

UPDC Facility Management Limited

Company Profile



UPDC Facility Management (UPDC FM), was established in 1997 as a unit within UPDC Plc, initially to provide management, maintenance and care to residential estates developed by UPDC. The business became a standalone company in 2021 as UPDC Facility Management Limited (UPDC FM)

Currently, this business manages 29+ residential and commercial assets made up of a combination of UPDC developed and third - party developed properties. Whether it is a multi-unit residence or commercial office building, UPDC FM's expert managers can tailor our service offering to your needs, which enables our clients focus on their core business - whilst UPDC takes responsibility of your FM needs.

Our Value Proposition includes:

- Single point contact for all your property needs;
- Service solutions in accordance with international best practice;
- Transparent and accountable services;
- Compliance with regulatory polices (security, occupational, health, safety and environmental regulations);
- Effective Communication;
- Business Continuity Management;
- 100% of uptime of core services (Power, Water, Security monitoring etc.);
- Technological advancement (remote monitoring and control of systems - user interface);
- FM Consultancy Services.

About UPDC Plc and Starsight Energy

UPDC Facility Management Company Limited (UPDC FM) is a 50/50 JV partnership between UPDC Plc and Starsight Energy.

About UPDC Plc:

Founded in 1997, UPDC Plc is a seasoned development company in Nigeria with an established record in developing, selling and managing real estate assets across Nigeria. Known for the quality of our products, UPDC is the first real estate company to have been listed on the Nigerian stock exchange, and offers the most diversified portfolio of residential, commercial, retail, and hospitality assets.

Our brand is well-recognized for providing distinctive lifestyle properties across Nigeria and offering exceptional quality and facilities management. We approach property development and management from the customers' perspective to create comfortable living/working environments

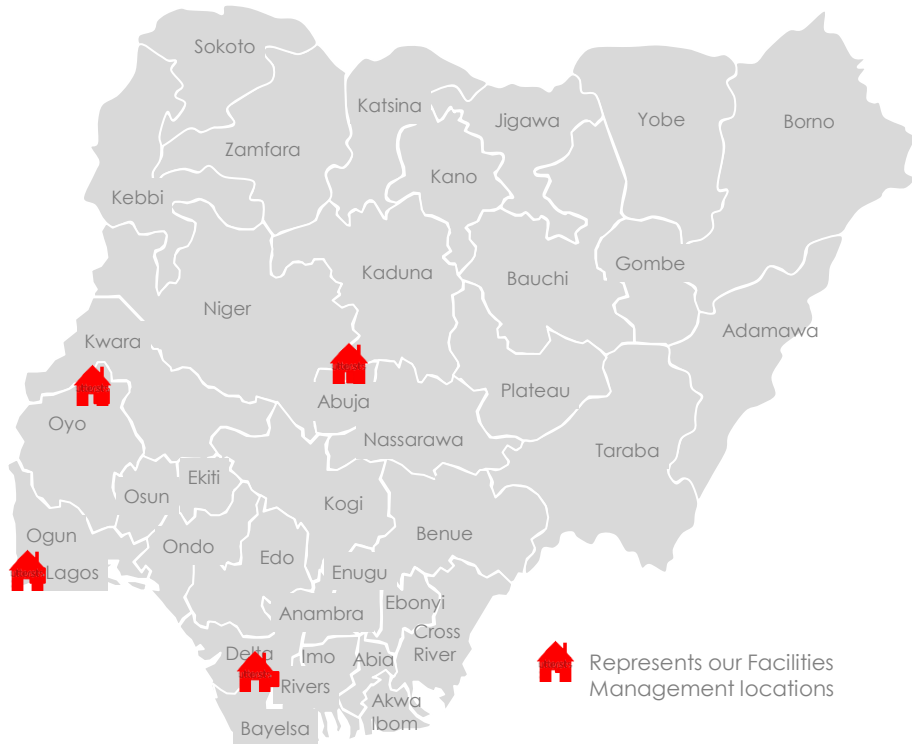
About Starsight Energy:

Founded in 2015, Starsight is the leading West African Commercial & Industrial (C&I) energy-as-a-service provider. It has deployed approximately 36 MW of generation assets and 28 MWh of storage at over 500 sites in all Nigerian states and Ghana. The Company's team of highly experienced professionals provides power solutions to a diverse clientele, including banks, gas stations, schools, and large commercial agricultural companies.

