

Free up your core business.



Targeted optimization. Facility management close to your operating processes.

Turning challenges into chances.



**Entering a new dimension of efficiency demands creativity.
And only knowledge of the best path can ensure success.**

Looking beyond day-to-day operations.

These days, companies, properties and production facilities have to be just as flexible as the people who work in them. In the competition between alternatives, they have to prove themselves anew every day. At the same time, innovation cycles are growing shorter, products and services have more and more variants, and there is growing pressure on costs from all sides. An operator concept has to respond to this technically complex and commercially demanding development. Even better is being proactively prepared for it.

How can you find solid and efficient solutions?

Anyone wanting to win out in this situation has to be familiar with individual processes and be able to evaluate them. In addition it is vital to view a property in its entirety and appraise it with all its present forms of use and the options it offers for the future. That is the only way of ensuring the right decisions at all levels. The goals are not just smooth operations but also the long-term asset maintenance of buildings, the ongoing optimization of facilities and the implementation of innovative concepts. This requires a partner who knows your objectives and makes systematic use of all potential for more economical operations.

Expertise, experience and competence from a single strong source.

Operator solutions customized to your business.

Our facility management specialists offer you comprehensive practical expertise. From property management through running operational processes, what we provide is based on long years of experience and thorough knowledge of various industrial sectors. Drawing on this, we analyze the situation and in close consultation with you plan and implement the most suitable variant, down to the tiniest detail. Possible solutions range from individual services on a modular basis, outsourcing a spectrum of related tasks through seamless on-the-spot management for an entire location. We can also assume full responsibility for your operations, either by ourselves or by integrating your own employees.

We bundle our know-how for you. Whether you want full advisory services, an individual industry solution or specific consultancy in the field of energy, you will always benefit from our knowledge and the experience of our broadly based professional teams. And of course we have high-performance and user-friendly tools which have demonstrated their value in practice and which can be adapted flexibly to specific conditions—thus making costs transparent and helping to provide an overview of all work sequences.

The benefits of big-group backing.

Talk to us before your investment plans take on concrete shape. We know your industry's cost drivers and potential for optimization. At the same time you can draw on the complete range of services of an international group. We are backed by solid finances, so that we can address and convincingly handle even the largest of projects. HOCHTIEF offers a complete spectrum in the modules development, construction, services, concessions and operation. The possible synergy effects range well beyond just operation. The HOCHTIEF Group designs and plans, creates or modernizes buildings, facilities and entire complexes. If required, we can also provide a financing concept.

**Take advantage of a concept that is both simple and client-oriented.
Our wealth of know-how frees up scope for your core business.**



Finding new answers means asking new questions.

You won't find flexibility on a list of specifications.

Every task offers the opportunity to accomplish more by means of new ideas. To come up with such ideas, we ask unfamiliar questions. And we open up a dimension of efficiency that goes far beyond the scope of any bill of quantities.

Earlier, better, more efficient.

Taking a unified, end-to-end look at the processes involved is an essential prerequisite for making costs more flexible. As our client, you benefit from this integrated approach. The sooner we discuss your new operator concept, the more efficient it will be. To give you optimum transparency, we plan and document all optimization measures, and schedule them precisely. And of course we assume responsibility for their implementation.

Answers with added value.

We take each assignment so seriously that we are also ready to re-interpret it. When this enables us to develop solutions which achieve your goals better than before, you benefit.

Following a detailed analysis, we recommend suitable measures and implement them in close collaboration with the client. In a technical facility management contract for an airline, for instance, we more than halved operating costs within four years. For an automobile manufacturer we optimized work sequences—and produced cost savings of more than 40 percent. We take on public-sector projects as your private partner and systematically implement urgently needed maintenance, repair or optimization measures to overcome the investment backlog.

The bottom line is: improved performance and greater efficiency.

The sooner you opt for professional facility management, the faster we can mobilize your fixed costs.



The efficiency partnership.

Partnership-based optimization means working with the client to implement all potential for synergy effects.



