our success is evident by being voted the Estate Contractor of the year for three consecutive years.

## Living Accommodation

Whilst off base Defence housing is managed directly by Defence Housing Australia, BGIS ensures that appropriate living accommodation is always at the ready.

With over 57,000 check-ins to accommodation in any given year, the BGIS team ensures that:

- Commissioned officer housing for senior VIPS is maintained and ready at a moment's notice when deployment and/or urgent Defence requirements call
- Comfortable and clean on-base living accommodation for Defence personal that may be needed for just a week or in excess of a year
- Mobile support for training exercises that provides temporary accommodation and supported power and water supplies as needed

Delivery of services for both hard and soft services must be nimble to adjust and pivot depending on the requirements of the Australian Defence Force.

Environmental and sustainable governance is at the forefront of Defence and BGIS and over the years many innovations and initiatives have resulted in better outcomes for both the accommodation occupants and the environment. An example is our Integrated Pest Management Program – a systems approach that combines preventive techniques, non-chemical pest control methods and the wise use of pesticides with preference of products that are least harmful to human health and the environment. The initiative resulted in a 36.6% decrease in reactive works in year 1, a continued decrease in year 2 and a downward trend on reactive spend, saving some \$230k.

With an ability to ramp up and down project resources, BGIS supplements our FM delivery with minor projects or programs of work to meet the rapid changing needs of the Defence Force, whilst ensuring that occupant comfort is never compromised, and assets remain fit for purpose.

## Highlights

**BGIS provides 24/7 Support for Defence Personnel Living Accommodation.**

**Term:** Client since 2001

**BGIS Team:** 211 full-time employees

### Size and Scope:

Management of 6,000 Living Accommodation across Northern NSW

### Services delivered:

- Hard Services
  - Air conditioning
  - Electrical
  - Security Access Control
  - Plumbing
  - Fire egress /EVAC warning
- Soft Services
  - 57,000 check-ins annually
  - Housekeeping
  - Cleaning
  - Linen & dry Cleaning
  - Pest & Vermin Control
  - Landscaping
- Project Management
  - Living Accommodation refresh:
  - Repainting
  - Re-carpeting
  - Kitchen/bathroom upgrades
- Other
  - QR codes for capture of occupant satisfaction, informing future strategy

### Spend under management

- This is delivered as part of the holistic contract arrangement which is in excess of \$270M under management annually





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