



**Hirotec**

YOUR BUILDING IS OUR BUSINESS.

company OVERVIEW

our HISTORY





For over forty years, Hirotec has remained a wholly owned Australian organisation which leads the way in delivering integrated facilities services through our dedication to innovation, customer service and technical expertise.

Established in 1972, Hirotec has grown to become one of Australia's leading privately owned facility maintenance businesses. With a highly skilled team of over 200 professionals forming the foundation of our success, Hirotec is a highly regarded national 'solutions' designer, installer and maintainer of technical services to multiple market sectors.

From humble beginnings as a Sydney-based air conditioning business, Hirotec's well-established national operation is now the service provider of choice for many major companies and institutions throughout Australia, having evolved into a complete integrated facilities services business with specific technical competencies in:

- Mechanical Services
- Electrical Services
- Fire Services
- Energy Services



Hirotec's business units operate under a single brand and services delivery model, unlike many of our competitors. This ensures a consistent and seamless communication process for our many clients, which include organisations in wide-ranging market sectors such as education, data centres, public/government, utilities, health, transport, and arts/recreation.

With a strong commitment to our employees and the industry in which we operate, Hirotec is proud to have attracted many of the best people to our stable, enabling us to offer a full range of services across all technical areas including:

- Energy, Asset & Life Cycle Solutions
- Project Engineering & Management Services
- Electronic Reporting & Maintenance
- Customer Service Centre
- Client Integration Solutions



our VISION & VALUES





## OUR VISION

To be a strategic partner, providing technical facilities services delivered throughout Australia, with industry leading people and systems that underpin our 'top of mind' brand.

## RESPECT

- We always act with integrity and honesty
- We consider safety and the environment in everything we do
- We seek open and transparent interaction in all our dealings

## PASSION

- We seek creativity and innovative ways to continually improve
- We positively challenge the status quo
- We love what we do

## LOYALTY

- We deliver on our commitments
- We work together to achieve great results
- We thrive on maintaining a culture of belonging



our

# HEALTH, SAFETY, ENVIRONMENT & QUALITY COMMITMENT





Hirotec is committed to responsible management practices that minimise adverse health, safety or environmental impacts on our people, our clients and the community.



Hirotec's Health, Safety, Environment & Quality (HSEQ) principles clearly define what must be achieved, rather than how to achieve it, with business units given the flexibility to meet the requirements of the principles in a way which best suits their own business environment while maintaining consistency of approach across the company.

The system also provides mechanisms for assurance of diligence, with routine HSEQ performance regularly measured, monitored and recorded. The recorded data is collated, analysed and reported to key personnel who have the responsibility to take action on HSEQ matters.

The HSEQ principles outline requirements in the areas of HSEQ and community with the following aims:

#### HEALTH

- Protect, promote and improve the health and well-being of Hirotec's employees
- Minimise and manage occupational exposures to all personnel
- Minimise adverse impacts of our operations on host communities.

#### SAFETY

- Provide a work environment where people can work safely and understand their rights and obligations in creating a safe workplace.

#### ENVIRONMENT AND COMMUNITY

- Promote the reduction and prevention of pollution, efficient use of resources and energy and biodiversity protection
- Promote a rewarding workplace for employees by encouraging personal development, recognising good performance and valuing teamwork
- Fostering equality of opportunity
- Promote a culture of respecting the rights and interests of the communities in which we operate and consideration of our environmental and social impact
- Consider the impact of the resources, products and services we use or provide to others and care about our impact on customers, colleagues and the community
- Support the environment and shareholders.

#### QUALITY

- Foster a culture of technical competence and the delivery of quality products and services that exceed expectations of customers.



our BUSINESS







## Mechanical Services

Hirotec's Mechanical Services business provides complete tailored solutions to meet any commercial Heating, Ventilation and Air Conditioning (HVAC) or Hydraulic requirement.

