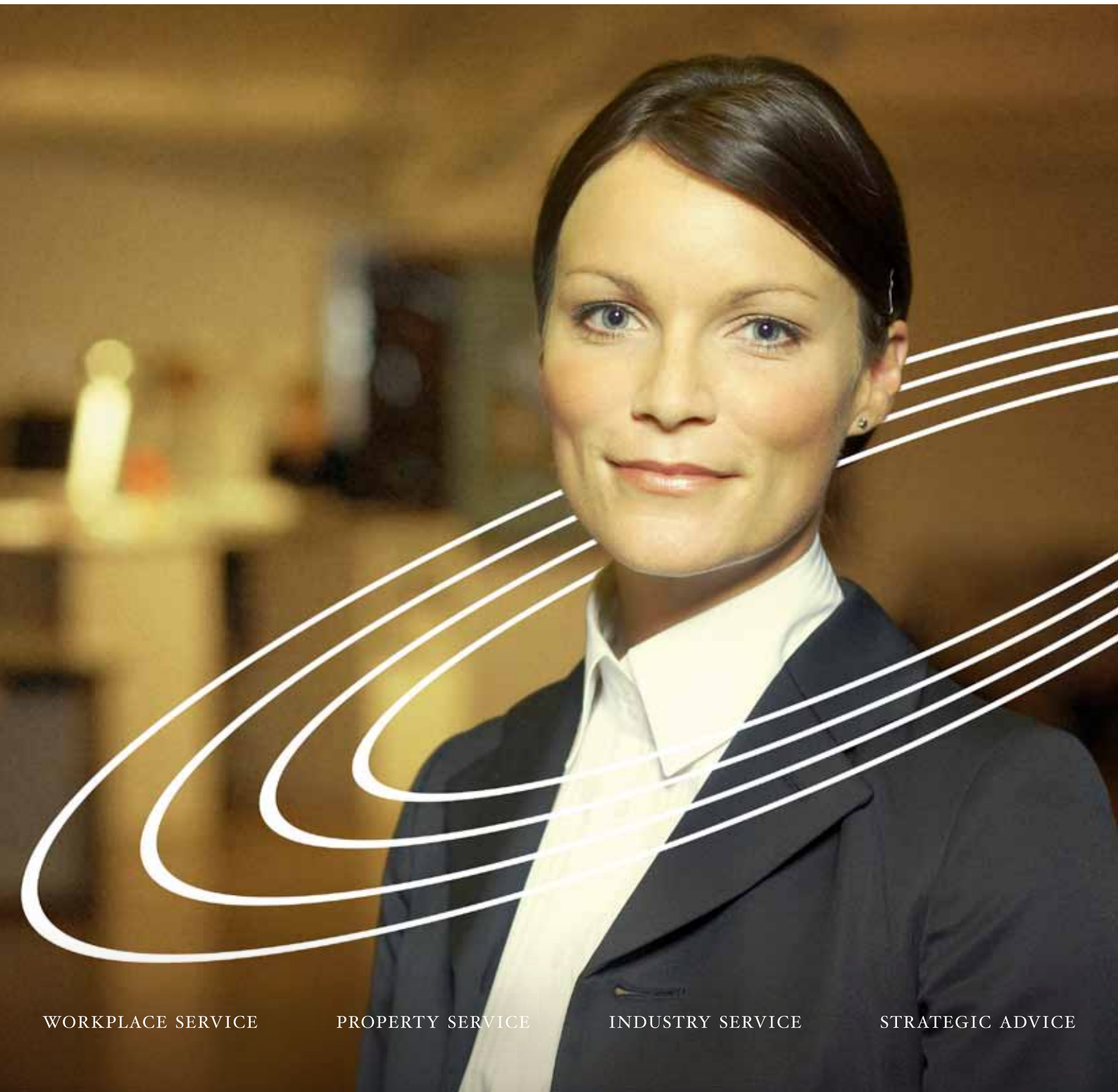


SERVICE *with* IQ

Intelligent service solutions that bring business benefits



WORKPLACE SERVICE

PROPERTY SERVICE

INDUSTRY SERVICE

STRATEGIC ADVICE

THE NORDIC REGION'S
LEADING SERVICE COMPANY

COOR IN BRIEF

Coor Service Management is the Nordic region's leading service company. We provide complete services to companies and public organisations, optimising operations and efficiency. Coor was formed in 1998 and currently employs around 4,300, mainly in Sweden, Norway, Denmark and Finland. Annual sales are approximately EUR 660 million. Coor has been owned by Cinven since 2008.

