



Maori Hill Property Facilities Management Overview by PRISMA

March 2019

The PRISMA Journey

Jack Crutzen started PRISMA Facilities Management Ltd (PRISMA) in March 2017 with the objective to provide a “one stop shop” alternative to businesses. With his extensive experience in mature FM markets in Europe, he wants to provide a more mature FM management alternative to clients than currently available in New Zealand.

His view is that his approach will help businesses to gain cost savings or cost control but at the same time focus more on the value proposition of FM, Procurement and Property Management. This would allow FM teams to be an enabler for business success and support growth, profitability and long-term investment planning.

At the same time focus on some basics around risk management, compliance and H&S. Jack believes FM, Procurement and Property have to provide essential decision-making information to senior management by using smart technology and modern ways of providing contract management solutions.

During this time PRISMA has developed partnerships with other specialist service providers in our industry to ensure our clients get access to only the best resources in the delivery of our engagements. One of those partners was Ricky Shaw who also started his own consultancy business Genvio.

PRISMA and Genvio have worked successfully together on multiple projects over the last 3-4 years and during this time identified an opportunity to merge as one company and to focus on delivering best practice Facilities Management as a core offering – in early 2018 PRISMA and Genvio merged to become PRISMA Group Ltd.

Over the last three years PRISMA and Genvio have made some significant improvements in FM delivery models across multiple clients and market segments. Our change management approach is effective and inclusive and based on developing professionals as well as ensuring that our clients have professionals on board who can deliver a mature FM delivery model.

Although PRISMA does not hold any other Integrated FM contracts similar to MHP at this time, we have to start somewhere and we intend to make MHP our sole focus, so that you get a bespoke, specific and highly experienced service provider who becomes part of your business, shares our business plan and grows with you.

What we do have is:

1. Key resources with international experience who have managed multi-million dollar client and service provider side FM delivery – we believe it is about the people and not the company name that ensures success;
2. Credibility in the industry – through successful delivery in both previous roles and multiple consultancy engagements relating to Facilities Management, Asset Management, Project Management, Procurement, General Business Management, Mentoring and Training;

3. Resources that will bring a smart FM delivery – we have completed many maturity checks and developed multiple improvement roadmaps for organisations to lift and achieve real value – together with our own FM and AM backgrounds, we can bring resource that has true ability and experience of a best practice delivery;
4. Extensive experience from working with many previous clients, including the following:

- > Restaurant Brands
- > Fisher & Paykel Healthcare
- > Pyne Gould Corporation
- > Auckland Airport
- > MIT
- > UCOL
- > Auckland Council (Manukau CC & Auckland CC)
- > Wellington City Council
- > New Plymouth DC
- > Christchurch City Council
- > Selwyn District Council
- > Canterbury District Health Board
- > DIA
- > Victoria University
- > Massey University
- > Canterbury University
- > Otago University
- > Auckland University of Technology
- > Advantage Doors
- > Commercial Doors
- > DB Breweries
- > Z Energy
- > Airways
- > Christchurch International Airport
- > Unitec
- > NZDF
- > Westpac
- > KiwiRail
- > Opus
- > Department of Corrections
- > Waikato District Council
- > Hutt Valley District Health Board
- > Govt Ministerial Services
- > ECL Group
- > Recreational Services
- > Service Resources
- > Argest
- > City Care
- > Advanced Building Services
- > Spotless

- > Assa Abloy
- > Westpac
- > Excell Corporation
- > Housing NZ
- > PGG Wrightson
- > TPS
- > Broadspectrum
- > Recreational Services
- > BGIS
- > LINZ

PRISMA is poised to take advantage of the niche identified by deploying a management service that will align the client's requirement with the best solution available worldwide through a turnkey 'one stop shop' service through:

- > Only recruiting resources that have the skills, experience and reputation to deliver on the requirements and more;
- > Providing world class operational delivery but also smart analytical delivery using systems and data that truly brings continuous improvement and services for the least cost;
- > Providing a 'one stop shop' that includes a shopping list of consultancy services that can be bought by the client as and when needed;
- > Assisting the client with mentoring and development of strategic and tactical planning so that they are set up to deliver true value in their respective organisations;
- > Helping clients understand how to best procure services to improve this industry wide;
- > Providing transparent "open book" services declaring all costs and rates and offering FM services on 'zero rate pass through' basis, where works delivered are at the actual cost with no mark-up applied – fee to be only Management Fee based;
- > Providing smart contract management solutions to ensure that MHP as well as its service suppliers benefit from a commercial relationship;
- > Providing an independent delivery – no conflict of interest with IWPM resources making all decisions based on what is best for the client;
- > Taking total ownership and accountability;
- > Providing passion for what we do;
- > Deploying cutting edge technology;
- > Sourcing globally – people, systems, products, solutions.

