



BGIS 

Capability Statement

www.bgis.com



15,000+
Locations under management

7,000+
Team members globally

AU\$3.4b
Client spend managed

Relentlessly Focusing on Enabling Innovation

25+ years experience

We manage over 220 million square feet across more than 15,000 locations across North America.

BGIS is a global leader in the provision of facility management, technical trade services, project delivery, energy and sustainability, asset management, workplace advisory, and real estate services.

BGIS inspires better business performance across our clients' real estate and physical infrastructure portfolios, ensuring these real assets support 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 University Campuses, a National Retail Network, Operationally Ready Acute Care Hospitals, High-End Office Towers, Sporting Arena or Critical Data Centre, we have the experience and the systems to deliver.

BGIS  *ENABLING
INNOVATION*

905 943 4100
www.bgis.com

We are a local company
with global reach



KEY

- | | | | |
|------------------|---------------|----------------|-------------------------|
| 1 Canada | 5 New Zealand | 9 China | 13 Thailand |
| 2 United States | 6 Hong Kong | 10 Singapore | 14 United Arab Emirates |
| 3 Australia | 7 Macau | 11 Malaysia | |
| 4 United Kingdom | 8 Taiwan | 12 Philippines | |

Partnerships Are Paramount

Our global 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.

We are entirely motivated to build mutually beneficial, long term partnerships. Our clients look to us for advice and guidance and it is through these trusted relationships, that together, we bring real change that is future focused and exciting.



BGIS provides a wide range of services across various industries.



Facilities Management Services

BGIS provides facilities management services that go beyond simply keeping real estate operations up and running to optimize 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.



Technical Services

BGIS provides an innovative, high-quality and operationally efficient Technical Service team that optimize the client's overall building performance, ensuring repairs are fixed fast, cost effectively and with 100% client satisfaction.

We directly perform technical services at our client's locations using our own, in-house personnel. In the case of subcontracted services, we closely manage each contractor's performance, leveraging the expertise, infrastructure and processes we've learned and developed by actually performing this work at thousands of locations ourselves.

With over 1,400 technicians and building operators, including over 450 multi-skilled and licensed mobile specialists located across North America, our in-house technical services team can handle any challenge that comes our way, quickly scaling up or down based on your specific portfolio requirements. And because our network is so spread out, you can be confident that we'll always have a technician nearby, which means faster response times at a lower cost to you. With 7x24x365 customer service, we're available anytime to take care of any problems that arise. Most importantly, no matter what we're taking care of, our work will never interrupt yours.



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 we are focused on helping clients optimize their capital programs with the one-on-one support and attention they deserve.



Workplace Solutions

Maximize the potential of your workplace to support your greatest asset — your people — with strategies that increase engagement and optimize 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 focused on your core business.



