

# Capability Statement



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## Who We Are

**We are an independent, diversified, Australian-based property group providing property management, facilities management, property investment, project delivery, and property finance services.**

Cerno was formed in 2004 by Founding Directors, Michael Figg and Paul Di Cristo. Our company has expanded over the years and now offers a highly integrated approach to property with its four key entities: Cerno Property Services; Cerno Real Estate Investors; Cerno Management; and Cerno Capital; working seamlessly together as Cerno Group (Cerno).

This integrated approach to property, combined with our consistent track record and breadth of experience in dealing with complex assets, ownership structures and projects, is what sets us apart from our competitors.



# What We Offer

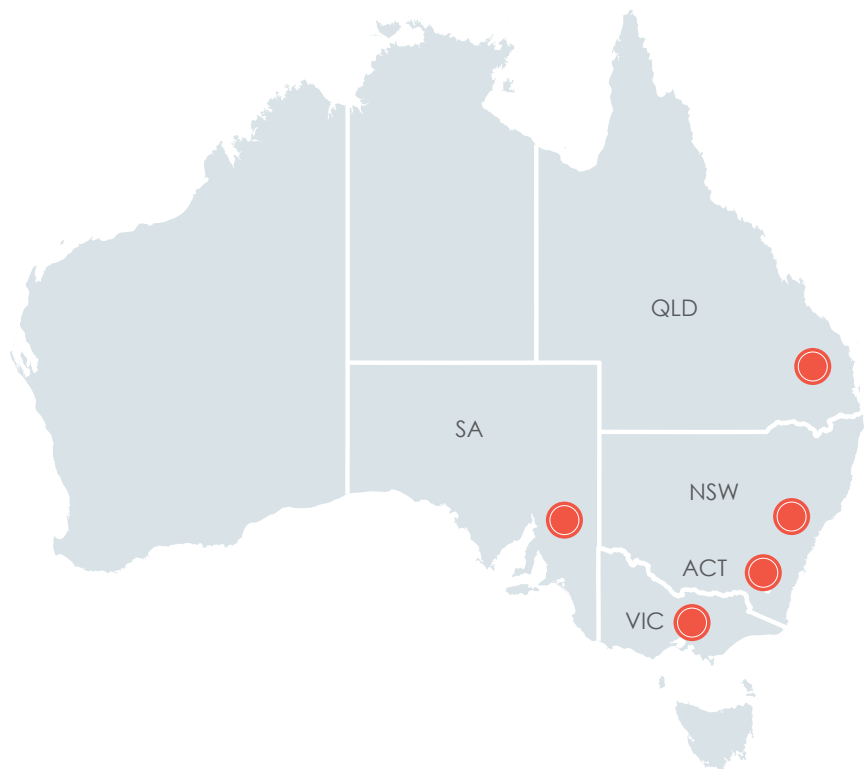
**We successfully create, own, manage and finance property assets, focusing on commercial, retail, hospitality, industrial, mixed-use and residential property sectors.**

As a diversified national property group, we have successfully created, owned, managed and financed assets in various locations in Australia.

Our focus is predominately on major cities and metropolitan areas. We know these markets well, allowing us to remain highly focused and specialised in the geographical areas we cater to.

We strive to be authentic. We genuinely care and have built a professional team of people that go the extra mile. This is how we do business.

Our transparent corporate culture fosters long-term client relationships that are built on mutual trust, integrity and honesty. This has been instrumental to our success. Our authenticity and ability to go the extra mile will continue to be what drives us forward in the future.



# Our Capabilities

**Tailored, reliable property and facilities management services. Cerno Property Services addresses the increasing need within the property industry for an organisation to take total responsibility for the management and control of all facets of asset management.**

We are a licensed real estate company managing property assets for institutions, superannuation funds, independent property trusts, joint venture partners, trusts, family offices and private investors.

We specialise in managing our clients' property assets within the commercial, industrial, retail and mixed-use sectors. Our clients benefit from the diverse knowledge of our experienced team, who understand the importance of well-managed income-producing assets.

