

PRIMECARE

FACILITIES

Excellence in Service

Facilities Management | Camp Management | Catering | Cleaning | Security | Pest Control



OUR SERVICES & WHERE WE OPERATE

Facilities Management



Camp Management



Pest Control



Catering



Cleaning



Security



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- Zimbabwe
- Zambia
- Mozambique
- Ghana
- Malawi
- Tanzania
- Kenya
- Botswana
- Namibia
- Rwanda
- Angola
- DRC
- South Africa

MINING CAMP MANAGEMENT

Remote camp management anywhere in Africa

Mining operations are often located in rural, remote areas and are highly sensitive to production disruptions, posing risks to investors and local communities. These large sites require top-tier, integrated facility management solutions.

The quality of processes and systems is crucial. Without comprehensive, tested procedures, the entire operation faces risks such as food safety issues, access control problems, and the spread of diseases or infections. These challenges are more pronounced in remote locations where assistance is scarce. A remote camp operator is responsible for the lives of their staff. Health and safety, along with quality standards training, are essential and form a core component of PrimeCare's solutions.

Corporate Social Responsibility (CSR) is fundamental, and PrimeCare excels in developing local supply chains within client communities. This leads to genuine transformations through training, development, and the empowerment of small businesses.

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HOW WE SUPPORT **OUR CLIENTS' BUSINESS SUCCESS?**

By Increasing

- Cost certainty & Tighter Cost Controls
- Productivity
- Transparency
- Compliance
- Best practice

We Improve for Our Clients

The ease of doing business, allowing the client to focus on their core business.

And Reduce for Our Clients

- Cost
- Day to day management headaches
- Operational risk
- Complexity

OUR **VALUE ADD**

Provide customised technology driven solutions

Ensure cost certainty and tighter cost control (minimum 10% saving)

Regular site audits will be performed to ensure strict compliance and adherence to Health & Safety

Single point of contact for your facility management

Fair and transparent labour practices. Adhere to in-country labour laws & regulatory requirements.

Offer increased visibility and control of your operations

Access to our system and integrated reporting to actively monitor our performance

Transfer of risk and day to day management of the facility

DELIVERING MEASURABLE BUSINESS BENEFITS THAT IMPROVE PROFITABILITY AND PRODUCTIVITY

Fixed Assets.

Lower Complexity

Improve Asset Values and RONA

- Asset Life Extension
- Optimised Capital Spend
- Optimal Real Estate / Space Utilisation
- Improved Cash Management / Liquidity
- Project Execution



Costs

Net Margin.

Lower Cost

Improve Overheads / Revenue and Gross Margin

- People Costs
- Overheads
- Optimised Procurement / Economies of Scale
- Minimised COS / Inputs
- Minimised Repair Costs

Risk.

Lower Risk

Reduced Business Risk Profile

- Operational Risk Management
- Health & Safety
- Governance and Ethics (3rd Party Contracting)
- Regulatory Compliance
- Risk Transfer to Outsourced Partner
- Embedded Risk Mitigation Processes

Market Share.

Improve Competitiveness

Improve Brand Execution Capability

- Great Brand Image & Customer Experience
- Built-In Business Continuity
- Optimal Project Speed of Execution
- Ergonomics and Staff Morale
- Environmental Credentials
- Increased Flexibility and Mobility

Improve Efficiency

Business Partnership that Creates Value

- Single Source of Communication and Decision Making
- Consistency of Management Approach Aligns to Client Culture
- Standardised Measurement and Reporting
- Consistency in Performance Management
- Simple Invoicing

35%

Improve Productivity

Reduced Clutter and Optimal Focus

- Management Focus on Core Business
- Cost Visibility & Transparency / Granularity
- Integration of FM Technology
- Continuous FM Best Practice
- Reduced "Complexity in The System"

