



**PREMIUM QUALITY IN PROPERTY
& FACILITIES MANAGEMENT**

pmcastors

since 2001

01

A DYNAMIC APPROACH TO PROPERTY MANAGEMENT

Always striving to
adapt and provide the
best solutions to our
clients' needs

Property Management Castors SA was created in 2001 to answer the specific needs of Blandonnet International Business Center in Vernier, Geneva. The complex grew to become headquarters to many multinational and Swiss companies, housing approximately 5000 people on site.

The founder's requirements were driven by the need for a Property & Facilities Management structure that would simultaneously maintain modern energy efficient buildings and have the capacity to provide high quality services to tenants with 24/7 presence whilst foreseeing all costs and energy consumption. The aim was to provide both tenants and owners with a peace of mind and the assurance that "everything is taken care of".

As a company created by real estate developers, we understand that efficient maintenance is key to preserving the value of assets through time.

Over the last two decades, we have naturally grown and broadened the scope of our services to satisfy a vast array of clients, always striving to adapt and provide the best solutions to our clients' needs.

We are family-owned company committed to ensuring client satisfaction. We value your specificities and adapt our services to best accommodate your demands, allowing you to operate on the premise that everything is taken care of.

pmcastors

since 2001

We are dedicated to each project, whether small or large, with the same "family business" approach as when we started out, always striving to bring added value in the services we provide.

We are with our clients for the long run and we currently provide daily services and solutions for more than 65 loyal clients on those same principles and with the same dedication as when we started out.



WE PLACE OUR CLIENTS NEEDS AT THE CENTER OF EVERYTHING WE DO

Our scope of action is very broad, covering all aspects of the building's life cycle, ranging from technical conception to daily maintenance and cost management.

We also provide energy consumption monitoring for improved energy efficiency.

Our most requested services include:

- Property and Facilities Management
- Technical building maintenance
- Reception and security
- 24/7 on site-security
- Surveillance/rounds
- Cleaning and /or specific disinfection
- Concierge service
(including "à la carte 5*" bespoke service)
- Construction site cleaning and security
- Gardening
- Project management
- FM consulting services
- Energy monitoring and efficiency



Our tailor-made solutions are designed for :

- Multi-national companies
- Small & medium businesses
- Business centers and commercial spaces
- Workplace and office management
- Co-working spaces
- Property developers and managers
- Private real estate owners
- Asset managers
- Parking management
- Residential properties
- Builders and general contractors
- Mixed-use buildings

We are ready
for any challenge
you put our way

OUR SERVICES DEPLOYED IN BLANDONNET

Over 33,500m² above ground under management and no energy consumption overruns over the last 10 years.

We take pride in providing our property & facilities management services in Blandonnet International Business Center's GHI Building.

In this technologically advanced building, we commit to a 24/7 service covering owners and tenants' expectations for a flat fee per square meter.



AS AN EXAMPLE, THE FOLLOWING AND BELOW SERVICES ARE ALL INCLUDED :

RECEPTION & SECURITY

24/7 reception and security, welcoming guests, mail and call management, pre-postage delivery coordination, building entry and exit management including parking badges, full surveillance and security rounds.

TECHNICAL MAINTENANCE & SERVICES

All technical building maintenance, such as sprinkler system, fire alarms, lighting, elevators, solar panels, heating, ventilation, cooling and more.

INTERIOR & EXTERIOR DEVELOPMENT

Cleaning, gardening, full maintenance, general surveillance, traffic and parking surveillance, snow ploughing, technical installation monitoring and regulation, waste disposal.

ENERGY EFFICIENCY & MONITORING

Electricity and energy consumption monitoring in line with technical installations, comfort mode adapted to comply with clients' specific energy consumption expenditure index.

COMPANY FACTS

- 75 + Dedicated employees
- 65 + Loyal Clients
- 60,000m² of Sites under management for multiple property services
- 3,000 MWh Electricity purchased for clients
- 20 years' Experience in Property & Facilities Management
- Parking management of 1,300 spaces



Client satisfaction and value creation

OUR TEAM, OUR VISION, OUR VALUES

We aim to put the knowledge and experience accumulated over the last 20 years at your service and are able to assist you at each stage of development and management of your asset.

We strive to develop long lasting relationships with our clients, putting dedicated and reliable teams in charge of your satisfaction.

Our objective is to anticipate your needs and implement the most appropriate solutions.



QUALITY & CLIENT SATISFACTION

Our aim is to deliver the qualitative level of service each client deserves.

RESPONSIVENESS & RELIABILITY

We aim to be a reliable partner you can count on to fulfil your needs consistently. We are constantly implementing new ways of improving transparency and accountability.

ACTIVE LISTENING

We also view things from the customers' standpoint and provide the level of service we would expect if we were in your shoes. Be assured that what you say is taken into account.