With our total life cycle approach to the design, construction, commissioning, maintenance and management of HVAC systems, Hirotec provides all of our client building-owners, managers, tenants and occupants with optimal outcomes.

These include occupant comfort, critical equipment availability and uptime, reliability, compliance and most importantly, Total Cost of Ownership (TCO) and Return on Investment (ROI).

We work closely with our clients to tailor individual Preventative Maintenance (PM) strategies to meet their organisation's strategic objectives, whilst adhering to regulatory and statutory compliance requirements.

Hirotec offers a responsive and personalised service across multiple markets and our team has expertise in every facet of the mechanical industry including:

- Air handling and distribution systems
- Chillers – all systems including turbocor (Powerpax)
- Clean rooms and laboratories
- Precise temperature and humidity control environments



- Refrigeration systems
- Dust, gas and smoke extraction systems
- Cooling towers and water reticulation systems
- Tri/co-generation and reticulation systems
- Specialist filtration and odour control systems



## Fire Services

Hirotec's Fire Services span all fire detection and monitoring needs - from design and installation of fire detection and suppression systems to the utilisation of the latest technology to ensure ease of inspection, testing, maintenance and annual survey compliance.



Hirotec's experienced team of fire experts have worked on all facets of fire services equipment and systems throughout Australia, enabling us to design and install tailor-made solutions to meet any requirement and create professional solutions to protect our clients' staff, occupants and investments well into the future.

With our capabilities embracing all aspects of Design, Installation, Commissioning, Inspection, Testing, Maintenance and Survey, Hirotec also advises on the performance

of existing systems, providing feedback on system compliance, efficiency and refurbishment options.

Hirotec's complete fire service offering includes:

- Sprinkler systems
- Fire extinguishers
- Hydrants and hose reels
- Gas suppression and deluge systems
- Thermal and smoke detection systems

- Emergency Warning and Intercommunications Systems (EWIS)
- Emergency and exit lights
- Alarm and evacuation systems
- Fire doors and passive systems
- Coordination of emergency management training
- Data room specialisation
- Annual Safety Survey and Certification

Hirotec offers full fire engineering design and advisory services to develop and support the installation and maintenance of performance engineered fire services solutions. This is particularly relevant in highly integrated systems featuring high interdependence between alarm and detection, smoke management and occupant evacuations systems to achieve the required fire management and life safety outcomes.

## Electrical Services

Hirotec delivers Electrical Services as an integrated offering to supplement its Mechanical and Fire businesses as a natural synergy, providing total solutions for Building Automation, Management and Control, Lighting Systems, Switchboards and Communication Systems.

Hirotec's Electrical Services business undertakes small to medium sized projects across a broad cross-section of applications. This business is geared to provide rapid and efficient 24 hour service covering additions, alterations and preventative and breakdown maintenance.



Electrical Services provided include the design, construction, inspection, testing and maintenance of:

- LV, MV and HV installations
- Switchboards and metering
- Standby generators
- Uninterruptible Power Supplies (UPS)
- Power factor correction systems
- Lighting and power systems
- Lighting control Systems
- Lightning protection
- Portable appliance testing and tagging

Furthermore, with Hirotec's extensive experience in managing building services, our capabilities in Building Management Control Systems (BMCS) optimisation and electrical maintenance services incorporate building services control assessments, implementation of electrical maintenance strategies and the integration of fragmented BMCS utilising BACnet open protocol architecture.

## Energy Services

With owners and operators of commercial properties facing increasing pressure to improve the environmental performance of their facilities and reduce energy related pollution such as CO<sub>2</sub> emissions, Hirotec offers clients a complete asset life cycle and energy efficiency solution.

Hirotec's business model has been designed to establish a holistic life cycle approach to energy management, underpinned by the sustainable buildings practices set down by bodies such as the Green Building Council, NABERS (National Australian Built Environment Rating System) and the Building Code of Australia (Section J).



