



NFM-Namibia
Facility Management

CORPORATE PROFILE

2022

— | Facility Management |
— | Project Management |
— | Insurance Assessment |

Welcome to NFM...



Creating a Sustainable Future for all Namibians through effective Management.

Our aim is to expand sustainability in the construction sector by advancing maintenance standards in Namibia. In order to strengthen the economy, we provide our contribution to responsibility for sustainable growth both economically and socially. We strive towards giving opportunities to the less fortunate and having a positive impact on the lives of Namibians. NFM prides itself in applying sustainable facilities management principles in order to control waste, save water and reduce Namibia's carbon footprint as a whole. There is a great opportunity to generate research-based knowledge with collective impact and, ultimately, provide a mechanism for achieving the highest performance standards.

"Together we can make a difference for ourselves and our future generations. It is time to change and live more responsibly with our natural resources."

- Richard Frankle, Managing Director

Overview...



NFM-Namibia Facility Management

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Nice to meet you...



NFM-Namibia Facility Management

INTRODUCTION

Namibia Facility Management is a 100% Namibian-owned company established in 2013. We are a Facility and Project Management company with over 30 years of experience in quantity surveying and construction management. We have offices in Windhoek, Ongwediva, Stampriet and Lüderitz. Our team has a wide range of professional skills and expertise. Therefore we are able to cover various fields and aim to provide services that both enrich and add value to our client's satisfaction, and aspirations and meet their requirements. NFM's areas of expertise encompass:

- **Facilities Management**
- **Project Management**
- **Insurance Assessments**

We pride ourselves in evaluating each individual Client's needs within the specialized framework in which they operate, in fine detail, thereby ensuring that we are able to offer highly skilled professional services in Facility and Project Management. Our team concentrates on providing a service par excellence with quick turn-around times, backed up with high-quality professional outputs thereby making the project a success! We are specialized in construction development, education, agriculture, mining and Information Technology (Agile) projects.

We are leading projects to success. NFM's Profession is grounded in our quantity surveying background and the associated knowledge and perspective on the implementation of successful projects. We have perfected and streamlined cost management through these years of experience. We are combining our QS approach with the PM and FM operational standards to optimize our work performance.

Mission Statement:

NFM will realize your benefits by creating a sustainable and valuable future through effective Management.

Vision:

Our aim is to expand sustainability in the construction sector by advancing maintenance standards in Namibia.

In order to strengthen the economy, we provide our contribution to responsible, sustainable growth both economically and socially. We strive towards giving opportunities to the less fortunate and having a positive impact on the lives of Namibians.

"We believe that by maintaining what we have, we can have a big impact on sustainable development and create a future for all Namibians."

- R. H. Frankle

Get to know...



NFM-Namibia Facility Management

ABOUT US

"Together we can make a difference for ourselves and our future generations. It is time to change and live more responsibly with our natural resources." – R.H. Frankle



Corporate Purpose

NFM takes part in creating an effective Namibian Sustainability Development in life and work. Preparing for the future, advancing technological progress, and at the same time combining forward-thinking and acting in a sustainable manner.

Corporate Culture

We are characterized by flat hierarchies, where everyone is engaged on an equal footing and where there is a large emphasis on respecting one another. We have attached great importance to diversity and further training opportunities for our employees and promoting Christian values and maintaining a work-learn-life balance.

We aspire to care for one another and bring out the best in everyone through every situation in order to grow beyond our horizons.

Values and promise of quality

Our company values act as a guide and measure of quality. We stand behind the corporate values and apply them to all aspects of our work. Our work is always carried out with due diligence and for the greater good of Namibia in order to achieve the best solution experience for our clients.

In-Time

We pride ourselves in working diligently, within reasonable timelines, and sticking to deadlines.

In-Quality

Our team of specialists has a vast array of experience in the various fields that we offer, ensuring quality service.

Within Budget

We strive towards being transparent, open, and honest with our clients with no hidden costs or clauses.

Where it started...



NFM-Namibia Facility Management

COMPANY HISTORY

In 2013, **NF Management CC** was established by Richard Frankle. Through his many years of experience in the construction industry as a Professional Quantity Surveyor and business owner, he recognized that the deterioration of various buildings can be remedied by professional maintenance.

The concept as well as the execution lay dormant for a few years. Nonetheless, NF Management, now NFM-Namibia Facility Management first made a name for themselves with their Insurance Assessment services in 2019/ 20. Through our quantity surveying background and the business opportunity which presented itself, it made it easy to take the step of assessing claims.

Prior to 2021, NFM undertook a few small project management roles, however since 2021 we have actively been involved in project management and are honored to have two PMP certified Project Managers Faenzo Blom and Marcus Kirchner-Frankle on our team.

