

Industrial Facility Management @ GSN

Current Trends & Outlook

GSN®

Ihre Immobilienprofis
Property Service Professionals

Who We Are

- WFOE founded in 1996
- Five profit centers covering eight branches
- Eight foreign experts and over 2,200 staff
- Chinese pm qualification level II since 2006
- Over 80 properties under management
- Registered capital of US\$ 850,000
- ISO 9001-certified since 2008



Service Lines



Cleaning Service



Technical Service



Security Service



Support Service



Gardening Service



Catering Service

References

BASF HQ (SHANGHAI)



Property type: Office

Services Provided
✓ Cleaning

Client since: 2012

Staff: 26

BOSCH HQ (SHANGHAI)



Property type: Office

Services Provided
✓ Maintenance
✓ Cleaning

Client since: 2010

Staff: 65

SCHAEFFLER HQ (ANTING)



Property type: Office & R&D

Services Provided
✓ Maintenance
✓ Cleaning
✓ Security
✓ Gardening

Client since: 2006

Staff: 71

KINGSVILLE (SHANGHAI)



Property type: Residential

Services Provided
✓ Maintenance
✓ Cleaning
✓ Security
✓ Support
✓ Gardening

Client since: 2005

Staff: 38

References

BBAC, BENZ JV (BEIJING)



Property type: Office & Workshop

Services Provided

- ✓ Maintenance
- ✓ Cleaning
- ✓ Support

Client since: 2006

Staff: 184

BBA, BMW JV (SHENYANG)



Property type: Office & Workshop

Services Provided

- ✓ Cleaning
- ✓ Gardening
- ✓ Winter services

Client since: 2011

Staff: 235

FRENCH EMBASSY (BEIJING)



Property type: Public/Gov.

Services Provided

- ✓ Maintenance
- ✓ Cleaning
- ✓ Security
- ✓ Support
- ✓ Gardening

Client since: 2011

Staff: 26

GERMAN EMBASSY SCHOOL (BEIJING)



Property type: Public/Gov.

