

Capability
Statement





Front cover: Melbourne Convention & Exhibition Centre
Above: Optus Stadium, Perth

BGIS is a leading provider of integrated real estate management, facilities management, project delivery services, professional services and workplace solutions.

BGIS inspires better business performance across our clients' real estate and physical infrastructure portfolios, ensuring these real assets support your core business both strategically and operationally.

Operating from regional centres of excellence, BGIS provides services to a broad range of industries across a diverse asset and geographic base. Whether it's our global head office, national retail network, Defence base, hospital or critical data centre, we have the experience and the systems to deliver.

We manage over 30 million square metres across 30,000+ locations in Australia, New Zealand, the wider Asia Pacific region, North America, Europe and the Middle East.

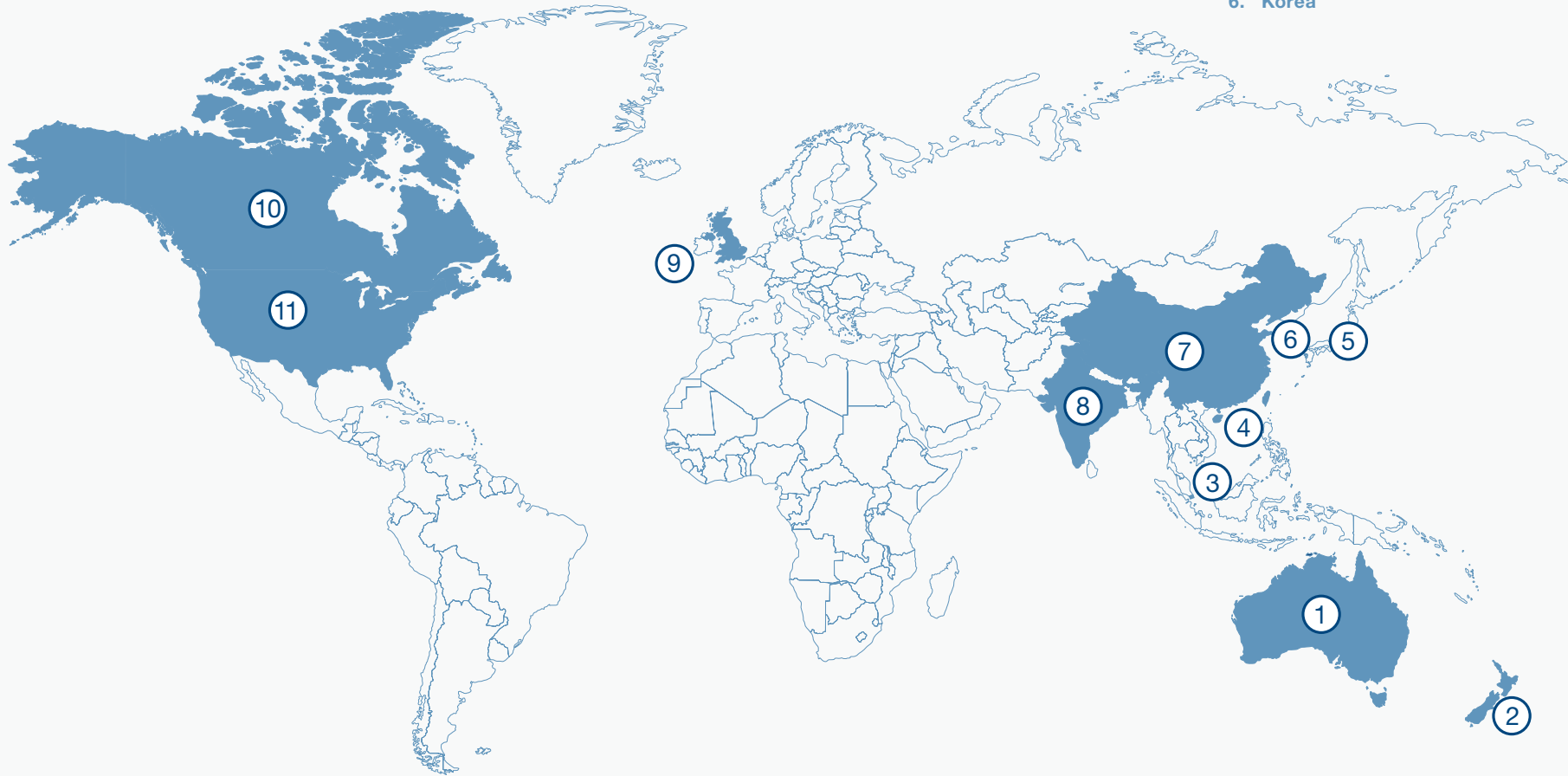


Inset: Optus Stadium, Perth



Our Global Business

- 1. Australia
- 2. New Zealand
- 3. Singapore
- 4. Hong Kong
- 5. Japan
- 6. Korea
- 7. China
- 8. India
- 9. United Kingdom
- 10. Canada
- 11. United States



25

Year history

7,000+

Global team

AU\$4.6b

Client spend under management

30M m²+

Space under management

30,000+

Locations under management



Our Difference

Technical Leader

We ensure critical safety, compliance, sustainability and business continuity objectives are always achieved. With a rich engineering and construction background and a commitment to client service, we protect both the physical and the intangible; not only staff and physical assets, but client reputations, brands and core business.

Lifecycle Partner

In today's world of smart buildings, rapid change and budgetary constraints, total asset management expertise is essential. We offer unrivalled services for the management of real estate and physical assets across their entire operational life.

Based on our heritage as a developer, builder and manager, combined with our ability to judge risk, BGIS are able to offer complete confidence on delivery, facilitating long term client relationships.

Enabling Innovation

In a changing world, BGIS provides customers with the benefits of world leading technology and underlying business process relating to our five core services. We facilitate real time property and asset decisions through the provision of accurate and insightful data from our leading integrated knowledge platform. We are constantly looking to innovate in our core services, partnering with leading technology providers to enable us to improve service outcomes and realise benefits for our customers.



