



**ALL YOUR FACILITY
MAINTENANCE NEEDS**

One provider. One solution.



PRIMA
TRUSTED FACILITY MANAGEMENT

DEDICATION EXPERIENCE INNOVATION

Every day, the work we do ensures the success of the work you do.

WHY CHOOSE US AS YOUR FACILITY MANAGEMENT PARTNER IN CAMBODIA?

Prima delivers facility solutions with an innovation mindset and dedicated, technology-enabled employees.



In every industry and every environment, every day, people matter. When everything is clean, efficient, and sustainable, and operating smoothly, employees are more productive, visitors come back for more, and your business stays ahead of the competition.

Our vision is to be Cambodia's most innovative and trusted facility management company. We strive to offer premium quality services with integrated technology.

Prima's purpose is to take care of the people, spaces and places that are important to you, while encouraging the economic empowerment for Cambodian women by providing job opportunities, and vocational training.

We are also committed to being the most environmentally friendly facility management company in the nation.

DELIVERING SOLUTIONS THAT ARE **RIGHT FOR YOU**

Our facility maintenance solutions transform your buildings and work-spaces, making them safer, greener, more efficient and attractive to your customers.

We look after your facilities, managing your property and assets for you, freeing up your time to successfully run your business.

VALUES

Prima makes every day goes smoothly by going the extra mile to deliver the best quality with the highest level integrity.



RESPECT

Every person brings value and is acknowledged as an asset to our team.



COLLABORATION

We do better and achieve more when we work together.



INTEGRITY

We tell the truth - we are sincere, trustworthy, and accountable.



EXCELLENCE

We deliver consistent, reliable service, and exceed expectations.



INNOVATION

We bring fresh ideas and data-driven insights to solve business challenges.



TRUST

We build confidence and demonstrate that we are worthy of keeping it.



**OUR TEAM
IS YOUR TEAM**

Prima's staff of more than 500+ skilled and hardworking people serve our local and multinational clients across many industries.

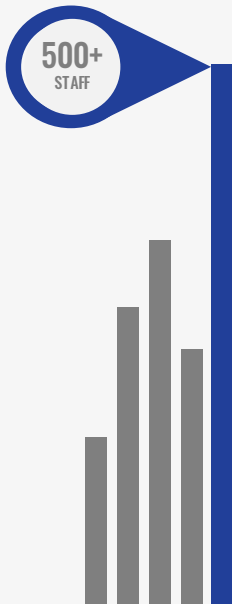
With Cambodia's rapid development and its new and improved infrastructure, facility management services are in higher demand than ever.

At Prima, we want to take this opportunity to create and offer more jobs to both skilled and unskilled Cambodian people, especially to women.

We believe that by providing professional vocational training to all our staff and meaningful employment,

we empower the local people, helping families, communities and the economy in general.

Prima has built a legacy on flawless service, innovation, and reliability, while empowering Cambodian women by providing vocational training and job opportunities.



PRIMA: FACILITY MANAGEMENT SERVICES



Janitorial Services **GENERAL CLEANING**

Everyone appreciates cleanliness: shining floors, fresh-smelling air, well-stocked restrooms, smudge-free windows. Proper janitorial cleaning protects a facilities' assets, enhances employee productivity, and brings customers back.

Prima is a single-source commercial janitorial contractor with advanced cleaning technologies. Our own team of well-trained professionals become part of your team, respecting your culture.

Our Janitorial Services Include:

- ✓ **Daily Cleaning**
Maintenance in high traffic areas, such as shopping malls, coffee shops etc.
- ✓ **Periodical Cleaning**
Weekly/monthly cleaning in residential and commercial buildings tailored to client needs.
- ✓ **Deep Cleaning**
 - Post construction
 - After moving out/before moving in



Expert **SPECIALIST CLEANING**

Prima offers a wide variety of specialised cleaning services to private clients and industries.

Available 24/7, our highly trained technicians offer our clients a viable means of specialised cleaning services required using the highest quality equipment and unmatched expertise.

