

The logo consists of the letters 'BTC' in a bold, dark blue, sans-serif font. The letters are closely spaced and have a slight shadow effect, giving them a three-dimensional appearance as if they are floating above or attached to the surface below.

**BTC**

The logo consists of the letters 'PROP' in a dark blue, sans-serif font. The letters are bold and evenly spaced, set against a light gray rectangular background.

**PROP**

Property  
and Asset  
Management



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## BTC PROP

### From property to value-added asset management

In BTC we have been developing and managing real estate since the company was founded, which was over 60 years ago. A well-designed infrastructure surrounding the warehouse facilities served as the basis for all the development that was to come; from the biggest land terminal in SE Europe to today's world-class retail in BTC City. The space lent itself to developing unanticipated opportunities and by making the right choices when it came to commercial decisions, BTC City is one of the largest European commercial and shopping, as well as recreational, cultural and entertainment centres in Europe.

On this path of development, we at BTC have acquired a lot of good practice and expertise on real estate development and management. Our development

strategy also includes very ambitious goals for the future. We are undoubtedly focused on ensuring that BTC City develops according to the principles of sustainable development and that of a smart city, embracing modern technology and international standards in these fields. Constant innovation in terms of property management has helped us achieve excellent results and optimization, while it has also allowed us to offer these services on the market. Therefore, BTC currently manages over 700.000 m<sup>2</sup> of its own and client properties.

I would like to invite any business partners looking for a specialized and professional team to manage their properties to enter into a partnership with us with a commitment to have our services based on business



excellence, full transparency, the latest IT technology and collaboration with top-class domestic and internationally renowned brands and companies in seeking smart and advanced solutions that will benefit property owners. We understand that there are currently more and more opportunities to understand the needs of individual owners, which should act as the basis for providing us an opportunity to show you that we are capable of maintaining the value of your properties, adding content that provides commercial and added value, and thereby raises the worth of your real estate portfolio.

**Jože Mermal**  
CEO and Chairman  
of the Management Board, BTC d.d.





»The only way to find the limits of the possible is by going beyond them into the impossible.«  
Arthur C. Clarke

## BTC PROP: based on tradition and on the wings of the future

BTC is a partner of large corporate systems and an incubator of small, family businesses; it offers creative opportunities to anyone who is ready to tackle the market challenges of modern times. Only a few decades ago it was difficult to imagine that the company would undergo such a thorough change, successful economic growth and a surprisingly quick expansion of activities that it performs to contribute to general social events and contributes to general welfare in a variety of ways.

In its 60 years of development, BTC has substantially changed the contents of its operations. From central warehouses serving the needs of Ljubljana's trade in the fringes of the customs zone, to the current BTC City complex, Slovenia's biggest and most important commercial, shopping, recreational and entertainment, and cultural centre, which sees an annual turnover of 21 million. BTC's entrepreneurial spirit is currently reflected in four main pillars of operations: property lease and logistics pillars, which are the fruit of a long-term tradition of BTC's operations, Mission: Green, which is a pillar earmarked for projects that are environmentally and socially sustainable, and the pillar of developing and managing real estate.



The latter is the latest novelty introduced by BTC and combined the traditional values with modern innovations, ambitious plans and a vision of the future. The company has named it **BTC PROP**, and is **specialised for property management, asset management and development of solutions**.

