

Pragma Group Profile

Enterprise Asset
Management Engineered

Since 1990

www.pragmaworld.net

 **pragma**

asset management | engineered



1 Message from Adriaan Scheeres, CEO

“Asset and maintenance management has predominantly shifted from a reactive to predictive approach. Pioneers in the asset management industry are reaping the benefits of incorporating the concepts and technologies associated with the industrial internet of things into their operations. The ability to monitor the health of assets and predict and timeously act on potential failures has become their norm. It is positively affecting the reliability of their plants and the positive growth of their bottom line.

We would like to see all our clients reap these benefits and are keen to help them future-proof their operations as we believe this trend will become a critical business differentiator for top-performing enterprises.

Changing technology will constantly challenge the status quo. But, if you base your enterprise asset management strategies on sound engineering principles, you can approach the future with confidence.”

2 Who is Pragma?

Pragma is a dynamic, future-focused engineering services company that delivers enterprise asset management solutions geared for Industry 4.0. We take pride in our partnerships with clients by providing smart asset management solutions, specialised management practices, and supporting software tools.

We help a diverse, asset-intensive client base in the mining, manufacturing, public infrastructure, retail and corporate facilities, renewables, oil and gas and original equipment manufacturing sectors to perform at their peak while balancing asset performance, cost and risk.

Our range of services – from consulting and business process outsourcing to asset health management, condition monitoring and training – addresses our clients' needs in maintenance management, reliability engineering and sustainable enterprise asset management. We have a passion for innovation and continue to invest in our suite of software products and related IIoT technologies.

A privately-owned company founded in 1990 and headquartered in South Africa, Pragma has a global footprint with an office in Europe and representation in Latin America. Partnerships with multiple companies allow us to take our services into many more territories. Our investment partner, the Reatile Group, is specifically focused on our global oil and gas industry expansion while investment partner, Moshe Capital, is focused on our growth in the mining industry.

We understand that the core objective for our clients is to deliver their value proposition through consistent product and service delivery. Reliable high performing assets supported by sound asset management

practices are key elements to achieve this but often rank too low on a business's list of priorities.

Leading global organisations have trusted us with their assets for more than three decades. Our largest current client has partnered with Pragma to manage its asset portfolio in 172 countries. We also have several long-standing clients, some of which have stayed loyal to us from our inception.

3 Our Approach The Pragma Way

Pragma has invested immense resources and money to build an asset management road map, which is currently used as a guide for our engineers and clients to define, implement, and maintain their asset management system during an asset's lifecycle.

The road map is well documented, comprising business processes, key performance indicators, software tools and training material. All business processes are aligned with ISO 55000.



4 The Pragma Group

Pragma Holdings acts as an investment vehicle for the group and provides strategic and operational guidelines for operating entities. The group's shared services are hosted within Pragma Holdings, offering financial services, ICT, HSSE, procurement and human capital services. Business Development is responsible for the company's strategic growth and also provides marketing and CRM services.

Pragma Advisory and Academy develops our knowledge products and services related to the asset management discipline under the guidance of a knowledge management team. This division forms part of Pragma Africa (Pty) Ltd, a level 1 BBBEE contributor.

Pragma Asset Management Services offers a co-sourced, partnership-based enterprise asset management service, scalable to companies of all sizes and maturity levels. Our pro-active and digitally transformed approach ensures an optimum mix between cost, performance and risk. This division forms part of Pragma Africa (Pty) Ltd, a level 1 BBBEE contributor.

Martec, a Pragma group company, is a specialist supplier of condition monitoring products, services and expertise that give clients insight into the health status of critical assets for enhanced equipment reliability. Martec has a level 2 BBBEE rating – see the Pragma Holdings BBBEE certificate.