Services Provided

- ✓ Maintenance
- ✓ Cleaning
- ✓ Security
- ✓ Gardening

Client since: 2001

Staff: 40

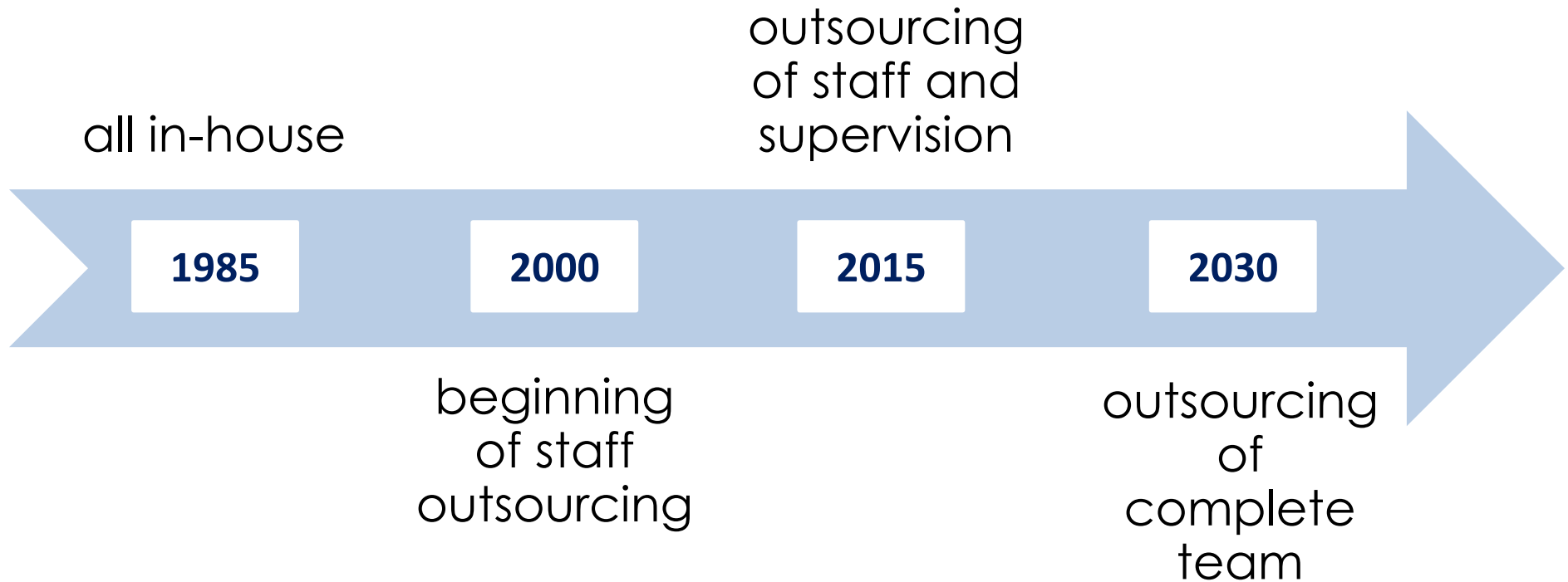
Definition of Facility Management

GEFMA defines FM as a management discipline which fulfils people's basic requirements at work, supports companies' primary processes and increases return in capital by economic use of facilities and services within the framework of planned, managed and controlled facility processes.

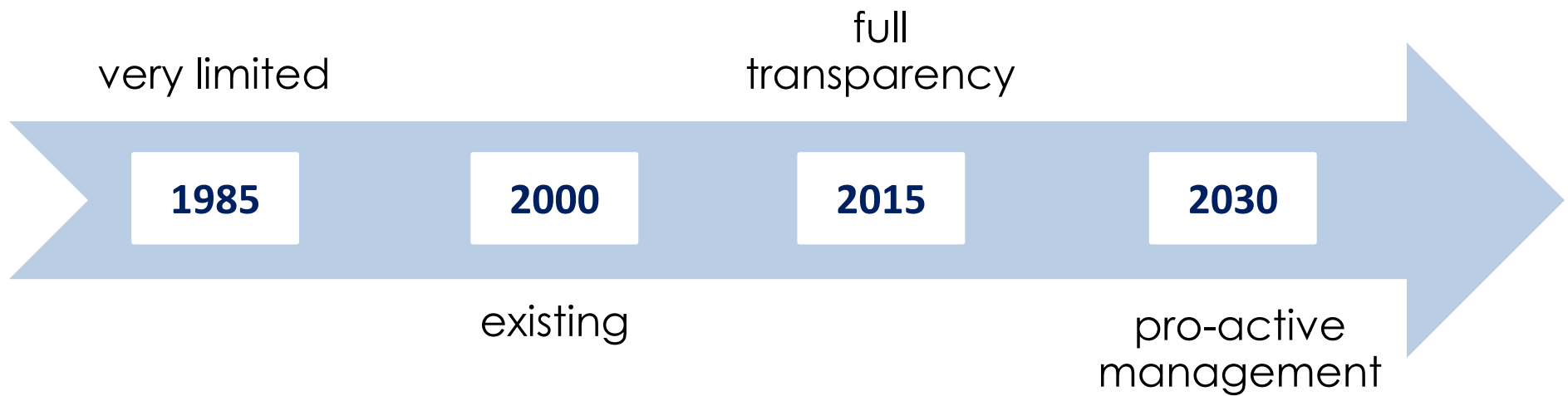
Professional FM involves the permanent analysis and optimization of cost-relevant processes relating to construction-related assets, facilities and services provided in businesses, except the core business.