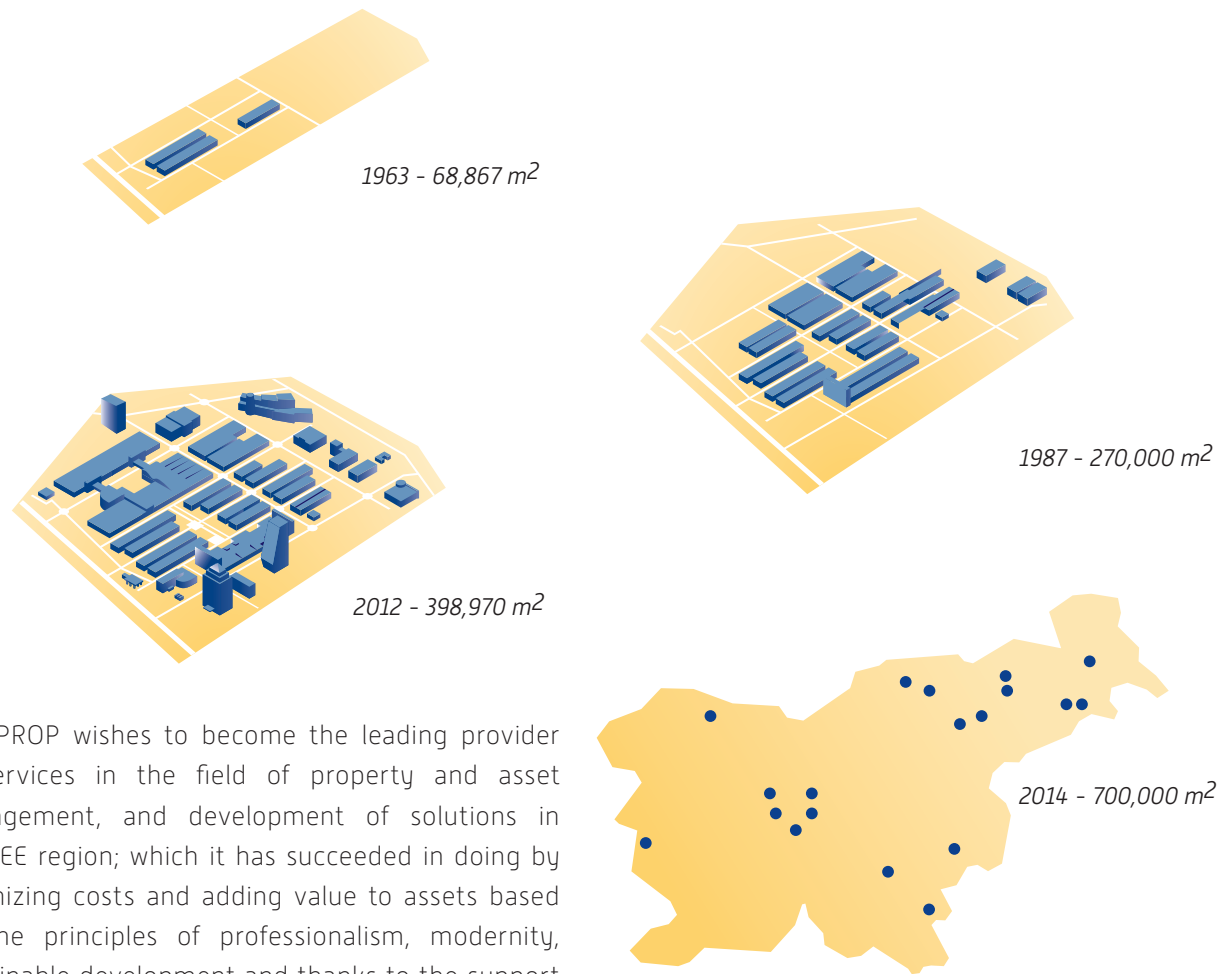
By introducing the BTC PROP unit, BTC has successfully started to market its know-how and experience in the field of property and asset management. That is, the company has spent six decades managing almost **400.000 m<sup>2</sup> of its own retails space** within BTC City, while as of 2013, it has added **over 300.000 m<sup>2</sup> of real estate space owned by its partner business entities to its management portfolio**. Its professional management and years of experience it has been

strengthening its activity and raising the level of its services. The key advantages of the BTC PROP unit are thus convincing, that is, they allow property owners to go to a one-stop-shop for everything they need for managing their property: BTC PROP services allow better cost management, greater yield and added value on real estate and provides owners with a chance to focus on their core business.

BTC PROP works according to the principles of business excellence, sustainable development and state-of-the-art technology. Based on its own innovation, it manages rationalisation of operations, while at the same time integrating the latest guidelines in the field of property and asset management.