KNOW-HOW AND INNOVATION

We invest in our teams. All our employees are regularly trained and fully comply with up-to-date industry standards.

PEOPLE & TEAMWORK

We practice teamwork and seamless collaboration to achieve our common goal, in our client's best interest.

VALUE CREATION

Being part of a family business, we understand the importance of preserving and adding value in the long run.

ETHICS AND SOCIAL RESPONSIBILITY

We make conscious efforts in our everyday choices and aim to have a measurable positive environmental impact. We maintain amongst the most efficient energy buildings in the Canton.

We strive for client satisfaction and value creation

We work and perform with excellence

We invest, train and motivate people

We trust, and share know-how

We promote and develop talent

We coordinate, assess, and plan ahead

We execute and deliver with a strategy

We are our own customer

We tailor, trust and test solutions



Our passion is
client satisfaction.
What is yours?

OUR EXPERIENCE AT YOUR SERVICE

Eco-responsibility & sustainability

Sustainability and preserving of our environment are among our priorities. We are committed to meeting strict environmental standards.

We use 100% ecological products in all our activities and services. We also highly recommend that our clients adopt an environmental-friendly mindset.

By way of example, in the case of waste management, we have set up stringent internal policies and procedures enabling us to measure our impact. As a result, we comply with advanced.

Municipal, cantonal and federal environmental requirements.



Quality & Control

Quality and Control are both essential for consumer satisfaction.

We continuously apply our solutions and services to meet the highest industry standards; along with specific clients' requirements and SLAs (service level agreement).

Quality control activities are regularly carried out on all our clients' sites, supported by the needed metrics and KPIs (key performance indicators). We work in accordance with "open book quality controls" providing our customers with full transparency on results.

Quality control reports and results are regularly assessed for constant improvement.



Security & safety at work

Property Management Castors SA is certified, adheres to and implements the CFST 6508 directive, which is a Swiss MSST solution.

We review every single staff member through concrete and specific trainings, through external and internal control, risk assessments in terms of operational risk, health protection and accident prevention.

All our employees are required to use personal protective equipment (PPE) every time it is recommended and justified: in order to prevent any type of injury, or health issue. Our industry's activities as well as the operational environment (eg. internal or external work, hazards, weather conditions, noise, dust, harmful substances and operating fields,...) are constantly screened.

All our employees are properly instructed and trained, to anticipate and prevent any problems.



ENERGY MONITORING & EFFICIENCY

Your eco-friendly partner today, for energy savings for tomorrow.

The climate challenges of the 21st century prompted the industry to build smarter buildings across the globe. The daily operation of such structures implies an optimization of overall energy consumption.

PMC SA has acquired efficient technological innovation and reunited seasoned experts to meet the ecological challenges we face today along with increasing administrative demands (official temperature ratios, laws relative to “large consumers”, internal energy audit, etc...).

Here is a summary of the potential challenges we can assist you with:

- Reduction of energy consumption to comply with federal and cantonal regulations
- Reduction of energy bills
- Automation of energy consumption
- Energy management

Our team composed of energy experts will offer you guidance with:

- Energy meters management
- Advice on special energy providers fulfilling your unique requirements
- Energy monitoring with a dedicated portal view and graphic analysis of energy consumption, (with client dashboard, reporting, alarms, energy statements and so on...)

CONSULTING SERVICES FOR ENERGY ASSESSMENT AND AUDIT

PASSIVE ENERGY EFFICIENCY

- **Mastery of fundamentals**
Insulation, double paned-glass window

ACTIVE ENERGY EFFICIENCY

- **Optimization through atomization and regulation**
Comfort management, installation management, speed variation, lighting control
- **Monitoring, orientation, improvement**
Control, data analysis, recommendations, energy performance analysis software (eSight)



SECURITY, RECEPTION AND ADMINISTRATIVE SERVICES

PMC SA Security, reception and administrative services provides integrated solutions to many of our customers.

Our highly structured procedures in addition to our dedicated and well-trained teams, enable us to fulfill each customer’s requirement.

This department provides availability and total attention to your needs, assuring your protection, as well as the security of your facilities and employees is fully ensured.

Our Reception team is fully tailored, experienced and trained.

They are ready to be outsourced 24/7 to serve on clients’ sites and offices.

They give a positive impression to occupants and visitors at all times in accordance with your company’s image.

A receptionist's duties can include:

- Welcoming visitors, collaborators and providers
- Mail and e-mail management
- Switch-board management
- Office supplies management
- Other various administrative support



Our professional and highly trained security teams deliver services designed to meet the precise requirements of each client.

Regardless of the type of business you want to safeguard, our security team will fulfill its mission in protecting you and your assets from any potential harm.

