



**MANAGING YOUR
BUILDING IS OUR
PROFESSION**

OUR COMPANY

IMARCA is a grouping of professionals which are specialised in Facility Management, Property Management, and ICT solutions.

Our strength is in **Self-performing and Innovation**.

Servicing the province of Québec with quality and tailored service throughout the years, the organization has amassed a substantial amount of diverse and complementary skills over several real estate cycles. Our corporate culture is based on a commitment to employ highly qualified and experienced professionals to adhere to our mission. Executive Management provides guidance and full support to ensure continued quality service to each of our clients.

Property Management & Construction Coordination, Accounting & Reporting, Leasing & Marketing, Legal/Lease Administration, Development & Asset Management and Advisory are amongst the services offered by Imarca Property Management Inc.

“Our customized approach for each client permits us to fully understand our clients’ real estate needs and strategies, and to deliver timely and effective solutions accordingly.”

Ciro Ragno, President and CEO, Imarca

MISSION AND VALUES

Your Property, Our Priority

” FACTA, NON VERBA” (deeds, not words).

Our employees are results oriented and for over 25 years, working with our clients to guarantee functionality and profitability of buildings and business processes. This translates into Work Force Management.

Our mission is to invest in people and technology to guarantee an integrated and innovative management of services regarding properties.



SERVICING THE PROVINCE OF QUÉBEC



MEMBER OF:



RGCC
REGROUPEMENT
DES GESTIONNAIRES
ET COPROPRIÉTAIRES
DU QUÉBEC

FOURNISSEUR ACCRÉDITÉ



La plus grande association
de propriétaires de logements



kangalou



Altus Group

BUSINESS LINES

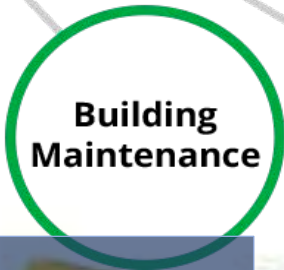


MANAGING FACILITIES

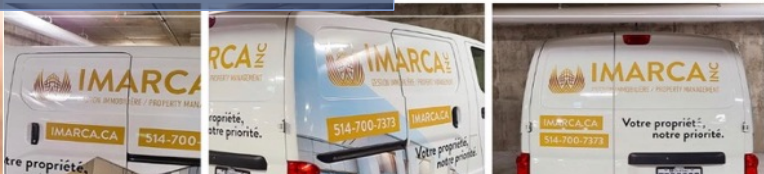
IMARCA PROPERTY MANAGEMENT INC. is a provider of all Facility Management services. Our staff, distributed across the province, offers integrated services to people and buildings, and highly technological and innovative ICT solutions tailored to the specific needs of every client.

Imarca brings together a team of professionals, who have specific expertise in every field and market, available to you. They co-ordinate different activities and level out complex processes thanks to cutting edge IT systems for planning and reporting.





**YOUR PROPERTY,
OUR PRIORITY**



PROPERTY MANAGEMENT

Property Management division cares for all aspects of property management. We have integrated them with advanced IT systems to give the property or the asset manager the tools to make the best strategic choices.

Our professionals are dedicated to carefully manage our clients' properties, including maintenance, financial and administrative aspects. We work to maximize profitability and increase the value and functionality of the buildings, all the while regularly monitoring costs.

ICT MANAGEMENT SOLUTIONS

At IMARCA PROPERTY MANAGEMENT INC. the staff is dedicated to creating solutions with a highly technological and innovative content of Work Force Management and Data and Document Management. Imarca offers Cloud business implementations. These can be integrated with existing infrastructures and systems and stand out for their ease of use and great flexibility and adaptability to the client's specific needs in IT systems for planning and reporting.

FACILITY MANAGEMENT



SOFT SERVICES

CLEANING

MAIL AND
DELIVERIES

RECEPTION

ARCHIVE
MANAGEMENT
AND LOGISTICS

OTHER
SERVICES

HARD SERVICES

BUILDING
SERVICES AND
MAINTENANCE

FIRE
PREVENTION
SYSTEMS

PROJECT
MANAGEMENT

TURNKEY
OFFICES

ENERGY
MANAGEMENT

PROPERTIES WE HANDLE



Offices, retail chains, large-scale retail trade, logistics, manufacturing and Condos are supervised by our dedicated Project Managers, to satisfy all your requirements in real time.

AND OTHER

Open dialogue with the client and Transparency

Care for and analysis of the client's needs, planning of the service and a complete offer in open book, for full transparency on its cost.



Transition Plan and beginning of the service

Assignment of a dedicated Project Manager, due diligence, assessment of spaces and floor areas, staff changeover, personalization based on client needs.