Our Mission Statement:

Develop, secure and then manage all client relationships to maximise profitability through the delivery of a one stop shop providing world class skills, experience, technology, services and solutions, pursuing and delivering on additional opportunities to ensure client retention and enhance our reputation to secure new business.

Company Goals and Objectives:

Goal - By December 2019, PRISMA will be a client centric, vertically integrated solution provider that consistently delivers services above client expectations that are *“Good for your wallet, good for the environment”*. As a consequence our business will grow and generate sustainable return on revenue (ROR).

Goal – By December 2019, PRISMA will be an innovative team of motivated professionals recognised for excellence in solution delivery. To create a culture that will foster motivated, successful employees.

Goal - To grow, retain or win new projects and/or contracts.

Goal - To cultivate client trust by understanding, anticipating and responding effectively to their needs.

Goal - To provide comprehensive and integrated solutions, that embrace continuous improvement.

Goal - To develop and deliver collaborative and inclusive communication strategies that engage, educate and inform relevant audiences.

Our Values

Champions Do Extra

- > Taking pride in what we do and adopting continuous improvement as Business As Usual (BAU);
- > We do the right thing at the right time.

Grow or Die

- > Continually assessing opportunities for growth and improvement.

Building Relationships

- > Building long term partnerships with our clients that bring reputation and repeat business.

No Dickheads

- > Show humility – character is as important as talent;
- > Treat everyone with respect and honesty;
- > Lead by example in everything we do;
- > Consider our colleagues when making decisions in relation to service delivery, working together to achieve success for all.

Good to Great

- > Identify and develop both leaders and specialists so that the market raves about our abilities and delivery;
- > Commitment - We care;
- > Invest in people and community – there is much more to it than profit!

PRISMA Unique Selling Points

The benefits of selecting PRISMA include:

A company which is a New Zealand owned and operated entity with intimate knowledge of working within the New Zealand environment. We are a locally owned streamlined company that is agile and flexible with proactive management able to make fast decisions with no corporate inertia.

Significant IP and Presenting Low Risk – PRISMA has extensive knowledge of managing a large building and services portfolio. We have utilised that knowledge in the development of this proposal. Selecting PRISMA presents a low risk solution for MHP due to this comprehensive knowledge, that does not need to be learned before or during the contract delivery - allowing us to:

- > Develop a proposal that meets MHP current needs, but with the flexibility to reflect changes in how MHP are likely to do business in the future – the most impact coming from an increase in the property footprint as the business continues to grow;
- > Develop and implement a comprehensive risk management approach;
- > Develop and implement an approach that will provide MHP with full visibility of their FM delivery, with smart analysis and reporting that will assist in accurate decision making and reducing cost;
- > Develop and implement an approach that will provide an accurate long-term capex and opex funding requirement over the next thirty years, fully aligned and optimised with smoothed budgeting profiles (assuming MHP engage PRISMA for this option).

A company with significant in-house FM knowledge and experience – PRISMA has a wealth of knowledge providing FM services and can draw on best practice work from many previous roles and engagements and the vast technical experience of our service partners and contractors. We provide technically trained and proficient resources who manage works from beginning to end to **100% satisfy contract deliverables**. PRISMA aim to be the most capable and competent service provider within the FM industry and we will work seamlessly with MHP in the delivery of this contract.

A company with unique capabilities – PRISMA has a wide range of proven in-house capabilities and access to service partners with further capabilities. In-house capability includes FM, Asset Management, Project Management, Procurement Management, Contract Management, Account Management, Business/Data Analysis, Process Development, Business Strategy and Mentoring. Our service partners provide capacity for these same functions but also specialise in Workplace Management, Property Management, Engineering, Building Services Optimisation, Security Strategy & Risk Assessments and H&S reviews.

