

Facility Management Standard ISO 41001

Our journey to certification

5 December 2023



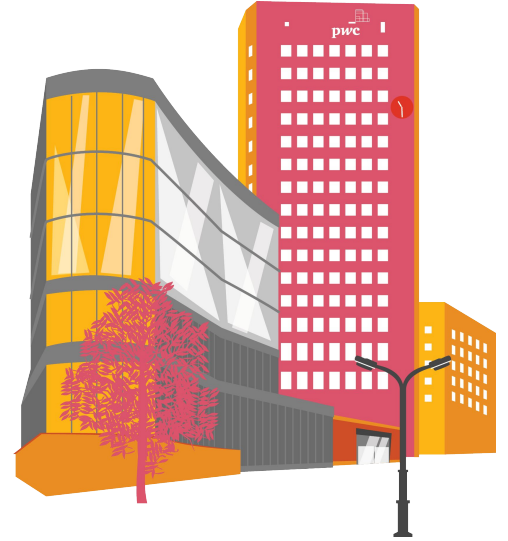


More than 1,100 people in Cyprus join forces with **364,000 professionals** of our global network in **151 countries** and create an experienced team that combines intelligent approaches, experience and technological innovation



Services:

- Assurance services
- Advisory services
- Tax & Legal services
- Tax & Finance
- Managed services



| Name | City |
|-------------|----------|
| PwC Central | Nicosia |
| City House | Limassol |
| The City | Paphos |

PwC Cyprus

Operations

Facility Management

Building Services

Procurement

Health & Safety

Business Continuity

Wellbeing

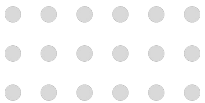
Environment



Our priorities



- ✓ Safe, productive, pleasant, healthy, secure, fully operational and comfortable working environment
- ✓ Effectively and timely manage any potential disruptive events
- ✓ Compliance with legal, regulatory and other requirements [H&S, PwC Network standards & policies, environmental]
- ✓ Minimise environmental footprint
- ✓ Enhance people's' wellbeing
- ✓ Improve operational effectiveness





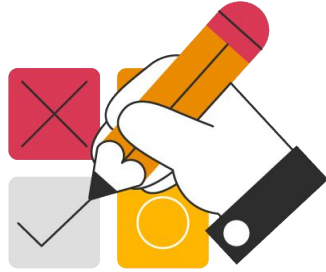
Our existing certifications



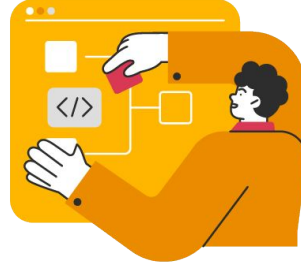
Our journey to ISO 41001 certification



Awareness



The Standard



Our integrated
Management System



Pioneers in the local market



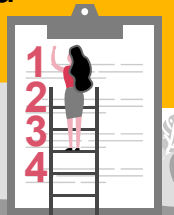
The process

Gap analysis

Pre-audit



- Confirmed that we only had some small gaps
- Identified some areas of improvement
- Identified a number of benefits
- Integration with integrated management system