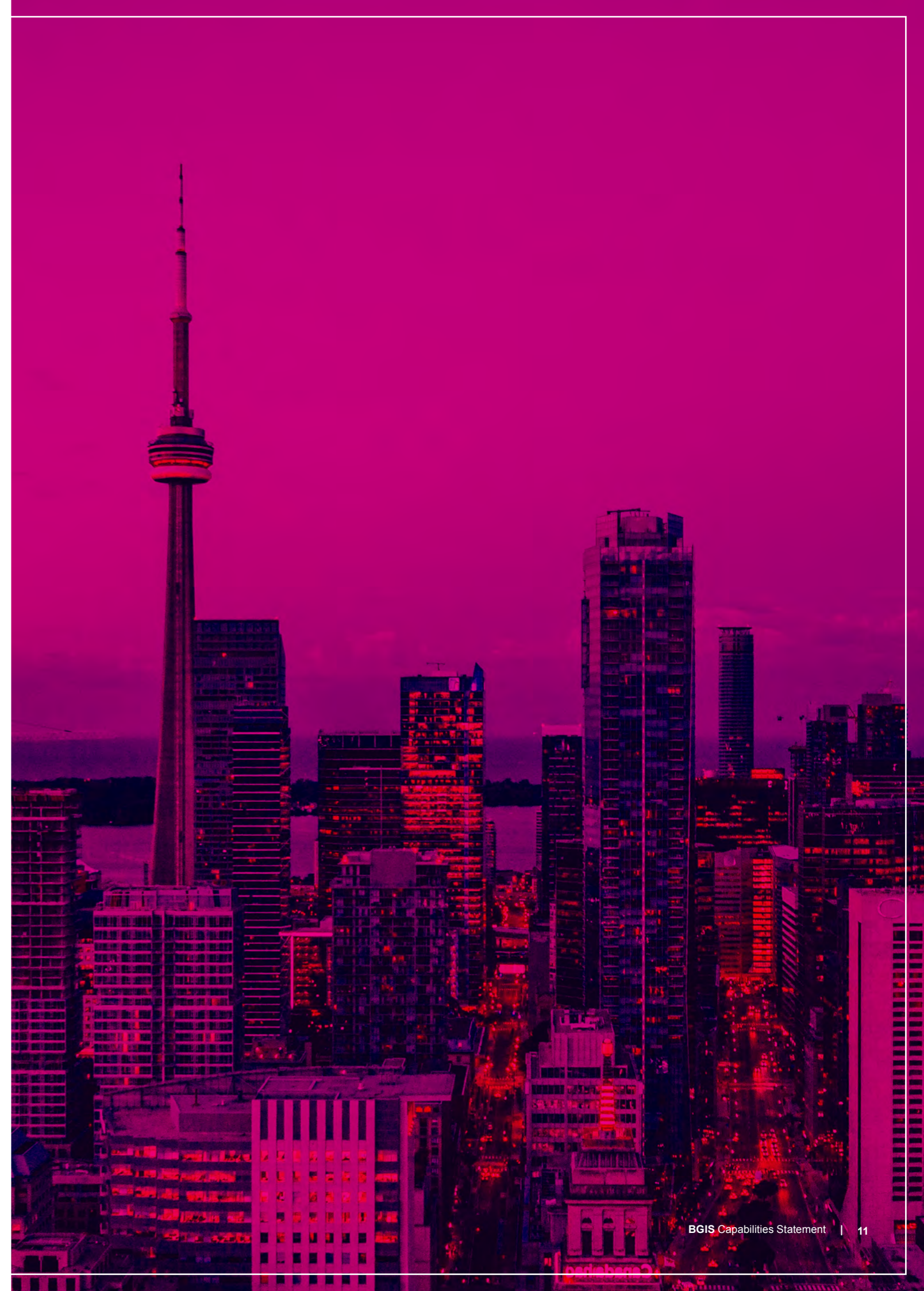
Real Estate Management Services

A real estate portfolio is often your largest asset and your biggest expense. Effective management helps control costs, maximize 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 the 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.

BGIS leads the way in Occupational Health and Safety standards achieving ISO 45001 certification globally.





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, State and National Government
- Sport and Leisure

Corporate Real Estate

BGIS manages a range of corporate property portfolios across multiple sectors, ensuring our clients' 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
- Industrial

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

Technology is disrupting business.
At BGIS we thrive on innovation and work with our clients to bring thought leadership and best-in-breed global ideas to push boundaries and find smarter outcomes.

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 is 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 six 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 realize 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

We drive 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 our six 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

Our deep technical expertise is 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 optimize building performance and anticipate and solve problems before they occur.

Sustainability Leader

Sustainability is one of our core business values. 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.



Corporate Social Responsibility

BGIS has a deep commitment to its Social Corporate Responsibility (CSR) in the way we engage and interact with our staff, our clients, our business partners and the communities in which we work. BGIS's goal is to positively impact people (Indigenous Reconciliation Action Plan) Diversity and Inclusion, communities (Communities and Social) and the environment (Environment and Sustainability) in the course of our business activity.

1. Diversity & Inclusion

As a global organization, both Diversity and Inclusion remain a top priority throughout all of our daily operations. Having a diverse set of team members allows us to have a wide-range of perceptions and ideas brought to the table that enable innovation which lead to solutions, allowing us to excel in our industry. Inclusion isn't just applied in its literal sense at BGIS; to us, inclusion means recognizing, valuing, and fully leveraging the diversity amongst our team members to its fullest potential. It's celebrating and utilizing the differences within our team to take our operations and expertise to the next level.

Supplier Diversity

BGIS believes supplier diversity is an important contributor to our corporate mission of ensuring that we are being inclusive in our supply chain practices. We achieve this goal by providing organizations, which are at minimum 51 percent owned, controlled and managed by historically underutilized groups, with an equal opportunity to become suppliers. Some of these groups include the Canadian Council for Aboriginal Business (CCAB), Canadian Aboriginal and Minority Supplier Council (CAMSC) and most recently, Women Business Enterprises Canada (WBE Canada).

Our supplier diversity process recognizes certified visible minority, indigenous, women and LGBTQ+ owned businesses. We also consider small- and medium-sized enterprises (SMEs) in our diversity process. We believe in the importance of supplier diversity as it encourages the growth of these suppliers, who often face challenges when their businesses are in their infancy stages. Not only will these partnerships benefit our nation's economy, but they provide us with new perspectives and opportunities through their wide-ranging expertise, enabling us to continuously provide innovative services and products

Recruiting Diversity

At BGIS, diversity and inclusion plays a large role in our success as a service-based organization. Because of our commitment and ability to look beyond race, creed, gender, disability, religion and sexual orientation, we afford ourselves the opportunity to attract and retain the best talent the corporate real estate (CRE) industry has to offer. We continue to maintain strong partnerships with COSTI, Indigenous Students Participating in Real Environments (INSPIRE), Indigenous Link and the Canadian Council for Rehabilitation at Work (CCRW), and are proud members of the Canadian Centre for Diversity and Inclusion (CCDI).