A company with leading edge information technology systems which allows it to provide much more than physical works – PRISMA will utilise simPRO to provide a **best in class information system** to ensure we can collate relevant data and turn it into information.

A company whose Senior Management Team is dedicated to the success of this contract– PRISMA recognises the importance of the success of this contract to our business and has dedicated our senior management team to assist with the **proactive management** of the contract itself. PRISMA will commit whatever it takes to ensure a successful delivery to MHP. We are committed to provide an exceptional delivery to MHP as a cornerstone of our philosophy and proof that an alternative and independent FM Management model is leading for the maturity of our profession.

Efficiency and Cost Effectiveness – PRISMA provide a **commercially competitive** offering through simplicity in contract charges – together with leveraging off a proven supply chain, we believe this is a model that **reduces cost** for our clients as well as add value to the wider business.

A company with strong culture relating to Health and Safety & Human Resources – PRISMA recognise the importance of our staff and health and safety systems alongside human resource programmes for training/accreditations aim to keep our staff learning, safe, motivated, and engaged to deliver excellence in service delivery.

A company whose approach to partnering is paramount to success and extends past the client/service provider relationship to include customers, suppliers and other key stakeholders – The PRISMA service delivery is the sum of all parts, including successful supply partnerships, driving value from the supply chain to innovative IT systems to keep our clients, customers and key stakeholders engaged throughout the entire workflow process. PRISMA fully support honest and transparent partnering style relationships across all aspects of service delivery to improve performance, exceed customer expectations and to drive value to all stakeholders.

The PRISMA approach will bring:

Professionalism – PRISMA will approach this contract with utmost professionalism. Professionalism is managed and demonstrated through the company's mantra to always provide a very high level of service to our clients. There is no chance for service provider fatigue as we will periodically review the contract objectives and focus on what's best for MHP and how PRISMA can support the delivery of the MHP objectives and strategic goals.

Responsiveness – PRISMA is a customer focused organisation and will continue to drive this ethic in every aspect of the delivery to MHP. Ensuring we meet timeframes is a core function of all staff to ensure that we will always deliver **on time**.

Reliability – PRISMA will operate in partnership with MHP to ensure we **maintain critical building operations, environment conditions, comfort and convenience**, while at the same time ensuring a high level of **quality** in the final delivery.

Quality Information Systems – PRISMA has significant capability with regard to adapting and developing IT systems and work practices to be able to meet MHP informational needs. These systems will continue to be deployed and/or developed in conjunction with our client's current and future requirements in mind. The same systems will deliver all MHP **fiscal and operational performance against budget and cost reporting** needs and provide our staff with accurate financial and progress information to ensure we **manage within agreed budgets**.

Customer Service – It is PRISMA's role to effectively and efficiently deliver services through a best practice approach. Part of achieving best practice is through building strong relationships with our clients and customers based on comparable values and mutual respect, with a focus on achieving high levels of customer service for the public and users.

Environmental Awareness – PRISMA is committed to being a sustainable business. As an organisation engaged in the provision of FM services, we have learnt where we should recycle or salvage and how to safely dispose when we cannot reuse an item. PRISMA acknowledge that our work impacts on the environment - we consume energy and materials and produce greenhouse gases and waste, however we

carry out business with consideration of possible impacts on the environment and make choices that reduce any negative impact from our projects and operations as much as possible.

Ability to be Innovative – PRISMA continually looks for improvement in our knowledge, skills, creativity, motivation and performance, and in the way we do things. This extends beyond the company's internal operation to working with clients to provide innovative solutions to enhance their own business.

The key to innovation is the environment that is set up for continuous improvement and developing and deploying action plans to improve the performance on a project or contract. PRISMA uses continuous improvement as a fundamental process for customer and client satisfaction, seeking operational and financial improvements as a focus.

As PRISMA will built a client portfolio on strong client-relationships and transparency principles, we're are more than happy to give you full insight in our detailed business plan.

MHP is an extremely important client to PRISMA. We hope that this proposal provides you with an understanding of our capabilities, experience and commitment to ensure a successful delivery – we look forward to discussing this proposal with you and continuing our current relationship into the future, whatever that may look like.