Our integrated approach to improving performance encompasses complete asset planning, with a comprehensive 'fact-finding' approach which can include:

- Energy audits and establishment of conservation measures
- Energy efficiency control strategies with programmed BMS interface
- Regulatory compliance - BEEC and NABERS Rating
- Electricity tariff selection and advice on peak demand control
- Monitoring and verification through 'Energy Connect'
- High-efficiency lamp replacements and daylight harvesting
- Power factor correction
- Selection of energy saving products including variable speed drives, etc
- Thermal imaging and heat tracing for power-consuming equipment
- Smart metering - power, water, gas and HVAC supply
- Specialised energy technicians – building, recommissioning and fine-tuning
- Tailoring of preventative maintenance strategies to maximise energy efficiency
- EPC's (Energy Performance Contracts)





our SERVICES



A key aspect of Hirotec's business success has been the formation of strong, long-term relationships with our clients. Where possible, Hirotec bases these relationships on a partnership approach where our personnel work as part of the client team to ensure a unified and focused project-success objective.

Hirotec's success is dependent on best practice processes - to this end, we have developed a range of services that underpin our business and are designed to provide maximum value to our clients. These include:

- Energy, Asset & Life Cycle Solutions
- Project Engineering & Management Services
- Electronic Reporting & Maintenance
- Customer Service Centre
- Client Integration Solutions

At Hirotec, we realise perfection may never be achieved - therefore improvement is always possible. For that reason, Hirotec has implemented a continuous improvement process on all projects which we call the Continuous Improvement Cycle (CIC).

CIC ensures we approach every activity for our clients as a continuous improvement project, with the four crucial elements of the cycle, Plan-Do-Check-Review, built into all our service offerings.

Hirotec's CIC is an effective team-involvement and client interface tool which forms the basis for our superior service offerings and best practices principles, which are continually reinforced at leadership level and reflected in changed KPIs, updated business processes and continual modelling and monitoring.



## Energy, Asset & Life Cycle Solutions

Owners and operators of commercial properties are facing increasing pressure to improve the environmental performance of their facilities and reduce the amount of energy they consume. This pressure is coming from a number of market drivers:

- Increasing energy costs, especially for coal fired electricity
- Increasing levels of legislation with the introduction of Mandatory Disclosure for Commercial Buildings
- Increasing tenant demands with all Government tenants now requiring a minimum NABERS Star rating for leased space
- Increasing evidence that buildings with high NABERS Ratings will have a greater return on investment, lower tenancy churn rate and increased capital value.

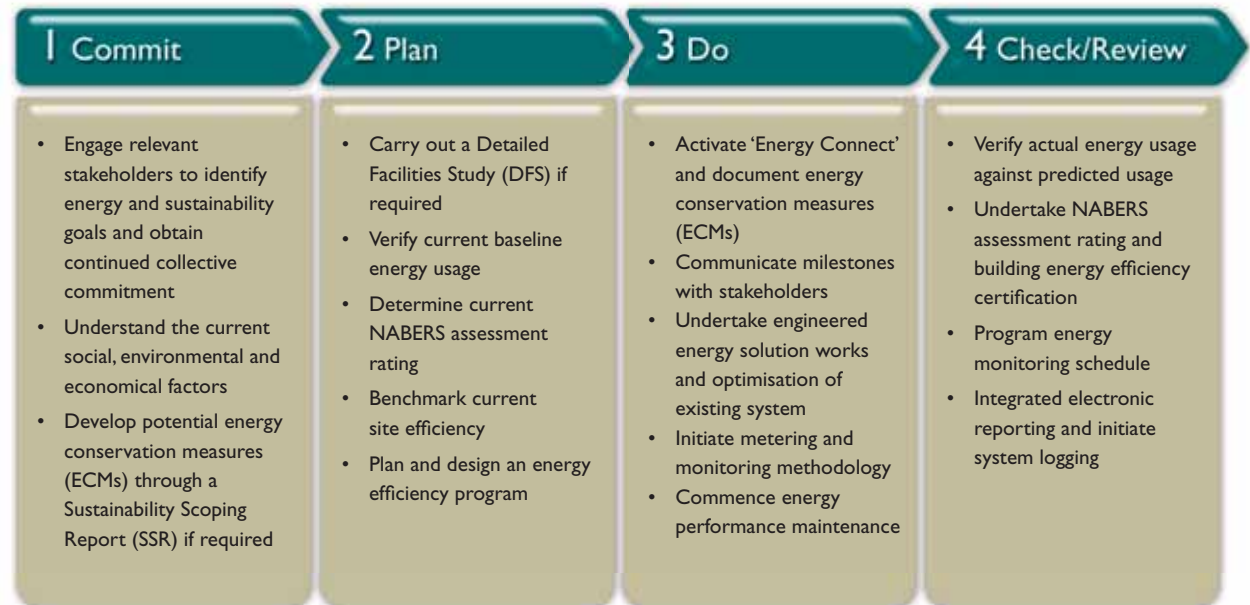
Hirotec can tailor and monitor a program specifically for each customer and each facility to meet performance requirements such as:

