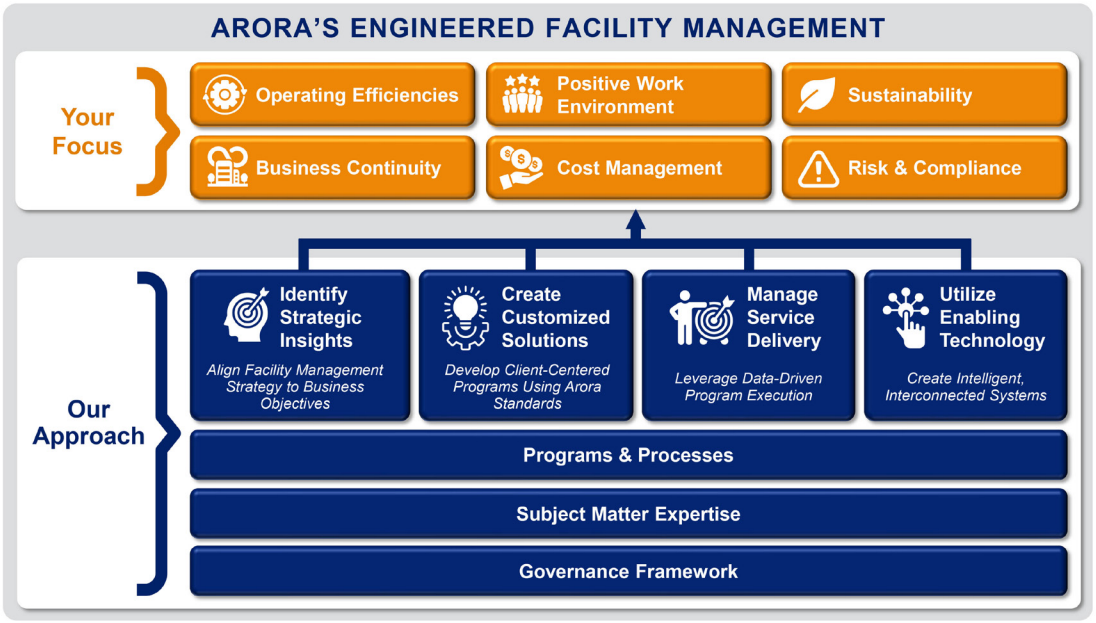
Rethinking Infrastructure®

Arora's Engineered Facility Management Approach

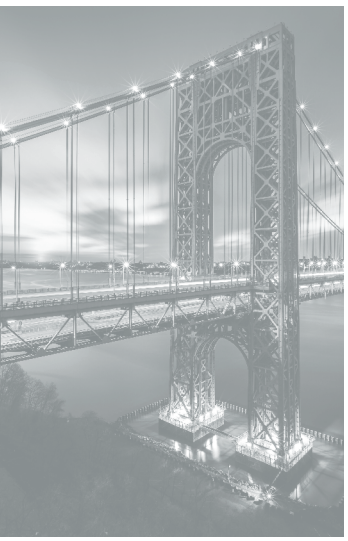


The Arora Facilities Solutions Group continues our 40+ year history of design, contract administration, and infrastructure development by bringing the discipline of solution engineering to the Facility Management industry. Our approach includes four main steps:

1. **Identify Strategic Insights** – It is imperative that your Facilities Management strategic plan aligns with the organization's overarching strategic plan. ***Achieving success necessitates gaining a comprehensive understanding of current performance metrics, identifying potential opportunities, and determining the requirements for optimizing facility services.*** We assist your organization in comprehending current facilities-related challenges and aligning your facility management strategy with business requirements and objectives.

2. **Create Customized Solutions** – Arora develops client-focused solutions using industry best practices and our core operating standards to meet your critical needs. ***Our Facility Management expertise, combined with our engineering design and oversight capabilities, ensures that an Arora FM program is tailored to achieve desired outcomes.*** We source subcontractor networks, deliver scheduled maintenance, perform on-demand repairs, and manage large-scale repair and capital projects. Effective solutions require clear expectations, proper measurement and reporting, and quality control of services.

3. **Implement Managed Services** – Arora has extensive experience managing large-scale, multidisciplinary contracts. Whether your organization needs support for a single service or requires a provider to address all FM-related services, it is important that service execution is measured and evaluated to ensure: clients receive the best value; and continuous



improvement is enabled. The use of data is essential for understanding service quality and making informed decisions. ***Each Arora engagement establishes a Quality Management Plan (QMP) that translates desired outcomes into measurable service levels, adjusts service delivery and support standards to specific needs, and defines requirements for governance and contract administration.***

4. **Utilize Enabling Technology** – The advancement of technology in facility management is remarkable, ranging from work and asset management systems to Smart Technologies for remote monitoring. Arora is committed to guiding clients through these technological options by implementing industry-specific solutions to enhance your facilities management program and strategies. ***Our services encompass evaluating existing platforms, specifying capabilities for technology investments, planning and managing deployment and integration, and defining processes to enhance utilization and adoption.*** As a leading provider of facilities technology solutions, Arora develops smart systems that seamlessly integrate your Facility Management program into your business.

Our Engineered Facility Management approach is supported by three enterprise enablers:

1. **Processes and Programs** – We meticulously design and implement client-centered processes and programs to ensure our operations are efficient and effective, aligning with contract requirements and industry standards. Our comprehensive approach includes:
   - + Leveraging our core work standards to develop clear and actionable process guidelines that align with client requirements
   - + Implementing programs that support continuous improvement and innovation
   - + Monitoring and assessing program effectiveness against established metrics
   - + Leveraging data to refine processes and enhance program outcomes

2. **Subject Matter Expertise** – Arora employs personnel licensed and certified in asset management, engineering design, contract administration, and operations and maintenance. This includes both our internal staff as well as our network of consultants and contractors for large-scale implementation initiatives. Our Project Management Office (PMO) functions as a shared services center, providing expertise in maintenance and reliability, safety, quality, contracting, sourcing, accounting, and human resources.

3. **Governance Framework** – Arora's governance framework establishes a comprehensive platform for performance monitoring, risk mitigation, and alignment of facility strategies with business objectives. Effective governance fosters transparency, enhances accountability, and supports data-driven decision making. Through the integration of reporting tools and workflow automation, Arora can optimize oversight and improve long-term sustainability.

Why Choose Us?

+ **Comprehensive Service Model** – One provider for all your facility needs.
+ **Cost Savings & Efficiency** – Reduce overhead and optimize operations.
+ **Technology-Driven Approach** – Smart automation for improved service delivery.
+ **Scalability & Flexibility** – Solutions tailored to your business growth.
+ **Sustainability Focused** – Eco-friendly operations that align with your ESG goals.

Let us handle your facility management so you can focus on your core business. Contact us at info@aroraengineers.com to learn how we can help drive efficiency, cost savings, and operational excellence.