- ✓ Carpet cleaning
- ✓ Upholstery cleaning
- ✓ High rise window cleaning, aka Spider Man
- ✓ Signs and banners
- ✓ ATM machine cleaning & disinfection
- ✓ Mold removal
- ✓ Restaurant & kitchen decontamination
- ✓ Deceased estate and accident site clean ups
- ✓ Odor removal
- ✓ Graffiti
- ✓ Water damage remediation

WHAT MAKES EVERY DETAIL & INTERACTION REMARKABLE?

"We had an amazing experience with Prima since they took over the janitorial and maintenance management at Park Café branches. We saw a huge improvement in overall cleanliness."

Sengly Heng
General Manager
Park Café





Servicing & Installation **AIR-CONDITIONING**

Prima provides the solutions to keep your air-conditioners running efficiently, effectively, safely, and sustainably, so you can boost the performance of your facility and everyone who works inside.

✓ A/C Maintenance & Repair

Getting an air conditioner is a significant investment. And to keep it working properly requires regular servicing. At Prima we service, clean and repair all makes and models of air conditioners.

✓ Sales & Installation

Looking for a reliable and cost effective service provider to select and install air-conditioners? We specialise in the sales and installation of new systems at best prices, and partner with the most trustworthy brands, from LG, Daikin to Panasonic and Midea.



Commercial & Residential **ELECTRICAL SERVICES**

Your business works at peak potential when your electrical distribution and lighting systems perform at their best.

Prima provides all types of residential, strata, industrial and commercial electrical services in Cambodia – from large-scale installations to general electrical maintenance and repairs.

- ✓ Planning and installation of electric systems.
- ✓ Electric system repairs and maintenance.
- ✓ Technical electrician consulting and support.
- ✓ Breakdown & emergency services – 24/7.
- ✓ Light & power.
- ✓ Main switchboards & distribution boards.
- ✓ Industrial automation & control design.
- ✓ Metering, testing & tagging.



Disinfection & PEST CONTROL

Keep your home and working environment safe and protect your staff, clients, students or patients from the health risks that infestations can bring about. Prima provides safe, innovative and unique treatments that resolve pest and germ problems effectively and without health risks.

- ✓ Extermination of mosquitos, cockroaches, flies, redbugs; rodent eradication; redbug control
- ✓ Pre- and Post construction termite removal.
- ✓ Sanitisation of homes, offices and public areas using industrial-grade electrostatic sprayers.

At Prima we use only the highest grade, world class solutions and procedures to ensure that all pests, viruses and germs are safely eliminated without exposing people to any harmful effects of chemicals.



Gardening & GROUNDS MAINTENANCE

Whether you're looking to enhance the visual appeal and performance of a golf course, stadium, sports field, or commercial property, Prima is ready to grow for you. It's in our nature.

Prima Grounds Maintenance Services include:

- ✓ Landscape design.
- ✓ Daily and periodical maintenance of green spaces.
- ✓ Lawn and Garden Maintenance.
- ✓ Weed removal, pruning and caring for plants.
- ✓ Grass mowing and hedge cutting.
- ✓ Removing waste materials and rubbish from grounds.
- ✓ Watering the plants.
- ✓ We also supply plants to offices and to events.





“Spiderman” Services HIGH RISE CLEANING

Prima specialises in **high-rise window cleaning**. With a team of continuously trained professionals, we have the knowledge and tools to make sure your building's exterior matches the professionalism from within.

In Phnom Penh, where the rain, the dust and the tropical climate can make a mess out of your property, Prima offers competitive quotes on excellent services.

- ✓ Exterior glass & building cleaning
- ✓ Building exterior high-pressure washing
- ✓ Façade cleaning, coating and painting work
- ✓ Banner, sign & Alucobond cleaning
- ✓ Glass repair and replacement
- ✓ Roof & ceiling cleaning
- ✓ Rope access anchor installation



Commercial & Residential POOL MAINTENANCE

To get the best out of your pool, you need to make sure the water is healthy and hygienic at all times. We are the pool cleaning experts for customers in Cambodia and specialise in a range of pool products and services which include pool inspections, pool chlorinators, pool lights and pool pumps and filters.