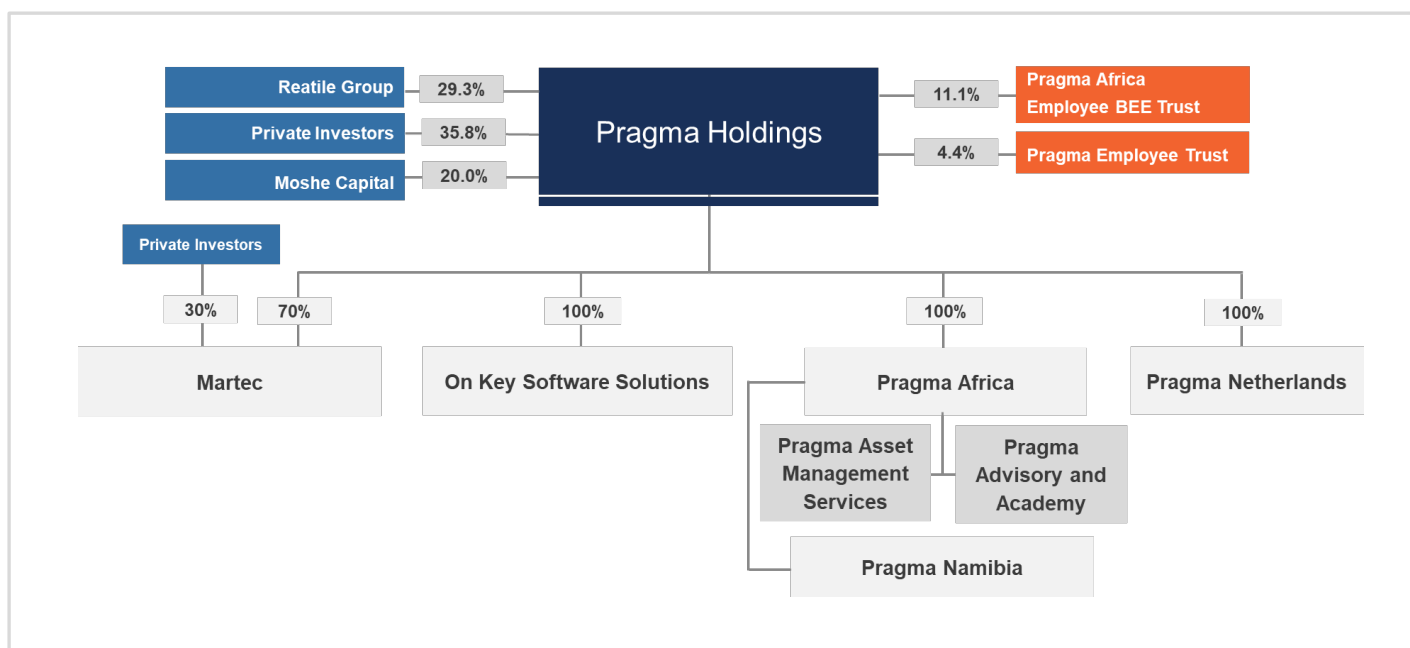
On Key Software Solutions focus on the design, development, implementation and support of the On Key Enterprise Asset Management Suite. They serve a number of clients around the globe to ensure the optimal use of the software in support of their asset management operations.

Pragma Nederland, a Pragma group company based in The Netherlands, delivers asset care services, consulting, training and the On Key EAM system to clients in the Benelux.

Partners and Value-added Resellers also represent Pragma around the globe, extending the reach of our Asset Care service and On Key EAM system.



