



AE Smith Capability Statement

2021

At AE Smith, we are committed to working with you to create modern built environments that are safe, comfortable, and practical.



About us

We know the importance of living, working, and learning in safe and comfortable environments, enabling people to deliver the best of what they have to offer on a daily basis. AE Smith will work with you to design and provide the best solution for your built environment.

We have been serving customers across Aotearoa and Australia for 120 years. Over this time, we have continued to evolve our service delivery to better serve our customers' changing needs and requirements. We are where our customers' needs us the most and now have locations in Auckland, Wellington, Hastings, and the Waikato. In 2015 we joined forces with Spotless and became part of Downer New Zealand Ltd. We are driven by better solutions, ideas and opportunities to improve, and as part of Downer we have strengthened our range of integrated customer solutions.

Serving our customers with the best team

Our team are passionate about their work and include over 130 specialist engineers, technicians, and experienced project managers, estimators, drafts people, site personnel and service specialists. We draw

on our talented, experienced people and our wealth of industry knowledge to recommend, co-design and deliver customised solutions that best suit your specific needs and support your successful business outcomes.

Broad customer base

AE Smith deliver comprehensive end-to-end solutions across Aotearoa to a diverse range of clients, including educational institutions, hospitals, hotels, government offices, commercial office buildings, stadia, mining companies, shopping centres, entertainment venues, and seniors living facilities and more. This diverse service delivery means that we work closely with you to understand and meet your specific needs.

Becoming part of Downer New Zealand reinforces AE Smith's ability to deliver solutions that unlocks value at each of the design, build, maintain and operate stages. We invest in being a partner for our customers that drive the best outcome by recommending trusted suppliers with sound experience and expertise. We consider ourselves privileged to work with other NZ businesses as stewards of the future health of our economy.



Our values

AE Smith's culture is focused on Zero Harm, Delivery, Relationships, and Thought Leadership.

Zero Harm

Zero Harm is embedded into AE Smith's culture.

We understand that maintaining safe spaces and activities at all times translates to safe, functional and profitable environments for our customers.



Delivery

We know from experience that delivering on our promises helps build trusting relationships that open to the door to further opportunities for collaboration and innovation.

We are committed to delivering with excellence so our customers can enjoy the benefits of value and efficiency.

Relationships

We collaborate to build and maintain enduring relationships based on trust and integrity.

As customers ourselves, we know what it means to trust what we buy and who we deal with. We invest in our relationships so that our customers can have confidence in their investments.

Thought Leadership

We remain at the forefront of our industry by employing the best people and having the courage to challenge the status quo.

The hallmarks of great leadership transcend through to our people and their work. It is fundamental in providing customers with quality, value, and in make sure Aotearoa benefits from a thriving and future focused industry.

Our service delivery



What makes us unique is how we place our customers' needs at the centre of our end-to-end service management and delivery - from design and build through to maintenance.

Our solutions include sustainable design solutions that are future proofed. We combine our multiple service capabilities to look after each lifecycle stage of our customer's building assets (from design to maintenance). In doing so, we foster longevity of the assets through continuous and consistent monitoring, and reduce the total cost of capital investment. This approach also enables streamlined operations, reduced risk, and the application of sustainable energy-efficient, and cost saving solutions. In short, we will supply, install, support, and upgrade your facility's asset needs.

Our services include:

- Engineering Design
- Energy Opportunities Studies
- Energy Retrofits
- Predictive Energy Optimisation (Building)
- BIM (Building Information Modelling), Drafting, and CAD modelling
- HVAC (Heating, Ventilation, Air Conditioning)
- Building Management System (BMS)
- Fire / Smoke Control
- Prefabrication / Modularisation
- Refrigeration
- Electrical
- Medical gas
- Commissioning (NEBB certified)
- Fine Tuning
- Service & Maintenance Building WOF (IQP certified)



Design

- Engineering design
- Energy opportunities studies
- Energy retrofits
- Predictive Energy Optimisation (Building)
- BIM (Building Information Modelling), Drafting and CAD modelling



Install

- HVAC (Heating, Ventilation, Air Conditioning)
- Building Management System (BMS)
- Fire / Smoke Control
- Prefabrication / Modularisation
- Refrigeration
- Electrical
- Medical gas



Commissioning & fine tuning

- Pre-commissioning - QA checks, flushing etc
- Commissioning - Air balancing, water-flow balancing, pump set-up
- Quarterly reports (green start building requirements)
- Investigations and diagnostics (e.g. Temperature checks)
- In-door air quality checks



Service and maintenance

- Building Warrant of Fitness (BWOF)
- Fire and smoke damper checks
- Cooling tower maintenance and dosing (chemical water treatment)
- Mechanical system checks - maintenance, filter cleaning, strainer cleaning
- Client reports



Review and optimise

- Retro-commissions - re-commissioning of existing buildings
- Performance improvement (BMS)

Key capabilities

Engineering

We maintain a comprehensive in-house design capability with our dedicated electrical and mechanical engineers who support the design and documentation of projects. Designs can include complete sets of drawings with full technical specifications using the latest CAD technology or, alternatively, augmenting and providing value engineering to our clients' own designers. Our capability includes the full spectrum of electrical and mechanical design including

- power reticulation
- refrigeration
- heating and ventilation
- air conditioning
- communications
- chilled water systems
- condensed water systems
- heating hot water systems
- audio visual
- lighting design
- lighting control
- security
- nurse call
- disability access
- maximum demand calculations
- Building Information Management (BIM)

Our single, integrated engineering capability adds considerable value for our clients by avoiding the complications of multiple parties and touch points. A full project team working directly with clients is the shortest route to a more effective outcome. Along the construct, commission and operate paths of project delivery, our design engineers drive development of robust, practical and safer designs.