- ✓ **Pool Cleaning, Servicing and Maintenance**
Periodical pool cleaning, pool inspection, water analysis, Leak detection, filter maintenance
- ✓ **Equipment repair, Service & Installation**
Pool Pumps, filters, chlorinators, automatic pool cleaners, pool Lights
- ✓ **Pool Consulting**
Redesign & re-plumb faulty systems installations, logistic coordination, lighting installation & design





COMPETITIVE

We strive to be at the cutting edge of the industry in both price and technique.



PARTNERSHIPS & CSR

We are committed to innovation, better working conditions and a cleaner Cambodia

ENVIRONMENTALLY FRIENDLY



Prima participates in environmental care programs in Cambodia. We have partnered with CREAL to contribute to the environmental conservation, raising awareness of traffic laws, and promote clean and healthy environmental business practices.

QUALITY YOU CAN TRUST

Not only we provide our clients with trained and motivated staff, but also the world-class equipment and processes.

We've partnered with major international brands, from Kärcher to LG, to ensure you receive value and quality.



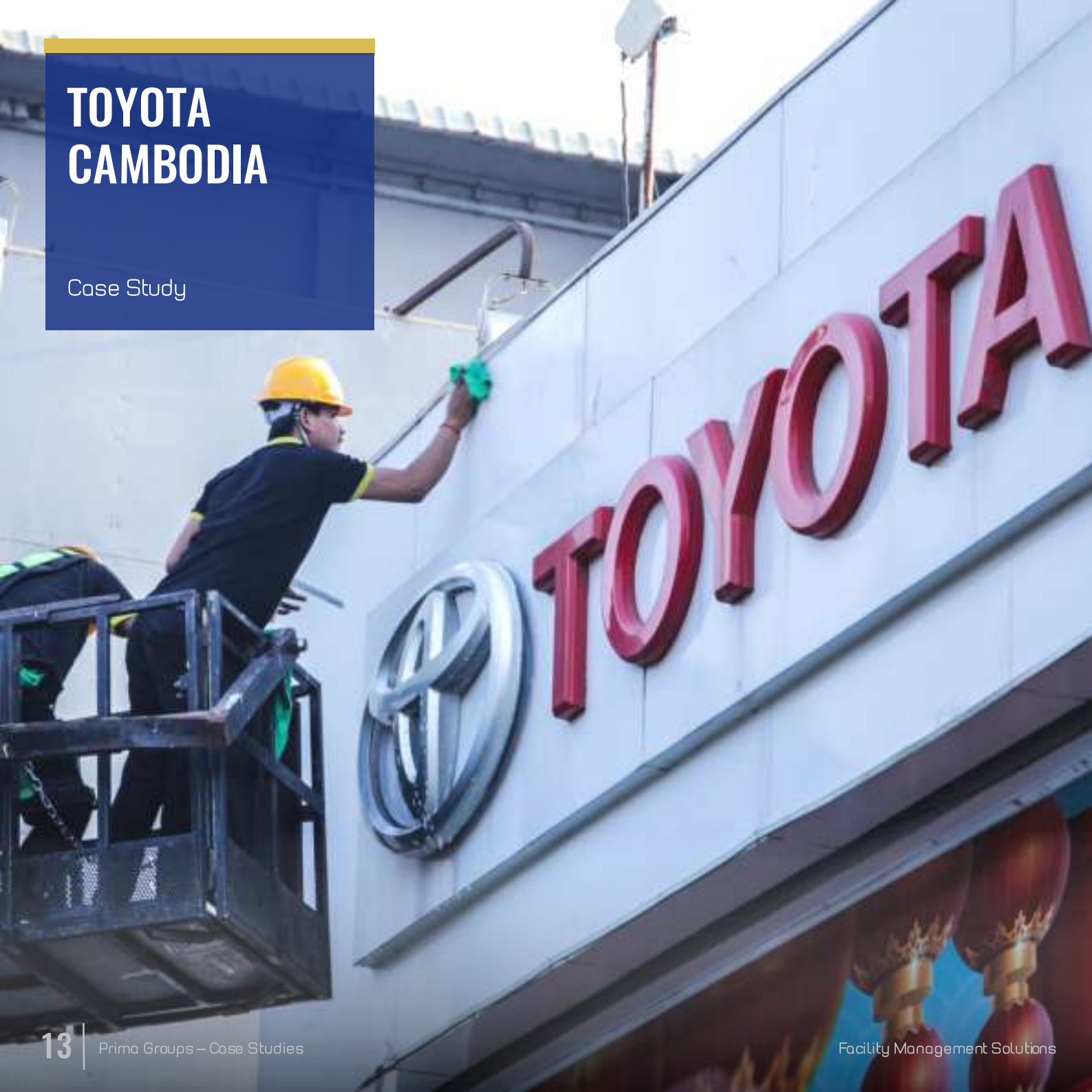
EMPOWERING CAMBODIAN WOMEN

Prima CSR initiative aims to financially empower and provide livelihood opportunities to women in Cambodia by providing them with vocational training, and fairly paid work opportunities.

At Prima, we believe that supporting women and promoting inclusion across our business and society makes Cambodia a better place for all. And we know that the more inclusive and supportive we are as a company, the stronger our business will be.

TOYOTA CAMBODIA

Case Study



OVERVIEW

Toyota was out-tasking numerous services across its facilities and wanted to combine services under one provider. Their facilities comprise showrooms, office spaces, parts distribution center, service areas and data centers.

Prima offered a total integrated solution to include facilities management, specialized and high-rise cleaning as well as pest control.

CHALLENGE

Toyota's corporate vision for their showrooms require the same attention to detail for health, safety, and sustainability as was put into developing vehicles.

1

Long term

3

Safe

2

Innovative

4

Detailed

To better reflect this vision, it was crucial to find a long-term, stable provider of scalable facility services with competency in innovation and technology to help ensure the employee work environment is always clean, comfortable, and sustainable.

SOLUTION