5 Our Group Structures

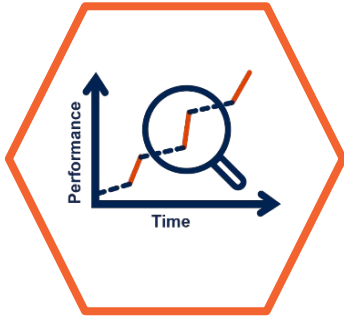


6 Our Board of Directors

➤ Aléta Jovner	Non-Executive Director Non-Independent
➤ Adriaan Scheeres	Chief Executive Officer
➤ Lean Strauss	Non-Executive Chairman Independent
➤ Mametja Moshe	Non-Executive Director Non-Independent
➤ Morné van Tonder	Executive
➤ Tina Eboka	Non-Executive Independent
➤ Vuyo Ngonyama	Non-Executive Independent



7 Our Services and Products



Asset Care Service. Our Asset Care Services is a scalable, co-sourced partnership solution that is geared to yield results and ensure the delivery of a mutually agreed asset management programme and related day-to-day maintenance activities. We will ensure that your maintenance management business processes, systems and daily work practices are aligned to form the backbone of your enterprise asset management system in support of your organisational goals. Together with your own team, our asset care engineers will continuously identify improvement areas and ensure the successful completion of these projects.

We offer fully outsourced solutions for companies with distributed plants where we even manage the full scope of their contractors (sourcing, training, accreditation, daily work management and payment) or we can just help your planning team to plan and schedule work and do monthly reporting on several metrics.

Whatever the involvement you require, we have a customisable solution.



Asset Health Solution. Tapping into the wealth of technologies to our disposal, we develop an Asset Health Service to help you identify critical assets, such as generators, rig them up with sensors and then monitor their health based on certain predefined thresholds.

Specific thresholds will trigger specific actions, such as an alert to a specific artisan to go and do an inspection or generate a work order to fill the fuel tank. The work can be performed by Pragma managed contractors or by a client's staff. In-depth reporting is performed to monitor specific trends and feed into asset care plans, budgeting and replacement cycles.

This solution is scalable and can range from a single facility or plant to a chain of retail stores throughout the country or a specific region.



Facilities Management Service. Maintaining the support infrastructure is as important as maintaining the assets in any operation. Our Facilities Management Service ensures that clients have one point of contact taking care of their assets and facilities. We bring Facilities Management to life with one system and a set of engineered business processes informed by best practices and industry compliance requirements.

This, combined with the implementation of strict service level agreements and contractor management, ensures consistent, high-quality service delivery aligned with our clients' organisational goals.

Shared resources, standard practices and a range of pre-existing asset care plans for typical corporate facilities and retail stores make this a very affordable and efficient solution.

7 Our Service Offerings ... Continued



Reliability Services. Our service options include a long-term insourced model where we provide a dedicated reliability engineer who is focused solely on what reliability would be the most cost-effective for successfully implementing your RE programme.

We also have a short-term stop-gap model for those clients who have an existing RE implementation plan and need some specialist expertise or have an RE implementation plan but are experiencing staff shortages.

Some clients want to drive their own RE implementation, and in this model, our specialist consultants can help you to achieve your goal. We guide you through the requirements for a successful RE function at your site and show your team what to do to implement RE successfully.

Furthermore, we have developed dedicated role definitions for reliability engineers, and we offer specialist RE training courses supporting their roles.



Advisory Services. Our experience rich advisory team delivers a range of high impact projects to clients. They provide trusted, valued advice and skilled support - leading best practices, practical asset management consulting services, access to experienced resources and proven methods.

We have a comprehensive range of consulting solutions that range from asset management maturity assessments, ISO 55000 certification, reliability engineering, maintenance readiness, shutdown planning, asset life cycle costing and focused improvement to asset care plan development.

This team is also responsible for developing and maintaining Pragma's methodologies, best practices, and asset management research.



Training. The training development team uses leading-edge instructional design principles to develop engaging and practical training courses that are applicable to the workplace. They work closely with our advisory subject matter experts to ensure that the content is relevant and in keeping with the latest asset management trends and best practices.

Learners have the option to select public classroom courses at one of our branches or join remotely for specific online courses or virtual instructor-led training. The Academy offers the only Maintenance Planner Qualification in South Africa, and several of the other courses are CPD accredited. Corporates will value custom learning pathways, and associated training are available for several asset management roles. Custom programmes can also be developed for large corporates.

