

PROPERTY & FACILITY MANAGEMENT

COMMITMENT

INTEGRATED

EXCELLENCE

VISION

EFFICIENCY

PROFESSIONAL

TRUSTWORTHINESS

INNOVATE

CREATIVE

LEADER

SUPPORT

PROFESSIONAL

EFFICIENCY

SUPPORT

SATISFACTION

SUCCESS

INTEGRATED

INNOVATE

BUILDING SUPPORT SERVICES

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MODERN

COMMITMENT

INTEGRATED



*We are a professional, innovative team,
operating with integrity, a trustworthy partner,
complying with EU quality and efficiency standards*



Lucian Anghel
Managing Partner and Founder

BEGINNING

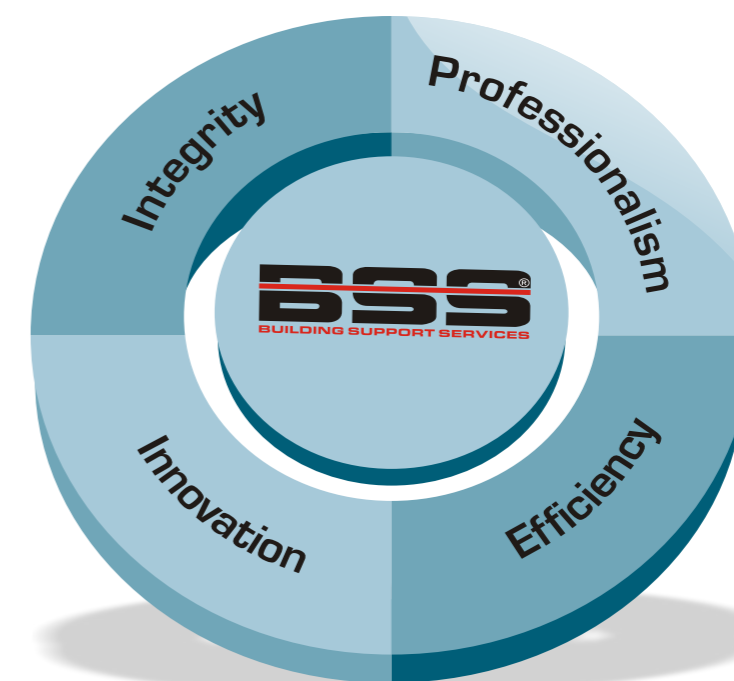
BSS entered the professional Property & Facility Management sector in 2003. We developed by increasing quality and fully completing all our commitments.

PRESENT TIME

We are a part of a multinational shareholding company, trendsetter in the field of Property & Facility Management in Romania. We cover the whole country, managing more than two million sqm with a team exceeding 500 professionals.

FUTURE

Regional player, a reference name for quality and efficiency, a partner with the reputation of integrity and high professionalism.



Powering the Smart Square Meters

We built – up our vision by acquiring the expertise and fine-tuned understanding of the Property & Facility Management industry in this part of Europe. With a strong sense of well done work, our teams always deliver what they commit to, creating viable trustworthiness. Our clients' needs are comprehensively approached, caring for every detail and supplying the most adequate solutions for reducing property operational costs and adding value to their assets. BSS stands for the choice reference in the market for best practice, service excellence and reliability.

Our company proudly manages more than two million square meters, operating about 300 office, commercial, industrial, logistic, residential and hotel buildings all over Romania.

Certifications & membership

Quality services rely on efficient, dedicated management and concern to improving environmental and working conditions. BSS is ISO 9001/2008 – Quality Management, ISO 14001/2005 – Environmental Management System and OHSAS 18001/2008 – Occupational Health & Safety Management System certified.

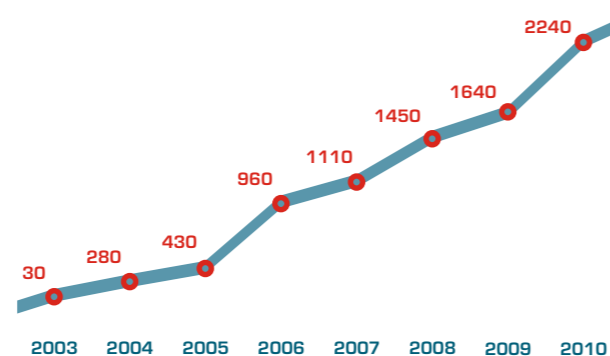


As a front – runner company in the South East Europe region, BSS is the founding member of ROFMA – Romanian Facility Management Association and an active participant in international professional organizations such as IFMA – International Facility Management Association and GEFMA – German Facility Management Association. And, as a staunch Green Building supporter, is also active in RoGBC – Romanian Green Building Council.



Success story

Since its foundation in 2003, in a couple of years only, BSS strongly developed, recording one million square meters of buildings under its management and gaining a reputation of excellence among the owners and developers. Efficient, quality services fuelled our success, strengthened by innovative solutions implemented by our specialists.