Ready for a new dimension of efficiency?

Our approach means thinking well beyond the standardized range of peripheral services. Our operator solutions reach right up close to your specific core process. We interlock our innovative services with your operational sequences and help to optimize them. Our industrial know-how introduces greater flexibility into entire blocks of fixed costs.

Eye-level cooperation.

By taking the long-term view and gearing our services specifically to your requirements, we tap potential for synergies and generate a new quality in cooperation. Our teams adapt swiftly and smoothly to your structures and processes. After all, for us a new project means entering a familiar environment and the chance to merge our operator competence with your know-how. On the basis of partnership-oriented agreements, we jointly develop new solutions and make your goals our own. And of course it is always you who decides just how far along the road you want to go with us. In the field of integrated facility management, we take over responsibility for the optimum operation and running of buildings and real estate complexes. In the case of close-to-process facility management, we render additional services for secondary processes that place high demands on our industrial expertise.

Our offer is an efficiency partnership in the spirit of objectives-oriented cooperation with our clients. And we promise to achieve results.

New connections call for networked thinking.

We take an end-to-end view of both properties and processes.

Our approach is to examine your operating functions in the light of your corporate strategy. Based on your objectives, our specialists then develop a concept that embraces operations and current utilization and also long-term asset maintenance. For us, buildings, the land they stand on, and your operating processes form a single unity. This identifies potential for optimization—in a way that viewing the different areas in isolation could never achieve.

Cross-links open up new prospects.

Our end-to-end methodology offers additional opportunities to reduce the level of tied-up capital, and to break up blocks of fixed costs and convert them into needs-oriented variable items. This creates liquidity for investment elsewhere, for instance in product development and sales. It also highlights new options for buildings and plant complexes: alternative utilization, modernization, closing down or fresh investment. We also promote flexibility when it comes to the deployment of personnel; here, our operator models can help to cope with peaks in your manpower requirements. The bottom line for you is a seamless, optimized solution based on comprehensive, professional analysis.



Finding new vistas entails leaving well-trodden paths.
But it's nice to know the best way ahead beforehand.

More scope for your core business.



Collaboration in a spirit of partnership produces many benefits.
In particular it frees up time for what really matters.

Concepts that open up fresh prospects.

This kind of close collaboration between service provider and client generates joint analyses and partnership-based optimization concepts. Our integrated solutions make operating and facility management costs more transparent and calculable. Since we regard facility management and production sequences as a unified whole, we come up with different results and operating concepts—solutions that free you up for what really matters: your core business. This gives you more scope to think about new strategies and new opportunities. Since we also ease the burden on your resources, you have additional funds for implementing new plans.

Concepts that come with commitment.

This benefit is a central argument for long-term cooperation, because as an active member of your team we offer you high-grade seamless support. Our detailed process expertise and our flexible and committed specialists represent a guarantee of added value.

Systematically applied industrial expertise.

We speak the language of your industry.

The core competencies of our specialists produce direct benefits for every client. We have geared our know-how to the requirements of clients by making industry-specific offers, with everything from individual services on a modular basis through fully integrated solutions. Our chief focus is on six different business segments. But we are also active in other fields: we ensure efficiency for instance in sports facilities and public sector (PPP) projects. Customized services and a sustained policy of quality provide the foundation for long-term cooperation. Our detailed process expertise facilitates close collaboration and reduces ramping-up to a minimum. In other words: we know what you're talking about.



Financial Service Providers/Real Estate Investors.

We have long years of experience in efficient property management for banks, insurance companies and real estate funds. Our comprehensive service spectrum covers the entire real estate life-cycle. We handle property and asset management; we draw up extensive analyses of untapped potential. And of course we create a dependable environment for you and your customers—from security facilities and access control to power supplies. We reduce costs, maintain asset values and increase the attractiveness of your property, for the wellbeing of your staff, customers and tenants.



Airports/Aviation.

