



PROGRAMMED

Recalibrating
Delivery:
Maintenance
Expertise that
Works for
Our Partners



Our Customers



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Collaborative. Intuitive. Efficient.

A commitment to partnership and delivery that goes beyond simply implementing solutions.

Helping customers achieve true value daily.

Programmed is committed to helping customers drive ongoing efficiencies.

True value for customers are achieved through Programmed's alignment towards progress and performance optimisation, where we utilise best practice methodologies and technology to drive efficiencies and sustainability.

In the management and delivery of maintenance across a range of assets and buildings, our partnership gives you, our customer, confidence of a strong delivery partner who is able to realise true value and service excellence, freeing you to focus on key business and growth priorities without distraction.

Collaborative



Consultative customer-centric solutions.

Clear understanding of needs.

Partnership approach.

Efficiency-driven outcomes.

Intuitive



Continuous improvement programs.

Outcome-oriented maintenance and management

Sound implementation with best practice application

Innovative



Improvements and efficiencies able to deliver better value and safer outcomes.

Streamlined multi-service offering with the ability to tailor solutions.

Technology-led, data-enabled systems.

A Benefit-Driven Approach To Delivering Outcomes

Proactive solutions in line with your aspirations.

Facilitating change within the built environment to keep pace with a constantly evolving physical landscape.

Programmed understands how important it is to ensure the long-term operation, maintenance, and management of critical assets and infrastructure.

Our specialist expertise is able to address each asset's unique requirements. Through streamlined cohesion, we provide the effectiveness and control necessary to not merely maintain them, but to also enable their ability to flourish and improve so that they can remain continually accessible to the community.

We provide a streamlined solution able to coordinate all your requirements through a single channel of supply. A designated contact point assigned to you simplifies communication and reporting.

As work is carried out in a 'live' environment, we ensure standards of work and care are maintained at all times through:

- Clearly outlined, communicated and calibrated work scheduling for timely, on-budget completion.
- In-built flexibility to work around any changed requirements.
- A strong safety culture which permeates everything we do, and assures you of client and staff safety at all times.
- Stakeholder liaison to facilitate smooth on-site work, relieving you of active involvement required to coordinate works. Critical time and cost-savings can be realised, notably in helping to reduce unplanned or repeated call-out expenses.
- Ability to provide readily deployable local resources for once-off projects as well as meet requirements for national-scale contracts with equal ease and efficiency.

Standards of work and care for strong aesthetics, operational excellence and safety.

Facilitating work and built environments that champion efficiency.



A streamlined and seamless solution, simplified through a single point of contact, even for multiple services.



Technology-based systems for visibility of assets and infrastructure.



Proactive management with a focus on health and safety, quality and the environment.













Collaboration with on project planning and execution.



Readily deployable resources remove contract start up risk.

Tailor a Service Package According to your Needs

We have the services; you have the choice. Putting flexibility in your hands.