Based on our reputation for high-quality, customized service, Prima was chosen to create a janitorial program that would help align Toyota showrooms with its corporate vision. Prima was able to provide pest control, high-rise cleaning, as well as daily janitorial services.

BENEFITS

Cutting edge cleaning equipment.

Prima is able to leverage its relationships with equipment manufacturers to offer the most cutting-edge cleaning technology.

Toyota's Phnom Penh facilities meet the high expectations for cleanliness and sustainability, as well as the company's exceptionally high aesthetic standards. In fact, one visiting executive remarked that the branch serviced by Prima sets the standard for the company's other facilities globally.

“

Prima has always been on the job never leaving us stranded providing top quality and technology matching Toyota's mission. Our service center has never been so clean. Thank you so much for keeping our centers spotless.

General Manager – Toyota Cambodia Co., Ltd

Overview

It's important for Brown's seven iconic Cambodian coffee properties to maintain their brand—everything must be kept clean, beautiful, welcoming, safe, sustainable, and functional. Because Prima has vast experience in providing facilities services for many types of properties, we are an ideal partner to maintain a cafe,

Services Provided

- ✓ Daily floor, table and other hard-surface cleaning, incl. window washing
- ✓ Pressure washing: concrete, brick, parking lot, beams on 2nd levels
- ✓ Repairing interiors and exterior, graffiti removal and grout repair
- ✓ Restroom countertop polishing and minor plumbing repairs,



BROWN

Café Chain

Case Study

Teamwork & Customer Experience

Because many of the Prima workers are public facing, it's important to hire people who care about service excellence, are proud of the property, and feel part of its team,

Prima and the client both interview the applicants. Besides job skills, the service workers also need excellent social and communication skills because they serve as ambassadors who greet and direct visitors and embody the brand,

BROWN COFFEE

ESPRESSO	\$ 1.85
CAPPUCCINO	\$ 2.40
AMERICANO	\$ 2.20
BROWN ICED LATTE	\$ 2.70
BROWN FRAPPE	\$ 2.95
BROWN DELIGHT	\$ 2.95

“

Consistently Prima has done nothing but given us great service for two years. Their cleaning is second to none; they are simply the best at everything they do.

So Cheata –
Legal Officer, Brown

INTERNATIONAL SCHOOL OF PHNOM PENH

Case Study



OVERVIEW

With a campus of 6 hectares ISPP is home to some of Cambodia's best learning and recreational facilities. They include swimming pools, gymnasiums, cafeterias, theatre, gardens, sports fields, classrooms, playgrounds and more.