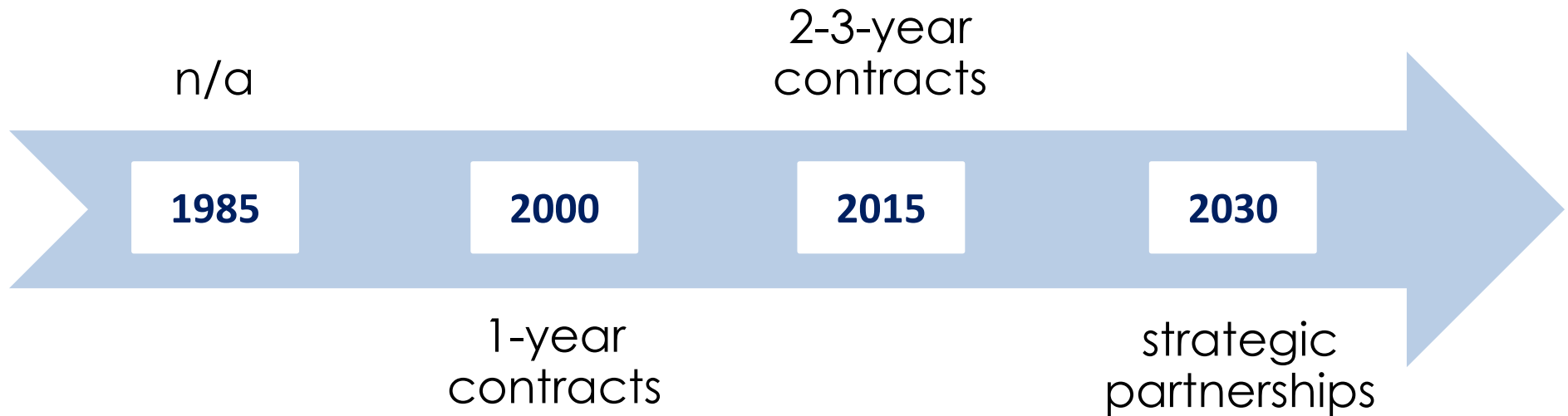
Outsourcing Level



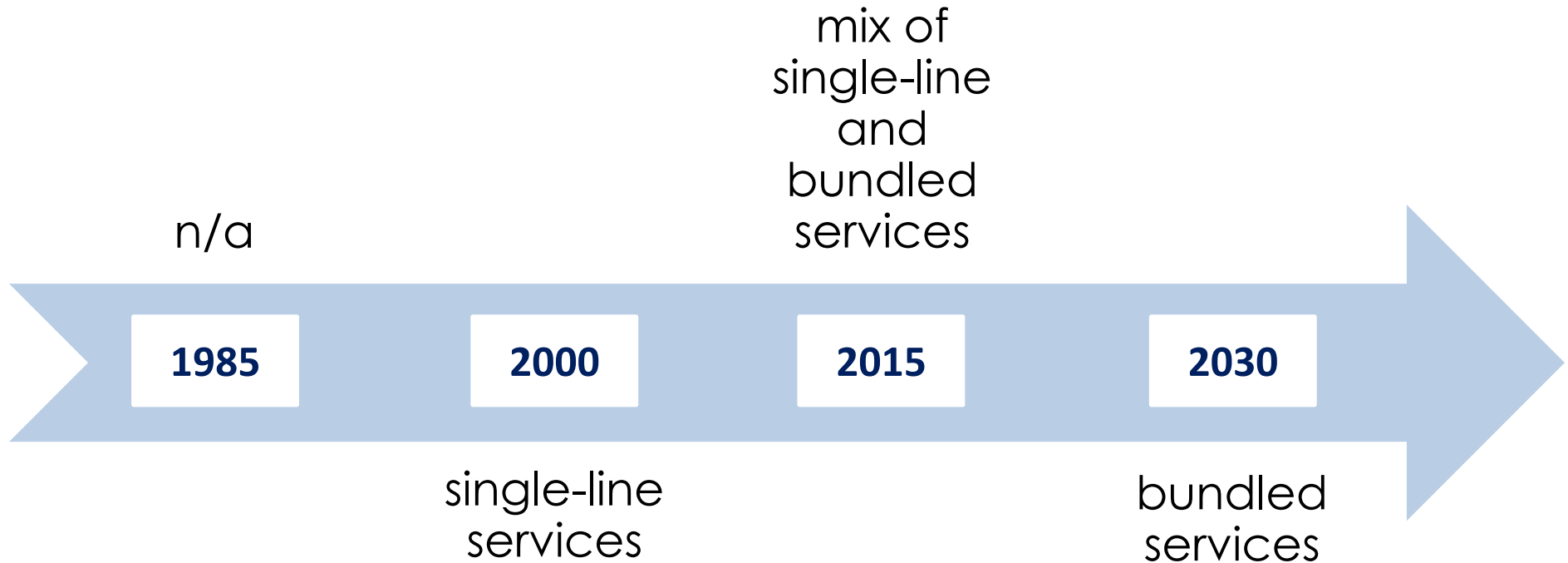
Cost Awareness



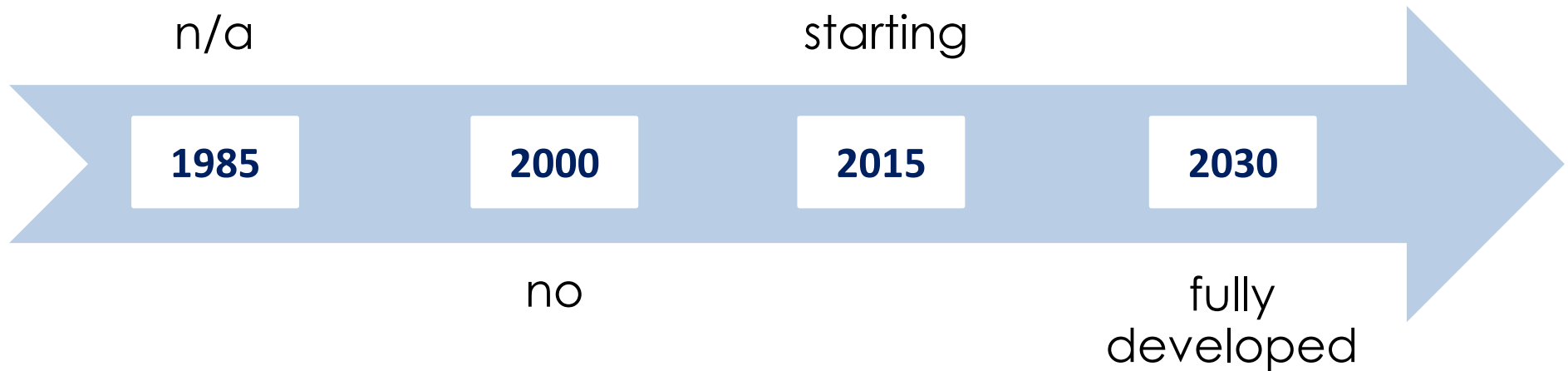
Short-Term Vs. Long-Term Thinking



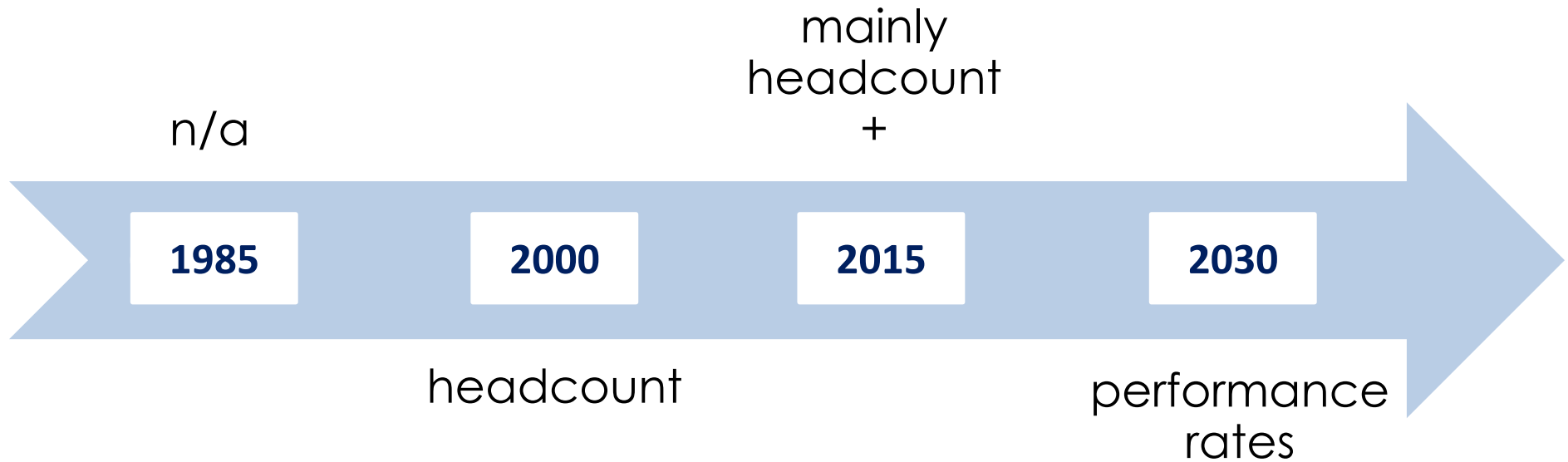
Service Line Bundling



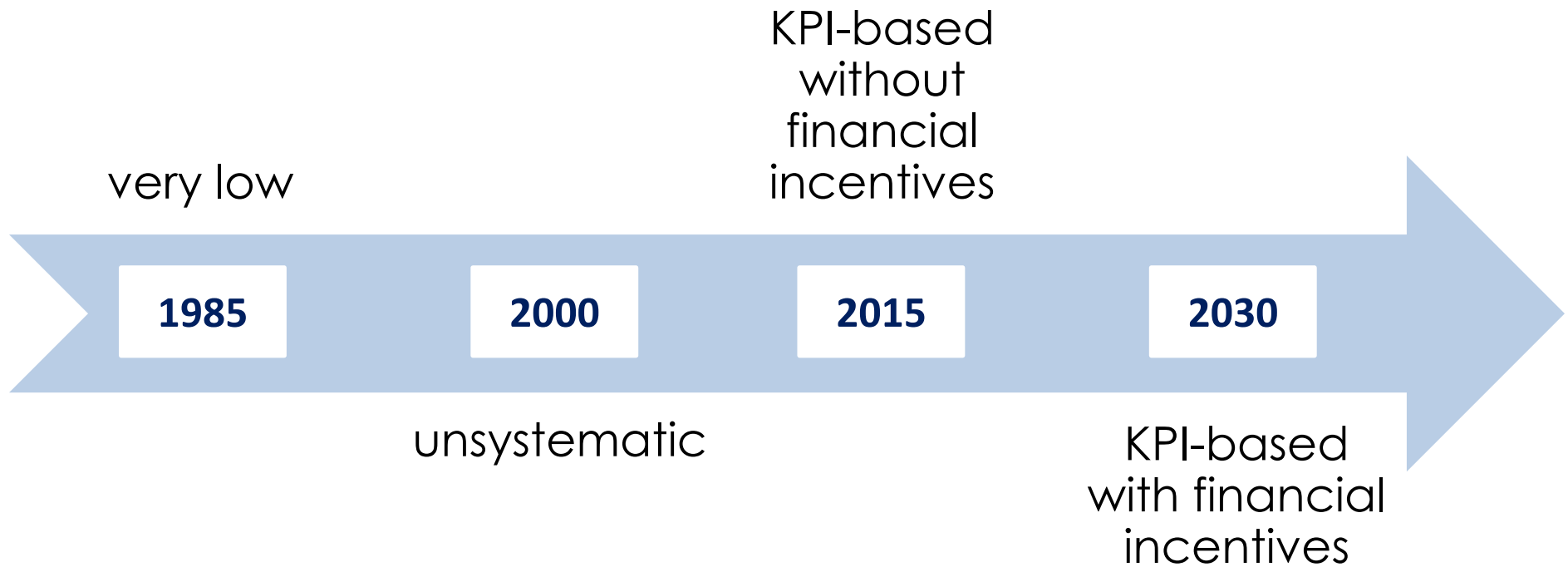
Regional Bundling



Budget Base



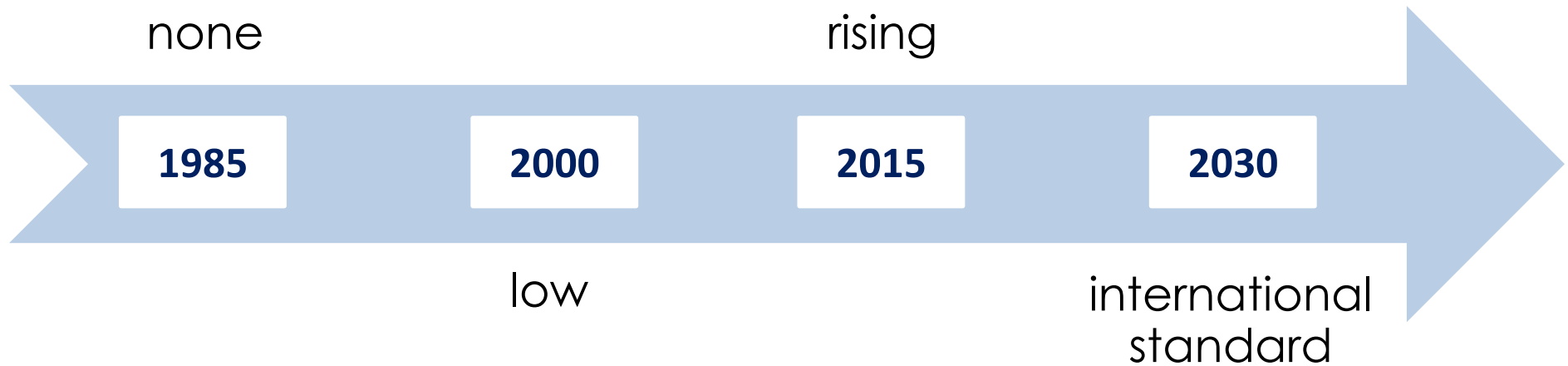
Performance Monitoring



Sample KPIs

KPI Evaluation Sheet - Cleaning Services							
No.	Item	Sub-Item	Weight %	Value	Score	Criteria	Remark
1	Management (30%)	Cleaning Management is good reachable for the customer at all times. 客户能随时找到保洁公司的管理人员	2%	Acceptable	0.04	* 电话24小时畅通, 随时能联系到 * 每月有三次未能及时响应 * 每月超过五次未能及时响应	