Starsight's proprietary smart technology optimizes energy consumption enabling customers to significantly reduce energy costs and boost profitability without incurring any upfront expense. Starsight delivers an end-to-end service, starting with assessing a client's energy needs to the installation and maintenance of a renewable energy solution. This is then followed by ongoing technical support. Starsight's long-term relationships with its blue-chip clients reflect the quality of its in-house engineering, procurement, and construction services, along with the reliability of its operations, maintenance, and customer service.

Our Nationwide Footprint

UPDC's Facility Management portfolio includes a diverse asset mix in residential, retail, and commercial assets in key cities across Nigeria.



LAGOS

21 Properties

1,173

Residential Units

18,000sqm

Commercial Assets

ABUJA

6 Properties

251

Residential Units

3,500sqm

Commercial Assets

IBADAN

2 Properties

15

Residential Units

464sqm

Commercial Asset

PORT HARCOURT

1 Property

54

Residential Units

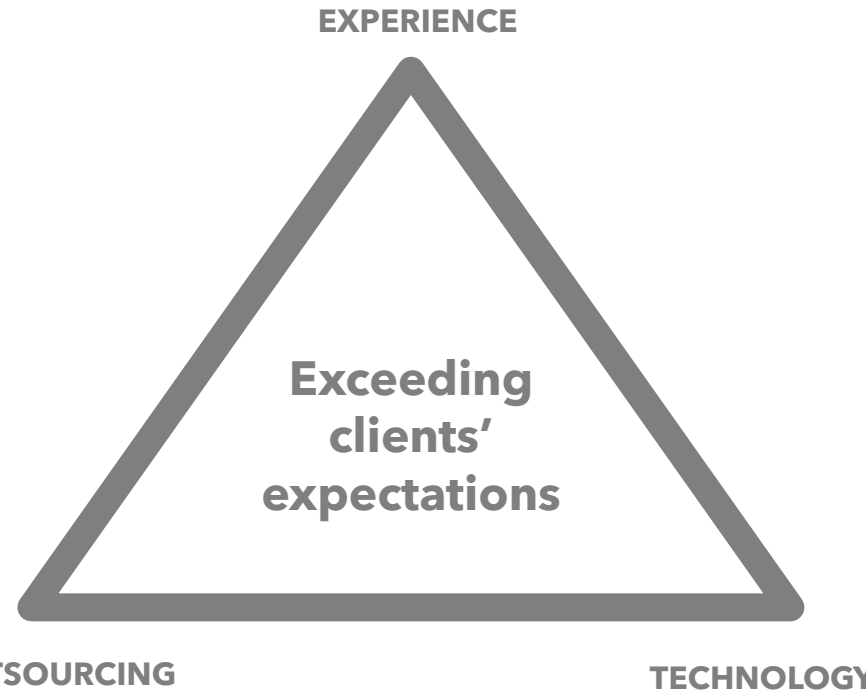
Our Business Model

UPDC FM puts great effort in operation and management of its managed properties to ensure not just suitability for purpose but also cost efficiency. With our years of experience, we have been able to develop a strategic team, with the appropriate expertise and technical know how, to surmount FM challenges and proffer technology driven solutions.

OUTSOURCING

A one-stop service offering with a network of selected service providers who can do it all - 24/7/365 availability. Our primary purpose is to minimise expenditure and maximise return on investment.

With our nationwide footprint, outsourcing will enable us capitalise on existing specialist services across the grid to obtain economically scaled costs.



TECHNOLOGY

Capital investments are made to reduce operational costs and the resultant service charges via upgrades to technological solutions.

Our acquired Instanta FM software allows you log and track faults; online real time transparent procurement processes; budget monitoring and control.