Project Management

Our team of technical advisors and technicians will work closely with you to design, construct and manage all elements of project development and implementation. They will use in-house design modelling to explore the best options and solutions available to meet your requirements. Our highly experienced and dedicated team bring together one of the most professionally integrated technical trade services in Aotearoa. By using leading technology products and solutions from around the world we deliver fit for purpose customer-centric solutions.



The future of healthy buildings

Creating safe and efficient built environments

Design, construct, install, commission and maintain all types of mechanical services – end-to-end management for our customers.

We want to be a long-term trusted advisor for our customers. You can rely on us to maximise the quality of building works, minimise costs and complete work within required timeframes – with minimal business disruption.

Using advanced technologies to generate better customer outcomes

Helping our customers compress the critical path of their projects with advanced technologies

We use advanced technologies and digital tools to unlock better customer outcomes. These technologies include, building information modelling (BIM), and prefabrication and modularisation. Our technologies offer time saving, improved accuracy, cost reductions, greater productivity and higher quality work.

Building Information Modelling

We use Building Information Modelling (BIM) technology with our customers to facilitate cohesive and integrated design, construction, and management of building projects. The use of such Virtual Design and Construct techniques helps our customers understand and visualise our proposed solution and the design, construction, and building system interfaces. This understanding enables informed design and construction decision making prior to construction. As a result, issues are resolved early to eliminate major changes later in the construction phase, and fosters quality outcomes.



The future of healthy buildings - continued

Prefabrication and Modularisation

AE Smith has pioneered the use of Modularisation and prefabrication (since 1996), and are highly proficient in prefabrication and Design for Manufacture and Assembly (DfMA) techniques. This means that we confidently offer solutions that have:

- Accelerated construction times
- Improved productivity
- Greater quality control
- Significant abatement of reworks
- Reduction on onsite health and safety risks
- Controlling cleanliness/ hygiene for labs
- Significant cost savings

Sustainable outcomes Energy efficiency and onsite power

Supporting you with energy saving solutions, GHG emission reduction, and cost reductions

AE Smith is committed to generating positive environmental outcomes through the way we work and our commitment to bold science-based decarbonisation goals. Being a part of Downer has developed this commitment even further as we contribute to Downer's target of de-carbonisation of its absolute Scope 1 and Scope 2 GHG emissions by 45-50% by 2035 and being net zero in the second half of this century.

We use thermal modelling technology to deliver energy and cost savings for our customers. Through comprehensive assessment and analysis we develop energy profiles of existing buildings that reveal how small changes can add up to big savings.

We also provide innovative financing methods through off balance sheet packaging that is self-funded by the immediate energy savings, and by de-risking asset ownership through the provision of ongoing maintenance and operational performance guarantees for the period of the service agreement.

Monitoring, reporting, controlling and analysing your building facilities

Fundamental to the successful operation of every energy-efficient building is a robust and technologically advanced building management system (BMS). AE Smith has been delivering smart building solutions for over 20 years. We have industry-leading expertise to measure, manage and control every aspect of your facility.

We also now offer real-time analytics, giving us the ability to apply a variety of analytic algorithms and diagnostics to historical and real-time data. This allows us to track the lifecycle of your assets and building systems to identify opportunities to:

- Save energy
- Reduce fault diagnosis time
- Predict impending equipment failures
- Tailor mechanical maintenance processes to reduce overall operational expenses for your facilities.

Making sense of big-data" "Leveraging IoT (Internet of Things)"

From design and commissioning to fine-tuning and the on-going maintenance of all onsite services, we offer an integrated solution with a range of building services including electrical, BMS and electronic security. Our customised automation and control solutions provide:

- Custom building controls that are best suited to your particular infrastructure and assets
- Energy metering, reporting and analytics
- Comprehensive data management and analysis to identify areas to improve building energy efficiencies
- Tailored software applications such as energy dashboards and web-based platforms to run niche applications and interfaces
- Remote, device-agnostic monitoring, enabling you to manage your assets from any location over the internet and facilitating our rapid response system
- Local BMS/building automation by our local teams of experts.

Customer portal

Real time facility management analytical and reporting tool

We will provide you with reliable and comprehensive building asset performance reporting that is real time or near to real time. The AE Smith Customer Portal is an in-house developed web application that provides a window into our operational database. It is designed to offer our customers with reliable and visible facilities management data. This is an analytical and reporting tool that also provides a complete history of all AE Smith activities on your sites.