Our asset management services include:



# What We Offer

**Our understanding of all aspects of the asset management process and proactive stakeholder management delivers certainty to clients. Where other companies see difficulties, we look for solutions and tailor our services to clients' requirements.**

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We understand the complexities of real estate ownership and the processes involved in extracting value from these assets. We can assist with enhancing the value of your property investments, reducing costs, mitigating risk and supporting tenant tenure.



Quality and reliable property and facilities management and leasing



Accessible and readily available team nurturing our clients every step of the way



Tenant retention strategies that are focused on gaining a thorough understanding of their needs



Custom-tailored, client-driven and superior service for property industry clients that demand quality management of their assets



Ability to deal with complex assets and ownership structures



High level of reporting and analysis

# Property Management Systems

**Cerno Property Services uses industry-leading systems and software for property management. This ensures our clients have a comprehensive understanding of all facets of their property.**

Our systems and software provide fully integrated web-based reporting and analytics. They allow information to be centralised to enable easy access for property managers and owners.

The systems are consistently reviewed and updated to ensure they incorporate the necessary functionality to support the ever-changing needs of the property market. New system releases are received on a regular basis to ensure we are able to meet our clients' needs.



## VISION

- Web-based platform which allows lease information to be captured and managed through the system
- Direct client access
- Multi-device enabled
- Implementation and maintenance of all accounting records
- Accountability and audit ability
- Budget management
- Detailed and transparent reporting
- Analytics capabilities



## FACILITIES RESPONSE CENTRE

- Mitigates risk exposure by ensuring the portfolio complies with any relevant WHS and risk obligations
- Management of 24-hour help desk on a 365-day per year basis
- Management of insurance
- Management of contractors



## COUGAR

- Implementing, maintaining and modelling of leases through property modelling software

# Our Services



## PROPERTY MANAGEMENT

Our experienced team takes full responsibility for the day-to-day management of property assets, ensuring important tasks are attended to promptly. We make sure all the pieces of the puzzle fit to ensure the seamless operation of each and every property we manage.

- > Lease and tenancy administration
- > Financial management, budgeting and reporting
- > Estate and risk management
- > Capital expenditure management

Proactive, hands-on management approach to all real estate assets, coupled with accurate and timely reporting. We are supported by a trusted network of consultants, builders, sub-contractors and suppliers.



## FACILITIES MANAGEMENT

Where possible, on-site facility managers are used to tend to the daily management of building services.

- > Engineering services (management, maintenance and certification of all engineering equipment)
- > Soft services (cleaning, security and human services)
- > Occupancy services (managing issues arising due to specific tenant requirements, e.g. tenant fit-out supervision)
- > Estate management services (regular inspection, testing certification and performance monitoring of service contractors)

A web-based facilities management interface system supported by a 24-hour help desk is also accessible to tenants, service providers and owners. This system provides comprehensive reports for owners and tenants.



## LEASING

Cerno Property Services can assist owners in providing leasing services, either as a sole operative or using experienced leasing agents in the broader market to assist with leasing vacant space.

We will, if requested by clients, attend to leasing activities and will co-ordinate the marketing, reporting, and leasing processes in order to achieve the leasing objectives for the property.

Cerno Property Services understands that vacant space is highly perishable and that leased premises translate to asset value.

# Industry Relationships

Our transparent corporate culture fosters long-term relationships with industry partners that are built on mutual trust, integrity and honesty. This has been instrumental to our success. Our authenticity and ability to go the extra mile will continue to be what drives us forward in the future.

We pride ourselves on our strong and trusting relationships with industry partners, including co-investors and joint venture partners, as well as bankers, equity providers and tenants. We offer a hands-on approach in all dealings with our industry partners, investing the necessary time and commitment required to ensure successful outcomes. In turn, our dedication and genuine approach has allowed us to reap the rewards of long-standing relationships and a high degree of loyalty amongst our co-investors and joint venture partners.

## INDUSTRY PARTNERS



# Cerno Property Services Team

## Michael Figg Director



Michael Figg started the Cerno Group with Co-Director Paul Di Cristo in 2004. Michael has over 30 years' experience in the property sector, with broad exposure across finance and accounting, airfreight, heavy engineering, construction, property investment and development, and property funds management. This experience covers investments and developments in a variety of ownership structures including simple partnerships, complex structured joint ventures and listed property entities. Michael is a qualified chartered accountant.