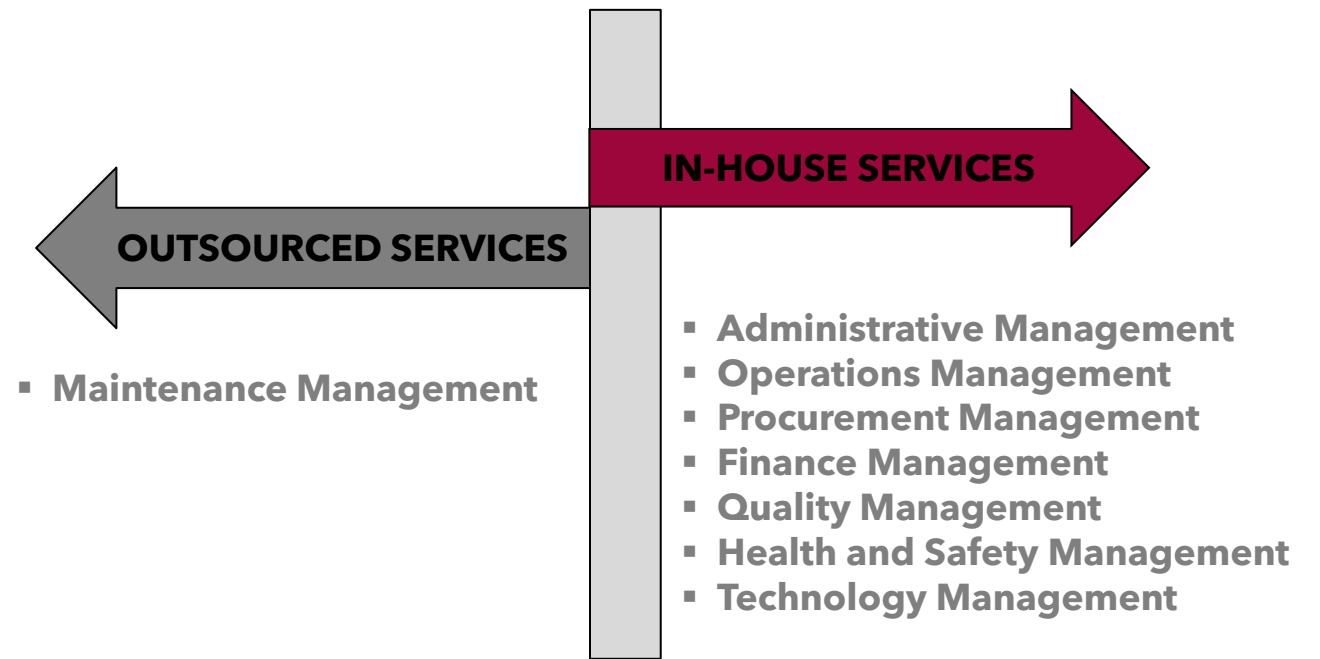
Our Business Model

As a facilities management company, our success (property retention) rate is largely due to the transparency, accountability and cost optimisation of our customer - centric services.

Our methodology on financial management involves providing a detailed breakdown of segregated accounts (services, utility, etc.) to our clients and/or their authorised representatives on a monthly basis. In addition to the routine account's presentation, our clients also have access to review individual accounts (per resident) via our facility management app.

UPDC FM offers a hybrid management system of outsourced and in house services. This model is aimed at achieving efficiency, quality assurance and cost optimisation.

To ensure we focus on our core proficiencies and market differentiation, UPDC FM develops strategic partnerships to leverage on wider resources, to increase efficiency, strengthen our purchasing power, lower costs, and increase transparency.



Our Services



SUPPORT SERVICES

- General building maintenance;
- Technical maintenance & repairs;
- Health & Safety Services;
- Building Facilities Audit;
- FM Consulting;
- Concierge services.



JANITORIAL SERVICES

- Daily services;
- Periodic cleaning;
- Post construction clean;
- Window cleaning;
- Building fabric cleaning;
- Waste management;
- Pest control.



SECURITY SERVICES

- Remote monitoring;
- Physical security;
- Automated alert systems;
- Relationship with law enforcement agencies.