| |  |  |  |  |  |  |  |  |  |  |
|--------------------------|---|--|--|---|---|--|--|--|---|---|
| | GROUNDS | PLAYGROUNDS AND SPORTS GROUNDS | PAINTING | BUILDING REPAIRS | WORKPLACE TECHNOLOGY | ICT INFRASTRUCTURE INSTALLATION & SUPPORT | BUILDING AND SIGNAGE | BUILDING PROJECTS | ESSENTIAL SERVICES | INDUSTRIAL MAINTENANCE |
| TRADE SERVICES | <ul style="list-style-type: none"> Gardening and Landscaping Mowing, edging, and hedging Weed and pest control Green waste control Streetscaping | <ul style="list-style-type: none"> Playscapes construction & maintenance Specialty sports fields Golf courses Irrigation and waterflow solutions Landscape construction | <ul style="list-style-type: none"> Interior and exterior painting Washing, dusting, cobweb removal Cleaning and sanitising Graffiti removal and anti-graffiti coatings application | <ul style="list-style-type: none"> Concrete repairs Waterproofing Balustrade / Balcony upgrades Render repairs Timber repairs Brickwork repairs Heritage solutions | <ul style="list-style-type: none"> Audio visual solutions Video conferencing solutions Technical services – design & Installation Room booking solutions Digital signage | <ul style="list-style-type: none"> Structured data cabling – voice, data & video fibre cable installations WAP design and installations data centre technical services & installation works Server and switch installation & management | <ul style="list-style-type: none"> Branding and fit-out signage projects Static signage Signage to direct traffic & pedestrians Electronic solutions and signs | <ul style="list-style-type: none"> Refurbishment, Reinstatements & Fit-outs Space upgrades, conversion and modernisation Exterior façade enhancements | <ul style="list-style-type: none"> Handyperson Services Electrical Plumbing Fire Services HVAC / Mechanical | <ul style="list-style-type: none"> Electrical / Mechanical Fitters Welders / Boilermakers Plant and Motor Mechanics Auto Electricians Fabrication Welding Machining |
| DELIVERY SERVICES | <ul style="list-style-type: none"> Grounds and asset audits Grounds maintenance programmes Small project - Design & construction | <ul style="list-style-type: none"> Playscape audits, reporting & remediation)O Golf course design and grooming programmes Large projects - Planning, design, construction | <ul style="list-style-type: none"> Painting programmes Large projects, difficult access, abseil painting, Out of hours or holiday work Colour change consultations | <ul style="list-style-type: none"> Large projects, difficult access, abseil solutions Out of hours or holiday work Design and project management | <ul style="list-style-type: none"> AV installations Managed services Capital upgrade & technology refresh programs Audio Visual as a service programmes Break fix programs Standard room catalogue design and installations | <ul style="list-style-type: none"> Capital upgrades ICT cabling and building infrastructure National rollouts Moves, adds changes (MAC's) Schedule of rates | <ul style="list-style-type: none"> Asset audits and site assessment One-off or full project management – Consultation, design, manufacture and install | <ul style="list-style-type: none"> Capital works Project or programmes Design and new colour schemes | <ul style="list-style-type: none"> Reactive maintenance Preventative maintenance Essential safety measures & compliance Maintenance contracts – Single or multi service | <ul style="list-style-type: none"> Industrial maintenance Shutdowns & outages Scaffolding services Workshop services Asset integrity projects Capital works projects Painting and blasting Asset management |

Streamlined Efficiencies to Make it Easy for Customers

The power of a job done right.



70 years' experience

Commercial and industrial property maintenance specialists



Exceptional Safety

Safety as the cornerstone of operational efficiency



Single point of contact

Multi-service, single source supply delivered with consistency & continuity



Targeted solutions

Pioneers of long-term programmes with flexible amortised pricing



Reach & coverage

National network that's "local wherever you are"