- Identification of energy conservation measures
- A designated NABERS Star rating to meet leasing obligations
- Advice and assistance in obtaining any available funding
- Meeting internal corporate objectives to reduce Greenhouse Gas Emissions
- Correctly positioning a building in a tight, competitive leasing market
- Energy Performance Contracts

- Maintenance regimes enhancing energy efficiency
- Monitoring and verification through 'Energy Connect'

## Project Engineering & Management Services

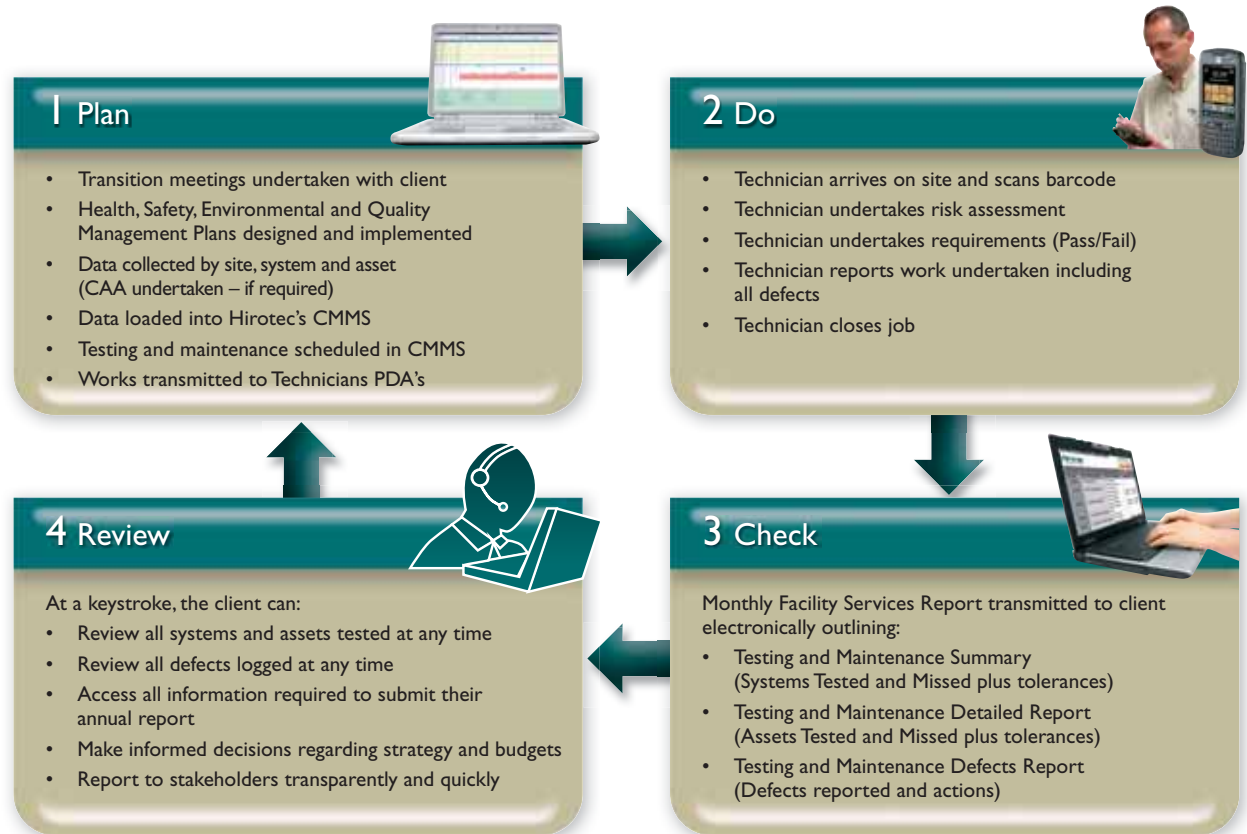
Hirotec's Project Engineering and Management team can design, plan, organise, secure and manage resources to ensure the successful completion of any engineering project. Hirotec works with our clients to meet their unique goals and objectives and bring about beneficial change or added value through the deployment of a distinct range of technical skills and the adoption of disciplined project management practices.