The application has been designed around the MobileTech ecosystem and leverages the data AE Smith collects and generates daily in a way which was previously impossible.

Some highlights of the platform include:

- Real/near time live asset condition reporting
- Full asset service and repair history with accumulative costs and asset lifecycle analysis
- Complete maintenance history including individual maintenance tasks with completion statuses
- Full-service history including all costs and purchase order information
- Job safety evaluation data for each site visit
- A complete file management module allowing AE Smith to upload relevant documents, reports, service, safety and compliance information
- A capital expenditure forecasting engine based on our advanced bespoke algorithms
- All the data for all your sites on one platform, regardless of the geographic location or branch servicing your site(s)
- Real-time reporting combining live asset register with real-time condition reporting, capital expenditure forecasting, individual equipment break-down history and full service history including individual maintenance task records for every asset under our care at all your sites.

CONQA

Real-time, transparent quality assurance

AE Smith has invested in CONQA (quality assurance software), enabling transparency and customer insight into our work through real-time access to project progress. It produces real-time snapshots of test and hold points which are stored in the cloud for our customers to view at their convenience. The data enables the production of productivity factor information, progress claims, and quality assurance according to the manufacturer's specifications. As this data is all digitised, it mitigates the need for tedious paper-based quality assurance processes, making life easier for our customers.



Building a resilient community

Corporate citizenship

We are committed to making positive contributions to our people and local economies through Downer's Corporate Social Outcomes programmes. We are proud of our partnerships with many community organisations through the Downer business. Our range of corporate social development and leadership programmes are aimed at increasing our business' impact of New Zealand's social outcomes and providing increased and diversified opportunities. Downer is a leader in the Corporate Social Outcomes space having won the Deloitte's Top 200 Diversity & Inclusion Leadership Award in 2019, and the HRNZ Diversity & Inclusion Award in 2020. We have access to the following programmes through our Downer business, and plan embed them within our AE Smith recruitment and development approach.

In Work Success

We understand there are a number of challenges that can cause barriers to on-going employment. These include literacy and numeracy, financial issues, health (including mental health), family/whanau, drugs, and alcohol. The purpose of the In Work Success programme is to facilitate whole of life support services and provide on-going monitoring to enable participants to maintain employment and to maximise successful outcomes.

This programme was given the Workforce Experience award at the 2019 HR Institute New Zealand (HRINZ) Awards.

Downer Basic

This programme was initially developed in partnership with the Ministry of Social Development. It is designed to provide an introduction to the infrastructure sector, helping Work and Income clients find employment opportunities in their local communities around New Zealand. The programme is a shared commitment to invest up front in practical training and skill development, allowing for potential employees to be trained, mentored and supported into full time employment opportunities and onto a career pathway. The programme has been running since September 2011, and has resulted in 408 employments.

Graduates have on-going support through our award-winning In Work Success programme.

Road Ready

Road Ready is a specially designed programme supporting displaced workers into the infrastructure industry. The programme takes a holistic, experiential-learning approach that focuses on te tangata katoa (the whole person). Participants will be equipped with the practical skills, knowledge and qualifications they need to be work-ready, as well as tools that build resilience and support wellbeing – for themselves and their whānau.

As with Downer Basic, participants and their respective Line Managers are also offered on-going support as they transition into new work through our award-winning In Work Success programme.



2016 Diversity Works NZ Emerging Diversity & Inclusion Award



2018 HRNZ Corporate Social Responsibility Award



2021 Transpower Hauora Wellbeing Initiative Award

Whakatipu Tētēkura

Whakatipu Tētēkura is a programme for Māori school leavers at risk of becoming NEETs (not in education, employment or training). The programme comprises a series of marae and classroom-based residential workshops, pastoral care and a supported career development pathway. Participants are permanently employed with Downer and supported through our In Work Success programme.

The Whakatipu Tētēkura programme placed amongst the finalists at the '2019 Diversity Awards NZ' for 'Tomorrow's Workforce'.

Te Ara Whanake

This Māori Leadership Programme is about recognising and developing future leaders within our business. Working alongside Te Puni Kōkiri, the programme continues to increase the participation levels of our Māori workforce to enhance Māori representation at all levels of business. By encouraging the career progression of our Māori employees, we encourage them to become influential leaders and role models.

The programme is held in a marae setting with a focus of Māori tikanga (protocol). It helps participants to embrace their heritage, being proud of who they are and stepping into the leadership space.

Te Ara Māramatanga

Te Ara Māramatanga is a programme for our leaders and teams to better understand Māori culture, protocols and history. By immersing them in a 24-hour marae based experience, our aim is to help participants feel involved and connected, and understand the cultural significance that the Māori culture and people have as the indigenous people of New Zealand.

Te Ara Whanake Wāhine Toa

Te Ara Whanake Wāhine Toa is a programme which commenced in October 2020. The purpose of the programme is to identify, strengthen and build the leadership capabilities of wāhine (women).

The programme will give the wāhine the opportunity to grow and enhance their understanding and acceptance of self, and to use these insights to build, strengthen and demonstrate the leadership presence and confidence needed to be an effective leader in the workplace.



 **AE SMITH**
BY SPOTLESS



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