Our Commitment

Our priority is building long term partnerships, working with our clients across their entire real estate lifecycle, from business planning through to the day to day delivery of services.

Driving Cost Reduction

Through our understanding of risk, ability to self-perform, significant purchasing power, enabling technologies and innovative approach to sustainability.

Providing Quality Services

ISO accredited at contract level, we have developed business wide global centres of excellence across all our five core services.

Best Managed Risk

Our unique combination of mining, utility and critical environment experience is “track tested” and has led to continuous improvement of BGIS key risk management systems.

Deepest Technical Expertise

Underpinned by our engineering heritage, critical environments expertise, asset management technology and our technical services self-perform team. This allows us to provide our customers with the technical know-how to optimise building performance and anticipate and solve problems before they occur.

A Sustainability Leader

Sustainability is a core business value. We are committed to leading our industry toward a more sustainable future by implementing programs and technologies that help customers reduce their waste, water and energy consumption.



Our Values



Unwavering Integrity

We are committed to pursuing a better way of doing things for our industry, our customers and our people, which requires operating in an open, honest and transparent way.



Memorable Customer Experience

We stop at nothing less than producing real results for our clients, ensuring each and every interaction is a positive one.



People Engagement

As a people business, we put client needs first. BGIS remains focused on building positive long term relationships with all clients, partners and employees.



Living Sustainably

We are committed to leading our industry toward a more sustainable future by implementing programs and technologies that help clients reduce their waste and energy consumption.



Passion for Innovation

We use innovation as a strategic, technological and systemic lever to build a highly agile, adaptable and responsive culture and operating model.





Fully-Customised, Dynamic Client Solutions

Our global services are delivered as part of an integrated, outsourced solution, allowing clients to focus on their core business.