## Paul Di Cristo Director

Paul founded the Cerno Group with Co-Director Michael Figg in 2004 and has been instrumental in building a team of skilled development and project managers to assist in delivering Cerno's successful projects to date. Paul has a Bachelor of Building (Construction Management) degree and over 17 years of experience in the construction industry, covering a range of property-related disciplines including project and development management, property investment, and facility and asset management. Paul's hands-on approach ensures clients' objectives are realised through the successful delivery of each project.



## Donovan Moodie Director



Donovan is a registered real estate agent with over 20 years' experience across finance and accounting, manufacturing, construction, IT and property investment, development and management. For the past 10 years, Donovan's focus has been on property management and accounting across commercial, retail and industrial. Donovan has a Bachelor of Commerce in Business and Accounting and postgraduate qualifications in marketing.

## Aaron Behan Finance Manager & Company Secretary

Aaron is responsible for the management of Cerno Group's finances – fund administration and compliance. Aaron has 10 years' experience in accounting and reporting, and has previously worked across property, reinsurance and fast-moving consumer good industries in these capacities. Aaron has a Bachelor of Business (Accounting) and a Graduate Diploma in Chartered Accounting.



# Cerno Property Services Team

## MJ Figg **Senior Manager – Capital and Investments**



MJ has over 10 years' experience in various industries including management consulting, infrastructure and utilities, and property investment and development. MJ is responsible for delivering many of the strategic objectives of the Cerno Group focused on direct property investment and capital lending.

MJ's experience and abilities provide innovative and logical solutions to complex problems, while his strategic approach ensures Cerno Property Services delivers on its strategic objectives.

## Chris Bogdan **Property Manager**

Chris began his career as a Facilities Manager with the Cerno Group in 2013, before transitioning into the role of Property Manager due to his quick uptake and understanding of the industry and his ability to manage a busy shopping centre. Chris' proactive approach to problem solving provides a valuable resource to the Cerno team. Chris has a Bachelor of Construction and Property Management and a Diploma in Finance.



## David Smith **Facilities Manager**



David is a facility and property procurement professional with substantial experience leading the effective management of onshore and offshore facilities and properties. David has proven skills across scheduled and unscheduled maintenance programs, along with supplier relationship management and negotiation. David has a Diploma of Facilities Planning and Management.

# Cerno Property Services Team

## Phillip Rodrigues Senior Project Manager



With a Bachelor's Degree in Building Construction and a Master's in Property Development, Phillip has over 17 years' experience in the construction industry, of which 13 have been with Cerno. With a focus on construction refurbishment and commercial and retail fit-outs, Phillip has a practical and hands-on approach to managing consultants and contractors.

Thanks to his extensive background and experience, Phillip delivers valuable technical input to our facilities management operation.

## Stephanie Figg HR & Operations Manager

As Human Resources Manager, Stephanie oversees a rigorous candidate selection and recruitment process for the Cerno Group and clients of Cerno Property Services. This ensures staff have the necessary skill sets to successfully deliver on role capabilities, while allowing management styles to be tailored to the individual.

With over 10 years' consulting experience in workforce management for the corporate and educational sectors, Stephanie has a PhD in Psychology and previously practiced as a clinical psychologist.



# Our Track Record

## RETAIL

### HURSTVILLE CENTRAL, 225H FOREST ROAD, HURSTVILLE, NSW



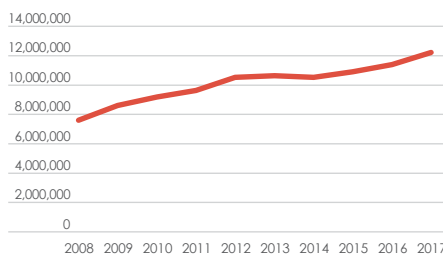
Cerno Property Services (CPS) was appointed as property managers of this retail centre in 2009. Since then, CPS has effectively managed all costs and increased revenue to such an extent that the successful retail asset's gross revenue grew considerably between 2009 and 2017.