		Cleaning Management keep deadlines and respond in time. 能及时响应客户要求并按时完成	3%	Good	0.03	* 电话24小时畅通, 随时能联系到完成任务 * 每月有三次未能及时响应 * 每月超过五次未能及时响应	
		Cleaning Management respond honest and realizable (if needed in writing) to customer. 向客户如实的汇报工作 (如果需要可写书面报告)	2%	Good	0.02	* 每周准时提供周报 * 部分隐瞒实情造成投诉 * 故意隐瞒实情造成重大投诉	
		Cleaning Management is well versed and has a service orientated and caring attitude. 热忱的态度向客户提供专业的服务	2%	Good	0.02	* 良好的配合度和专业水准 * 未能完全满足客户的需求 * 不能满足客户的需求	
		Cleaning Management is properly respond to complaints, analyze the root causes provide timely and effective measures and actions for improvement 管理人员能够正确应对投诉, 分析产生原因并及时有效的提供改善措施	3%	Good	0.03	* 正确应对投诉, 有效处理 * 未能及时有效处理 * 处理不当, 矛盾激化	
		Cleaning staff is dressed in uniform and shows neat and clean appearance. 员工身着公司制服, 整体形象整洁干净	2%	Acceptable	0.04	* 每天穿着整洁, 重视仪容仪表 * 整体形象不整洁 * 不穿着制服	
		Cleaning staff shows a good and service orientated behaviour. 员工有良好的服务态度, 并能严格遵守物业相关规章制度	3%	Acceptable	0.06	* 态度和蔼, 严格遵守规则 * 态度一般, 遵守规则 * 态度恶劣, 有违规行为	
		cleaning staff is trained and shows a proper working attitude. 员工经过培训上岗, 工作表现好	3%	Acceptable	0.06	* 提供完整入职培训记录 * 提供不完全入职培训记录 * 不能提供入职培训记录	
		10	Outside area (including smoking area&VVR testing area 外摆 (含吸烟点) & 测试跑道 (5%)	Roads, sidewalks and parking places are clean and free from rubbish leaves, dusts and no excessive water. 路面整洁无垃圾, 落叶, 厚灰尘及积水	1%	Good	0.01
Lawn are free of rubbish and cobwebs 草坪无杂物无蜘蛛网	1%			Good	0.01	* 随时保持干净 * 干净但有少量杂物 * 有明显垃圾异物	
Fence and indication board are free of dusts 围栏, 指示牌无明显积灰	1%			Good	0.01	* 随时保持干净 * 干净但有少量灰尘 * 有明显灰尘	
Promptly clean up cigarette stubs, to keep the ground clean without rubbish. Put cigarette stubs and other debris to designated area not directly poured into water wells 及时清理烟头, 保持吸烟区地面整洁无垃圾, 烟蒂等杂物必须倾倒在指定垃圾点, 不得随意倒入雨水井	2%			Good	0.02	* 随时保持干净 * 干净但有少量烟头, 垃圾 * 有大量烟头及垃圾	
Total:	5%					1.00	
11	Total	In total quality average score:				1.15	