Our initial departments consisted of Facility & Project Management, Insurance Assessment as well as IT and Digital Marketing.

We launched our own developed website www.nfm.com.na in 2021, a great milestone to take the next step to grow.

In 2022 we undertook a restructuring and from now on we focus solely on Project and Facility Management and Insurance Assessment to provide affordable and quality service solutions.

We work together with specialized companies in a turnkey system in order to be able to cover all additional further requirements of our customers to their complete satisfaction.



This is us...



NFM-Namibia Facility Management

MEET THE TEAM



Richard Harry Frankle

Managing Director, Professional Quantity Surveyor, PM & FM, High Court Mediator
richard@nfm.com.na



Gail Duvenhage

Financial Manager
admin@nfm.com.na



Lawrence Dumba

Non-executive Director, Professional Quantity Surveyor
lawrence@nfm.com.na



Tina Gawlick

Marketing & HR Manager, Project Administrator, Aspiring CAPM, CSR-Coodinator
tina@nfm.com.na



Lesley Hindjow

Non-executive Director, Professional Quantity Surveyor
lesley@nfm.com.na



Justina Kisilipile

Executive Administrator, Claims Coordinator, Marketing & CSR Representative
justina@nfm.com.na



Faenzo Blom

Executive Director, Professional Quantity Surveyor, PMP, Agile Project & Facility Manager
faenzo@nfm.com.na



Martin Hango

Facility Manager, Construction Engineer, Project Assistant
martin@nfm.com.na



Marcus Kirchner-Frankle

Quantity Surveyor, PMP, Hybrid Project Manager, Facility Manager, Claims Manager
marcus@nfm.com.na



Keenan Groeneveldt

Claims Assessor, Aspiring CAPM Project Manager
keenan@nfm.com.na

"Our Team Members are the pillars of our company. Each individual contributes to our success and represents the diversity of our country Namibia." - R. H. Frankle

Project Portfolio...



NFM-Namibia Facility Management

EXEMPLARY PROJECTS

Management of the works through collaboration with Richard Frankle and Partners Quantity Surveyors at the Lüderitz Old Power Station Phase I and II for the Lüderitz Waterfront Development Company **(2015 - Present)**.

Project Management and Facilitation for various mass housing projects including Omba Holdings Group throughout Namibia **(2019 - Present)**



Management of the works through collaboration with Richard Frankle and Partners Quantity Surveyors for the upgrading of the road in front of the Lüderitz Old Power Station to the Nest Hotel - Phase I and II **(2019 - Present)**.

Establishment of an Insurance claims department dealing with a wide range of claims. We are registered and accredited with Santam Namibia, Momentum, Old Mutual Namibia as well as King Price Insurance **(2019 - Present)**.

"Clicksure"- developing of an Insurance software application for Insurers, brokers, and the Insured which eases and fast tracks the process of updating policies, registering claims, etc **(2019)**.

Project Management of STANLIB interior office fit-out. **(2021)**.

Condition Assessments for four houses in Windhoek including preparation of scope of works, maintenance report, and schedules of images for the South African High Commission SAHC **(2021 - 2022)**.

Agile project management services for the maintenance & update of finance management software for the Advanced IntraGroup of Development & Technology **(2021 - Present)**.

MTC Windhoek Headquarters revamp and renovation Project Management by NFM **(2021 - Present)**



FACILITY MANAGEMENT [FM]

We are managing your Facilities. Our Services entails the Development of a Building Maintenance Strategy and Facilities Management Programme.

Services at a Glance:

- Planned Preventative Maintenance
- Condition Assessments
- Rental Proposal
- Maintenance
- Costing, Cost Control & Budgets
- Portfolios Proposals
- Building Valuations for Insurance
- IT Services
- Laptops, Software supply

General Maintenance

- Roof Sealing
- Swimming Pool
- Gardening and Cleaning
- Airconditioning systems
- Replacement of Electrical Fittings
- Geyser Inspections
- Security Systems, etc.

Properties | Housing | Commercial Buildings | Facilities

Facility Management encompasses multiple disciplines to ensure functionality, comfort, safety and efficiency of the built environment by integrating people, places, processes and technology (IFMA). Our Facilities Management Services help you to ensure the functionality, comfort, safety and efficiency of properties buildings and grounds, infrastructure, and real estate. Our services include preventive maintenance, Inventory and supply Management as well as space optimization. This implies services like plumbing, electrical, lighting, fire safety systems, construction & renovation as well as staffing, space planning and smart waste management (Affordable Recycling Solutions) and power consumption. We supply high detailed portfolios tailored to your needs for selling, renting out or insurance purposes. As an extended service, we also implement automation software such as "Smart Home".

"Maintenance Matters! Especially in Namibia- Maintenance Management reduces in the long term, your private and/or operational costs and at the same time saves our environment by developing a sustainable and responsible manner usage of our natural resources." - R. H. Frankle

Best Services...



