# BGIS

INTEGRATED FACILITIES MANAGEMENT,
TRADES SERVICES AND ADVISORY

apac.bgis.com

# About us

BGIS is a leading provider of facility management services, project delivery services, energy and sustainability solutions, asset management, critical environments, real estate services and integrated trades services. Our talented team of over 2,500 people operates across Australia and New Zealand.

Our clients are from a diverse range of sectors, including defence, justice, government, education, healthcare, utilities, finance, telecommunications, property, resources, transportation, aged care, oil & gas and sport & leisure. We manage over 34,000 client locations, totalling more than 17 million square metres in a portfolio of corporate offices, retail, universities, schools, hospitals, housing, venues & stadiums, institutions, warehouses, industrial assets and data centres.

## Enabling Innovation

We know there is always a better way. We encourage change and seek the opportunity it brings. Our people solve problems through diverse thinking and innovation, to deliver places that work now and for the future.

Whether it be finding AI solutions to achieve efficiencies for clients, minimising refrigerant to reduce energy consumption, installing Hybrid LED Exit Signs using photoluminescent technology, reducing the carbon emissions from a building, or developing solutions for in-flight waste management, we are constantly innovating for our clients.

# Our services

Our services are delivered as an integrated solution, bespoke to our clients' needs. Partnering with BGIS allows our clients to focus on their core business and strategic directions, confident in the knowledge that BGIS will take care of their property portfolio as if it were our own.

## Facilities management

Delivering integrated facilities management solutions and strategic asset lifecycle management through both strategically planned and reactive maintenance programs. Driving a culture of innovation and sustainability to meet evolving client requirements.

- Asset management
- Building operations and maintenance management
- Hard FM and technical services: mechanical, electrical, hydraulic, plumbing, fire and air-conditioning
- Soft FM services: security, cleaning, catering, waste, grounds & gardens
- Critical environments and computer room
- Secure environments
- Remote Command Centre
- 24/7/365 Operations Centre
- Front of House Services
- Public-Private Partnerships
- Procurement and Contracted Building Services
- Intelligent Buildings and Automation Systems

## Trades services

BGIS technicians are supported with industry-leading mobile technology and 24/7/365 dispatch services. With live technician tracking and mapping capabilities, service calls are dispatched to the technician with the right skillset, in the most strategic location, and the ability to meet the required response time. Our safety focused, highly responsive and efficient teams are trained to understand the unique needs of each client's environment.

- Electrical & Structured Cabling Services
- Mechanical – HVAC (Heating, Ventilation, Air Conditioning) – Refrigeration
- Plumbing Services
- Carpentry
- Building Maintenance, Refurbishments, Handyperson
- Fire and Life Safety Services
- EV & Solar Services
- UPS/Generators
- Civil

## Real estate management

Effectively managing your real estate assets, providing independent advice and tailored solutions to maximise value and efficiencies for our clients.

- Real estate transaction & advisory services
- Lease administration
- Property management
- Property accounting
- REITs and property

## Project delivery

Delivering flexible project and construction management models by applying process and ownership to drive consistent quality and value for our clients.

- Program and project management
- Feasibility studies
- Design
- Procurement
- Consultant engagement & approvals
- Construction
- Commissioning to hand-over

## Energy & sustainability solutions

Planning, consulting and engineering services to support the efficient operation of your buildings and your businesses' long term sustainability.

- Capital planning & asset management
- Consulting professional services:building energy efficiency,sustainability, audits and certification,Green Star, NABERS, WELL.
- Delivery services
- Audits, utility reporting & analytics,commissioning

## Critical environments

Our clients trust us to manage critical environments, to ensure their facilities operate without disruption at optimum conditions. Without an incident to date, we successfully manage operating theatres, data centres, laboratories, security rooms, and power utilities.

- Commissioning
- Load bank services
- Facility operations
- Professional services
- Technology solutions
- Data Centre Infrastructure Management (DCIM)
- Training & development
- Remote monitoring/response

## Industry experts with state-of-the-art technology

We have a reputation for being the technical leaders, underpinned by our engineering heritage, critical environments expertise, asset management technology and our technical services capability. Our qualified experts and professionals ensure critical safety, compliance, sustainability and business continuity objectives are always achieved.