Total managed area evolution 2003 – 2010
(all types, thou. sqm)

By continuously increasing its business area, the Company shareholder basis extended in 2006, by entering of the FIDEN multinational group, thus reaching an international vocation. By the end of 2008, the managed area increased up to 1,5 million square metres and the ascension continued. Now, in 2011, we operate more than 2,3 million sqm of office, logistic, commercial and residential spaces, supported by more than 500 employees, providing high quality services.

We never stop. Difficult market circumstances challenge us to find the adequate answers. Solid founded business planning, combined with strenuous teamwork and careful customer approach built up our sustainable performance. We have an innovative attitude, invest in know-how and personnel training, generating long-term competitive advantages, so we strengthen our performance grounds for lasting success and development, on the Property and Facility Management market.



Your Advantages

from Outsourced to BSS Property & Facility Management Services

Today, reducing total operational costs by up to 30%, yet keeping up service quality accountable to highest customers' expectations, is the essential issue in the process of successfully managing properties.

The most relevant benefit, resulting from becoming a Building Support Services customer, consists in significantly lowering the operational costs of your property, yet maintaining or even increasing its market value. Essentially, the advantages of having us as service providers rely on:

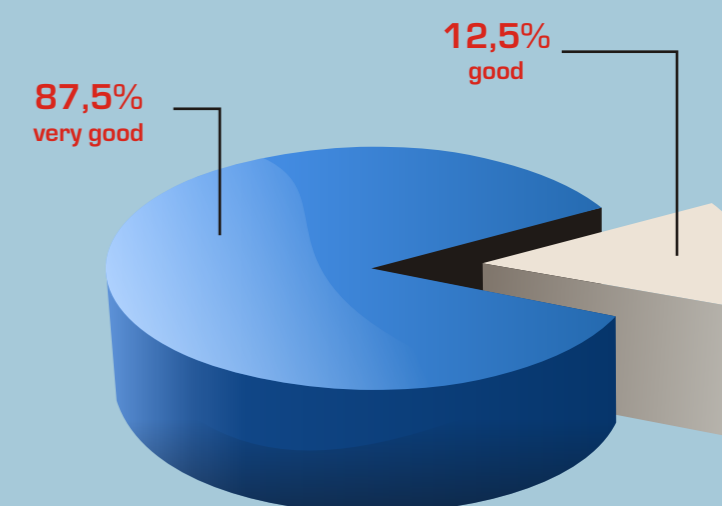
- + **Efficient management** of your property by a professional supplier of integrated services, with dedicated personnel;
- + **Energy efficiency and decreasing of property operation costs;**
- + **Increasing the building's performances;**
- + **Securing your investment/property**, by controlling and eliminating operational problems;
- + **Creating a working environment oriented towards the end user, ensuring tenants comfort and satisfaction;**
- + **Conversion of the buildings in Green properties;**
- + **Clear and complete information** on your property through dedicated software solutions, which ensure the optimal control of all building costs, activities, services and inventory;
- + **Maintenance and operation of the building by certified and authorized personnel**, in accordance with the local and EU legislation;

+ **Specialised services provided by authorised supplier:**

- **ANRE** for operating and maintaining 0,4 kw power stations, **PRAM** measurements and check-ups;
- **CNCIR - RSVTI** services (Responsible for Technical Supervising and Verifications of Installations)
- + **Eliminating unnecessary investment** in technical or administrative equipment with long depreciation periods, thus improving your performances in cost effective terms;
- + **Professional and Civil Liability Insurances** covering client damage / loss up to 4 million Euro
- + **Setting up a long term partnership.**

We know the way to increase the value of your investment!

Tenants satisfaction levels - survey



National Coverage

Integrated Services for Demanding Customers

Committed to professional performance, integrity, innovation and efficiency, to provide competitive advantages to our customers

From basic daily cleaning operations to the full range of integrated Property and Facility Management services, we generate efficiency at reasonable costs, we offer all needed services for a property, under a sole responsibility:

Property Management

- + interface between the owners, tenants and authorities;
- + contracts management, invoicing and dividing consumptions;
- + cost and quality control;
- + annual service charge reconciliation;
- + support to building renting strategies;
- + implementation management of emergency situations plan and the building functioning regulations.

Facility Management

- + technical preventive, predictive and corrective maintenance, periodical and general overhauls management;
- + Help Desk;
- + 24/7 services - remote technical monitoring;
- + technical mobile intervention teams;
- + reception services - visitor and tenants' personnel welcoming and assistance;
- + handyman and administrative services;
- + security services - outsourced to specialised companies;
- + additional services - landscaping, gardening, snow removal, pest & rodent control.

Asset Management

- + tenant relation management;
- + fit in/fit out operations assistance;
- + reducing the operational costs;
- + financial reporting and management;
- + marketing services for promoting and enhancing locations' rental.

Cleaning services

- with full-time/part-time personnel or mobile cleaning teams:
 - + full overall cleaning (dry/wet vacuuming, floor washing and polishing etc.);
 - + inside /outside glass wall cleaning, also with professional climbers;
 - + intensive cleaning before/after relocation or corporate events;
 - + emergency interventions or on request.
- Modern equipment and devices are used in the process, as well as ecological cleaning agents and disinfectants.