ENERGY MANAGEMENT SERVICES

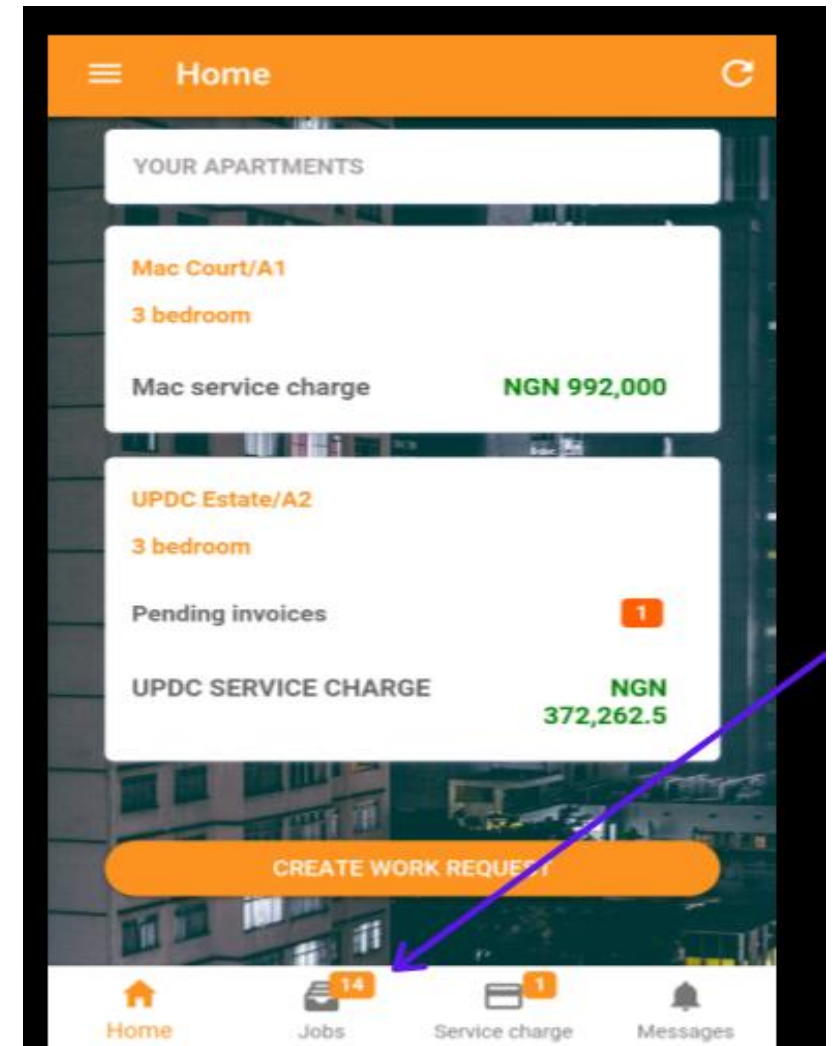
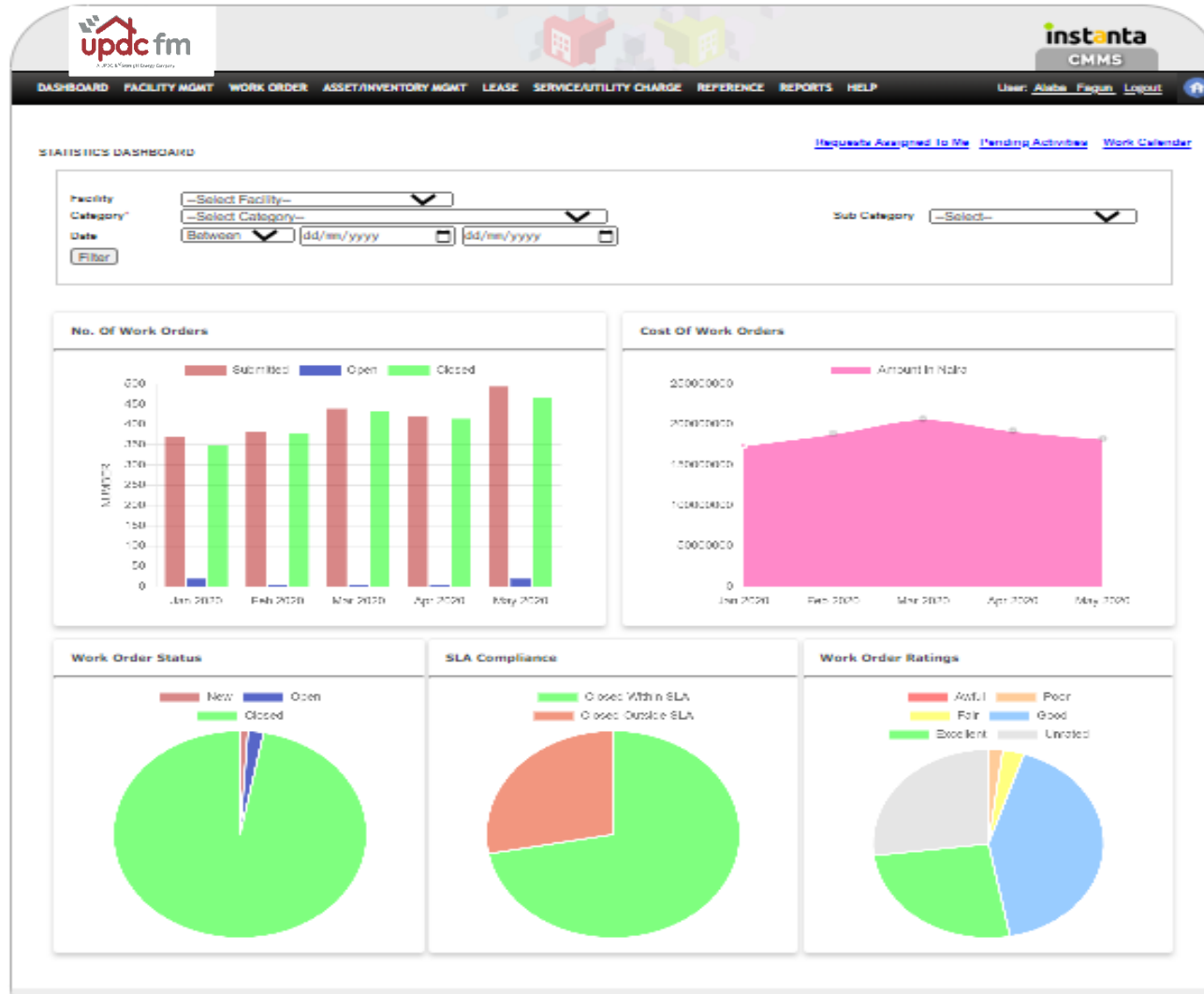
- Effective and efficient energy supply and consumption;
- Optimal energy cost
- Renewable Energy utilization;
- 100% Power uptime;
- Clean Energy supply.

