

GROSVENOR] **engineering group**
innovation | intelligence | sustainable



Grosvenor is a leading provider of intelligent HVAC services, design and construction solutions.

We provide our clients with innovative services based on our unique approach to research, development, data collection and analysis.

Our whole of life building approach will exceed your expectations.

GROSVENOR

innovation | intelligence | sustainable – IT'S MORE THAN OUR TAGLINE...

Grosvenor is a leading provider of intelligent HVAC services, design and construction solutions across Australia. Everything we do and the way we do it provides our client's (building owners, managers and occupants) with superior outcomes in terms of tenant comfort, improved HVAC reliability, cost of ownership and building Return On Investment (ROI). This isn't a statement about our vision, this is what Grosvenor delivers to our many commercial and government clients every day.

Grosvenor's approach is driven by science. All of our HVAC services, design and construction solutions are defined and shaped from empirical analysis of the data collected by our technicians and engineers.

Sustainability is all too often promoted as a bolt-on to HVAC services, however at Grosvenor sustainability is an attribute that naturally permeates through all of our HVAC solutions.

COMPANY STRUCTURE

Grosvenor Engineering Group consists of five streams of business:

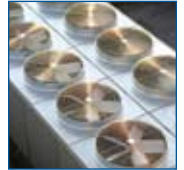
- Maintenance Services
- Technical Advisory Services (GTAS)
- Construction / Refurbishment
- Business Solutions (GBS)
- Grosvenor Energy Management Services (GEMS)

The structure of our business enables a unique, cross-functional approach to servicing your company's HVAC solutions. Where many HVAC solution providers interact with clients on a functional silo by silo basis, Grosvenor's Client Relationship Managers (CRM's) are your strategic advisor across all functions. Project Team Leaders (PTL's) are your one point of contact and work closely with our CRM's, Engineers and Technicians to identify opportunities and resolve any day to day issues. This approach delivers to you, the customer, the right solution on time and to budget.

Most importantly, Grosvenor actually cares about providing you with a premium level of service – it's this personal touch that our customers really appreciate.

AIR CONDITIONING SERVICES

Grosvenor's depth of experience and ongoing analysis of the entire HVAC service lifecycle will provide your building with lower long-term cost of ownership, fewer unplanned maintenance events and happier tenants working and living in a more sustainable environment.



The structure of our service teams is also unique and provides our clients with superior service and results. Our supervisor to technician ratio is 7:1 compared to an industry standard of 20:1. Grosvenor's service teams also specialise in building type, as opposed to the industry standard of geographically based teams servicing any type of building in their region.

It is this combination of highly specialised teams, proactive preventative maintenance and an intelligent approach to customer solution design that has made Grosvenor the talk of the HVAC industry.

Benefits of using Grosvenor:

- Lower long-term HVAC cost of ownership
- Fewer unplanned maintenance events
- Industry leading supervisor to technician ratio
- Service teams specialised in building type
- We help maximise building ROI

TECHNICAL ADVISORY SERVICES

Our approach of analysing the attributes of a building, benchmarking that data against Grosvenor's very large bank of HVAC data and then providing our clients with the results means our clients can make informed decisions. It also means that our solutions are based on HVAC science and deliver known outcomes when implemented.

Grosvenor is a learning organisation, its knowledge base is continually fed by a powerful and entrenched feedback loop of maintenance and construction data generated on a daily basis. Other unique features of the Grosvenor business (see Business Operations) enable the transformation of this data into innovative, intelligent and sustainable outcomes for our clients.

Of course this highly analytical approach means that our solution design teams consist of degree qualified engineers and very experienced technicians who can solve complex HVAC needs and deliver sustainable outcomes.

AIR CONDITIONING CONSTRUCTION & REFURBISHMENT

Grosvenor boasts an enviable track record of success in the areas of construction and refurbishment. Our ability to balance the short term objectives of builders with the long term objectives of building owners, managers and tenants sets us apart. Our project managers carry with them a deep understanding of design and engineering and there is strong collaboration between consultants, designers, engineers and contractors on every project.

From decommissioning old HVAC plant through to new installations and refurbishment of existing systems, Grosvenor Construction Solution Implementation Teams lead the industry.



BUSINESS SOLUTIONS

Grosvenor's claim of 'intelligence' is underpinned by the fact that it is the only HVAC services company to develop its own software solutions both internally and via its technology partners. This demonstrates Grosvenor's commitment to taking an intelligent approach to the solutions it provides, all based on the science of HVAC and made possible by the systems developed and employed by Grosvenor Business Solutions. These applications include GoToMyOffice, Grosvenor Energy Management System (GEMS) and our Enterprise Resource Planning System (ARMS).

ENERGY MANAGEMENT, SUSTAINABILITY & GEMS

With every solution designed, with every maintenance contract signed, Grosvenor is committed to delivering cost effective, energy efficient and green HVAC services. With unique offerings like GoToMyOffice remote HVAC monitoring and control, through to GEMS providing a holistic and provider-agnostic approach to energy management, Grosvenor actually delivers sustainable HVAC services.

In a marketplace full of failed sustainability projects, Grosvenor has demonstrated time and again that it's 'one-stop-shop' approach to this type of project reliably delivers successful outcomes. With our in-house NABERS certified consultants, combined with our internal advise, construct and maintain capability, Grosvenor projects do not suffer the 'service gaps' that plague many sustainability projects. Instead we deliver fully integrated 'turn-key' sustainability solutions with all project deliverables and objectives the responsibility of Grosvenor staff.

We also walk the talk when it comes to our commitment to being a Green Company. We employ good energy management practices within our offices, our fleet includes hybrid cars and while we avoid printing where ever possible, when we do it is on recycled paper.

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Grosvenor proudly provides HVAC Services across the following states: NSW, ACT, VIC, QLD, SA, WA and TAS.
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Printed in Australia.
As part of our ongoing commitment to the environment this brochure is printed on 100% recycled paper.