Areas of improvement

| Date | Equipment | Supplier | Task | Status | Ref Num. | Type | Comments | Actions | Completion | Service Report |
|----------|-------------------|----------------|--|-------------|----------|------|---|---------------------------|-------------------------------------|----------------|
| 01/07/21 | General Equipment | Internal | Daily Check | Completed | | PM | | | <input checked="" type="checkbox"/> | |
| 02/07/21 | Moves | VM Removals | siting partner and add 2 steelcase workstations | Completed | | N/A | | | <input checked="" type="checkbox"/> | |
| 02/07/21 | AV & Automations | Elytronic | ate barcos and install HDMI distribution on the | In Progress | 7.01 | CM | | | <input checked="" type="checkbox"/> | |
| 02/07/21 | AV & Automations | Somfy | Fixed broken blinds | In Progress | 7.02 | CM | | | <input checked="" type="checkbox"/> | |
| 02/07/21 | Signage | Andreopoulos | Fixed 9th floor wallpaper | Completed | | N/A | | | <input checked="" type="checkbox"/> | |
| 03/07/21 | Electrical | YTM | PPM 06/2021 | Completed | | PM | | | <input checked="" type="checkbox"/> | |
| 03/07/21 | Security | YTM | PPM Fire 06/2021 | Completed | | PM | | | <input checked="" type="checkbox"/> | |
| 03/07/21 | Electrical | Conercon | Installation photovoltaic system | In Progress | 7.03 | N/A | | | <input type="checkbox"/> | |
| 03/07/21 | Gardening | Stellos Kouris | Tree Trimming in front of the building | Completed | | N/A | | | <input checked="" type="checkbox"/> | |
| 15/07/21 | Electrical | YTM | Install fly trap (GF new kitchen) & repair several things on the 9th floor | Completed | | CM | | | <input checked="" type="checkbox"/> | |
| 15/07/21 | General Equipment | Internal | Daily Check | Completed | | PM | | | <input checked="" type="checkbox"/> | |
| 16/07/21 | General Equipment | Internal | Daily Check | Completed | | PM | Problem with water pump in B4/ will come from Grundfos for repair | Refill clorination system | <input checked="" type="checkbox"/> | |
| 17/07/21 | General Equipment | Internal | Daily Check | Completed | | PM | Problem with window in 4R2 | Called Supplier | <input checked="" type="checkbox"/> | |
| 17/07/21 | Cleaning | HTZ | Carpet cleaning on the 4th floor | Completed | | PM | | | <input checked="" type="checkbox"/> | |
| 19/07/21 | General Equipment | Internal | Daily Check | Completed | | PM | | Several works | <input checked="" type="checkbox"/> | |

Maintenance:

- RA to identify critical equipment
- Update of maintenance registers
- Contract enhancements
- Suppliers evaluation
- Certifications

| | | | | FY | Date | Equipment | Type | Criticality | Code | Supplier | Contract Ref | Requestor | Failure reason | Description / Comments | Reference | Status | Service Report attachment |
|--|--|--|--|------|----------|--------------------|------|-------------|------|--------------------------------|--|-----------|-----------------------|---|-----------|-----------|---------------------------|
| | | | | FY23 | 11/07/22 | Catering | CM | Moderate | N/A | Air Control | Air Control-NIC-PwC Central-AS/A20329/PV | BOs | Equipment malfunction | Problem with the pressure of the hot water/Coordinate with VLM to bring the technician for Bain marie/ Will come to check | | Completed | |
| | | | | FY23 | 12/07/22 | BO Checks | PM | Low | N/A | Internal | N/A | BOs | N/A | | | Completed | |
| | | | | FY23 | 13/07/22 | BO Checks | PM | Low | N/A | Internal | N/A | BOs | N/A | | | Completed | |
| | | | | FY23 | 13/07/22 | Construction works | CM | Low | N/A | Air Control | Air Control-NIC-PwC Central-AS/A20329/PV | BOs | N/A | Works on Veranda 4th floor/Renovation | | Completed | |
| | | | | FY23 | 13/07/22 | Construction works | CM | Moderate | N/A | YTM | YTM-NIC-PwC Central-YTM/998.552/02 | BOs | N/A | Works on Veranda 4th floor/Renovation | | Completed | |
| | | | | FY23 | 14/07/22 | BO Checks | PM | Low | N/A | Internal | N/A | BOs | N/A | | | Completed | |
| | | | | FY23 | 14/07/22 | Construction works | CM | Low | N/A | Cyfield Development Public Ltd | N/A | BOs | N/A | Works on Veranda 4th floor/Renovation | | Completed | |
| | | | | FY23 | 15/07/22 | BO Checks | PM | Low | N/A | Internal | N/A | BOs | N/A | Minor repairs & Set up of Suits | | Completed | |
| | | | | FY23 | 15/07/22 | Construction works | CM | Moderate | | Air Control | Air Control-NIC-PwC Central-AS/A20329/PV | BOs | N/A | Works on Veranda 4th floor/Renovation | | Completed | |
| | | | | FY23 | 15/07/22 | Construction works | CM | Moderate | N/A | Cyfield Development Public Ltd | Contract | BOs | N/A | Works on Veranda 4th floor/Renovation | | Completed | |
| | | | | FY23 | 15/07/22 | Construction works | CM | Moderate | N/A | YTM | YTM-NIC-PwC Central-YTM/998.552/02 | BOs | N/A | Works on Veranda 4th floor/Renovation | | Completed | |
| | | | | FY23 | 15/07/22 | Construction works | CM | Moderate | N/A | Chr. Mamerros & Co. Ltd | N/A | BOs | N/A | Works on Veranda 4th floor/Renovation | | Completed | |
| | | | | FY23 | 15/07/22 | Electrical | CM | Low | N/A | YTM | YTM-NIC-PwC Central-YTM/998.552/02 | BOs | N/A | Electrical installation for the microwaves | | Completed | CC115122 |
| | | | | FY23 | 15/07/22 | Construction works | CM | Moderate | N/A | Spiros Spirou Aluminium | N/A | BOs | N/A | Works on Veranda 4th floor/Renovation | | Completed | |
| | | | | FY23 | 16/07/22 | BO Checks | PM | Low | N/A | Internal | N/A | BOs | N/A | Supervision of the works | | Completed | |