Depending on the preferred bundling of services and mixture of insourced/outsourced solutions, BGIS tailors integrated service offerings to meet individual client needs. We manage healthy, productive and sustainable work environments to help people and businesses reach their full potential.



Our Services

Real Estate Management Services

A real estate portfolio is often your largest asset and your biggest expense. Effective management helps control costs, maximise revenue and provides the flexibility and agility to meet future needs.

Our multidisciplinary team of property managers, lease specialists and tenant representatives work as a team to manage and oversee your real estate portfolio. We identify current market opportunities and trends, uncovering cost saving opportunities that will support your current and future real estate needs.

BGIS has partnered with Trimble who provide leading integrated workplace management software 'Manhattan'. This software provides one common database across all our accounts ensuring data integrity and accuracy through 'one source of truth'. Manhattan brings together real estate, workplace, financial and sustainability data to provide real time reporting and analytics.

Facilities Management Services

Facilities management services that go beyond simply keeping real estate operations up and running to optimise and drive your business forward.

There's no challenge too big or small. Whether attending to day-to-day facility operations or worst-case scenarios, our facilities management professionals and technical services teams will keep you covered and help you plan ahead.

Supported by our facility management centre of expertise, a large network of technicians, suppliers and vendors, remote command centre, strategic sourcing specialists and financial management professionals, we are not only accountable and responsive, but also informed by leading edge, integrated software tools.

Professional Services

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

Facing the demands of constant change, businesses must always look to the future. The best way to plan for the future is to start with examining the current situation. Using proven, innovative approaches, we assess your building condition and energy usage to identify and deliver opportunities that help manage building costs while reducing your environmental impact. Our in-house engineers and technologists work with you to understand your business goals and use the information from your current operations to find opportunities for immediate wins and long-term strategies.

Project Delivery Services

Smoothly implement real estate capital projects and programs from initiation through to planning, design, construction, FF&E and move in.

Whether it's a small building infrastructure upgrade, an office fit out or a retail new build, our project management professionals help manage the entire development cycle of capital projects by delivering cost effective, low risk and high quality outcomes.

We have managed billions of dollars of successful projects, and are focused on assisting our clients optimise their capital programs with the individual support and attention required to help achieve their business goals.

Workplace Solutions

Maximise the potential of your workplace to support your greatest asset — your people — with strategies that increase engagement and optimise space usage while lowering costs.

Our team of strategists, designers, analysts and change specialists provide guidance to enable your people to work in a way that suits them best. We create, implement and evolve workplace strategies and programs that align with the goals of your business and accommodate the changing needs of your workforce.

You can rely on us to guide you through the necessary changes and seamlessly execute a successful workplace transition, so you and your employees can stay focussed on your core business.



Our Markets

Social Infrastructure

BGIS provides solutions across a broad range of social infrastructure sectors working with government, institutions and operators to ensure capability and social outcomes are met day in and day out. We manage some of the largest portfolios and complex assets in Australia including Defence bases, university campuses, major public hospitals, police stations, courts, correctional facilities, stadiums and convention centres. We have experience across a range of contract models including a number of PPP projects.

- **Defence**
- **Education**
- **Health and Aged Care**
- **Justice**
- **Housing**
- **Local Government**
- **Sport and Leisure**

Corporate Real Estate

BGIS manages a range of corporate property portfolios across multiple sectors ensuring our client's core business is at all times supported by their real estate and physical infrastructure. Assets under management include office, retail, industrial, service stations, sub-stations, clinics, data centres, airport lounges, and telecommunication sites. We manage high profile office workplaces across all CRE sectors including a number of major HQ facilities.

- **Oil, Gas, Resources**
- **Financial and Professional Services**
- **Utilities**
- **Technology and Data Centres**
- **Transport**
- **Government Accommodation**
- **Retail**
- **Corporate Headquarters**

Property Investors

BGIS provides services to a number of property investor clients across three distinct markets. We provide base build facilities management services and project delivery services to a number of AREIT customers primarily for their premium and A-Grade office assets. Our residential building management team provides facilities and project management services to high profile and luxury residential developments. We also deliver a real estate management and facilities management service to a number of government revenue portfolios particularly in the transport and utilities sectors.