EHS Awareness



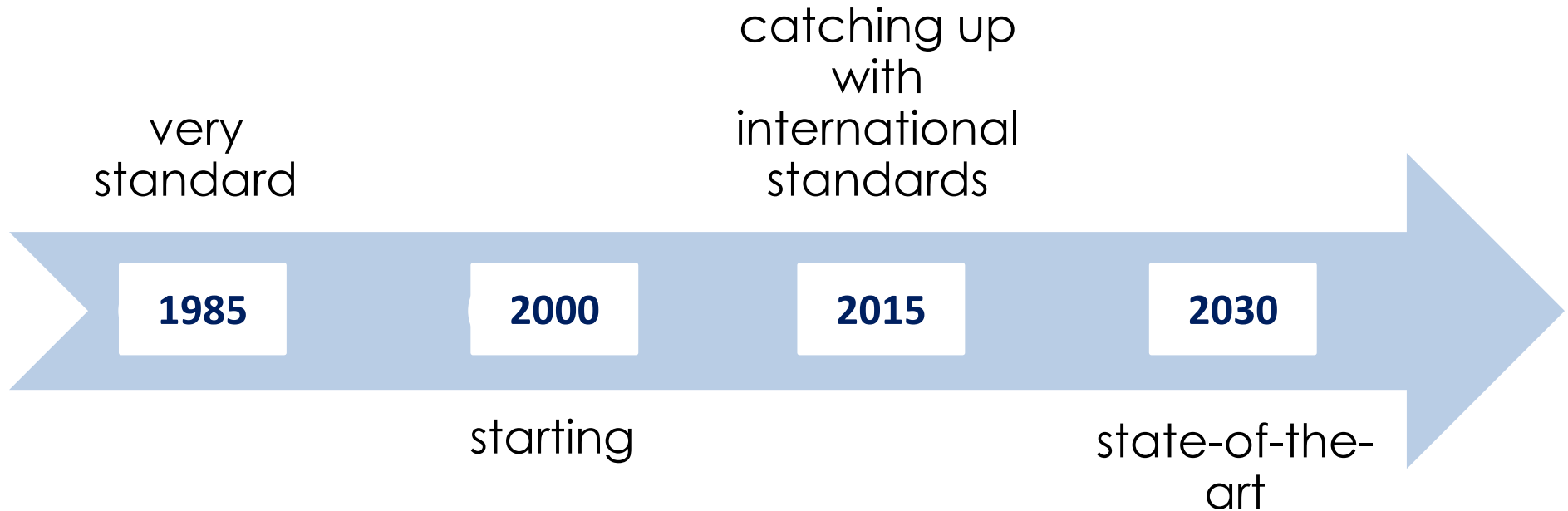
EHS Awareness

- Fire safety support like inspections, fire prevention trainings and emergency drills
- Systematic use of protective equipment
- Energy consumption monitoring
- Selection of environment-friendly detergents
- Crisis & emergency support

Conduct in case of fire 火灾时应采取之措施		Stay calm! 保持镇静!
1. Report fire 报火警	Phone / 电话: 119 Who is reporting? 报警人姓名/公司 What happened? 发生了什么事件? How many are injured? 受伤人数是多少? Where did it happen? 事发地点? Hold the line, answer questions and follow instructions! 不要放下电话, 保持镇静并回答报警人提出的问题 Activate the fire alert! 启动火灾报警装置	
2. Get into safety 逃生	Take care of injured and people who need help! 照顾受伤人员和需要帮助的人! Close doors and windows! 关闭门窗! Follow the evacuation signs! 按照疏散标志和疏散指示的方向逃生! Do not use the elevator! 切勿乘坐电梯! Follow orders! 听从指挥!	
3. Try to extinguish the fire 尝试灭火	Use fire extinguishers! 使用灭火器! Use wall-mounted fire hoses! 使用安装在墙上的消防水带!	

To operate an extinguisher:	
P ull A im S queeze S weep	
Know your extinguisher! Use the correct extinguisher.	