Areas of improvement

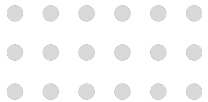
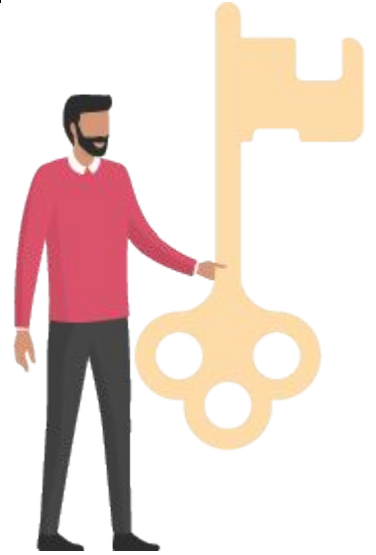
| Issuing body | Type of certification | Άδεια Άσκησης του Επαγγέλματος Φύλακα (expiration date) | Πιστοποιητικό Υγείας για Χειριστές Τροφίμων (expiration date) | Working at Height Certificates (expiration date) | Πιστοποιητικά Τεχνικών για Ψυκτικά Αέρια (issue date) | Άδεια Ηλεκτρολόγου / Πιστοποιητικό Εγγραφής Ηλεκτρολόγου Μηχανικού (expiration date) | Άδεια Εξουσιοδοτημένου Χρήστη Βιοκτόνων | 30/11/2023 |
|---|---|---|---|--|---|--|---|------------|
| | | - | 24/03/2024 | - | - | - | - | TRUE |
| | | - | 14/06/2024 | - | - | - | - | TRUE |
| | | - | | | | | | FALSE |
| | | - | | | | | | FALSE |
| | | - | | | | | | FALSE |
| | | - | | | | | | FALSE |
| Municipality of Nicosia | Πιστοποιητικό Έγκρισης | - | - | - | Certificate | - | - | TRUE |
| Cyprus Certification Company | Έκθεση Ελέγχου Ηλεκτροκίνητου Ανελκυστήρα | - | - | - | Certificate | - | - | TRUE |
| Cyprus Certification Company | Έκθεση Ελέγχου Ηλεκτροκίνητου Ανελκυστήρα | - | - | - | Certificate | - | - | TRUE |
| Ρυθμιστική Αρχή Ενέργειας Κύπρου (ΡΑΕΚ) | License: Εξάιρεση από Άδεια Κατασκευής Σταθμού Παραγωγής Ηλεκτρισμού από Φωτοβολταϊκά (Ιδιαν Χρήση) | The li construgre | - | - | - | 31/12/2023 | - | TRUE |
| AHK | Όροι σύνδεσης και λειτουργίας Netbill | - | - | - | - | 31/12/2023 | - | TRUE |
| Ρυθμιστική Αρχή Ενέργειας Κύπρου (ΡΑΕΚ) | License: Εξάιρεση από Άδεια Κατασκευής Σταθμού Παραγωγής Ηλεκτρισμού από Φωτοβολταϊκά (Ιδιαν Χρήση) | The li construgre | - | - | - | - | 06/05/2025 | TRUE |
| AHK | Όροι σύνδεσης και λειτουργίας Netbill | - | - | - | - | - | 06/05/2025 | TRUE |
| Τμήμα Επιθεώρησης Εργασίας | License: Άδεια Αποθήκευσης Πετρελαιοειδών | - | - | - | - | - | 24/02/2026 | TRUE |
| AHK | Certificate: Πιστοποιητικό καταλληλότητας ηλεκτρικής εγκατάστασης | - | - | 03/11/2025 | - | - | - | TRUE |
| Ρυθμιστική Αρχή Ενέργειας Κύπρου (ΡΑΕΚ) | License: Εξάιρεση από Άδεια Κατασκευής Σταθμού Παραγωγής Ηλεκτρισμού και Αυτοπαραγωγής για Εφεδρικούς Σκοπούς | - | - | 15/07/2025 | - | - | - | TRUE |
| Ρυθμιστική Αρχή Ενέργειας Κύπρου (ΡΑΕΚ) | License: Εξάιρεση από Άδεια Κατασκευής Σταθμού Παραγωγής Ηλεκτρισμού και Αυτοπαραγωγής για Εφεδρικούς Σκοπούς | - | 03/12/2024 | | | | | TRUE |
| Approved energy auditor | Energy audit report | - | 05/04/2026 | TRUE | | | | TRUE |
| Approved energy auditor | Energy audit report | - | 01/06/2026 | TRUE | | | | TRUE |
| Approved energy auditor | Energy audit report | - | 01/06/2026 | TRUE | | | | TRUE |
| Approved energy auditor | Energy audit report | - | 01/06/2026 | TRUE | | | | TRUE |
| Approved auditor | Έκθεση Επιθεώρησης | - | 18/05/2024 | TRUE | | | | TRUE |
| AirControl | Certificate | - | 12/05/2024 | TRUE | | | | TRUE |