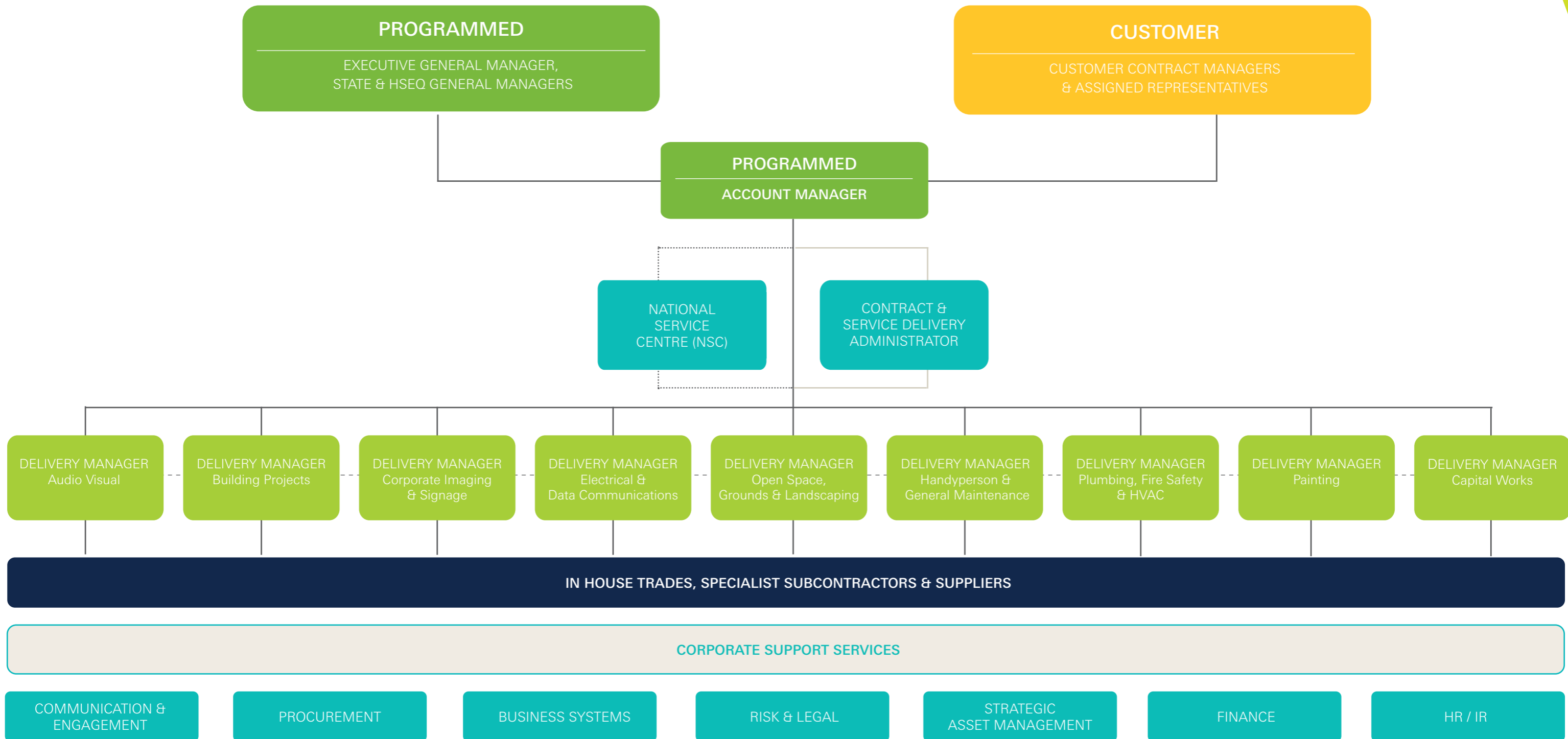


Confidence & assurance

Non-capped, fixed price servicing

Centralised Account Management

An efficient process for streamlined communication through a single point of contact, and personalised service at every level.



Centralised account management, streamlined communication and closely aligned delivery

Broad Geographic Footprint

State-wide reach to simplify implementation and maximise efficiency. Delivered locally.

Well-Placed To Deliver.

Customers find Programmed's coverage and footprint across Queensland useful.

Benefits of consistency and proximity

No matter where customer sites are located, you can always expect consistency in quality, service and outcome—a key benefit when asset portfolios span multiple locations or if needs straddle several service requirements.

Sites are serviced by staff from our nearest office.

Coverage, responsiveness and local knowledge and are among the many benefits our proximity offers.



Local & Readily Deployable

Our large local resource base ensures fast and efficient deployment able to undertake specialist requirements, overflow works and reactive maintenance, even on short notice.

A 'One Team' approach means we view all services as the part of the same solution, ensuring consistency, continuity and efficiency when delivering on customer requirements.

Safety While on Your Site

Keeping you, your customer and our staff safe.