INTELLIGENT AND
VALUE-CREATING SERVICES

Our business is characterised by our long-term experience, strong service culture, focus on improvements and our investments in systems and processes tailored for service delivery. Our strength, and what makes us stand out from our competitors, is our ability to continuously develop and streamline our service provision to adapt to the changing challenges and needs of our customers. This allows us to provide unique and flexible solutions that create business benefits. We call it intelligent service – SERVICE with IQ.

BROAD-BASED SKILLS

Coor has expertise in four areas: soft FM, hard FM, industrial services and strategic advice. By combining different services from all or some of these areas, we can provide our customers with customised solutions.

SOME OF OUR CLIENTS:

AB Volvo
Ahlstrom Glassfibre
Municipality of Askola
AstraZeneca
Atlas Copco
Det Norske Veritas
DR
E.ON
Ericsson
Ernst & Young
Gjensidige
ICA
Kemira
Gävleborg County Council
Östergötland County Council
Leiras Finland
Logica
Luvata
NCC
Nordea
Philips
Saab Aerospace
Sandvik
Sapa
SAS
SEB
Siemens
Skanska
SSAB
Sulzer
Vasakronan
Volvo Cars



INTELLIGENT SERVICE SOLUTIONS CREATE BUSINESS BENEFITS

Coor works alongside many of the Nordic region's biggest companies and public sector organizations, such as municipalities and county councils, but we also collaborate with medium-sized businesses and organisations. Our customers are active across a range of different sectors and markets with varying operations and working methods, and have complex service requirements and specifications. We always start from the specific challenges you face, so that we can design flexible and value-creating service solutions that generate business advantages.

ENHANCED COMPETITIVENESS

Transferring responsibility to a specialist releases time and resources that can be used to develop your core operations and enhance your competitiveness.

COST SAVINGS

Coor guarantees cost savings of up to 30 per cent.

INCREASED FLEXIBILITY

Different market climates create different challenges. Coor's flexible contract solutions mean that the level and scope of services provided can easily be scaled up or down on the basis of changes in the surrounding world as well as your requirements – now and in the future.

EXPERTISE AND METHODS

Your business gains access to experience and leading edge expertise in a range of key service areas. We also guarantee quality assured and efficient operational processes and methods, supported by state-of-the-art IT-based systems – fully customised for the service provision.

A STRONG SERVICE CULTURE

Coor provides training and the opportunity for personal development for all its employees in order to guarantee a strong service culture and to increase the commitment of our service personnel.

SIMPLICITY AND OVERVIEW

Coor's organisation and delivery is tailored to each customer, and each service request is assigned a contract manager who assumes ultimate responsibility for the entire service provision. We assume complete responsibility for tactical and operational issues and follow up our delivery continuously in a structured manner. This means that you can easily monitor our service provision and focus on the strategic decisions.

PROACTIVE IMPROVEMENTS

Coor has a strong culture of generating ideas and adding value to our customers' operations by proactively suggesting improvements and changes that develop the services in your business.

A COMPLETE SERVICE PROVIDER

THE MARKET'S BROADEST SERVICES OFFERING

We have efficient and tailored systems, tried and tested methods and a sharp focus on change and improvement initiatives. We provide over one hundred services that we organize into four service areas: soft FM, hard FM, industrial service and strategic advice. By combining different services from all or some of these service areas, we can tailor solutions to each customer.

QUALITY-ASSURED SERVICE PROVISION

Our customers make high demands on quality, efficiency and delivery fulfilment, and to ensure that our service provision satisfies these demands we have chosen to obtain quality and environmental ISO certification for our operations. In addition, we satisfy the requirements for relevant authorization in a number of key services and product areas.

ENVIRONMENTAL SOLUTIONS

In order to meet the growing demand for environmental solutions and services, Coor has launched its own certification for sustainable service provision – Coor Green Services. Customers who are awarded Coor Green Services certification have high ambitions for their environmental activities.

SOFT FM

Coor provides a wide range of services aimed at creating efficient, attractive, secure and optimal workplaces that facilitate the working day for our customers' staff.

OFFICE SERVICES

Provision and development of services including reception services, conference services, telephone operator services, mail and freight services, document services, office machines and office goods.

CLEANING

Provision and development of daily and periodic cleaning, specialist cleaning and internal and external waste management in accordance with applicable standards.

FOOD & BEVERAGES

Operation and development of canteens, guest dining rooms and catering for conferences and other events. This includes services such as coffee and vending machines and providing fruit in the workplace.

SECURITY

Qualified advice and management of state-of-the-art security solutions. We help customers to strike the right balance between staffing and technical solutions and have extensive expertise and experience of a range of sectors.

PREMISES OPTIMISATION

Extensive expertise in premises planning and design, particularly flexible office solutions. Documented experience of major change and relocation projects.

HARD FM

We have long-term experience of various types of buildings, and provide value-creating hard FM that optimises a property's operating net over time.

