

8<sup>th</sup> February 2021

**Johan O'Brien**  
COO & HSEQ Executive  
EPM Projects Pty Ltd  
Level 2, 146 Arthur Street  
North Sydney NSW 2060

Dear Johan,

We thank you and your team for the exceptional job on the relocation and fit out of our new head office.


From the initial meeting to the completion of the project we found EPM to be responsive, proactive and efficient. The Project Manager focused fully and made the process run effortlessly even when challenges were thrown at him. A detailed project plan was provided and with a carefully selected subcontractors EPM met all their obligations. The quality of resources and standard of work was excellent, and the respective teams were friendly, flexible and most accommodating overall.

Office relocations are stressful but EPM made it a much easier and less stressful process than anticipated with their standout features:

- **very professional and diplomatic approach:** in dealing with client/subcontractors, in finding solutions. Offered advice and suggestions and worked to a very high standard.
- **full commitment and availability:** all times available on the phone/email and quickly dealt with anything that came up
- **excellent communication:** kept us informed with clear updates that gave us the assurance that we were in the best hands
- **flexible approach and a "can-do" collaborative attitude:** listened to our needs and effectively accommodated changes to the schedule and additional work
- **efficiently managed all decision making:** project management instilled confidence, demonstrated in depth knowledge of the industry, building code, the standards that relate to properties and council procedures. It was great to trust them to arrange everything for us so that we had minimal disruptions and continued to focus on the business
- **took full responsibility for fit out management and delivered to extremely tight timeframe:** Completely managed all subcontractors and took control of their schedules and deadlines really pulled out the stops
- **faultless aftercare:** follow through with the work once completed is excellent, issues that came up have been quickly rectified; snagging issues dealt with swiftly and efficiently

We are extremely happy with the result which has a positive effect on all the employees during this time of change for the organisation and we would not hesitate in recommending EPM to any company requiring relocation services.

Yours sincerely,



**Mark Benham**  
**Chief Financial Officer**



Eptec Group

PO Box 4067  
Macquarie Centre NSW 2113,  
Australia

Level 2, 68 Waterloo Road,  
Macquarie Park NSW 2113,  
Australia

t: 02 9034 6969  
e: [eptec@eptec.com.au](mailto:eptec@eptec.com.au)

[www.eptec.com.au](http://www.eptec.com.au)