NFM-Namibia Facility Management

PROJECT MANAGEMENT [PM]

We manage small to large projects in various sectors in Namibia such as construction, education, agriculture, and mines & energy. At the same time, we take our CSR seriously by being involved in various socio-economic programs.

NFM-Namibia Facility Management has its roots in the construction industry, specifically with a background in quantity surveying. Our strength lies in particular in cost management and budgeting. In our project management team, we have two PMP certified Project Managers who are at home in agriculture, construction, and IT-related agile, hybrid, and traditional projects.

Education | Construction | Healthcare | Agriculture | IT

We've got you covered at any stage of your Project:

Facilitation | Planning | Execution | Performance & Monitoring | Closing



Services at a Glance:

- Project Schedule and Scope
- Project Facilitation
- Project Documentation
- Project Development
- Stakeholder Management
- Communication Management
- Finance, Estimate and Budget
- Feasibility Studies
- Quality Control



INSURANCE ASSESSMENT

Our team has a wide range of professional skills and experience. We specialize in fast-track assessing, thereby easing the burden on our clients through excellent service.

We specialize in digital claims, desktop assessments, building, and personal and commercial lines under N\$ 150,000-00. We pride ourselves on a quick turn-around time, handling all types of non-complex and non-engineering claims.

Our rapid response unit is trained to react immediately, effectively, and efficiently to ensure that the Insured receives top-quality service in as short a time as possible.

Our aim is to ensure that the Insurer and broker alike, strengthen current client relationships and increase their sales and insurance portfolios through our service excellence. We strive to differentiate ourselves from our competitors, through our rapid service and response time.

"With an extensive construction & legal background, our team of assessors can cover a wide range of insurance claims both, large and small. We pride ourselves in handling all claims in time, accurately and efficiently.

- M. L. Kirchner-Frankle

Services at a Glance:

- Geyser Inspections
- Digital Claims
- Desktop/ Virtual Assessments
- Mobile Claims <N\$ 150,000-00
- Commercial & Personal Lines
- A.I. Insurance Development



Shared Services...



CLICKSURE

Innovative App for Insurance Work.

NFM-Namibia Facility Management has developed, in cooperation with AIDT, a two-part platform solution to revolutionize the Insurance Industry.

PART 1: Client Mobile Application **PART 2: Insurer Web-based Platform**

Clicksure Namibia is a tool to assist the Insured/Client and the Insurer in providing enhanced communication and interaction regarding new and existing policies and even claims that may arise. This solution can improve your business and its effectiveness. All of this while expanding your Customer Base to the entire population of Namibia where your current Client base and Non-Client Base can update existing or create new insurance policies.

Clicksure Namibia is an App and web-based platform that can be perfectly tailored to your company's needs. It was developed to simplify, automate and, above all, optimize your work steps in terms of workload and time. We work with the latest technologies and software to improve your workflow. This user interface program is designed to bring insurance companies, brokers and clients closer together and simplified so as to access and share information in the fastest possible way to increase your client's satisfaction.

Client Mobile Application

- Insurance Management Tool
- Insurance Claims & Reports
- Quote Requests
- Updating Insurance Information
- Support and Help System
- Policy Documents
- And much more

Insured Web-Based Platform

- Client Policy Manager
- Overview of Application Statistics
- Keep Track & upload Documents
- Information, Explanations and FAQ



"It's time to upgrade. Nowadays it is essential to keep up with technology in order to remain relevant and to survive alongside the competition."- F. H. Blom

*NFM provides the software implementation, testing phases and user training for your employees. We operate in an agile environment to be able to provide the best and safest IT solution. We accompany the transition from already existing systems and integration of the new upgraded programs.

Turnkey Solutions...



NFM-Namibia Facility Management

ALL-IN-ONE

In order to be able to offer our customers the best services and solutions, we operate on a turnkey basis. We have a wide network of suppliers and cooperating partners from all over Namibia. From engineers to waste managers to real estate agents. We can cover your needs. NFM-Namibia Facility Management is your one-stop company for all your needs. We manage your project, facilities and much more.

- Infrastructure Development
- Cost Management
- Aerial Drone Surveys
- Social and Sustainable Projects
- Smart Waste Management
- Feasibility Studies
- Home Automation | Smart Home
- Renewable Energy
- Energy Consumption Savings
- and more!

We have made it our priority to expand our services and to optimize work steps and procedures. We manage tasks in a responsible and far-sighted manner, to lead you to your success. We accompany and take over every step from the beginning to the end of a project. Our client satisfaction and customer well-being is at the forefront of our work.

A turnkey solution is a type of system built end-to-end for a customer that can be easily implemented into a current business process. It is immediately ready to use upon implementation and is designed to fulfill a certain task.