SOLUTION

To ensure that we are meeting their goals, Prima tracks key performance indicators across the contract. The janitorial work at each location is tracked and monitored for optimal performance.

Prima has implemented a variety of metrics and methodologies such as customer satisfaction surveys, work order reports, financial documentation, and service request tracking so that performance can be measured.



Our school has utilized Prima's Integrated Janitorial services since January 2019. They have provided us with everything that we have asked for, plus extras. Prima has also lowered our janitorial cost. We have found them to be an excellent janitorial service.

**Mam Oudom -
Building & Security Manager, ISPP**



CHALLENGE

ISPP needed assistance commissioning, maintaining, and cleaning their 6-hectare state-of-the-art campus on a daily basis, needing a trusted tracking system to ensure all areas across the complex are being taken care of daily.

BENEFITS

ISPP relies on Prima's partnership to keep everything in tip-top shape to keep the students, staff and parents satisfied.

With a property this large, this high profile in the community, and this diverse, it's especially important to have a maintenance provider with the experience and resources to handle daily tasks, special services, and emergencies. It's also vital to have a partner who is committed to being part of the team.



CHIP MONG GROUP

Case Study

OVERVIEW

Located at the popular Phnom Penh shopping area, the Chip Mong Retail Mall at Bak Tuk is a well-conceived national retail and banking group.

“

I would highly recommend Prima for the daily cleaning and maintenance of your facility as well as for taking care of specialist needs such as high-rise window washing. We appreciate the great care and customer service that we get from them.

Mean Khana –
Procurement & Outsourcing
Supervisor
Chip Mong Group

SOLUTION & SERVICES PROVIDED

- Prima is tasked with daily cleaning, and general building maintenance, pest control throughout the building as well as grounds maintenance and gardening on site.
- Apart from daily cleaning and servicing of the building's systems, Prima performs scheduled specialized services, including high-rise window washing on the outside of the building.
- Chip Mong has direct access to work order and inspection systems.
- Scheduling and tracking of periodic work and reports can be made directly by the customer.
- Prima has positioned itself as a partner that is easy to do business with while providing ongoing, reliable, quality service at Chip Mong's locations.



TK CENTRAL

Case Study



OVERVIEW

TK Central is a brand new commercial complex incorporating a retail and car parking podium, with A-grade office spaces above.

This high rise building houses Cambodia's headquarters of Manulife, a multinational insurance company.

CHALLENGE

Being a newly built, premium office development, it was important for TK Central to attract and maintain its multinational tenants. To achieve this, and ensure a pristine work environment to one and all, they needed to prepare the building after construction and to provide quality and consistent janitorial services.

SOLUTION & BENEFITS

Prima was able to provide the client with service and satisfaction they were looking for. Services provided included:

- Prima delivered reliable, high quality after-construction cleaning with minimal disruption and a timely building hand over,
- Daily, quality managed cleaning, pest control and virus disinfection services,
- Annual high-rise window and Alucoband cleaning to maintain the premium feel of the building's exterior,
- Visibility and transparency of professional janitorial operations,

SATISFACTION OF CLIENTS

Prima delivers services for clients covering a wide range of vertical markets.

As a testament to our consistent and high-quality execution in every aspect, over three quarters of Prima's business is with repeat clients.

Prima clients include new build, expansion / renovations and integrated facility management (IFM) of commercial and residential buildings, healthcare establishments, restaurants and cafes, educational properties, retail, offices and administrative facilities.

More impressive is Prima's noteworthy portfolio of repeat clientele that stands as testimony to the satisfaction experienced when working with Prima and our project teams.



CHARLES & KEITH





Dai-ichi Life
នៅក្នុងអ្នកជាតិ



WANT TO KNOW
MORE?

**CALL US ON
012/070 478 476**



PRIMA
TRUSTED FACILITY MANAGEMENT

☎ +855 12/70 478 476 +855 89 222 531 +855 96 355 6612

📍 164E-165E, Street 18, Dangkor, Phnom Penh

✉ info@prima-groups.com

🌐 www.prima-groups.com