**EVERY JOB
EVERY TIME**
zero/harm

When working on customer sites, Programmed applies these safe work essentials to EVERY JOB, EVERY TIME:

- ✔ Present fit for work – not impaired by alcohol or other drugs, fatigue or pre-existing injuries
- ✔ Assess and discuss work related risks before starting work
- ✔ Reassess the risks when there is a change to the task
- ✔ Confirm that all team members are competent and hold the correct licence or are supervised by a qualified person
- ✔ Ensure that suitable Personal Protective Equipment (PPE) is worn
- ✔ Verify that all tools and equipment are in good working order and used as intended
- ✔ Identify line of fire hazards and take action to prevent being in harm's way
- ✔ Use lifting aids and adopt practices such as team lifts and task rotation to minimise hazardous manual tasks
- ✔ Stop and report any unsafe work or condition

safework
Essentials



Health and Safety Culture

Our focus on health and safety permeates the entire culture of our organisation

We cohesively manage Quality Assurance, Occupational Health and Safety, Risk and Environment as a unified whole.

We achieve quality outcomes by living our company values of Personal Safety Leadership, Care & Empathy, Customer Service, and Diversity, Inclusion and Equality.

Integrated. Cohesive. Holistic.

Our Integrated Management System holistically manages all aspects of OHS, Quality, Environment and Risk as a unified whole, rather than in isolation.

It is built on and certified to international AUS-NZ standards.

| Objectives | Maintain a Customer Focus | Manage our Responsibilities | Achieve Zero Harm |
|-----------------------------------|---------------------------------------|--|---------------------------------------|
| Management System & Certification | Quality Management System ISO 9001 | Environmental Management System ISO 14001 | Safety Management System ISO 45001 |
| Certifying Organisation | SAI GLOBAL | | |

Industry sector familiarity.

“Putting you first, always.”

Each solution is guided by your needs and underpinned with industry sector familiarity, assuring you of specialist solutions and consistent outcomes realised with ease and simplicity.



Proven delivery in the sectors encompassing ‘live’ operational educational, research and development environments.

Our solutions are designed to meet the the specific needs of our customers’ operations. This typically includes:

- A responsive and agile workforce
- Strict safety protocols for working in food grade factories
- Large jobs with short delivery timeframes
- Scheduled works and strict completion deadlines within a narrow shutdown window
- Stringent compliance to OHS, risk and environment policies and standards
- Non-negotiable safety protocols and adherence due to work being conducted in close proximity to sensitive equipment
- Innovative and flexible solutions to eliminate disruption to daily operations
- Minimisation of associated project risks



The power of a
job done right.





Painting

Specialist painting professionals to assist with long-term preventative services and maintenance or one-off projects delivering longevity

Painting Services

- Difficult-to-access projects
- Abseil painting
- Interior and exterior painting
- Graffiti removal and anti-graffiti coatings application
- Out-of-hours work
- Heritage work and specialised finishes
- High pressure cleaning
- Heavy-duty protective and flooring coatings
- Line marking, surface preparation and traffic management
- Washing, dusting and cobweb removal



Watch as we repaint the Evolution Apartments





Electrical Services

Whatever your commercial project, Programmed can design, install and commission every aspect of your electrical and lighting system.

Electrical Services

- Situational energy audits, reports, analysis and interpretation
- Technology design (lighting and communications)
- Lighting control systems
- Integrated solutions
- Process innovation and recommendation
- Upgrades and life-cycle management
- Resource planning
- Service Level Agreements
- Service maintenance





Corporate Imaging, Fit Outs & Signage

Expertise in signage, fit outs and corporate imaging that take brands from good to great.

Signage, Corporate Imaging and Fit Out Services

- Complete project management for all types of corporate imaging requirements
- Corporate identification manuals and specifications
- Wayfinding signage, strategy, and implementation
- LED and solar powered signage solutions
- Manage manufacturing and coordinate installation
- Building identification and directional signage
- Cladding, flooring and tiling
- Retail and Store Conversions
- New colour schemes



See the transformation happen at Shell Gawler.

