

As a leader in the provision of asset and facility management and maintenance services, we are proud of our commitment to exceeding our customers' expectations. We pride ourselves on being safe, timely, flexible and adaptable.

We are committed to our Strategic Asset Management Objectives, associated systems and commitments, including our contract and legislative obligations and responsibilities.

To deliver our asset management services we will ensure that:

- Assets are managed using a whole of life cycle performance-based approach using recognised industry practice methodologies and exceeding our customers' expectations.
- Continuous monitoring, reviewing and improving asset performance is undertaken to ensure contract obligations and service performance standards are achieved or exceeded.
- Asset management services are delivered with due consideration to health, safety, Sustainability (Environment, Social and Governance – ESG), quality, security, and risk requirements.
- A risk mitigation and management strategy is implemented including assessing, analysing and treating risks within a structured multi-disciplinary framework.
- Asset procurement, maintenance repair, refurbishment and replacement are undertaken with the aim to provide cost effective and value for money solutions.

To achieve this, we commit to:

- Establishing strategic objectives that inform asset management objectives and align to contract KPIs.
- Ensure alignment across the business to enhance the effectiveness of asset management.
- Ensure that the resources required for effective asset management and the achievement of asset management objectives are provided.
- Provide training, awareness and education on asset management to all individuals.
- Regularly review performance, identify and implement corrective and preventive actions that contribute to continually improving the asset management performance of our operations, products and services.



Graeme Hurn

Chief Executive Officer, Programmed Facility Management

6th October 2023