Suppliers:

- Contract enhancements
- Suppliers evaluation
- Certifications (equipment, people etc)

Challenges

- New standard: need to understand terminology
- Not previous experience with specific standard
- Lack of awareness
- Certifying body



Benefits of certification

Framework to develop processes and procedures to efficiently and timely manage any facility related matters in the workplace so as to be able to achieve our priorities

- Reactive vs proactive
- Reduce risk by preventing facility failure
- In house vs outsource
- Enhance operational performance
- Improve regulatory compliance
- Increase productivity
- Demonstrate leadership's commitment and enhance transparency & accountability
- Enhance stakeholder confidence and gain a competitive advantage via certification (recognized credibility)
- Enhance consistency & standardisation of services, thus operational efficiencies
- Improve safety, health & well-being
- Achieve cost efficiencies



Our Commitments:

- Provide all necessary resources for the efficient implementation and continual improvement of the FMS
- Ensure compliance with all applicable legal, regulatory and other requirements to which the Firm subscribes
- Proactively identify and manage risks by implementing appropriate corrective and/or preventive actions to prevent or reduce the level of risk and associated undesired effects
- Ensure that appropriate communication channels & mechanisms are in place so as to facilitate timely, accurate and structured internal and external communication, consultation and participation in regards to facility management matters
- Provide a pleasant, secure, fully operational & comfortable working environment as well as safe and healthy working conditions for all our people
- Assign specific roles, responsibilities & authorities within the Firm to ensure effective management, support and governance over the FMS
- Establish, review, monitor and update FM objectives that are compatible with the Firm's compliance obligations, strategic priorities and business plan
- Provide all our people with clear instructions, information and adequate training in regards to facility management matters
- Ensure that all our buildings, equipment, vehicles etc under the Firm's control are and remain in good operational condition through the implementation of preventive and corrective maintenance
- Implement and periodically test emergency preparedness & response procedures in order to prepare for and ensure efficient and timely response to potential emergency situations
- Ensure that specific criteria are included in the service level agreements and/or contracts as well as taken into account in the procurement of goods and services
- Investigate any incidents affecting our buildings, equipment, vehicles etc under the Firm's control so as to take appropriate corrective and/or preventive actions to minimize the possibility of occurrence
- Ensure appropriate management of the Firm's information, data and assets including consistency, traceability and transparency
- Regularly evaluate the performance & effectiveness of the FMS
- Continually improve the Firm's FMS

Dear colleagues

We all have a responsibility to familiarise ourselves with this policy and adhere with the Firm's commitments.


Philippos Sossilos
CEO & Chairman
PwC Cyprus



Ready to

S T A R T ?



Thank you!

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