Technology is disrupting all industries; we support our clients to adapt and manage their assets using state of the art processes and tools. AI and data driven decision making is at the forefront of our approach.

# Our brands

In addition to the BGIS brand, we offer our clients the services of these prominent BGIS companies.

## Trades Services

AESM
Fire life safety
Victoria

ALL DOOR SOLUTIONS
Commercial and industrial door service provider
Queensland

AscotAIR
Commercial air conditioning and mechanical services
South East Queensland

ASM CHILLTECH
Mechanical engineering, HVAC & refrigeration
Victoria

BlueFire SYSTEMS
Fire life safety
Victoria

CMS Engineering
Mechanical engineering, HVAC & refrigeration
Western Australia

Fire Services QUEENSLAND
Fire life safety
Queensland

HIX
Integrated trades services
Western Sydney, NSW

POWER [PROTECT]
Critical power infrastructure
National

SFE
Fire life safety
South Australia

BENNELONG ENERGY SERVICES
JV with Indigenous owned Electrical and Security
NSW, Victoria and Queensland

## Advisory

hfm
Energy & sustainability
National

area3
Project management and delivery
National

Torque IP
Building technology design & advisory services, security, and project management
New Zealand

# Representative experience

We are entirely motivated to build mutually beneficial, long-term partnerships. Our clients look to us for expert knowledge and practical solutions, and trust us to deliver on our promises.

## Endeavour Group, National

The integrated facilities management contract is across Australia's largest retail drinks network of 1,150 BWS and Dan Murphy's stores. As well as the largest portfolio of licensed hotels in communities nationwide. The scope of facilities management services includes repairs and maintenance, cleaning, pest control, hygiene services, emergency support, trolley collection, waste and recycling services.

## National Capital Authority, ACT

BGIS provides facilities management, security, cleaning, estate planning, capital works and asset life cycle management across the built assets in the NCA Estate which includes bridges, roads, paths, street lighting, traffic lights, memorials and buildings. BGIS also manages the cleaning, security and traffic management services.

## Optus Australia

Optus has an impressive and complex portfolio of nine corporate properties, including the 6,000 employee Sydney Campus, 186 retail shopfront outlets, ninety nine Tier 1 & Tier 2 Critical Network properties and 8,000 mobile/cell properties. Across this portfolio BGIS provides integrated Facilities Management Project Delivery and Real Estate services including critical environments, sustainability & energy and premium workplace support.

## Telstra, Australia

BGIS delivers FM services across prime data centres in Australia, including three independent critical data facilities. We assist Telstra with modular data centre operations, and provide Asset Life-cycle upgrade solutions through identification, costing and project delivery.

## Transgrid, NSW and ACT

BGIS provides facilities management services to 280+ sites with over 50,000 assets for the transmission network service provider. The portfolio includes CBD Head Office, Regional Depots, Substations and Switching Stations, Radio Repeater Sites and Communication Facilities, Underground Cable Sites and Transmission Properties. Key compliance to the Bushfire Risk Management Plan, and the critical power environments is essential.

## Victorian Government Department of Government Services

BGIS provides real estate and facilities management services to the diverse portfolio of 291 properties. The range covers office accommodation, client-facing service centres, heritage properties and special purpose properties like courts and police stations. The scope of services includes property planning and asset management, property and tenancy management, facilities management, security and sustainability services.

# Caroline Chisholm Centre, Australian Capital Territory

For over 18 years, we have provided facilities management services to Frasers Property Australia for this a-grade building leased by Services Australia. Originally built to be a 4.5 star building, we have achieved 5-star ratings through strong technical management. Client benefits have been achieved through energy procurement, installation of indoor air quality monitoring, BMS upgrade and optimisation, and design and feasibility of a solar installation.

## HCF, National

For nine years, BGIS has provided a unique blend of Facilities Management, Lease Administration and Finance Management to HCF. We service 89 active locations across Australia with over 19,000 sqm under management. The range of sites includes three corporate offices and 66 retail, dental, and eyecare sites. The nationwide footprint us services by 24/7 access to BGIS Contact Centre.