Accredited training is also available for contractors working in the oil and gas environment where strict HSSE compliance is required.

7 Our Service Offerings ... Continued



Condition Monitoring Solutions. Condition monitoring enables you to receive early warnings of hidden defects in mechanical or electrical assets.

Our specialist condition monitoring services can be used standalone or integrated with your reliability teams and our asset care services. With integration, corrective action can be conveniently and effectively planned and managed to achieve high asset availability with the lowest cost.

Our comprehensive solutions include continuous real-time monitoring and analysis, online and offline assessments, advisory, support services where we use our equipment to help you detect and fix a failure, CM product sales and training.

We represent 20+ global OEMs that manufacture condition monitoring technologies, some of which we are the sole supplier. These technologies cover the full spectrum of condition monitoring tactics.



On Key Enterprise Asset Management System. Our software and implementation engineers team focus on the design, development, implementation, and support of the On Key Enterprise Asset Management Suite.

On Key is a best-of-breed EAMS/CMMS for asset owners and maintenance teams that helps organisations manage their assets, resources, and budgets effectively. Since 1991, the system has evolved to incorporate asset management business processes and intelligent workflow and stay on par with the latest technologies.

On Key is geared with APIs for seamless integrations with other systems, and an impressive business intelligence platform provides access to in-depth reporting. On Key Action offers a range of work management applications that puts work directly in the hands of artisans and contractors, and On Key Connect is the link that connects smart sensors and IIoT technologies with assets. Once implemented, a client enjoys the full support of a helpdesk and users can enrol for refreshment training as and when required.

8 Our Market Focus

The value that our service adds to our clients' bottom line is evident in the longstanding contracts that we have around the globe. Our clients span a wide range of asset-intensive industries including:

Mining and Minerals

- Base Metals
- Coal
- Diamonds & Gemstones
- Heavy Metals
- Limestone and Quarries
- Precious Metals
- Technology Metals
- Other

Manufacturing

- Automobiles and Parts
- Aerospace and Defence
- Chemicals
- Construction and Building Materials
- Electronic and Electrical Equipment
- Farming, Fishing and Forestry
- Food, Beverages and Tobacco
- General Industrials
- Healthcare
- Heavy Equipment
- Original Equipment Manufacturer
- Paper and Printing
- Transportation
- Other

Facilities

- Food and Clothing
- Financial: Banks and Insurance
- Financial: Other
- Pharmaceuticals
- Private Education
- Private Healthcare
- Real Estate
- Other

Oil and Gas

- Downstream
- Gas
- Midstream
- Upstream
- Other

Other

- Renewables
- Technology Services
- Telecommunications
- Transport and Logistics
- Travel and Leisure
- Other

Public Infrastructure

- Air Transport
- Electricity Distribution
- Electricity Generation
- Electricity Transmission
- Parks and Recreation
- Public Education
- Public Healthcare
- Ports
- Railway Transport
- Road Transport
- Waste and Disposal Services
- Water
- Other

Visit <http://www.pragmaworld.net/sectors/> to view our list of clients and case studies.

9 Our Value Proposition

Our proposition to clients is to benefit from a sustainable improved return on their asset investment. This will be evident in ten specific areas:

Reliable assets

We ensure the reliability and availability of your assets and prevent unplanned stops.

Asset condition

We ensure that you have an objective understanding of the condition of your critical assets.



Assets that perform at their optimum

We ensure that your assets deliver quality products and services efficiently.

Optimal maintenance/operational cost

We eliminate wasteful costs and ensure optimal utilisation of resources.

Delayed capital expenditure

We ensure that your assets are maintained well to extend their useful lives.

Compliance and peace of mind

We ensure that asset risks are managed in compliance with regulations and standards.

Available information for effective decision-making

We provide timeous and accurate information to support effective decisions.

Asset management expertise and experience

You will have access to experienced engineers using Pragma's methodology.