# Electronic Reporting & Maintenance

Hirotec implements a Continuous Improvement Cycle in every project and/or process we undertake. This also underpins our Inspection, Testing, Maintenance and Survey (ITMS) services where the following Plan-Do-Check-Review methodology has been developed.

The development of Hirotec's Electronic Reporting and Maintenance (ERM) service infrastructure enables the tailoring of maintenance models to suit client requirements. This can include basic scheduled maintenance through to run-time style servicing and more comprehensive arrangements.





## Customer Service Centre

Hirotec's Customer Service Centre provides our clients with efficient and comprehensive service management 24 hours a day, 7 days a week. Utilising Hirotec's Computerised Maintenance Management System (CMMS), our centre staff program schedules and initiate work orders as part of the process of managing contract deliverables.

Unlike other providers, Hirotec's Customer Service Centre is more than a job-logging facility. Our operators have technical knowledge which enables 'over the phone' fault remediation which alleviates the need for technician dispatch and provides significant financial savings.

## On-Line Service Manager

Hirotec's web-based service management module provides our clients with the ability to log faults against individual facilities and/or assets, view the status of current works and to access and print-off service reports.

This online facility gives clients immediate access to information within Hirotec's Customer Service Centre as and when required.





## Client Integration Solutions

Hirotec's Client Integration Solutions provide **complete data transparency** and significant **reductions in administrative resources**, enabling Hirotec to streamline operational delivery and eliminate redundant processes through the use of field service automation technology.

Through the development of a Client Integration Solution, improvements and benefits can include:

- Administration savings for clients through the reduction or elimination of data entry and replication, paper shuffling and works/invoice approval
- Administration savings for contractors which will in turn enable more cost effective service delivery

- Improved data capture in areas such as:
  - Status of breakdown attendance
  - Defect backlog management
  - Asset register up-keep and capital replacement and life cycle forecasting
  - Inspection, testing and maintenance compliance management

In summary, Hirotec's Client Integration Solutions lead to **improved decision making** in relation to client facilities.



our PEOPLE





One of Hirotec's greatest attributes is our highly skilled workforce of over 200 professionals. Hirotec employs the majority of our workforce directly rather than on a subcontract basis.

Having this dedicated and professional workforce offers two key advantages:

- The ability of our workers to form strong relationships with customers, thereby increasing customer confidence and satisfaction
- The retention and use by Hirotec of employee skills and experience which have been honed and developed during the execution of multiple projects.