Provided Technologies

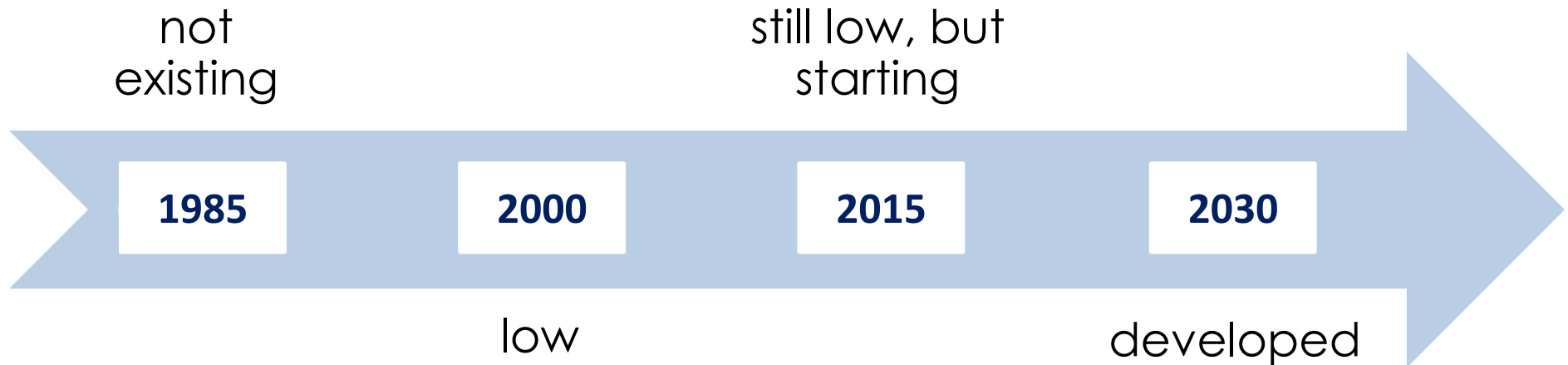


Provided Technologies

- Use of highly-efficient cleaning machines
- Innovative façade cleaning systems
- Centralized monitoring rooms
- Maintenance software
- Workshop floor coatings

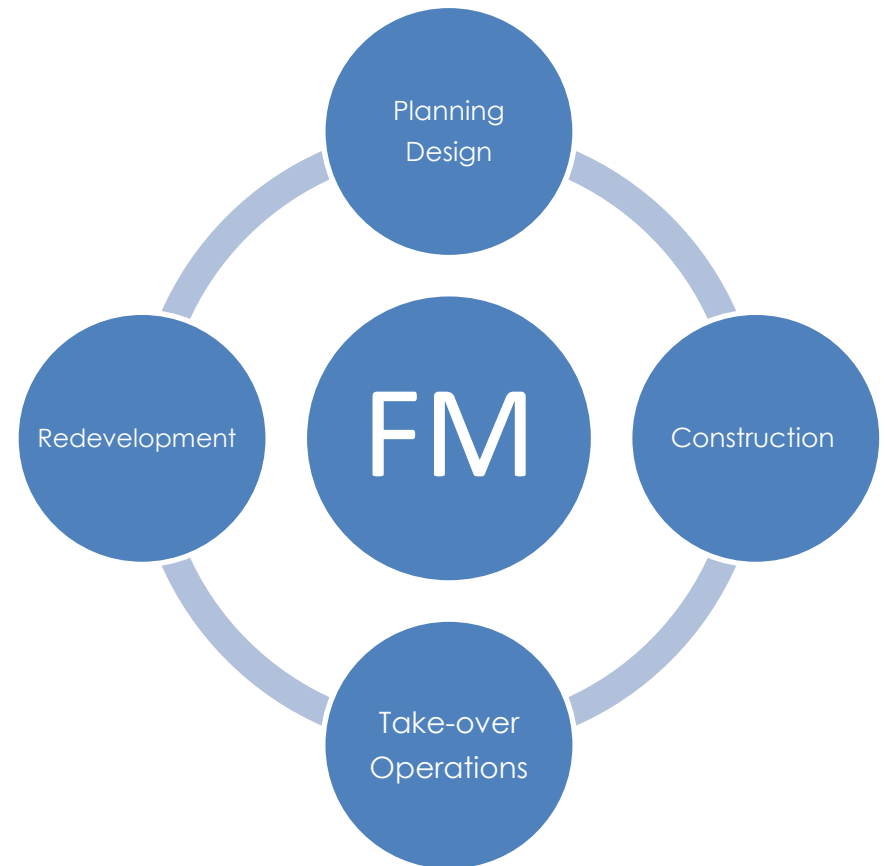


Lifecycle Thinking



Lifecycle Thinking

- Involvement at planning stage
 - BMS design
 - Energy saving concept
 - Access for façade and high-area cleaning
 - Layout of washrooms
 - Access system
- Construction-related consulting
- Construction site cleaning and security
- Commissioning
- Upgrading works



The Future – 2045

- Much more technology
 - cleaning robots
 - Intelligent security systems
- Different maintenance models like remote services
- Overall much higher skill level of FM industry
- More advanced outsourcing models like build-to-lease etc.
- FM industry integrated into larger topics such as energy



Thank you!

Are there any questions?

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