Left: Shell Viva, Gawler



Essential Services

A reliable source of support for unexpected issues or faults across all of our technical services. Our agile workforce are readily deployable. We also provide proactive maintenance activity to give our customers more certainty of the integrity of their assets.

Essential Services

- Fire Safety
- HVAC
- Electrical
- Plumbing
- General building maintenance
- Handyman





Minor Civil Engineering Works and Capital Projects

Experience, insight and the ability to combine industry-specific knowledge and economies of scale to deliver innovative, unique and cost-effective solutions.

Consistency and repeatable results across sites:

- Refurbishments, reinstatements and renovations
- Construction and new builds
- Indoor & outdoor facility design and construction
- Space conversions

Building Project Services

- Asbestos removal
- Demolitions, Excavation and earthworks
- Concrete footings and floor slabs
- Structural steelwork
- Brickwork
- Roof and wall cladding – metal, timber, fibre cement
- Rainwater gutters and down pipes
- 1st and 2nd Fix Carpentry
- Aluminium framed glazed windows, doors and screens
- Wall and ceiling finishes – plasterboard, mineral fibre and acoustic suspended ceilings
- Floor coverings
- Joinery
- Mechanical and Electrical services
- Hydraulic plumbing and gas
- Ceramic wall and floor tiling
- WC cubicles and partitions
- Bitumen and concrete paving
- Storm water management





Watch our University of Adelaide grounds team in action



Open Space, Grounds Maintenance & Landscaping

Programmed's intuitive outcome-based intuitive approach consistently delivers well-presented horticultural and open space assets all year round.

Grounds Services

- Open space and grounds maintenance
- Water ways maintenance; fire vegetation auditing and maintenance
- Sports and recreational facility renovation and maintenance
- Interior and exterior landscape planning, design, and construction
- Long-term grounds management
- Irrigation
- Water conservation and management
- Weed and pest control
- Garbage removal



PROGRAMMED

Demonstrated
works.



“Programmed is a competent and professional painting and building maintenance business, having key people with significant experience and knowledge of the painting of high-rise apartment buildings and external building refurbishments. I would have no hesitation in recommending Programmed Property Services for major painting projects and building refurbishments. We look forward to working with Programmed again in the future”

Ralph Donnet
Chairperson, Aurora Tower



Building height
207 metres

Number of levels
69



Total Paintable Area
29,951 m²



Total labour hours
17,586 hrs



12 qualified painter's onsite



Total paint litres used
8,822



Number of JSA's completed: 673



Length of abseiler's rope:
200metres



Proposed schedule:
42 weeks.
Completed in 40 weeks.



463 happy owners

Aurora Towers

Interior and Exterior
Painting, and
Remedial Works

Soaring at 67 storeys high, the Aurora Tower stands as the fourth largest in Brisbane and sixth most significant in the state, and was one of the largest projects in Programmed's portfolio.

An exterior repaint was carried out for the entirety of the 67 storeys, which involved multiple coats of paint over the course of the project. To effectively and efficiently carry out this large-scale repaint, the Programmed team devised an execution plan involving a combination of rope, swing stage and internal access.

Where some apartments only had front door access, Programmed ensured dwellings maintained their pristine condition by ensuring adequate protective floor coating. Communication and extensive reporting were crucial to keep all parties involved throughout.

In addition to the repaint, full remedial works were executed on the first five storeys of the building. This involved complete sheet replacement in addition to rust removal on the steel features of the complex. The revamp extended beyond the structural aspects of the building and also incorporated the facility's parking area. Comprehensive line marking, safety and directional signage ensured pedestrian and driver safety during the time works were being undertaken.

Programmed went the extra mile to ensure a stellar result that was extremely cost and time efficient. Through the completion of the works by Programmed, Aurora Towers has been able to heighten their presentation and increase their building's appeal and value.