## IKEA, National

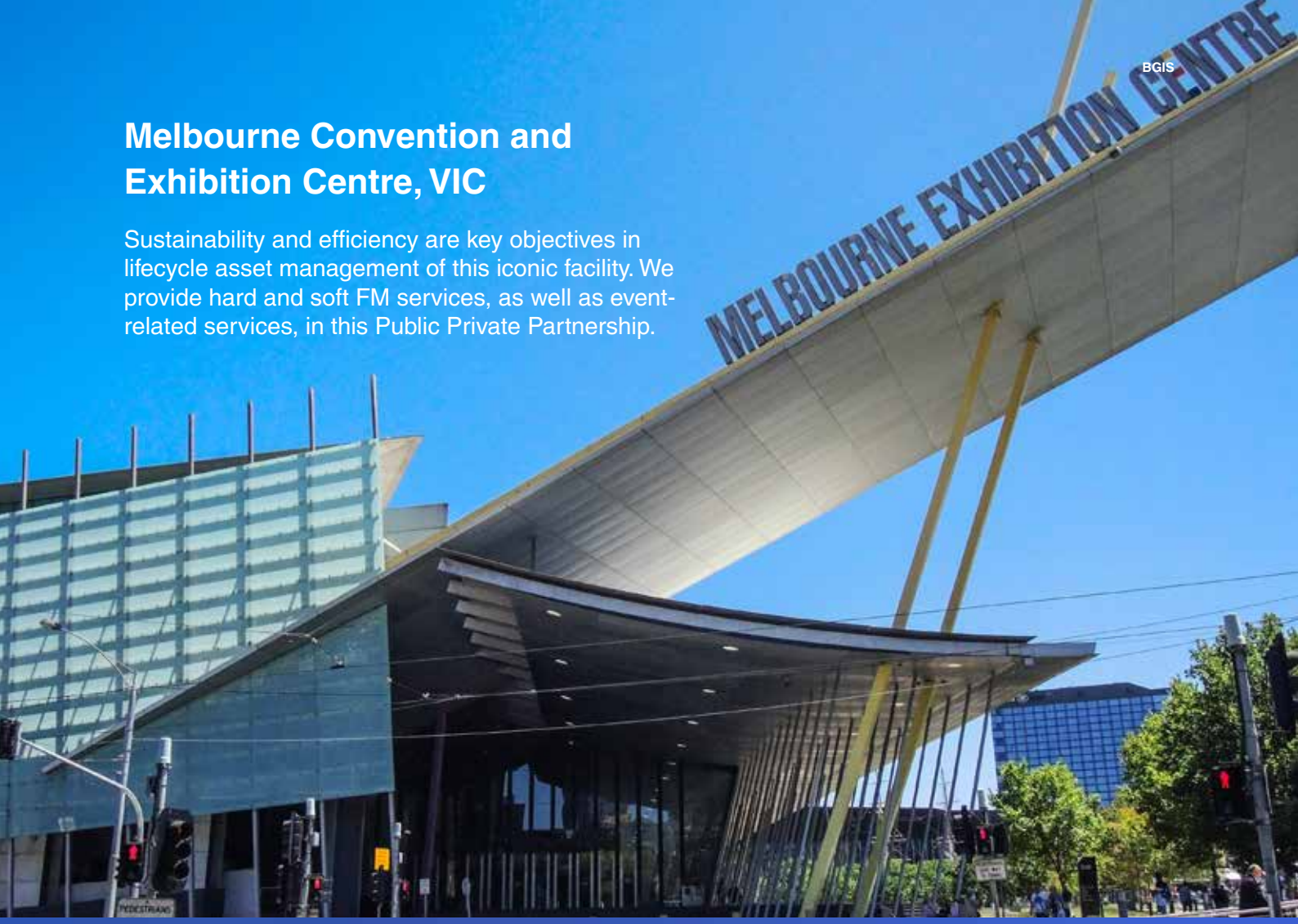
BGIS delivers on a comprehensive Hard Services contract for IKEA across 20 locations in Australia. This partnership covers the maintenance, repairs and reactive callouts for HVAC, fire systems, electrical systems, plumbing, BMS and trolley maintenance.

## Sydney Airport, New South Wales

BGIS provides General FM Services to Sydney Airport comprising T1 International, T2 Domestic, T3 Domestic, associated car parks and all airside and landside spaces. The scope of works includes preventative and corrective maintenance, minor capital project works, building maintenance and associated components such as lighting and low voltage electrical, internal plumbing, external hydraulics, and general engineering.