- **AREIT and REIT**
- **Residential Owners Corporations**
- **Government and Utilities**

Contact us to discuss how we can work in your sector.



Above: Optus Stadium, Perth WA



Corporate Social Responsibility

At BGIS our Corporate Social Responsibility (CSR) is made up of three pillars, tied together by a CSR leadership committee. These pillars delineate our desire to positively impact: people (Diversity & Inclusion), our communities (Social), and the environment (Sustainability).

1. Diversity & Inclusion

BGIS is proud to be made up of 1,000+ employees across APAC from many different cultures and nationalities and with many different personal and professional backgrounds.

Reconciliation Action Plan

Our RAP is a strategic document that outlines how the business will have a stronger positive impact on Indigenous Australians and the local communities in which we operate. This aims to ensure Aboriginal and Torres Strait Islander Australians can participate equally and equitably in all areas of life. BGIS has a committee which work to deliver the actions from the RAP.

First Steps Indigenous Initiative

The First Steps initiative involves BGIS working with the Vocational Institute of Australia to run a Certificate II in Customer Engagement training program out of our help desk office in Adelaide.

The aim of First Steps is to provide an opportunity to learn, practice and develop the competencies and skills required by the customer contract industry, with a focus on customer service skills that are required across all sectors.

As a result of this partnership, BGIS has committed to directly employing trainees at the end of the program based on their skill levels, development potential and cultural fit.

National Disability Services

BGIS is proud to partner with Australia's peak body for non-government disability service organisations, National Disability Services (NDS). Buy Ability Procurement is a NDS service and through our partnership we work to find, create and sustain appropriate employment opportunities for people with disabilities in the delivery of Property Services to our clients. Our Corporate Social Responsibility values empower us to ensure inclusive opportunities translate to benefits for people with a disability and by extension; deliver sound social and economic outcomes for Australia.



Above: Optus Stadium, Perth WA

2. Social

BGIS encourages giving back to the community in a number of ways.

Volunteering

Employees are encouraged to undertake volunteer work for a charity event or community program of their choice. All full-time and permanent employees are entitled to two days (16 hours) of paid volunteer days per year. Employees are encouraged to volunteer days through the HR employee self service (ESS) platform.

Fundraising

BGIS supports a number of local, national and global initiatives each year. Some of these include Cancer Council, Movember Foundation, OzHarvest, Surf Life Saving clubs and RSPCA.

At the 2017 BGIS Leadership Conference, our business leaders participated in the Buddy Bags programme for the Alannah and Madeline Foundation.

The Alannah and Madeline Foundation is a national charity protecting children from violence and its devastating impact. The foundation cares for children who have experienced or witnessed violence and they run programs which prevent violence in the lives of children.