TECHNICAL MANAGEMENT

Operation and maintenance of over 10 million square metres of buildings and installations, including supervision, servicing, corrective maintenance and planned maintenance. We have experience of all types of premises such as warehouses, offices, industrial properties, hospitals and shopping centres.

OUTDOOR ENVIRONMENT

Upkeep and maintenance of more than 5 million square metres of land. We carry out grass cutting, snow clearance, pruning, gardening, pond maintenance etc.

ENERGY OPTIMISATION AND STREAMLINING

Energy optimisation of existing plant and equipment and energy optimisation by installing new technology. We help our customers to strike the right balance between energy consumption, energy costs and environmental impact with the help of our trademarked Energy Scorecard™.

DECONTAMINATION SERVICES AND RENOVATION

Qualified decontamination contracts in accordance with applicable regulations and standards relating both to execution and equipment. We provide 24-hour emergency service 365 days a year.

FINANCIAL AND ADMINISTRATIVE MANAGEMENT

Financial and administrative management services such as rent administration, bookkeeping, financial statements and premises letting.

INDUSTRIAL SERVICES

Coor provides and develops the services necessary for cost-efficient, secure and flexible production. Industrial expertise is provided by geographically organised industrial service centres, adapted to regional industries.

INDUSTRIAL MAINTENANCE

We design, prepare, plan, execute and improve maintenance of equipment, machines, tools and other production facilities.

PROJECTS AND MANUFACTURE

Qualified project management and construction, manufacturing and installation of systems, components, tools and spares.

INDUSTRIAL CLEANING AND WASTE MANAGEMENT

Planning and cleaning a range of production environments, ranging from cleaning sensitive production equipment and qualified decontamination to factory cleaning, as well as professional waste management.

LOGISTICS

Efficient material supply, maintenance and optimisation of transport fleet (fleet management), transfer and handling of products/components and managing outgoing and incoming freight.

STRATEGIC ADVICE

Strategic advice includes consulting services relating to improving or changing service provision to existing customers and providing management support to customers wishing to change their service operations.

ANALYSIS

ACTION-PLANS

CHANGE MANAGEMENT

MANAGEMENT RESOURCES

REPORTING AND BUSINESS CASES

ORGANISATIONAL CHANGE

STRATEGY

PROCESS/SYSTEM DESIGN

PROJECT MANAGEMENT



SERVICE *with IQ*

Utilising our focus segments, seeing the big picture and applying long-term experience of managing complex service provision, Coor offers flexible, cost-efficient service provision that optimises your business.

SERVICE FOCUS

Outsourcing a service operation to a specialist means making services a top priority. At Coor, services are core business, so we have our full focus on service provision. This means that all systems support and working processes are fully tailored to services. We follow a structured delivery model, and assure quality and efficiency right through the service process—from an incoming case to final update. We also work actively to create a strong service culture, and continuously develop and commit all employees.

TAILORING FOR CUSTOMERS

Coor puts the customer in focus and tailors its service delivery resources to each customer. Coor is also supplier independent, and thus flexible in its choice of collaboration partners. Coor starts from a clear and flexible agreement for each collaboration, which can factor in changes over time. Coor also defines unique and relevant key performance indicators for every customer, which are monitored continuously and reported on a structured basis. Coor designs flexible service provision that supports your core business optimally based on your specific needs and challenges.

DEVELOPING PROVISION

Coor possesses substantial experience of change management, which combined with active and structured work on continuous improvements, means that Coor can take substantial responsibility for developing your service operations. Coor conducts customer satisfaction surveys every year, whose results are the foundation of its development work. We also possess specialist competence extending across a raft of services, and develop new concepts and solutions internally. By capturing ideas and proposals from all staff and running services development in-house, Coor can add substantial value to your business.

COST EFFICIENCY

Continuous investments in FM-specific, state-of-the-art systems, combined with tried-and-tested processes and effective working methods, result in cost-efficient and professional services. In tandem with opportunities to exploit synergies and economies of scale, this means that Coor can guarantee continuously improving results. Our extensive provision database is a key tool in our work on identifying potential for improvement, and serves as a benchmark when costing different services.





Coor Service Management is the leading service provider in the Nordics, and delivers all the services necessary for a company or public organization to work well and effectively.

WHERE TO FIND US

Coor Service Management is present throughout the Nordic region. To locate your local Coor office, go to www.coor.com. Our national offices can be contacted at the following addresses:

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Tel: +358 10 234 3400

NORWAY

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Veritasveien 1, Høvik
Tel: +47 6757 9200

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We follow our customers into the world and have operations in **BELGIUM, CANADA, ESTONIA, HUNGARY** and **POLAND**.