Technology Platform - Instanta CMM

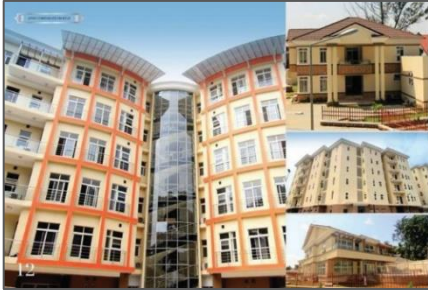
Overview

- Computerised Maintenance Management System (CMM);
- Web-enabled; Mobile and e-mail driven;
- End to End User Monitoring;
- User Friendly;
- Open and transparent processes;
- Automated processes;
- Fully integrated facility management and reporting system;
- User access security.

Technology Platform - Instanta CMM



Our Managed Properties



CAMERON GREEN
Ikoyi, Lagos
TYPE: RESIDENTIAL
SIZE: 32 APARTMENTS



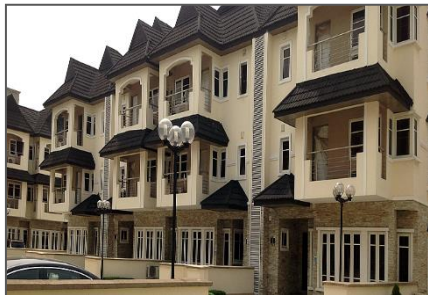
THE RESIDENCES
Festac, Lagos
TYPE: RESIDENTIAL
SIZE: 196 APARTMENTS