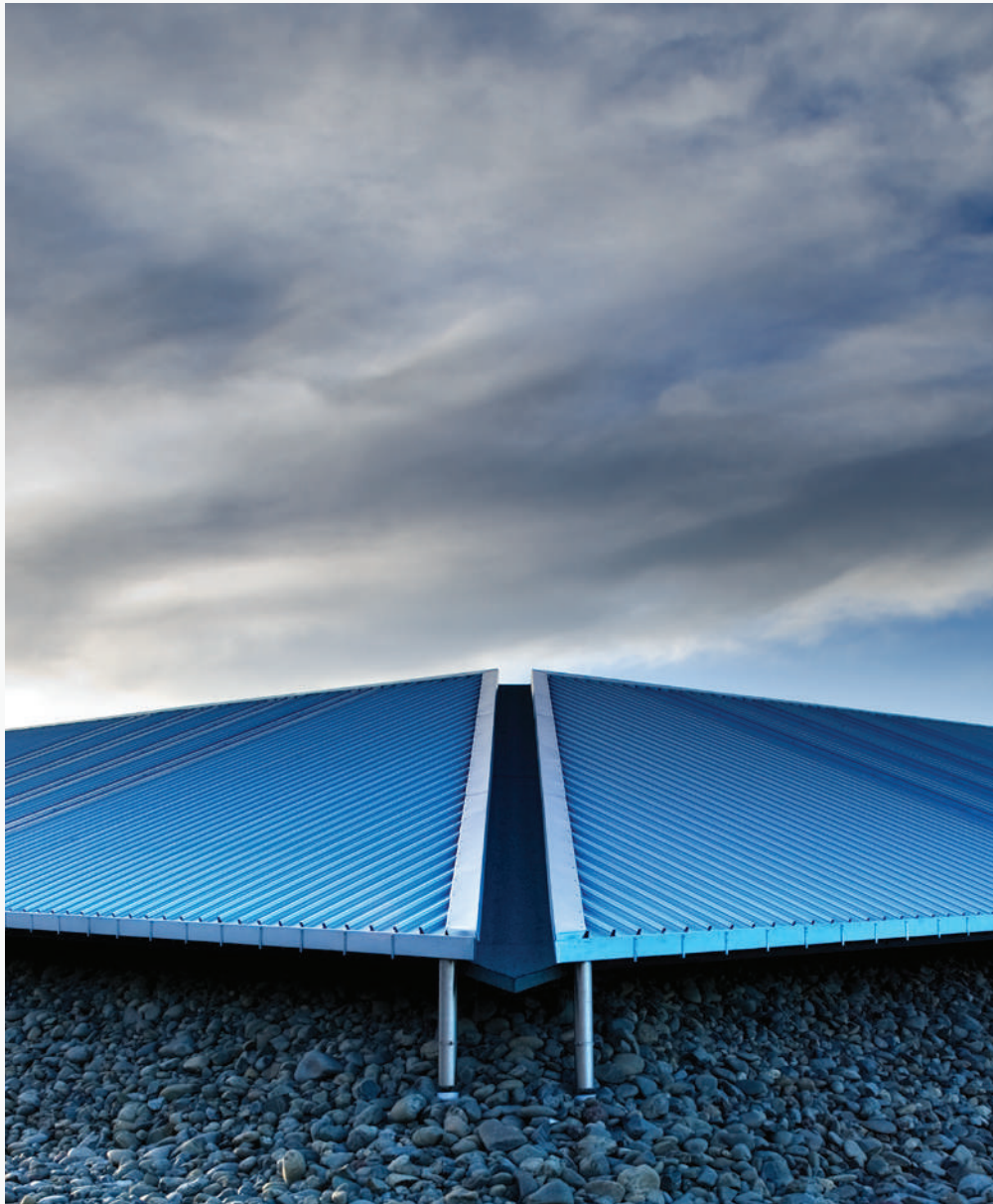
The Alannah and Madeline Foundation has delivered more than 36,500 Buddy Bags to children across the country, and BGIS were excited to be part of this.

Workplace Giving

Workplace giving is a simple and effective way for employees to regularly donate to charities or organisations that are entitled to receive tax deductible donations. Employee donations made through payroll will be matched dollar for dollar by BGIS.



Above: BGIS Supporting Bear Cottage



3. Sustainability

Our sustainability experts help with workplace advice and programs tailored to meet individual client needs.

In the workplace, sustainable strategies and programs bring triple bottom line benefits to organisations through improved building plant operations and efficiencies leading to increased asset value and a reduced carbon footprint.

We add value by supporting building owners and occupiers to find ways to reduce energy consumption, limit greenhouse gas emissions and reduce waste generation through the expert services of our Sustainability Professional Services unit.

Sustainability & Environment Committee

The committee provides leadership across the business regarding how we can contribute, as individuals and as a team, to minimise our impact on the environment.

Sustainability Goals

A core value of BGIS is to strive to be a role model for sustainability, as we expand as leaders in the corporate real estate management industry.