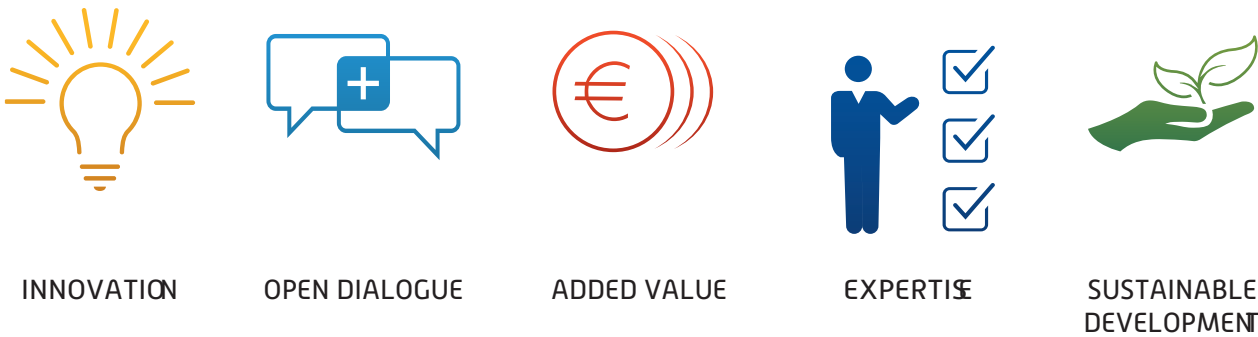
# Our focus: growth and partnership

## The vision that helps us grow

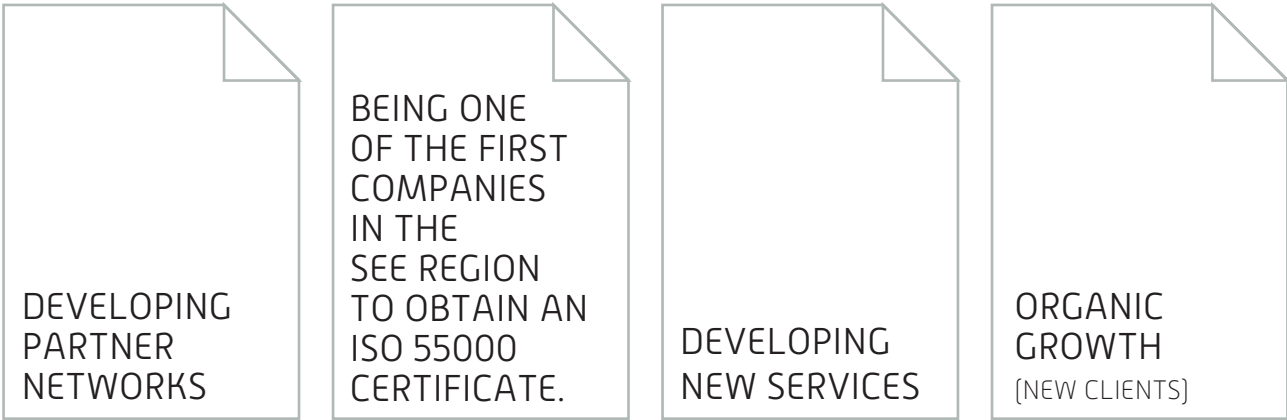


BTC PROP wishes to become the leading provider of services in the field of property and asset management, and development of solutions in the SEE region; which it has succeeded in doing by optimizing costs and adding value to assets based on the principles of professionalism, modernity, sustainable development and thanks to the support of state-of-the-art technology.

## Values that inspire us to pursue excellence



## A mission we continuously enhance







# Integrated management based on our own innovation

BTC PROP brings an answer to the challenges faced by property owners as part of three key segments: property management, asset management and development of solutions. These segments complement each other to provide an integrated service, and at the same time bring added value for key segments of clients – owners of shopping and commercial centres, owners of commercial real estate and owners of other non-housing developments and real estate.

## Tailor-made services

Within the respective segments, BTC PROP offers a range of complementary services in the field of property and asset management, including development of solutions.

### PROPERTY MANAGEMENT

- Expert-technical jobs
- Janitor duties
- Energy management
- Communications services
- Communal services
- Vodenje poslovnega objekta
- Commercial property management
- Organisational-administrative jobs
- Financial-accounting and book-keepings jobs
- Property law jobs
- Tenant and lessee relations
- Supplier relations
- Developing infrastructural and operating services

OBJECTIVE:  
OPTIMIZATION

### ASSET MANAGEMENT

- Property management
- Market communication
- Developing a network of business partners
- Real estate development
- Investment management
- Upravljanje portfelja nepremičnin
- Property portfolio management
- Property marketing

OBJECTIVE:  
GENERATING  
RETURNS ON INVESTMENT

### DEVELOPING SOLUTIONS

- Snapshot of current conditions
- Analysis of clients' business strategy, including their key competencies and ambitionsj
- Designing a PROP solution for optimal real estate development for business partners
- Proposed combination of internal and external management based on current conditions and the owner's interest
- Lease and implementation of IT solution IBM Maximo
- Supervision of implementation of IT solutions and constant stimulation of progress
- Inventory of assets
- Designing 3D plans of properties

OBJECTIVE:  
COMPETITIVE  
ADVANTAGE



## BTC PROP provides an integrated reliable and efficient solution

Every good property manager understands that properties and their premises have to be adapted to the owners or lessees, respectively. Property management requires good organisation skills, a lot of expertise, flexibility and use of the latest technology. If you are short on time to manage your properties on an integrated level, and consequently are unable to maintain quality focus on your core business, then BTC PROP is the solution you are looking for.