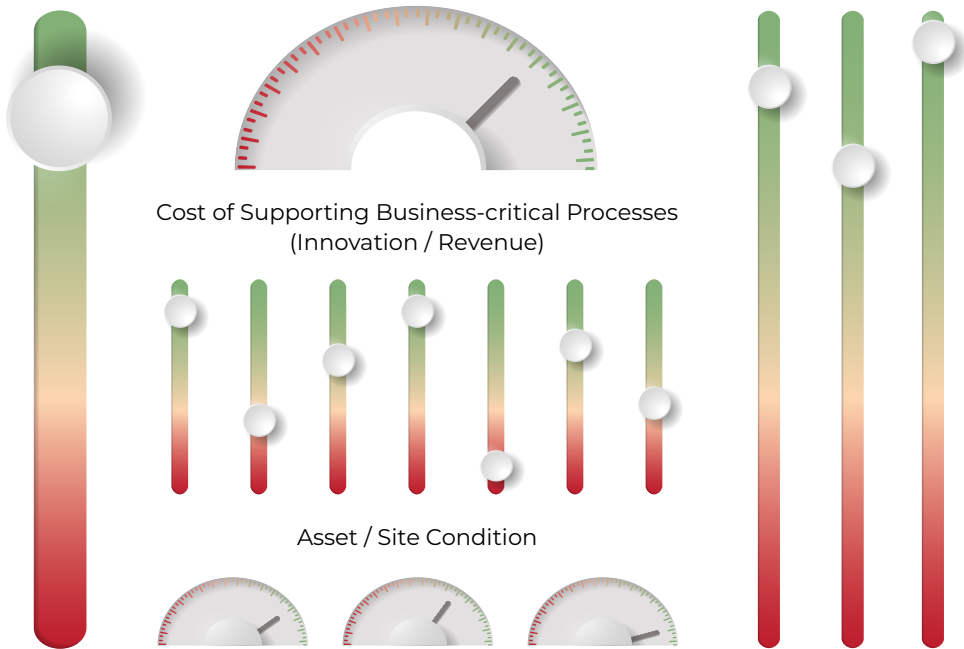


Revenue

GIVING YOU A NEW LEVEL OF VISIBILITY AND CONTROL OVER WORKPLACE PRODUCTIVITY METRICS



Actual Facilities Cost % OPEX



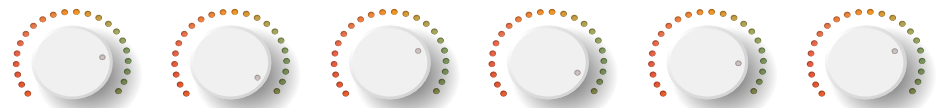
Cost of Supporting Business-critical Processes (Innovation / Revenue)

Asset / Site Condition

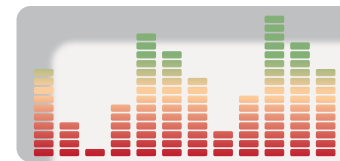
Risk Exposure by Site / Business Unit



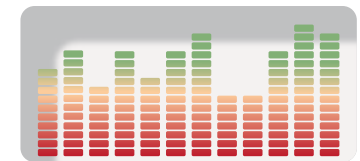
Spend Optimisation: Trends by Site, Business Unit, Contractor



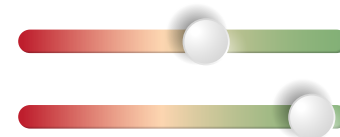
Facilities Cost m² by Site / Business Unit



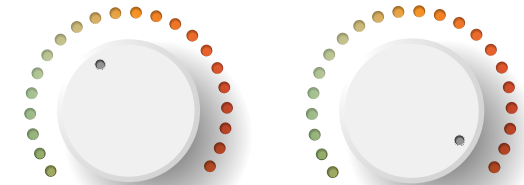
Spend Analysis / Optimisation / Variances / Item & Contractor



Asset Replacement Forecast



Granular Cost Benchmarking & Item / Asset TCO Analysis



Budget Re-basing / Zero-based Budgeting

CATERING

At PrimeCare Facilities, we specialize in providing exceptional catering services tailored to meet the unique needs of corporate clients. We understand the common challenges faced by in-house catering clients, such as menu fatigue, pilferage, food safety, kitchen employee skills, and capacity constraints. Our expert team is dedicated to alleviating these issues by offering diverse and innovative menus that keep employees excited about their meals. We implement stringent food safety protocols to ensure the highest standards of hygiene and quality. Additionally, our skilled kitchen staff undergo continuous training to enhance their culinary expertise and efficiency, ensuring that we can handle large-scale catering with ease.

By partnering with PrimeCare Facilities, businesses can focus on their core operations while we take care of their catering needs. Our solutions not only reduce the hassle of managing in-house catering but also provide cost-effective and reliable services. We leverage advanced inventory management systems to minimize pilferage and optimize resource utilization. Our commitment to excellence and customer satisfaction means that we consistently deliver delicious, nutritious meals that boost employee morale and productivity. Let us help you create a seamless and enjoyable dining experience for your team, making every meal a moment to look forward to.

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SECTORS WE HAVE EXPERIENCE



CLEANING & LANDSCAPING

Cleaning

Cleaning is a science and the methodology should emphasize on “containing and not contaminating” during all cleaning processes is trained and executed daily.

Productivity and consistency during cleaning tasks are achieved through specific training methodologies. Touch-points, such as light switches, are used frequently and so must be cleaned frequently.

Daily inspections, which are recorded, ensures the integrity of the cleaning and disinfection program.

Monthly inspections by regional operations management are conducted with all action points being identified and attended to within a 24-hour period.

PrimeCare will provide a service that focuses on excellence through professional training and detail-oriented management combined with constant innovation.