Evolution Apartments

Painting

Evolution Apartments located in Brisbane City is a thirty six-story apartment building with 178 apartments.

Programmed painted the exterior of the building as well as sealed all of the balcony tiles. All work was done by rope access, necessitating stringent safety. Programmed's Safety Manager visited the site regularly to ensure all safety aspects, as well as to reassure the Apartment's residents and management committee.

Feedback from owners and tenants throughout the process and upon completion of works was nothing but complimentary.



“ The building's had a massive transformation, looks fantastic, and I'd have no hesitation recommending Programmed. It's been an exceptional job. ”

Criag Whye
General Manager
Evolution Apartments

WaterMarc Banyule City Council

Interior and Exterior Painting, and
Remedial Works

Programmed completed interior painting and exterior refresh works at Banyule City Council's high-profile water park 'WaterMarc'.

Interior Steelwork

- Remedial works, repaint and protective coating solution for a heavy chlorinated environment to revitalise and protect the steelwork staircase that had significantly rusted and calcified from chlorine.

Exterior Refresh

- Rather than a repaint, Programmed recommended that the fun slide be polished with a durable, waterproof epoxy, while less-exposed sections were treated with a pressure wash solution.
- The unique solution gave the slide a striking revamp but at a much safer and greatly reduced cost.
- Council had originally budgeted \$100,000 for works on the slide and Programmed's alternative scope of works resulted in \$30,000 in cost savings for the Council.





University of Sunshine Coast

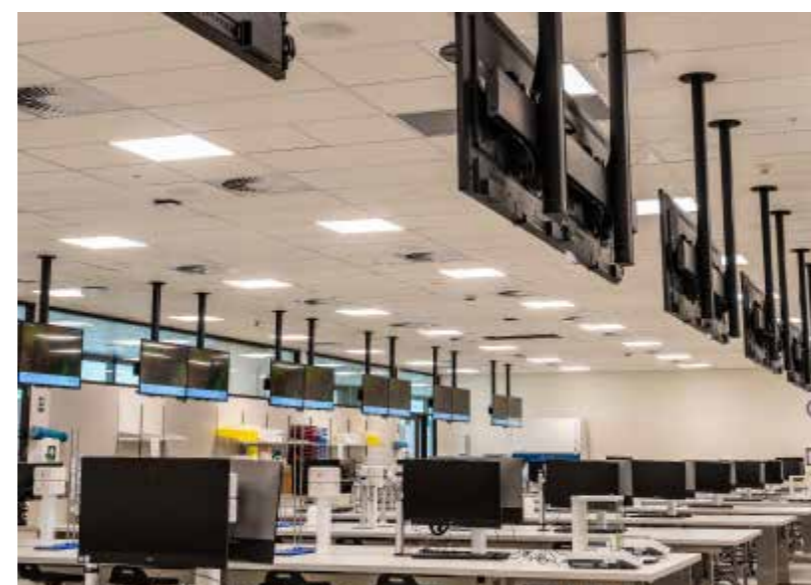
Moreton Bay Foundation Building

Programmed were engaged under an IT/AV consortium who was selected by the University of Sunshine Coast (USC) to design, deliver and manage all IT and AV components of the University's brand new building, on their brand new campus in Moreton Bay. The Foundation Building was the first greenfield University campus in Australia in 14 years.

Boasting 18,000 square metres across 3 floors, PET were responsible for designing, installing, programming and commissioning AV solutions across 45 rooms for the University in time for the commencement of Semester 1 for 2020.

This deployment was the fourth substantial new build that Programmed had been engaged in by USC.

Flexibility, planning and concurrent delivery across three sites by our trained and experienced technical resources ensured we met the extensive requirements within the fixed deadline.



University of the Sunshine Coast

Grounds Maintenance

Programmed provides turf, horticultural and sports field maintenance services across the University's three (3) sites.