Cross Structuring Employees

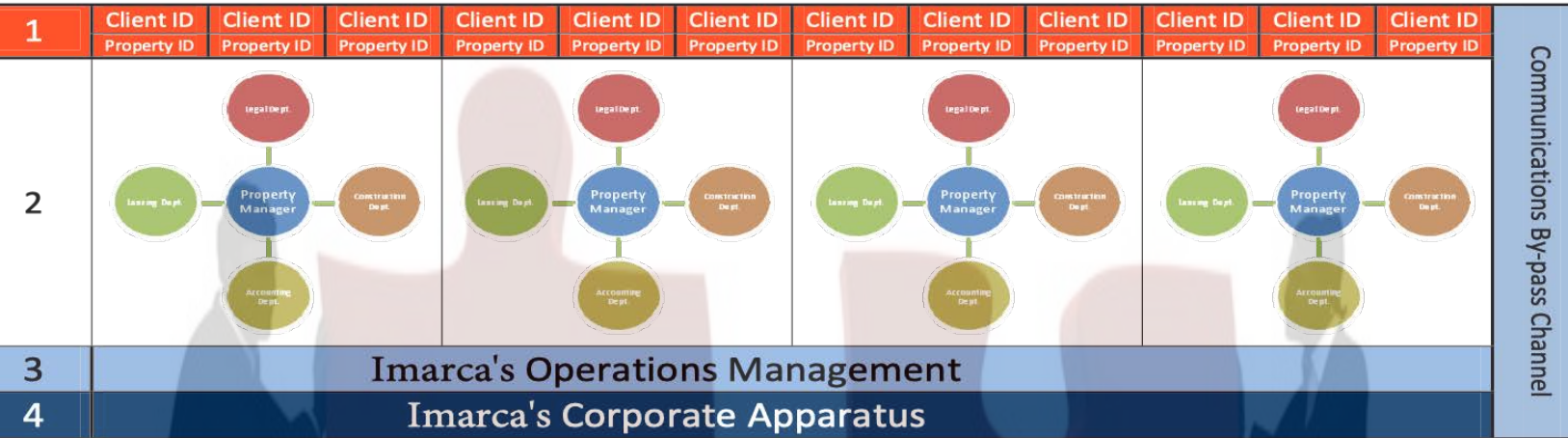
All our staff is available to help you, supporting operative management and guaranteeing compliance with current regulations: the Technical and Engineering Management, Specialists on Health, Safety and Quality.

Performance

Continuous fine tuning, implementation of improvements, scheduled reports to monitor the course of the service and commissioned budget (Opex and Capex). on its cost.



Cross Operating Structure



SAMPLE TRANSITION PLAN

TIMELINE	JANUARY / FEBRUARY 2011					MARCH 2011				APRIL 2011				MAY 2011				JUNE 2011				JULY 2011						
	week 1	week 2	week 3	week 4	week 5	week 6	week 7	week 8	week 9	week 10	week 11	week 12	week 13	week 14	week 15	week 16	week 17	week 18	week 19	week 20	week 21	week 22	week 23	week 24	week 25	week 26		
BUILDING (PROPERTY) OPERATIONS Review all aspects of buildings operations through a tenant survey and evaluate its service providers including a physical survey of the building and all the equipment therein.																												
Review and reconcile floor-by-floor (stack) drawings showing current leased (and vacant) space configuration and dimensions. Integrate space plans through Space Database with Landmark website and set up plan maintenance services through third party service provider.																												
Conduct physical inventory of site facilities, equipment, and building property.																												
Review Utilities (electricity, gas, water) [arrange for changeover of billing / review and attempt to recapture any grants from utility companies / evaluate any existing energy audits and commission new, if energy savings potential exists]																												
Obtain list of current approved service providers, vendors and contractors for all property operations [meet and review current contracts/subcontracts for each / review pending accounts payable / review market conditions and recommend savings for services provided.]																												
Perform a tenant survey to measure client satisfaction in the areas of HVAC comfort and control, security services, janitorial services and maintenance response time.																												
Review (existing) and implement (new) service call and preventative maintenance tracking systems for all maintenance technicians with appropriate communication tools.																												
Review master key(s) and automated security access systems.																												
Review building emergency procedures and evacuation plans and manuals.																												
Review maintenance / janitorial services for client satisfaction through tenant survey. Review and establish standards and quality controls as well as inspecting equipment and ancillary services.																												
CONSTRUCTION Review and take over any existing construction projects and implement Landmark's standard construction tracking and funding request software and control.																												
Take Over All Current Construction Jobs [review any existing CCDC contracts and work specifications / review existing permits, certificates of insurance and other construction information]																												
Implement construction estimation procedures and protocol. As well, set up a construction tracking and control program and funding request spreadsheet.																												



IMARCA^U
GESTION IMMOBILIÈRE / PROPERTY MANAGEMENT



100-2840, Boul. Saint-Martin East,

Laval (Québec)

H7E 5A1

T: 514-700-7373

F: 514-700-7375

www.imarca.ca

info@imarca.ca