A turnkey solution system is different from a custom-built or designed system. When a company or business isn't looking for multiple bells and whistles, a turnkey solution may be an affordable and simple option.



CSR- Programs...



NFM-Namibia Facility Management

Stepping Stone School

Stepping Stone Special Education School is located in Swakopmund and it follows the philosophy of **Inclusive Education for children with autism** and related special needs (PDD “Pervasive Developmental Disorders” and certain instances of Down Syndrome). Children with autism need special education and treatment.

1 out of 100 children is living with PDD worldwide. Most children in Namibia are undiagnosed. To respond to this need, stepping school is planning to expand to a Learning and development centre.

Become a guardian and sponsor a school fee or be part of an impact investment and help us to build the school for children with special learning needs in Namibia.



CP School, health and living centre

Together with RFP-Richard Frankle & partners Quantity Surveyors, we are working on expanding the **SHL Centre in Oshakati for children with Cerebral Palsy (CP)**. CP is a series of disorders that severely limit a person's mobility, balance and posture with no cure for the condition. Unfortunately, children with CP often get rejected by the community or the families are unable to provide for and afford the special needs of their child. To support a cerebral palsied child, we designed a living complex that includes classrooms, living rooms, and a small garden area. The design was adapted to restrict mobility so that all rooms are barrier-free. Help us to build a safe home for these children where they can reach a better quality and dignified life.

CSR- Programs...



NFM-Namibia Facility Management

SPCA Lüderitz

NFM-Namibia Facility Management is currently undertaking all the Digital Marketing Services for SPCA Lüderitz as part of our corporate social responsibility program (CSR). This includes managing the SPCA Lüderitz Facebook Page as well as creating and scheduling social media postings. Furthermore, we are also part of the renovation and extension program of the animal shelter facilities. We have a heart for animals in need and feel honored to help out with our sponsored services.

"Nam-e-Learn"

Online Education Tutor Centre with our affiliate Partner CambriLearn.

"Basic education is a fundamental right and should be open to everyone and easy to achieve. The time to make a difference is now." - R. H. Frankle

"Nam-e-learn"- Tutor Centre gives educationally disadvantaged children the opportunity to receive basic education in a safe and secure environment and thus provides an opportunity to complete Primary Schooling to generate a perspective for the children's future. The proposed facilities should be close to informal settlements and the modern technology, online-based education, through CambriLearn aims to give children a head start over other education systems.

"Let's create a Perspective for Children in need together!"

The aim is to reach children in informal settlements, offer them an education, and have an impact on the overall development of Namibian education.

This schooling model facilitates the need for corporate sponsorship. The benefits of the Tutor Centre is having small groups of students supported by their trained tutors and especially mutually learning from peers with equal backgrounds. The facility will provide free WiFi services and tables for the lessons in the classroom. This learning program is marked by high flexibility, individual support and an accredited curriculum. Nam-e-learn is highly convenient for parents who wish to develop their children into active learners.

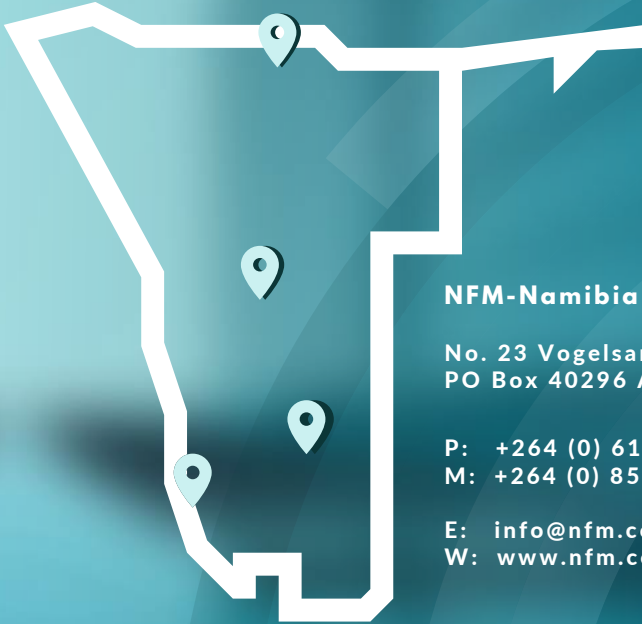
"A Tutor Centre is the future for basic education!"

- CambriLearn | 2022





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No. 23 Vogelsang Street, Windhoek
PO Box 40296 Ausspanplatz

P: +264 (0) 61 249 825
M: +264 (0) 85 754 6593

E: info@nfm.com.na
W: www.nfm.com.na

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NFM-Namibia Facility Management
is a Facility and Project Management Company
based in Windhoek | Namibia

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