Landscaping

Our landscaping solution under the Cleaning solution is managed against SLA's specific to your service specifications and standards - which includes continuous improvement to ensure a high level of service is maintained. PrimeCare is constantly innovating, improving standards and training staff to produce world class landscapes.

We can specify the machinery, staffing, equipment, horticultural programs.

We always take the main factors that affect plant life into consideration i.e. the different seasons and how they treat the different kinds of plants as well, the times at which are optimum to water them, rainfall patterns, climate etc.

We can ensure that the system is set in accordance to the specific needs of all species to ensure a beautiful and lush garden all year long.

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Mission Statement

“At PrimeCare Facilities, our mission is to deliver exceptional outsourcing solutions in catering, cleaning, facility management, and grounds maintenance. We are committed to excellence, reliability, and sustainability, ensuring the highest standards for our clients, empowering our employees, and fostering strong partnerships with our suppliers.”

Vision Statement

“To be the leading provider of comprehensive outsourcing services, recognized for our unwavering commitment to quality, innovation, and sustainability. We aim to create a positive impact on our clients’ operations, our employees’ growth, and our community’s well-being.”

Core Values

1. Excellence: Strive for the highest standards in all services provided, ensuring top-quality results.
2. Reliability: Be a dependable partner for clients, consistently delivering on promises and meeting deadlines.
3. Integrity: Conduct business with honesty and transparency, building trust with clients, employees, and suppliers.
4. Customer Focus: Prioritize client needs and satisfaction, tailoring services to meet their specific requirements.
5. Employee Empowerment: Invest in the growth and well-being of employees, ensuring they are motivated and equipped to deliver their best.
6. Supplier Partnership: Build strong, collaborative relationships with suppliers, ensuring mutual success and reliability.
7. Sustainability: Implement eco-friendly practices in all operations, promoting environmental responsibility.
8. Innovation: Continuously seek new and improved methods to enhance service delivery and efficiency.
9. Teamwork: Foster a collaborative and supportive work environment, encouraging teamwork and mutual respect.

SCHOOLS

Helping to educate tomorrow's leaders

PrimeCare Facilities adds value in numerous ways. By optimizing the current asset portfolio, it maximizes the benefits for students, thereby improving educational outcomes. It eliminates a significant source of distraction for educational staff, allowing them to concentrate on their passion for teaching. PrimeCare has also innovated in supporting education. Our catering products are designed to complement educational materials, teaching learners about healthy eating. PrimeCare teams integrate seamlessly into the school community, enhancing learning while providing educators with more resources to focus on their educational duties

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Technical Solutions

Electrical

- General lighting
- Emergency lighting
- Plugs
- Generators
- Distribution systems
- Transformers
- Switchgear
- Lightning protection
- Surge protection
- UPS's
- Power Factor Correction
- Electrical Appliances
- Electrical Pumps, Motors and Heating
- Energy and Utility Management
- Access Control
- Thermography
- Communication Systems (PA and PABX)
- Building Management Systems (BMS)
- Fire Detection Systems
- Fire Alarms

Audio Visual

- Audio Visual Equipment
- Video Conferencing

Mechanical

- Compressors
- Domestic Water Services
- Gas Installation and Distribution
- Waste Water Treatment
- Waste Compactors
- Water and Fire Line Pumps (Booster Pumps)
- Fire Sprinkler Systems
- Lift and Escalators
- Hoist and Cranes
- Boilers
- Catering Equipment
- Roller and Mechanical Doors
- Eye Wash and Safety Shower Systems
- Grease Traps
- Laundry Equipment
- Fire Extinguishers, Hose Reels, Hydrants
- Smoke control and Barriers
- Plumbing, Sewage and Drainage

Security

- Access Control
- CCTV
- Security Devices (Panic Buttons, Metal Detectors, X-Ray Machines etc.)
- Security Equipment Maintenance (Booms, Turnstiles etc.)

HVAC

- CRAC Units
- Chilled Water Systems
- Cooling Towers
- Central A/C Units
- Air Handling Units
- Split A/C Units
- Refrigeration
- Drinking Fountains and Coolers
- Heaters
- Ventilation Systems and Fans
- Water Treatment

Building Fabric

- Structural Frame
- Roofs and Ceilings
- Windows, Skylights, Glass and Blinds
- Awnings and Pagodas
- Partitioning- All Types
- Joinery and Carpentry
- Doors and Frames
- Roads and Paving
- Flooring- Raised Floors, Carpets, Tiles and Wooden
- Fencing
- Furniture
- Painting
- Signage
- Gym Equipment
- Game Equipment