Vision Statement

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BGIS's proactive approach to engagement guarantees everyone is equally represented within our organization. The Diversity and Inclusiveness Committee meets quarterly to discuss the ways in which BGIS can continue to support best practices within four unique groups of people; Aboriginal peoples, persons with disabilities, visible minorities, and women.

2. Fundraising & Social

BGIS strives to be a socially responsible organization committed to giving back and supporting the communities in which we operate.

Fundraising

BGIS supports a number of local, national and global initiatives each year. Some of these include SickKids, President's Choice Children's Charity, World Wildlife Foundation, Canadian Cancer Society, Princess Margaret Cancer Foundation, United Way, The Salvation Army, Movember and Red Cross.

Diversity Day

Diversity Day, an annual event created by the Diversity and Inclusiveness Committee, is celebrated by transforming BGIS's head office cafeteria into a cultural oasis where team members bring in homemade foods unique to their country, dress in traditional clothing, and share information about their cultures, practices, and ways of life. An incredibly popular event amongst our team, at the organizational level, this day provides team members with the opportunity to share and learn about what makes BGIS unique.

International Women's Day

BGIS is a big supporter of International Women's Day, which is a global day celebrating the social, economic, cultural and political achievements of women, while also signifying a call to action for accelerating gender parity. 2018 marked the first year that BGIS took the festivities global and hosted celebrations across all of our regions. Most of our events featured a panel discussion hosted by our team members to bring together CRE industry members, business leaders, and experts, to discuss the value of mentorship and the role it plays throughout a person's career path.

BGIS Veteran Programs

In 2017, BGIS introduced the "Hiring Our Heroes" program, an initiative led by the US Chamber of Commerce, a non-profit organization that hosts career fairs and summits throughout the US each year. BGIS also began a Corporate Fellowship Program, which takes an active service member before they transition out of service, and has them work with participating companies in a 12-week fellowship. After establishing this partnership, BGIS-US reached out to other national organizations including GI Jobs/Victory Media, Four Block, Wounded Warrior, and Marine for Life to continue the momentum. By weaving together BGIS with these events, it helped build upon our own veteran recruiting and branding efforts.

Harmony Day

Harmony Day, hosted by BGIS's team in Australia, is very similar to our Diversity Day event and celebrates culture and diversity in the workplace, instilling the message that 'everyone belongs'. A pot luck lunch is hosted each year where team members of various cultural backgrounds gather at different offices across Australia bringing together foods that represent each team members' unique cultural and ethnic backgrounds.





3. Environment And 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 organizations 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.

BGIS is a national corporate member of the Canada Green Building Council (CaGBC). We have been working on LEED certification projects for a number of years and are an active sponsor and partner of the CaGBC.

BGIS has a strategic partnership with Philips Lighting Canada, who provide best-in-class, high-efficiency LED lighting technologies across our client portfolios.

Sustainability and Environment Committee

The committee provides leadership across the business regarding how we can contribute, as individuals and as a team, to minimize 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 vision for a sustainable future will be achieved by creating a net-positive impact as a corporation and assisting our clients in doing the same. We hope our leadership in this aspect of business operations will inspire our clients, shareholders, suppliers, competitors, and other industries to follow.

Our 20/20/20 goal (20 per cent reduction in water, waste and energy by the year 2020) is a target we are committed to achieving across our client portfolios.

We set aggressive targets for 2018, which will contribute to our 20/20/20 by 2020 goal, as follows:

