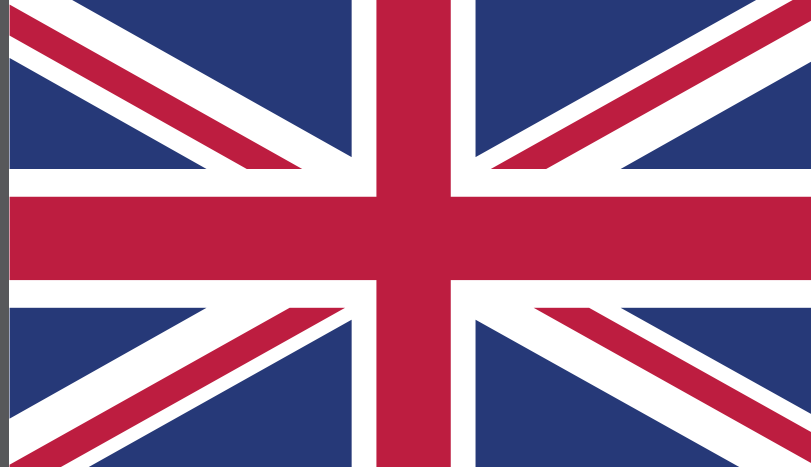
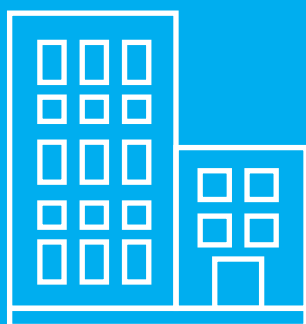


Facility Management



1000. Space & Infrastructure



1100. Space

Property

- Building Initial Performance - acquisition (construction, purchase, rental)
- Asset Replacement and Refurbishment
- Modernisation and adjustments
- Property Management
- Portfolio optimisation
- Disposal

Maintenance & Operation

- Maintenance, operation and preservation of structure, installations, equipments and appliances
- Handyman
- Technical engineering
- Critical installations and equipments
- Industrial environment
- Specialized software

Utilities

- Electricity
- Heating
- Cooling
- Water
- Sewage
- Industrial utilities (oils, greases, gases, fluids, ...)
- Utility management
- Renewable energy sources

1200. Outdoor areas

Green Areas

- Lawns
- Trees
- Shrubs
- Flowerbeds

Roads

- Roads, sidewalks, paved areas, docks
- Summer services
- Winter services

Parking Facilities

- Indoor car park
- Outdoor car park
- Roof car park

Additional Space

- Sheds, warehouses
- Other, semi-covered structures

1300. Cleaning

Routine

- Indoor
- Toilets, washrooms, changing rooms, ...
- Kitchen corners, meeting rooms, ...
- Daily service
- Entrance zone, doormats
- Waste

Special

- Pest control
- Outdoor
- Industrial (production lines, studios, ...)
- After a fire, after smoke damage, after a flood, after a devastation, ...
- Special zones
- Facades
- Roofs
- Laundry, ...

1400. Workplace

Plan

- Fit out and Adaptations
- Space Management

Furniture

- Furniture
- Art works
- Plants and flowers

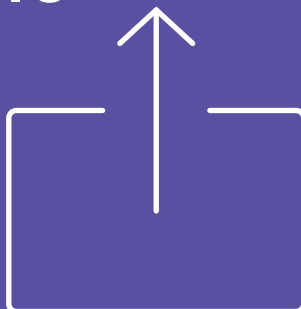
Branding & Marking

- Signage
- Indoor branding

1900. Specific Services

- Electricity generation
- External workplaces
- ...

9000. Central (horizontal) Functions



Strategic planning

- Strategic FM plan
- Business plan
- ...

Clients

- Communication
- Periodic meetings
- Operational and managerial reports
- ...

Sustainability

- Economic use of buildings and spaces
- Life Cycle Planning / Engineering
- ...

Quality

- Quality Management System
- Standards, guidelines, certificates
- ...

Risk

- Management of risks and threats
- ...

Identity & Innovation

- Buildings and cars branding
- Web sites
- Innovations
- ...

Management of resources and FM services

- FM team
- Subcontractors and suppliers
- ...

Compliance

- Legislation and rules
- Labor law
- Competition rules
- Financial rules, tax rules, etc.
- ...

2000. People & Organisation



2100. Health, Safety, Security and Environment

OSH Occupational safety and health

- Workplace safety
- Healthcare
- Healthy food and beverages

Security

- Building, People, VIP
- Access control of people and vehicles
- Monitoring
- Patrols
- Keys, card readers
- Fire safety systems
- Anti-terrorist security
- Information and data safety

Environment

- Environmental protection

2200. Hospitality

Reception

- Guests and clients
- Shipment
- Switchboard

Catering

- Canteens for the staff
- VIP restaurants
- Cafes
- Vending machines

Conference rooms

- Booking of conference rooms
- Accompanying services
- Video-conferences
- Libraries
- Events organization

Facilities for staff

- Nurseries
- Staff shops
- Sports facilities
- ATMs, bank agencies
- "Concierge" services

2300. ICT (Information and communications technology)

IT

- Hardware and devices
- IT networks
- Software
- E-mail
- Printing
- Support service
- Trainings

Telecommunication

- Stationary and mobile devices
- Phone networks
- Software
- Support service
- Trainings

2400. Logistics

Office Supplies

- Purchase and distribution
- Office Supplies
- Stationery

Documents

- Reprographics
- Archives
- Internal and external post
- Messenger

Moves

- People
- Furniture and equipment

Mobility

- Vehicle fleet
- Travels, business trips
- Staff transport
- Goods transport

2500. Business Support

- Finance and Accounting
- Human resources, trainings
- Legal services (contracts, patents, insurances)
- Marketing and communication
- Procurement
- Secretarial services, translations

2900. Specific Services

- Internal broadcasting of radio and television
- Patient transport
- ...