Our Expertise:

Energy and sustainability consulting advice

Renewable and low carbon initiatives

Building Energy Efficiency Certificate (BEEC)

Building ratings achieved: NABERS, GreenStar and WELL Building Standards

Building energy efficiency consulting, including energy audits

Energy and water reduction programs

Utility reporting and analytics

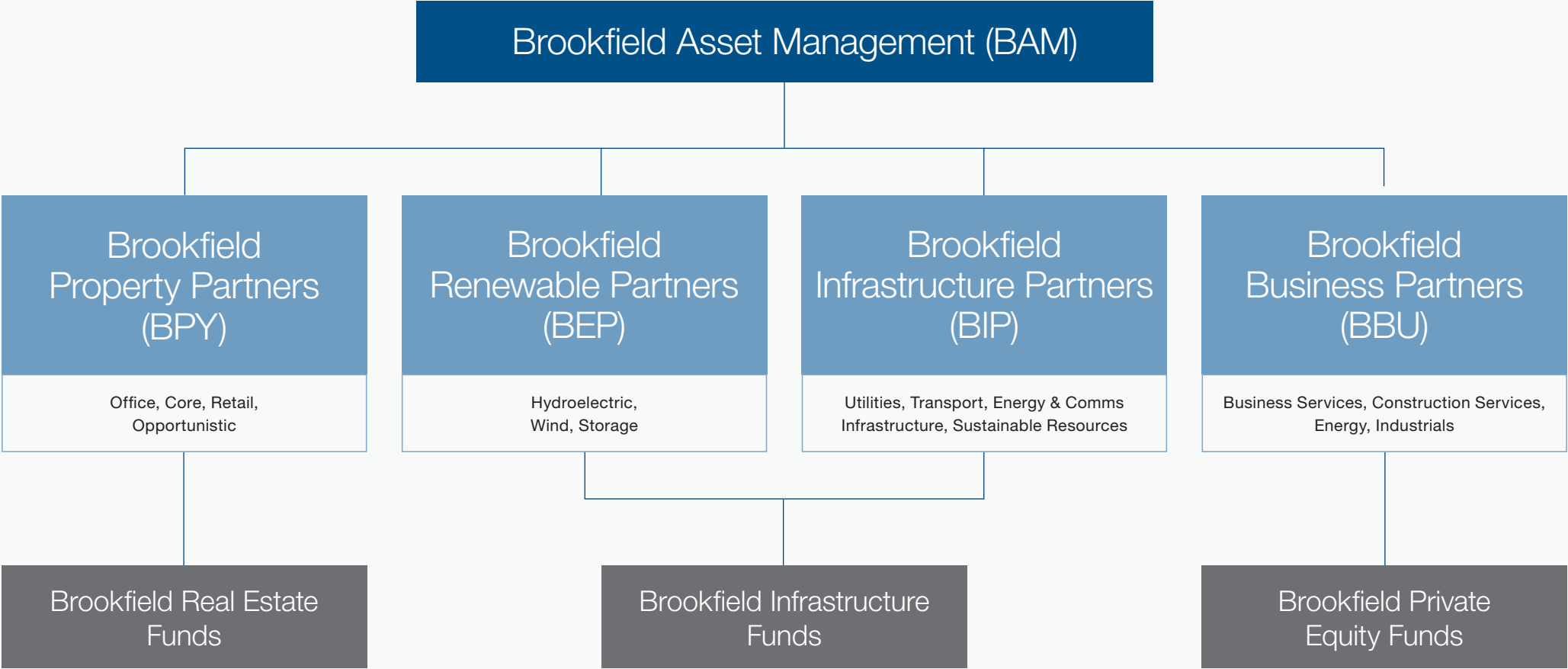
Sustainability project measurement and verification plans

Resource recovery efficiency programs

Funding opportunity advice & application development

Green lease negotiations and/or reviews

Brookfield Relationship



MULTIPLY

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The mark of
responsible forestry



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