## BTC PROP client benefits

### SIMPLIFIED PROPERTY MANAGEMENT

- Holistic property management in line with the needs of the owner and market guidelines

### HOLISTIC INSIGHT INTO THE OPERATION AND CONDITION OF PORTFOLIO PROPERTIES

- Use of the latest information-communication technology

### IMPROVED CONTROL OVER MANAGEMENT AND OPTIMISATION OF INTERNAL MANAGEMENT

- One single access point

### EFFICIENT ALLOCATION OF ASSETS

- Greater scope of properties under management

## Market needs

### RATIONALISATION OF OPERATIONS

- Reduced maintenance costs
- Ensured energy economy
- Reduced costs of services

### MORE EFFICIENT ASSET MANAGEMENT

- Developing property
- Optimizing the property portfolio
- Maintaining value in non-commercial property
- Adding value to commercial property

### OPERATING IN LINE WITH SUSTAINABLE DEVELOPMENT AND NEW TECHNOLOGY

- Environmental efficiency
- Partner/long-term collaboration with business partners
- Innovation
- Development of know-how
- Understanding business and technological trends



## Excellence and business going hand in hand

BTC PROP works based on its 60 years of tradition to run all of its business processes transparently, efficiently and with a responsible attitude to business partners, the wider community and the environment. To achieve this, we use state-of-the-art technology, which allows better control and more effective preventive maintenance.

### Over 60 years of experience

BTC works with large and small partners to build strong partnerships. It works with over 3000 business partners, whereby it constantly strives to develop and grow the

company, to enhance quality, social responsibility and sustainable development and across-the-board professionalism in all the services it renders. The result of the rich, 60-year history of BTC, which has always successfully managed its own property, is particularly the great understanding of the challenges of property owners. By launching its BTC PROP unit, the company wishes to share its expertise in the field of property and asset management with the wider business and social community.

A great advantage of BTC is its long-standing partner cooperation with local communities. As the company has branches throughout Slovenia, it has an ingrained knowledge of the needs and characteristics of local communities. This allows the company to adapt its approach in line with local characteristics and to integrate the local environment into its management activities. Therefore, the properties it manages are more integrated into the environment and are more in tune with the local community, ensuring they retain their value in the long term.

With BTC PROP; the company shares its professional

## Excellence in BTC PROP

### ► 60 YEARS OF EXPERIENCE

- Professionalism
- Quality
- Partner collaboration
- Cooperation with local communities
- ISO standards

### ► USE OF STATE-OF-THE-ART INFORMATION AND COMMUNICATION-TECHNOLOGY

- Cost optimisation and enhanced value
- Transparent operations
- Process efficiency

### ► SUSTAINABLE DEVELOPMENT

- Green business solutions
- Energy efficiency
- Helping to create socially responsible values

expertise in property and asset management with the wider business and social community, and ultimately with local communities, as it provides its services in all of Slovenia's regions. This allows it to comply with local features and needs in carrying out its business.

BTC also operates in line with its quality certificates, which include ISO 9001, ISO 14001 and ISO 50001.

## State-of-the-art information and communication technology

Property and asset management warrant the use of information and green technology, as well as modern communications tools as a material element of efficient operations. BTC, working together with IBM Slovenija d. o. o., uses top-class information and communication technology IBM Maximo, which it offers, develops and tailors to its clients. The system allows integrated management of services and assets pertaining to the offer of property, investment projects and managing energy, which ensures efficiency of all business processes. Moreover, it enables transparent business

operations or collaboration – it provides the client with an insight into operations, procurement processes and response times of the property manager.

## Harmony with sustainable development guidelines

Key advantages of BTC include development and use of green business solutions, which reduce the environmental impact of operations. Helping to create socially responsible values in culture, the arts sport, education, science, the environment and other fields that are important for growth and development in the wider social sense is written in the DNA of BTC as a company under the pillar Mission: Green. Reducing the negative impact on the environment with programme of energy efficiency and a responsible attitude to the environment are stimulated through our own production of green energy. Moreover, BTC has a strategic partnership in place to guarantee energy efficiency with Petrol, d. d., which is the leader in the field of energy services in Slovenia.





We exceed the boundaries  
of good business practice  
with a respectable attitude to the environment

- Environmentally Friendly Company Award (2010)
- Horus Award – Most Socially Responsible Company (2011)
- Platinum Donor of the Slovene Scientific Foundation – for extraordinary number of donations to various organisations and projects (2011)
- JAPTI (Public Agency for Entrepreneurship and Foreign Investments) Award – for most innovative business model Ekoindeks (2011)
- Nomination for European Business Award – for business model Ekoindeks (2011)
- InLoCom Award – for its innovative project at the local community level „BTC City and women's ski jumping“ (2013)
- Award as part of the 15th Energy Industry Days – for achievements in the field of efficient energy consumption, energy production from renewable resources and energy management (2013)
- European Award for Socially Responsible Business Practice in Slovenia in the large enterprise category– for the project »BTC City and women's ski jumping« (2013)
- Green Logistics Award 2013 – for implementation of its environmental goals in the field of logistics (2013)
- Tourism Prism Award – for new quality in tourism (2013)



»The sure way to miss success  
is to miss the opportunity.«

*Viktor Chasles*

**Nina Stupan**

Managing Director  
of BTC PROP

**Luka Prebil**

Head of Facility  
Management  
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**BTC PROP**

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