At the international centers of civil aviation, we take over complex facility management tasks and thus contribute to the wellbeing of passengers. We cope with all the technical, infrastructural, security and safety challenges and meet the needs and requirements of such varied stakeholders as airlines, passengers, tenants and operators. We ensure smooth operations, with responsibility for instance for the technical reliability of passenger bridges and runway beacons. International airlines also draw on our services, for example to handle the complete operation of their bases.



Automotive.

The automotive industry has traditionally been a pioneer of industrial development; trends in this sector have always blazed the trail for others to follow. The developments of the future are already known: To a growing extent, OEMs will concentrate on their core business—developing and positioning brands and models—while suppliers and external service providers will assume responsibility for more and more ancillary tasks. New forms of cooperation provide the platform for this, with partnership-oriented solutions based on the principle of assigning each function to those who can handle it best.

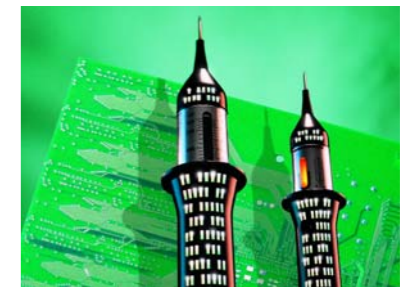
Healthcare.

Running a hospital is a highly demanding business, with the focus always on the welfare of patients. This encompasses not only the medical and nursing services, but also all ancillary services such as the maintenance and repair of the medical equipment and building installations. And it encompasses process advisory services and optimization. Our integrated concept—centered around clearcut service level agreements—helps to create a solid commercial basis. In this way we free up the hospital management to enable it to concentrate 100 percent on providing the best possible healthcare.



Electronics/Semiconductors.

In the research, development and production of electronic components, adherence to precisely defined and calculable conditions is imperative—such as air humidity, temperature, dust. Smooth manufacture can only be ensured if specific particle tolerances are maintained. Special demands are also placed on access control and hygiene. The know-how, experience and reliability of our specialists provide the guarantee of quality.



Chemical/Pharmaceutical Industries.

In this ultra-sensitive industrial field, the prerequisites for smooth production are dependability and experience. The results are defined by precision parameters which have to be met. Demonstrated competence, for example in cleanroom technology, makes us an indispensable partner of companies in the chemical and pharmaceutical industries.



**Our business segment solutions transcend ordinary standards.
Customized know-how and process understanding provide a platform for long-term strategies.**

Exemplary prospects.

Our solutions transcend ordinary standards.

Customized know-how and process expertise provide the platform for long-term strategies. That is the basis on which we secure the functionality and value maintenance of buildings and facilities, highlight risk and optimization potential, and prepare solid solutions. As your partner, we integrate industrial benchmarks and are familiar with key ratios, and thus enable you to reassess your situation at any time. We also assume responsibility for secondary process assignments.

- Formation of know-how and development partnerships for long-term strategies.
- Greater utilization of the location and development potential of buildings, facilities and production premises.
- Needs-conformant and flexible operating and utilization concepts.
- Sale-and-leaseback concepts.
- Pay-per-unit concepts.

These examples indicate why cooperating with us always pays off. If what you are looking for first is a professional survey of all your scope for optimization, our specialists are the best people to turn to. We can gladly place a specialized consultant familiar with your industry at your disposal.

The key to success is having a range of great options. We know which of them fit your industry and your assignment best. And how to make them benefit you.



Your advantages at a glance:

- Identifying optimization potential as early as the planning stage.
- Lasting reduction of operating and property management costs.
- Introducing flexibility into blocks of fixed costs.
- Assuring technical availability.
- Long-term asset maintenance for buildings and facilities.
- Experience in the management of major projects.
- Innovative user concepts.
- Access to wide-spread expertise.
- Support for sophisticated core processes.



There's more to Facility Management than you might think.

Tap into our industrial know-how, profit from our experience.

We create value—and more scope for your core business.

Put us to the test!

Have we aroused your interest? Then please contact us for further details about our spectrum of services. Benefit from the experience we have gained in a host of previous projects.

We look forward to serving you.

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