Hirotec's trades team are supported by a client management structure that ensures a focus on service delivery and client requirements. This is achieved through the assignment of dedicated managers responsible for both client liaison and supervision of operational outcomes.

Every Hirotec client has a dedicated Facilities Services Manager (FSM) whose responsibilities include 'day to day' client management together with overseeing contract deliverables including direct line control of trade personnel and subcontractors employed in executing contracted services.

Hirotec has employed this Client Management Structure to provide the FSM, who interacts with the client, with direct responsibility over contract delivery, thereby enabling effective control of operational outcomes.

Hirotec FSMs are technical specialists whose skills are directly aligned to the type of contracts they manage, enabling them to provide tailored operational advice to clients and the trade personnel they oversee.

Our FSMs are supported by Facilities Services Supervisors (FSS) who are field-based personnel experienced in providing guidance to field technicians. Hirotec's operational teams allow for a 3:1 FSS to FSM ratio and a 6:1 technician to FSS ratio.



our | MARKETS & EXPERIENCE





With over 40 years of experience operating across multiple industries and various projects, Hirotec has a wealth of knowledge to assist you on your next project.

With a proven and sound track record of project delivery within agreed time and budget parameters, Hirotec can help supply solutions to challenges, reduce costs and improve operational efficiencies.

We have successfully undertaken significant projects for Government and Private Enterprise clients in wide-ranging market sectors and industries.

Our experience covers the following markets:

- Commercial Office Buildings
- Education, Universities and Schools
- Public and Government Buildings and Utilities
- Health, Hospitals and Medical Centres
- Transport and Logistics  
(Train Terminals, Airports and Shipping)
- Arts, Sports and Recreation Venues

Testimonials and case studies of completed projects can be found on our website at [www.hirotec.com.au](http://www.hirotec.com.au)



# why CHOOSE HIROTEC?





We believe we offer our clients, without rival, the opportunity to select and partner with an organisation that can add significant value on any project.

Our points of difference include but are not limited to:

### 1. Technical Leaders

Hirotec has always been a leader and early adopter of advanced technology, from our knowledge of the latest building technologies and standards right through to our delivery and the methodology of our services. You do not need to look much further than our state of the art 'Electronic Reporting Maintenance System' to see examples of this.

### 2. Customer Service

Hirotec have in place a 24 hour, 7 days a week Customer Service Centre for breakdown response and technical support. Coupled with our 'On-Line Service Manager', being informed and updated at any time, anywhere, has never been easier or quicker.

### 3. 100% Privately Australian Owned

Hirotec is proud to be one of the last privately owned companies in our industry, operating for over 40 years. The result is, quite simply... 'no red tape'.

### 4. National Coverage

Not only is Hirotec still privately owned, we also offer national coverage throughout Australia for all your requirements. Big enough to deliver, yet still small enough to care.

### 5. HSEQ Accreditation

Hirotec's continual improvement process has resulted in the achievement of 'Triple Accreditation' for Health, Safety, Environment & Quality.

These key highlights are the key reasons why you should choose Hirotec. We have it all covered, from technical performance leaders, customer service and responsive people, to national channels and a commitment to 'zero' harm in Health, Safety, Environment & Quality.

**Your Building is our Business.....**



***Hirotec***

YOUR BUILDING IS OUR BUSINESS.

## FIND OUT HOW HIROTEC CAN HELP YOU

If you would like to find out more about how Hirotec's Project Engineering and Management Services can help you, please call, email or visit our website.

**1300 654 664** [info@hirotec.com.au](mailto:info@hirotec.com.au) [www.hirotec.com.au](http://www.hirotec.com.au)

- NEW SOUTH WALES   - VICTORIA   - QUEENSLAND   - AUSTRALIAN CAPITAL TERRITORY  
- WESTERN AUSTRALIA   - TASMANIA   - SOUTH AUSTRALIA