BOURDILLON COURT
Ikoyi, Lagos
TYPE: RESIDENTIAL
SIZE: 16 APARTMENTS



MACDONALD COURT
Ikoyi, Lagos
TYPE: RESIDENTIAL
SIZE: 32 APARTMENTS



GRANDVILLE ESTATE
Ikeja, Lagos
TYPE: RESIDENTIAL
SIZE: 18 HOUSES



VINTAGE GARDENS
Port-Harcourt
TYPE: RESIDENTIAL
SIZE: 54 HOUSES

Our Managed Properties



VICTORIA PLAZA 1
Victoria Island, LAGOS
TYPE: RESIDENTIAL
SIZE : 9,521 SQM



PINNACLE APARTMENTS
Maitama, Abuja
TYPE: RESIDENTIAL
SIZE : 27 UNITS



ABEBE COURT
Ikoyi, LAGOS
TYPE: RESIDENTIAL
SIZE: 26 UNITS



METRO CITY ESTATE
Apo, Abuja
TYPE: RESIDENTIAL
SIZE : 104 UNITS



OLIVE COURT ESTATE
Ibadan, Oyo
TYPE: RESIDENTIAL
SIZE : 27 UNITS



JAMES PINNOCK ESTATE
Lekki, Lagos
TYPE: RESIDENTIAL
SIZE : 81 UNITS

Our Managed Properties



KINGSWAY PLAZA
Lagos Island
TYPE: COMMERCIAL
NLA: 10,286 SQM



UAC COMPLEX
Abuja
TYPE: COMMERCIAL
NLA : 3,536 SQM

Key Personnel



Mrs. Alaba Fagun
Managing Director

Joined January 2020

- 22 years experience in Architecture and Real Estate, with a specialisation in facility and project management.
- Prior roles included Heading up the Facilities Management Divisions of Union Bank and Broll Property Services Ltd.
- Bachelor Environmental Science and BSc Architecture, University of Lagos. Member, Institute of Workplace Facilities Management (formerly BIFM).
- Responsible for the management of the facility management team, and the growth, strategic direction and performance of the portfolio.



Mr. Tomiwa Fasida
**Business Development/
Operations Executive**

Joined April 2020

- 19 years experience in Real Estate. Prior roles include Property, Facilities Management at Ikoyi Club 1938, Ericsson Nigeria and General Electrics.
- A registered member of the Nigerian Institution of Estate Surveyors and Valuers NIEVS (ANISV / RSV), MSc Management, Enugu State University of Science and Technology.
- Member, International Facility Management Association (IFMA).
- Responsible for the day-to-day operations.

Key Personnel



Mr. Taiwo Osho
Operations Executive

Joined January 2010

- Over 12 years' experience in Facilities Management and Banking Industry. Prior role, Relationship Officer in Access Bank Plc.
- A chartered management consultant and a fellow of the Institute of Management Consultants (CMC, FIMC), MBA - Marketing Management Ladoko Akintola University, Oyo State.
- Member, International Facility Management Association (IFMA).
- Responsible for the day-to-day operations for Abuja Cluster.



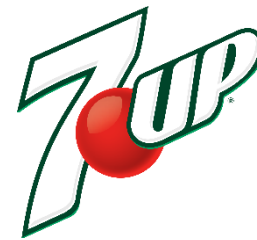
Ms. Dolapo Akande
Operations Executive

Joined August 2013

- Over 11 years' experience in Facilities and Hospitality Management. Prior role, Administrative Manager at UPDC Motels Ibadan, Oyo State.
- A graduate of Communications, Bowen University, Osun State .
- Member, International Facility Management Association (IFMA).
- Responsible for the day-to-day operations for Ikoyi Cluster.

Our Clients

The quality of our clients is a testament to the quality of our services.



Our Awards

We have been recognized in the industry for excellence in real estate.



At the core of UPDC's Corporate Responsibility Policy is a commitment to developing a systematic and practical approach towards positively impacting the society and environment. UPDC plc will continue to work with its stakeholders because we recognize that we must integrate our business values and operations to meet their expectations. These include customers, employees, regulators, investors, suppliers, the community and the environment.

Our high-level aims are defined in four key areas:

- HEALTH AND SAFETY
- QUALITY
- OUR PEOPLE
- OUR COMMUNITY

The UPDC board fully endorses and supports this policy, related policies and strategies. Ownership of our Corporate Responsibility policy lies with the Managing Director. The development of the strategy is supported by a Corporate Responsibility Committee consisting of representatives from across the sectors in which we operate, and external advisors. Corporate Responsibility is the responsibility of everyone at UPDC, and it is part of our culture.

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HEAD OFFICE

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ABUJA OFFICE:

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Garki, Abuja