Special services

- + PRAM measurements and checkups;
- + RSVTI services;
- + power stations operation and maintenance;
- + fire signaling and extinguishing systems services, including civilian firemen;
- + services for monitoring and access control systems.

Green Building Services

- + consultancy, design and solutions for reducing energy consumption by 30% (lighting, heating, air conditioning etc.);
- + solutions for increasing the amount of the recycled waste;
- + designing and organizing green areas for the managed buildings: vertical gardens, vegetal roofs, plant configurations for increasing indoor air quality and comfortable temperature and humidity.

SUPPORT SERVICES & PROCESSES

Provide customers with systems, processes and support to achieve a long-term improvement of sustainable performance by:

Energy management

- + power quality control and supply continuity;
- + ongoing monitoring and emergency interventions relating to the power equipment safety;
- + specialized consultancy and solutions for reducing power and heating consumption;
- + insulation efficiency diagnosis and equipment overheating prevention by use of advanced thermovision devices;
- + operational use of power substation, power grids and power supply units by specifically trained personnel;
- + full time remote monitoring and dispatching of buildings.

Computer aided processes

The integrated workplace management solutions application platform is an effective tool for optimizing the Intelligent Workspace - space management, layout management, fixed assets management, Help Desk and Service Manager, as well as Maintenance Management Solutions - budget management, maintenance activity planning and work orders management.

Property set-up

Providing consultancy and project monitoring during the entire process of buildings set-up.

Technical consultancy:

- + technical specifications for tenders;
- + technical inspections;
- + technical due diligence;
- + life cycle cost analysis for equipment selections;
- + Facility Management consultancy for building design;
- + checking of technical construction book.



Portfolio of operated locations Q2 2011

AFI Palace Cotroceni (Power supply services)	214.000
Fashion House Outlet Centre	24.500
Hornbach (Berceni, Militari, Brasov stores)	96.000
Euro Mini Storage	10.000
	344.500
CEZ Romania - more than 160 sites	257.000
Petro City	120.809
River Palace Sema Park	74.500
Millenium Business Centre	24.000
Europe House	21.000
Pipera I	19.943
Pipera II (North Center)	9.558
Olympia Tower	9.550
HQ Victoriei	9.000
Nova Building	8.850
Victoria Center	8.620
Astoria Business Centre	8.350
Forum 3	7.000
Gabrielle Business Center	7.000
Greek Embassy	1.200
BCR (Support Services for 41 headquarters & Bucharest)	
	593.380
Europolis Park Bucharest	800.000
A1 Business Park	200.000
PROLOGIS Park	160.000
Mega Image Warehouse	100.000
MERCURY Park	80.000
ASPC Domnesti Business Park	50.000
Log Center	19.966
North East Logistic Park	17.275
	1.427.241
Washington Residence	22.000
Continental Hotel (Power supply services)	9500
TOTAL SQM	2.396.621

COMMERCIAL BUILDINGS

OFFICE BUILDINGS

LOGISTIC PARKS

RESIDENTIAL HOTELS





goes green

We are an active promoter of the Green Building philosophy and practice, especially relating to applications in the Facility Management area according to LEED standards, our specialists supplying consistent solutions to specific problems.

We suggest and implement projects aiming to decrease energy and water consumption, thus reducing utility bills and generating savings to our customers. We recommend the most appropriate building materials and finishes for best thermal comfort in all seasons, wall coverings by natural-based dyes or even carefully selected plants.

For protecting the environment, we use only ecological cleaning agents and disinfectants. We promote specific projects, for separate collection of waste in the locations operated by BSS, involving also the representatives of the owners and the tenants in such environmentally-oriented projects. And, not the least, we submit solutions for extensive use of natural lighting and fresh air in work spaces, organizing indoors areas with rich oxygen-emission plants.



Community support

We get involved and take responsibility in communities' life, understanding people and situations and contributing to a better life for those in need. During the last years, we supported rural communities to recover from flooding damages, and offered gifts to kindergarten children and financial resources for endowing disabled children with hearing aid devices. We also supported a community of seniors hosted in a hospital near Bucharest.

We are and will remain involved, on the long term, in projects to supporting less favored communities, with the sincere wish to bring a drop of happiness to those in dire need.

Opinions and recommendations from our clients

"... since the beginning of the contract we noticed the professionalism and high quality level of the services provided by BSS, that generated a significant decrease of maintenance costs for our A1 Business Park building..."

**Ms. Silvana Badea – Country Manager
Valad Real Estate SRL**

"...during our collaboration, we appreciated the efficiency of the services, personnel qualification, high quality of the works performed, as well as the proactive attitude of the BSS management team for fully meeting the contractual agreements..."

**Mr. Marian Roman – Administrator
Europolis Park Bucharest**

"...during our collaboration, BSS has completely fulfilled it's obligations ... and promptly responded in a professional way to all our requests and needs..."

**Mr. Dan Badescu – Expansion Manager
Hornbach Romania**

"... the services performed by Building Support Services fully comply to the standards and high demands regarding quality, promptitude and fulfillment of the established goals ... the company proving to be a trustworthy partner..."

**Mr. Spyridon Ratsikas – Attache
Embassy of Greece**