## Melbourne Convention and Exhibition Centre, VIC

Sustainability and efficiency are key objectives in lifecycle asset management of this iconic facility. We provide hard and soft FM services, as well as event-related services, in this Public Private Partnership.




## Nyaal Banyul Geelong Convention and Event Centre, VIC

BGIS provides integrated facilities management services under a 25-year PPP for Plenary and the Victorian Government. The purpose-built convention and exhibition space has a 1,000-seat venue, two large exhibition spaces, conference facilities, flexible event spaces and meeting rooms.

# Representative experience

## BP, Australia

BGIS manages and maintains more than 350 company owned and operated retail stations across metro, regional and rural locations. Both our in-house technical trade services team and vendors deliver optimal asset management.

## Casey Hospital, Monash Health, VIC

BGIS is the facilities manager in this 25 year PPP, as well as program manager for a 13,000 sqm expansion project at this leading community hospital.

## Department of Communities and Justice, NSW

BGIS provides FM and project management services to over 300 properties across NSW, including courthouses, court offices, juvenile justice centres, correctional centres, juvenile justice offices and trustee and guardian.

## Department of Transport and Planning, VIC

BGIS manages approximately 3,200 properties across Victoria. BGIS provides property management, leasing and facilities management services across the real estate portfolio.

## Gold Coast University Hospital, QLD

We provide hard and soft FM services across seven main buildings and a total floor space of about 170,000 sqm in one of Queensland's largest clinical teaching and research facilities.

## Optus Stadium, WA

BGIS operates Perth's state of the art, multi-purpose stadium with a 60,000 person capacity as a 25 year PPP. It was the first stadium in Australia to fit energy-saving LED sports lighting.

## Qantas, Australia and global sites

BGIS provides the Integrated Facilities Management contract for Qantas across 250 owned and leased property assets, with a combined area of approximately 1.9m sqm globally across a varied portfolio of property types. The contract period is from 2022 until 2027.

## Reserve Bank of Australia

BGIS supports the integrated facilities management for six sites in NSW, VIC and ACT. The facilities management is primarily related to hard FM and the physical building elements.

## Virgin Australia, National

For over 12 years, BGIS has partnered with Virgin Australia to deliver facilities management, project management, workplace solutions, and lease services across 81 sites in Australia and New Zealand. Our services span both airside and landside environments, including industrial maintenance hangars, airport lounges, and terminals, supporting Virgin's dynamic operational needs.

# Homes NSW, Northern NSW region

BGIS delivers responsive and programmed maintenance to Homes NSW's portfolio of 13,600 social housing properties in our contract region. The services cover responsive works and programmed works including capital upgrade program, home modification, vacant restoration, lawns, grounds and cleaning, termite, fire restoration and structural, and environmental upgrades.

# SAFER TOGETHER

BGIS prioritises the safety of our people, vendors, clients and the communities in which we operate, through living our core safety values together. Our goal is to drive a culture of zero injuries, as a result of our activities and operational performance.

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ISO 9001 Quality Management Systems CERTIFIED

ISO 45001 Occupational Health and Safety Management CERTIFIED

ISO 55001 Asset Management CERTIFIED DEFENCE INDUSTRIES

ISO 14001 Environmental Management CERTIFIED

ISO/IEC 27001 Information Security Management CERTIFIED

## Corporate social responsibility

We work with a deep commitment to the way we engage and interact with our staff, our clients, our business partners and the communities in which we operate. BGIS' CSR commitment is communicated every year in the global Corporate Sustainability Report, which outlines our program, goals and achievements.

### Belonging & inclusion

Our people come from different backgrounds, experiences and perspectives. We lead programs to promote workforce diversity in gender, disability, disadvantage, youth, ex-military service and indigenous.

### Communities & social

A benefit for our people is the reward of giving back to communities through volunteering, fundraising and workplace giving programs.

### Sustainability & environment

We proactively manage our corporate footprint through reducing energy, greenhouse gas emission and water consumption.

### Indigenous engagement

We strive through our Stretch level Reconciliation Action Plan to continue to create opportunities within our business and sector that will lead to positive economic and employment outcomes for Aboriginal and Torres Strait Islander peoples and communities across Australia.

BGIS ENABLING INNOVATION


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