

1st August 2016

Andrew Graham

CEO

EPM Projects Pty Ltd

Suite 2.02, Level 2, 146 Arthur Street

**NORTH SYDNEY NSW 2060**

Dear Andrew,

**Re: Letter of Commendation**

I am delighted to have this opportunity to affirm and commend EPM for the Project Management service it has provided to BaptistCare on the major project upgrade on the Orana Centre, Point Clare NSW.

The project involved the staged refurbishment of an aging 62-bed nursing home and a separate 16 bed dementia specific unit, construction of a new 60-bed aged care facility, demolition of two existing buildings and the construction of a new car park and Porte Cochere.

EPM was appointed at a time when design documentation was nearing completion, to facilitate the appointment of a contractor to undertake the project. You then performed two core functions throughout the course of the project; project managers for BaptistCare and Superintendent of the construction contract. You also assisted BaptistCare with the phased transition of residents, staff and equipment into the new facility.

To say the project was complex would be an understatement; effective communication between the contractor and the care team; managing services upgrades, changeovers and shut downs; monitoring health, safety and security; and programming phased handovers were only some of the challenges that EPM faced and overcame.

I thoroughly commend EPM for the relationship that it fostered between the project stakeholders,

designers and contractors; its proactive approach to identifying and resolving issues to minimise the impact on residents and staff; striving to understand our needs and support our care staff to ensure the continuous operation of the facility; being responsive and attentive to our requests; driving the project to agreed timelines; and thorough and meticulous contract administration.

I am very grateful to EPM and its staff who have worked so diligently and with so much care to achieve our objectives for the project.

Yours Sincerely

**Tim Maltby**

Project Manager