Continuity and sustainability

We ensure that your processes are not interrupted by staff turnover.

Service efficiency

We ensure that your facility infrastructure services are provided with efficiency at the best value.



10 Our Company Values

Pragma has four core values that are entrenched in our everyday dealings. In short, they describe the foundation of our approach to each other, our responsibilities, our clients and towards our company.

People | We provide the opportunity for individuals to enjoy their working lives while playing to their strengths.

Organisation | We are honest and act with integrity in all our endeavours to grow the company towards a sustainable future.

Clients | We understand our clients' needs and we make a positive contribution to their future.

Engagement | We foster a team environment in which each individual is recognised, valued and developed to support our company strategy.

11 Our People and Expertise

A key differentiator and part of our competitive advantage is the collective knowledge and expertise that our engineers hold in the field of asset management.

Apart from personal expertise gained in several industries and on different continents, many of our engineers have specialised professional certifications.

Our internal accreditation programme also contributes to the development of our young engineers to ensure that they mature into well-rounded asset management practitioners.




12 Transformation In and Through Pragma

As a responsible corporate citizen, Pragma is actively involved in dedicated projects that contribute to transformation in all the regions where we have offices. This involvement includes enterprise and supplier development as well as social economic development programmes.

Pragma has distinguished itself as an employer of choice, honouring equality in gender, race and ability, and offering employees the opportunity to express their knowledge, expertise and skills in support of our company mission.

13 Our BBBEE Certificates

The Pragma Africa (Pty) Ltd BBBEE rating is applicable to Pragma's Asset Management Services and Advisory and Academy Services.



MSCT BEE SERVICES
Making Significant Changes Together

MSCT BEE Services (Pty) Ltd
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Email: bbb@msctbee.co.za | www.msctbee.com

Broad-Based Black Economic Empowerment Verification Certificate

Pragma Africa (Pty) Ltd

Certificate Number: GEN/801/15/12/2022(2)
Version No: 2
Registration No: 2005/025736/07
VAT No: 4370224234
Address: Pragma Building
DU Wood Way
Belville West
7530

Verification Standard Applied: Codes of Good Practice (Government Gazette 36928)
Scorecard Applied: Amended Generic Scorecard
Broad Based BEE Status level: A Level 1 Contributor to B-BBEE
BEE Procurement Recognition Percentage: 135%
Discounting Principle Applied: No
Empowering Supplier: Yes
Financial Year end assessed: 30 September 2022

Exclusion Principle Applied: No
Modified Flow Through Principle Applied: Yes


Voting Rights of Black People: 56,93%
Voting Rights of Black Women: 34,75%
Economic Interest of Black People: 56,93%
Economic Interest of Black Women: 34,75%

Flow Through

Modified Flow Through

Black Designated Group Ownership	18,52%	51% Black Owned Enterprise	Yes
Black Youth Ownership	18,52%	30% Black Women Owned Enterprise	Yes
Black Disabled Ownership	0,38%	Participated in Y.E.S Initiative	No
Black Unemployed Ownership	0,00%	Achieve Y.E.S Target & 2.5% Absorption	No
Black People Living in Rural Areas Ownership	0,00%	Achieve 1.5 x Y.E.S Target & 5% Absorption	No
Black Military Veterans Ownership	0,00%	Achieve Double Y.E.S Target & 5% Absorption	No
Black New Entrant Ownership	56,93%		

A Level 1 Contributor to B-BBEE	
Description	Score
Ownership	25,00
Management Control	12,40
Skills Development	13,87
Enterprise & Supplier Development	46,00
Socio-Economic Development	5,00
Additional Y.E.S Points	0,00
Overall Score	102,27




Technical Signatory: Stanley Grou

Issue Date: 15-Dec-22
Issue Date V2: 31-Mar-23
Expiry Date: 14-Dec-23
Period of validity: 12 Months

