



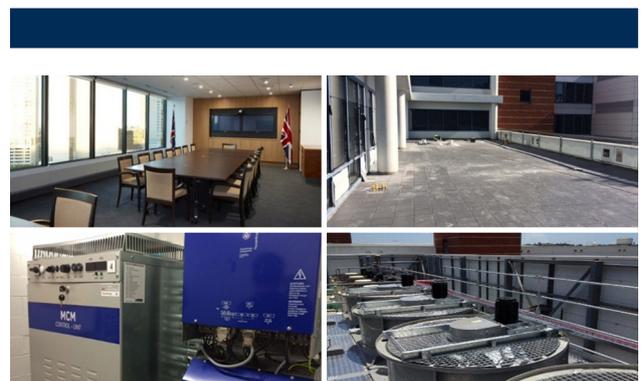
## ISS Project Management Services

As your trusted provider of facilities maintenance services, ISS is the natural choice to manage your next facility project. With a wealth of expertise, our dedicated Project Management team integrates with your site-based ISS maintenance team, to deliver any complex, multi-disciplinary project at your facility. From managing building infrastructure upgrades and installations, through to electrical and IT system overhauls or interior renovations – you can rely on ISS to deliver a customised, low-risk, timely and high quality solution for your next project.

### Working in Partnership

With an in-depth knowledge of your assets and the way your facility operates, ISS is best placed to truly understand your project requirements and how to deliver them with minimal risk or disruption.

ISS know your facility 'inside out' and understand your critical assets, maintenance plans, building management systems and working environment. As a current provider, we're also familiar with your facility stakeholders and unique processes. This insider knowledge is invaluable as our team can work more effectively within your facility and produce a highly considered project management plan that minimises operational downtime. This ability to 'hit the ground running' also means less administration, risk and ultimately better value for you.



From the project initiation through to its execution and close-out, ISS works in partnership with our clients, providing continuous communication and transparency throughout the process. This 'one team' approach will ensure your desired project outcomes are always exceeded.

## Experienced Team

ISS' Project Team stretches globally. Locally our team of dedicated project managers are highly skilled and experienced in delivering projects here in Australia and New Zealand for local and International clients.

ISS' local team consists of eight project professionals, who are dedicated to delivering their vision of: *'exemplary service and project outcomes that deliver value, quality and transparency'*. The team is centralised and manages a wide variety of projects with current ISS customers, across diverse industry sectors.

Between them, the ISS Project Team have a wide range of capabilities and decades of experience. Their impressive portfolio (including Sydney Opera House, National Art Gallery, Hewlett Packard to name a few) shows they have the know-how to tackle an array of highly complex technical projects and large-scale fit-outs.

## Proven Methodology

No matter the scale or complexity of the project, ISS has an internationally consistent Project Management Methodology which ensures that all our projects are executed consistently, methodically and predictably. For each project we conduct a thorough analysis with key stakeholders before preparing a comprehensive Project Management Plan. We also deliver transparent cost control and risk management processes, to give you confidence that the project is undertaken safely and in line with your expectations.

Working with the maintenance team, ISS takes a holistic approach to the upgrades and installation of new assets or systems. We are focused on designing an optimal solution and delivery strategy that provides value, both today and over the life of the asset. For all projects, ISS generate integrated Asset Management Plans, with a committed focus on lifecycle cost management.

## Recent Projects

Some of the recent customer projects undertaken by ISS include:

- Multi-million façade upgrade and roof replacement at the High Commissioners Australian residence
- Downsize and Refurbishment of Sydney CBD Office (also including office reconfiguration, security system upgrade, lighting upgrade etc)
- Replacement of the tiling and waterproof membrane of a 450 m2 outdoor terrace for Hewlett Packard, Rhodes
- Upgrade of 3 passenger lifts and 1 goods lift at Hewlett Packard, Rhodes
- Cooling Towers Replacement at HP Rhodes
- Fit out of ISS' own Headquarters including make good, change control and centralisation of numerous offices and 150 staff.

## Why ISS?

Why trust an unknown Project Manager or take the onerous task of managing a complex and high-risk project yourself? ISS knows and understands your facility better than anyone and are best placed to provide a comprehensive end-to-end solution for your next project.



*"Bringing ISS' experienced Project Management team onboard for your next project will deliver an array of 'bundled benefits' that create real value - not just now but over the life of your assets."*

Murray Slatter,  
Senior Project Manager - Australia &  
New Zealand

### ISS Project Capability:

- Building and office interior renovations
- Significant IT system installations or replacements
- Data centre construction and interiors
- Replacing or providing new infrastructure such as UPS, generators, chillers or electrical distribution systems
- Surplus equipment and asset dispositions
- O&M replacements, major repairs and restorations
- Large MAC (moves, adds and changes) services