#### HURSTVILLE CENTRAL GROSS INCOME



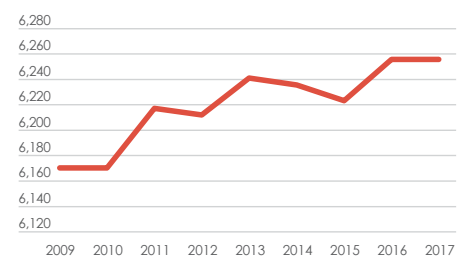
The site is home to Hurstville Train Station, one of the busiest stations in NSW. It is a constant thoroughfare of activity, as indicated by the increasingly high levels of foot traffic recorded.

#### HURSTVILLE CENTRAL FOOT TRAFFIC



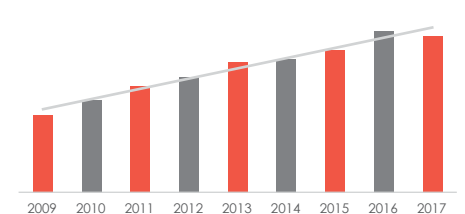
The site offers 6,633 square metres of retail, office and car parking facilities. CPS has maximised all available space, increasing net lettable area considerably since 2009.

#### HURSTVILLE CENTRAL NET LETTABLE AREA (SQM)



The tenant anchor is Coles, supported by many mini-major retailers, speciality stores and office tenancies. Gross tenant turnover has seen an average yearly increase of 13%.

#### HURSTVILLE CENTRAL GROSS TENANT TURNOVER



#### HURSTVILLE CENTRAL CAR PARK

An excellent case study in reducing vehicle traffic while increasing revenue. The net income generated from the car park has grown remarkably since 2009, as indicated in this chart.



Meanwhile, car park entries were reduced from a peak of 1.1 million in 2013 to 748,991 in 2017.

#### Major tenants



# Our Track Record

MIXED-USE – RETAIL AND COMMERCIAL



280 GEORGE STREET, SYDNEY, NSW

Managing costs and keeping expenses under control is what we do and we do it well. Case in point, 280 George Street, where CPS cost-effectively managed the building and succeeded in retaining the existing tenants while the owner progressed with their future plans to redevelop the site into a hotel. Additionally, we assisted the owners with obtaining vacant possession where required.

WOOLLOOMOOLOO WHARF , SYDNEY, NSW

CPS managed the commercial component of Woolloomooloo Wharf, along with the high-profile retail strip of the site, home to some of Australia's most iconic eateries, including China Doll and Otto Ristorante. As a huge mixed-use development with various high-end apartments and restaurants, there were a variety of competing interests to accommodate. CPS managed this with class, ensuring services rendered consistently upheld the prestigious image expected from owners and tenants at the location.

55 SWANSTON STREET, MELBOURNE, VIC

Located in the CBD of Melbourne, the property benefits from a premium location positioned directly opposite City Square and the Westin Hotel, and in close proximity to Federation Square and Flinders Train Station. We skilfully manage the body corporate facilities of this building through careful cost management to ensure expenses are controlled and the appropriate recoveries are made. CPS ensures the high-quality presentation and upkeep of the building is maintained, despite being a high-density, strata building prone to heavy foot traffic.



Owner

  
TOGA



Tenant





Tenants



# Our Track Record

## INDUSTRIAL

Industrial assets are a significant part of our diverse property management services capabilities. Each industrial asset we manage has its own intricacies and complexities and Cerno Property Services is accustomed to managing these unique assets and any speciality facilities they may

harbor. We are highly responsive to the needs of our clients and develop a client-tailored approach accordingly. We have some very high-profile tenants that expect nothing less than the highest quality management of their assets. These clients can attest to our capabilities.

We continually monitor and assess the assets we manage and explore appropriate options to add value wherever possible. This may be through increasing lease tenure, further development of existing sites or minor upgrades.

9 VANESSA ROAD, CAMPBELFIELD, VIC



Tenant



233 SHELLHARBOUR ROAD, PORT KEMBLA, NSW



Tenant



16 GALLEGHAN STREET, HEXHAM, NSW



Tenants



1805 IPSWICH ROAD, ROCKLEA, QLD



Owner

Standard  
Universal Group

Tenant



43 MUNIBUNG ROAD, CARDIFF, NSW



Tenant



1 CLYDE STREET, SILVERWATER, NSW



Owner



Tenant



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COMMERCIAL

RETAIL

INDUSTRIAL