This Certificate and the verification report are based on information provided to MSCT BEE Services (Pty) Ltd and represent an independent opinion based on the verification and analysis completed by MSCT BEE Services (Pty) Ltd. The calculation of the scores have been determined in accordance with the Department of Trade, Industry & Competition's Amended Codes of Good Practice on Broad Based Black Economic Empowerment, as amended, Gazetted on 31 May 2019, Gazette No. 42496. Digitally signed certificates are signed using an Advanced Electronic Signature in accordance with the regulations and compliant with the Electronic Communications and Transactions Act, 2002

MSCT BEE Services (Pty) Ltd, Reg. 2011/109066/07
Directors: R. Clark, S. Grou



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BBEE Verification Agency
BVA 189

MAKING SIGNIFICANT CHANGES TOGETHER

13 Our BBBEE Certificates

The Pragma Holdings (Pty) Ltd BBBEE rating is applicable to Pragma Holdings and Martec.



MSCT BEE SERVICES

Making Significant Changes Together

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Email: bbbee@msctbee.co.za | www.msctbee.com

Broad-Based Black Economic Empowerment Verification Certificate

Pragma Holdings (Pty) Ltd

including those entities listed per Annexure B of this certificate

Registration No:	2000/009673/07	Empowering Supplier:	Yes
VAT No:	4170195400	Scorecard Applied:	Amended Codes of Good Practice
Address:	Pragma Building, DJ Wood Avenue, Off Mike Pienaar Avenue, Bellville, 7530	Sub-Sector Applied:	N/A
Financial Year end assessed:	30 September 2022	Scorecard Size Applied:	Generic
Certificate Number:	GEN/SG/01/13/07/2023	Discounting Principle:	No
Version No:	1	Broad Based BEE Status level:	A Level 2 Contributor to B-BBEE
		BEE Procurement Recognition:	125%

Ownership Indicator	Flow-Through	Modified Flow-Through
Voting Rights: Black People	56,93%	62,37%
Voting Rights: Black Women	34,75%	N/A
Economic Interest: Black People	56,93%	62,37%
Economic Interest: Black Women	34,75%	N/A
Modified Flow Through Principle	Yes	
Exclusion Principle	No	

Black Ownership Participation	
Black Designated Groups Ownership:	20,50%
Black Youth Ownership:	20,50%
Black Disabled Ownership:	0,00%
Black Unemployed Ownership:	0,00%
Black Rural Ownership:	0,00%
Black Military Veterans Ownership:	0,00%
Black New Entrant Ownership:	56,93%
51% Black Owned:	Yes
30% Black Women Owned:	Yes

Youth Employment Service (YES)	
Participated in Y.E.S Initiative:	No
Achieve Y.E.S Target and 2.5% Absorption:	No
Achieve 1.5 x Y.E.S Target and 5% Absorption:	No
Achieve Double Y.E.S Target and 5% Absorption:	No

A Level 2 Contributor to B-BBEE

Description	Score
Ownership	25,00
Management Control	10,09
Skills Development	12,04
Enterprise & Supplier Development	46,00
Socio-Economic Development	5,00
Additional Y.E.S Points	0,00
Overall Score	98,13

Technical Signatory: Stanley Grau

Issue Date: 13-Jul-23
Expiry Date: 12-Jul-24
Period of validity: 12 Months

This Certificate and the verification report are based on information provided to MSCT BEE Services (Pty) Ltd and represent an independent opinion based on the verification and analysis completed by MSCT BEE Services (Pty) Ltd. The calculation of the scores have been determined in accordance with the Department of Trade, Industry & Competition's Amended Codes of Good Practice on Broad Based Black Economic Empowerment, as amended, Gazetted on 31 May 2019, Gazette No. 42496. Digitally signed certificates are signed using an Advanced Electronic Signature in accordance with the regulations and compliant with the Electronic Communications and Transactions Act, 2002.



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MSCT BEE Services (Pty) Ltd Reg 2011/109066/07
Directors: R Clark, S Grau