Non-Technical Solutions

Cleaning

- High Access Windows
- General Offices
- Waste Receptacle Removal
- Carpet Cleaning
- Entire Matting and Wells
- Hard Floors
- Parking and Exterior
- Artwork
- Specialised
- Ablution Deep Cleaning
- Office Equipment (Computers, Telephones etc.)
- Data Centre / Computer Rooms
- Fire Escapes
- Kitchen Exterior Units
- Catering Equipment
- Tenant Installation and Management
- Waste Management

Waste Management

- Solid Waste Disposal
- Confidential Waste/ Shredding
- Waste Recycling
- Hazardous Waste

Catering

- Cafeteria Service / Staff Dining
- Catering
- Function / Staff Entertainment / Hospitality
- Beverage Services (Tea and Coffee)
- Water Coolers
- Vending

Hygiene

- Equipment Service
- Consumable Supply and Replenishment
- Sterile Services
- SHE Bins

Interior Plants

- Indoor Plants (Maintenance)
- Silk Flower Arrangements
- Atriums

Security

- Guarding
- CCTV Monitoring
- Armed Response
- Access Cards
- Access Control Approvals and Processes
- Cash In Transit
- VIP Protection
- Events

Land Scaping

- Landscaping (Replacement Fertilising, Pruning, Cutting, Weeding)
- Irrigation Systems
- Grounds Maintenance

Pest Control

Business Support Offerings

Archiving and Paper Storage

- Off-site Archiving Collection
- Off-site Archiving Storage
- On-site Storage

Stores Management

- Furniture
- Stationery and Office Consumables
- Goods
- Filing
- Chemical
- Inventory Control and Management

Communication Service

- TV Licenses
- DSTV Licenses
- Other Communication Licenses

Energy and Utility Management

- Electrical, Water, Telephone, Gas and Oil Reconciliation and Verification
- Invoicing and Payment
- Consumption Reporting
- Utility Reviews
- Audits and Conservation
- Meter Reading
- Telephone Management
- Awareness Campaigns

Switchboard

Car Wash

Concierge and Florist Service

Library Service

Laundry Service

Locksmith Service

Mailroom and Courier

- Mail Collection
- Mail Sorting
- Mail Delivery and Distribution
- Internal Mail
- Fax Services
- Courier Services
- Shipping and Receiving
- Franking

Print, Photocopy and Fax

- Equipment Supply and Maintenance
- Consumable Procurement and Management
- Consumable Replenishment
- Printing and Binding Service

FM Administration Functions

- Client Brief Writing
- Contract and Account Management
- Budgeting
- Reporting
- Disaster Recovery
- Business Continuity

Reception

Chauffer Service

Gymnasium Service

Document Management

- Electronic Imaging Processing – Scanning and Indexing
- File Management
- Printing Paper Distribution

Meeting and Conference Management

- Bookings
- Cleaning
- Set-up: AV, Furniture etc.
- Event Management
- Refreshments

Safety, Health and Environment

- Audits and Statutory Inspections
- Committee
- Evacuations
- Signage
- Awareness Campaigns

Messenger, Transport and Taxi's

- Internal Messengers
- External Messengers
- Shuttle Service
- Taxi Service
- Vehicle Licencing

Business Support Solutions

Help Desk Service

Call Centre
Computerised Maintenance
Management System
Work Order Generation, Tracking
and KPI Reporting

Asset Management

Life Cycle Management
Planned Maintenance
Asset Tagging
Asset Database Management
Asset Disposal
Asset Procurement

Lease Management

Lease Recovery
Cost Centre Allocation

Project Management

project Management
Small Works Management

Moves and Churns

Office Moves>5 Desks
Office Moves>5 Desks
Tenant Installations
Relocation Management
Furniture Allocations

Parking Management

Allocation of Parking Bays
Jump-Start Service
Income Recovery and Allocation

Space Planning

Space planning
Interior Design

Travel

Reservations, Tickets, Travell Bookings
and Reconciliations – National
Reservations, Tickets, Travell Bookings
and Reconciliations – International



SECURITY

At PrimeCare Facilities, we understand that security is a top priority for our clients. Our comprehensive security solutions are designed to address the most critical concerns, including asset protection, employee safety, risk management, and emergency response. We offer a range of services, from on-site security personnel and mobile patrols to advanced surveillance systems and access control. Our highly trained security professionals are equipped with the latest technology and undergo rigorous training to ensure they can handle any situation with confidence and efficiency.

Partnering with PrimeCare Facilities means you can trust us to safeguard your business and its assets. We conduct thorough risk assessments to identify potential vulnerabilities and develop customized security plans tailored to your specific needs. Our proactive approach to security includes regular audits and updates to ensure your protection measures remain effective and up-to-date. We pride ourselves on our commitment to excellence, reliability, and customer satisfaction, providing you with peace of mind and allowing you to focus on your core operations. Let us help you create a secure and safe environment for your employees and assets.

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