Our renowned and respected customers occupy residential and commercial premises across the canton.

Each security service provided is tailored to the client, and may include a combination of the following:

- Internal security
- Bodyguard
- Site security/surveillance
- Static and mobile patrols
- CCTV monitoring
- Key management
- 24/7 dedicated services for high standing residential and administrative units

PROPERTY & FACILITIES MANAGEMENT SERVICES

We stay true to our values, preserving your trust and caring for your investments.

What's next for your property's maintenance?

Thanks to a strong know-how and innovative methods, our facilities department provides direct facilities services to demanding clients.

These include soft services, hard services, technical support, and other maintenance services.

We believe in transparency and provide the client with full visibility through our linked collaborative platform iPorta which serves as the basis of all our day-to-day exchanges with our customers, thus enabling us to deliver constant support and maximum satisfaction.

Cost efficient and time efficient, our facilities department services guarantee improvement in clients' daily management of their properties and/or workspace to reflect the image they want give.

You can rely on us.



CLEANING & RESIDENTIAL CONCIERGE SERVICES

Your hygiene solutions.

Our cleaning teams maintain a very high standard of cleanliness and hygiene. Our fully insured and methodically vetted technicians are flexible, highly motivated and skilled to perform their job according to clear guidelines, and a commitment to excellence.

We provide residential and commercial cleaning solutions.

In light of the recent health crisis, we have started specializing in specific disinfection services tailored to your needs and for all types of premises.

What matters most:

- High standard premise hygiene
- Ecologic cleaning materials
- Environmental protection
- Appropriate asset preservation and maintenance
- Specific disinfection to decrease propagation

Disinfecting points of contact such as:

- Handles
- Switches
- Faucets
- Toilet flush
- Elevator buttons
- Landline phones
- Keyboard and mouse
- Touchscreens
- Workplace surface

Concierges: a dedicated and loyal service

Our concierges are responsible for the maintenance and up-keep of private and public commercial & residential buildings, in addition to schools, sports and business centers.

In direct contact with agencies, tenants and site users, they are also the point of contact for property owners and managers. We believe our relationship with our clients is of utmost importance. Therefore, we work hard to develop a pleasant relationship with every single client. Our concierge team provides you with adaptable solutions on a day-to-day basis, meeting the needs of your business environment.

Our concierge services include:

Caretaking

- Building entrance/reception, cellars, basements, laundries, WC and transit zones/areas
- Indoor and outdoor parking
- Facade cleaning
- Floors and stairwells
- Public toilets

Miscellaneous

- Waste disposal
- Gardening services
- Snow removal
- Lawn mowing
- Minor repairs
- Bulb replacements
- Other various concierge services on request



CONSTRUCTION SITE SECURITY & CLEANING

Keeping your construction site clean and safe for high productivity and optimum efficiency.

At Property Management Castors SA, construction site security and cleaning are part of our core operations.

We offer efficient services delivered by professional teams, trained to new cleaning practices and other specific assistance we provide on the field to Real Estate Project Managers, Construction Directors and Contractors.

Our clients are among the well-established General Contractors, Architects and other Real Estate developers of Switzerland.

Since 2001, our construction site cleaning department has grown consistently to become a reference in the field. We are proud to be present on some of the major constructions of either industrial or residential projects in the region.

We are pragmatic in our actions and deliverables, even in rough and demanding environments. We use high-quality equipment and implement innovative solutions. We provide solutions for construction waste selective management as well as construction site security on a 24/7 forecast.

Key services:

- Mobile patrols
- Onsite security 24/7
- Site access control
- Other security scopes on demande
- Site cleaning & waste management

Depending on the project size, it is common for us to have teams performing on construction sites for long periods of time, often over 2 years on the same project.

We are the first contact point on the worksite and whenever interventions are necessary outside the usual working hours, our team-leaders are always available including on weekends.

We are responsive and pro-active.



We are committed
to serving you
with dedication

Clients who trust our services are found in the heart of Lake Geneva Region. Having our clients nearby allows us to be of utmost service:

PM CASTORS SA

PROPERTY AND FACILITIES MANAGEMENT

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THEY TRUST US

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CTN / CENTRE DES TECHNOLOGIES NOUVELLES

ALAIN DREIER SA

HARMONY BLANDONNET SA

HRS REAL ESTATE SA

IEC / INTERNATIONAL ELECTROTECHNICAL COMMISSION

JET MANAGEMENT GENEVA

LIVIT AG REAL ESTATE MANAGEMENT

L'OREAL SUISSE SA

MARKEM-IMAJE

MAZARS SA

NEWELL EUROPE SARL

PILET & RENAUD SA

ROSSET & CIE SA

SIG / SERVICES INDUSTRIELS DE GENEVE

VAUDOISE ASSURANCES

VILLE DE VERNIER