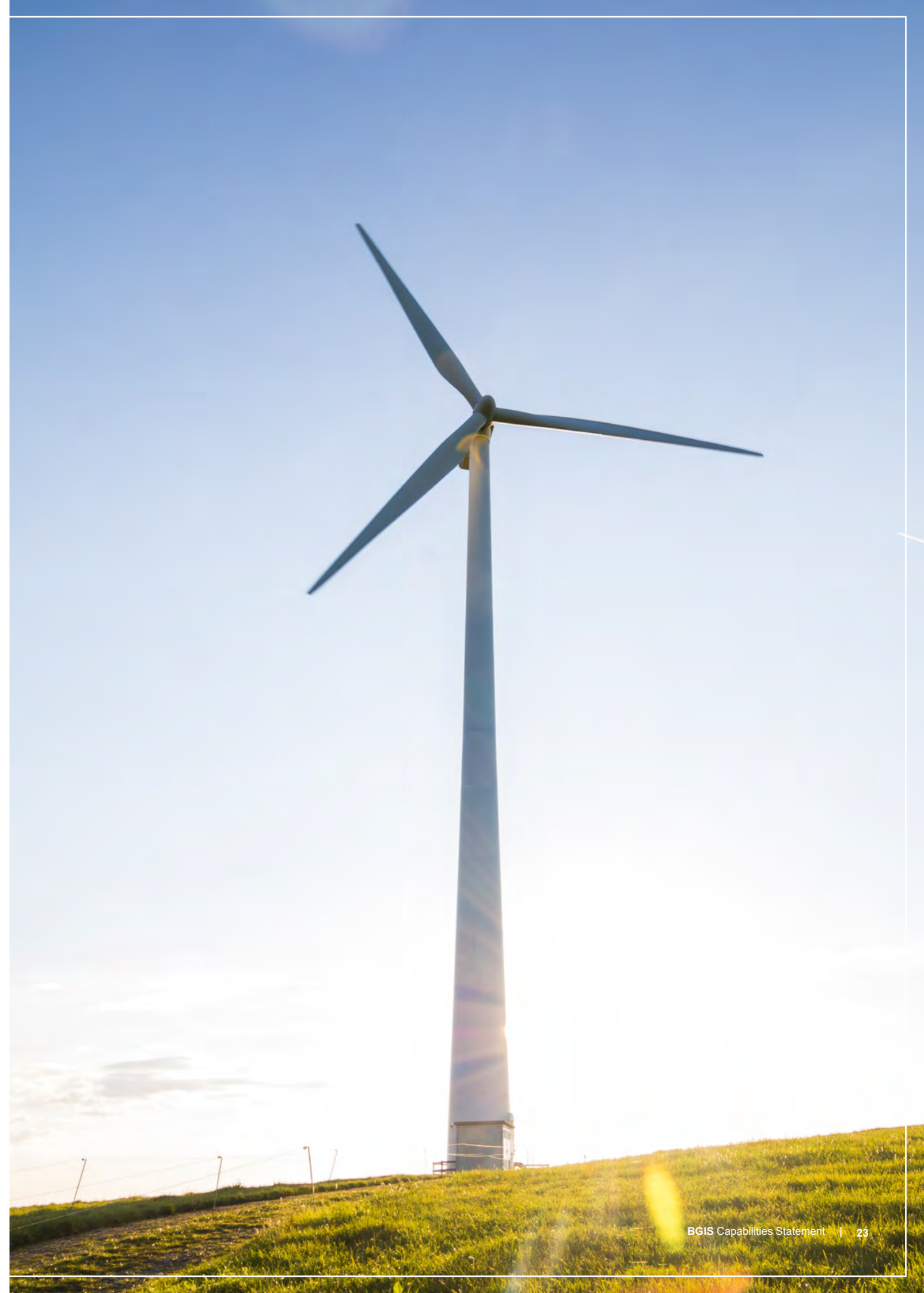
- 5% reduction in water usage;
- 5% reduction in waste; and
- 5% reduction in energy.

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- 5% reduction in energy.

- Utility reporting and analytics
- Resource recovery efficiency programs
- Energy and water reduction programs
- Green lease negotiation and/or reviews
- Renewable and low carbon initiatives
- Sustainability project measurement and verification plans
- Energy and sustainability consulting advice
- Building Energy Efficiency Certificate (BEEC)
- NABERS, Greenstar and WELL Building Standards
- Building energy efficiency consulting, including energy audits
- Funding opportunity advice and application development





Memorable Customer Experience (MCE)

BGIS is a world-class company built on a reputation for customer excellence and a workforce deeply connected to the values and culture of the company. MCE is a recognition program driven by our core value of Memorable Customer Experience.

"On behalf on the Case Management and Classification Unit we would like to say a big thank you to the maintenance guys for their continued assistance and prompt actioning of our requests. We have certainly seen an improvement since the contract changed hands and wanted to forward our appreciation of the work provided."

Corrective Services NSW
NSW Department of Justice



"Just wanted to send a quick note to let you know how grateful we were to have worked with Nathan on the Plane Pull event we held on Sunday. It was our first time running the event and with 900+ people attending the Brisbane Hangar, and with Public Affairs being based in Sydney, we couldn't have done it without Nathan's and the teams help. Anything we needed help with, he actioned seamlessly, along with quite a few things we didn't even know that we needed to consider that he saved the day with."

Virgin Australia



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

www.bgis.com

BGIS ➤



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