This includes general gardening and amenity mowing, specialised horticultural management, sports fields maintenance and renovation programs, irrigation and reactive works.





Monash University

Minor civil, landscaping and infrastructure works

Monash University engaged Programmed to create a holistic, inclusive project management team and plan integrating specialist contractors and consultants to transform a little-used carpark into Native Meadow landscape for students, lecturers and visitors to enjoy.

Together, Programmed, Monash, an expert team of landscape contractors and consultants, including Professor John Reynor (Senior Lecturer and Director of Urban Horticulture, University of Melbourne), Dr Claire Farrell, and direct staff delivered this transformational native landscape project on-time and within budget.

Works included:

- Design and consultancy
- Project Management
- Contractor compliance
- Timely delivery of all landscape stages;
- Local Ordinances and approvals (Permits, Licences etc.)
- Site establishment
- Traffic management
- Contamination management
- Earthworks
- Landscape drainage
- Irrigation installation
- Hardscape structure installation
- Furniture
- Lighting
- Soft landscape installation



Watch the build happen here.

Singapore Airlines

SilverKris Lounge, Melbourne Airport

- Installation of new kitchen, fridge room, ceiling and LED downlights
- Fixtures and joinery: specially engineered stone high bench, glass splashback, custom-made couches
- New entry way and glazing of

“

Programmed displayed excellent professionalism during the refurbishment of our SilverKris Lounge. Truly standout level of workmanship; no detail or defect is too small to rectify. Every individual has been earnest, hardworking and friendly. I am confident the company has the right people to succeed.

”

Andrei Kuek
Assistant Station Manager





Infrabuild

National signage rebrand


Programmed understands the importance of branding, safety, directional and statutory signage, whilst keeping your operations in mind.

Programmed recently re-branded 105 InfraBuild sites nationally, ensuring to erase many years of previous brands and brand colourings to bring the sites up to the new Infrabuild signage standard.

This was undertaken at retail sales, Industrial manufacturing, recycling operations and their steel mills where recycled scrap is molten down to form new steel billets.

All manner of signage from grand scale statement signage, to small directional and safety signage were replaced or re-branded, along with acres of painting to cover old brand colours with the striking new appearance.

This was done whilst sites maintained operational status including steel mills with large and dangerous machinery and locations worked in consultation with the client with an outstanding injury free and amazing safety record.

 Watch the rebrand come to live here.





Bridgestone

365 Fitzgerald Road, Derrimut

Make good of very large site that Bridgestone had occupied for over 20 years

- Defined scope, delivery within extremely tight timeframes and multiple service provision including make good, painting and grounds.
- Saved the customer close to \$1million.

“

Programmed’s work is wide ranging, so they are by no means limited to just “Make Good” type projects. My dealings with them has been really good. It has been a great experience spanning everything from great communication, fast pricing, responsiveness to variations, transparency, a good standard workmanship, excellent project management. It has been an absolute pleasure.

”

Beth Cook
Associate Director, CBRE





Skills and expertise across myriad requirements.



Offices and Amenities

From refreshes to rebuilds, renovation to reconstruction, Programmed helps customers overcome challenges related to traffic, location, accessibility with ease and convenience.

Projects are completed safely, within budget and on schedule.



New or Heritage Sites

Be they new or heritage builds, we work with customers to retain the integrity of their architectural style and characteristics, paying particular care to work within the heritage guidelines and overlays for buildings, gardens and sites, making certain not to damage the site's original fabric. Industry partnership means we have existing relationships with heritage consultants and architects alike, as well as paint manufacturers like Dulux to ensure their long lasting preservation .

Art Galleries & Museums

Programmed's capacity to be a "one-stop-shop" for multiple services across all kinds of assets provides customers surpassed flexibility and efficiency.

Often by coordinating multiple needs into a single solution through Programmed, customers find they can reduce time and resource costs,





For more information

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 **PROGRAMMED**