

SERVICE *with* IQ

Intelligent service solutions that
bring business benefits



COOR
SERVICE
MANAGEMENT

COOR IN BRIEF

Coor Service Management is the Nordic region's leading service company. We offer all the services a company or public organisation needs in order to function efficiently. Coor was founded in 1998 and today, has around 4,300 employees, primarily in Sweden, Norway, Denmark and Finland. Annual turnover totals approximately EUR 556 million. Coor has been owned by Cinven since 2008.

SERVICE MANAGEMENT

Coor supplies service management. This means that we handle service deliveries comprising a range of our services. It also means that we not only take responsibility for carrying out and co-ordinating our clients' service, but also for managing, developing and streamlining it. Our main strength is our ability always to think along new lines, and to improve and develop our proposition. We call this intelligent service.

OVER ONE HUNDRED SERVICES

Coor has the market's broadest and most refined service offering. We offer over a hundred services, which we divide into four categories. Some of the most common services are:

WORKPLACE SERVICES (SOFT FM)

- Reception
- Telephony
- Mail & packages
- Cleaning
- Office machines
- Provision of office materials
- Conference service
- Document management, printing/copying
- Staff restaurants
- Beverage & vending machines
- Security
- Interior design and relocation service

PROPERTY SERVICES (HARD FM)

- Financial management
- Facilities management
- Operation and maintenance
- Property development
- Energy management
- Energy optimization
- Energy efficiency
- Project
- Status check

PRODUCTION SERVICES

- Preventive and corrective maintenance
- Technical design and manufacturing
- Waste management, cleaning and decontamination
- Internal logistics and storage handling
- Management and administration
- Production support

STRATEGIC ADVICE

- Analyses
- Action plans
- Change management
- Management resources
- Reports
- Decision data
- Business cases
- Strategy
- Process/system design
- Project management

Coor delivers intelligent service solutions. In partnership with you we identify goals and opportunities for improvement, optimise your operation and free up time and resources that contribute to your success. Our methodical approach helps us harness synergies and economies of scale, improve processes and systems, take the lead and stimulate motivation. In a changing world we offer unique, flexible solutions that create development and business benefits for you. We call it:

SERVICE *with* IQ

INTELLIGENT SERVICE SOLUTIONS THAT BRING BUSINESS BENEFITS

SOME OF OUR CLIENTS:

AB Volvo	Gjensidige	Sandvik
Ahlstrom Glassfibre	Gävleborg County Council	Sapa Heat Transfer
Alecta	Helsingør (Elsinore) Municipality	Scandinavian Airlines
Askola Municipality	ICA	SEB
AstraZeneca	Leiras Finland	Skanska
Det Norske Veritas	Logica	SSAB
E.ON	Luvata	Sulzer
Ericsson	NCC	Vasakronan
Ernst & Young	Philips	Volvo Cars
GE Healthcare	Saab Aerospace	Östergötland County Council

Coor works with many of the Nordic region's largest corporations and public clients, such as local authorities and county councils, as well as medium-sized companies and organisations.

Our clients operate in various sectors on different markets. They have a wide range of business areas and working methods, as well as complex service needs and demands. We always take your specific challenges as our starting point so that we can put together unique, flexible and value-added service solutions that bring business benefits.

SHARPER COMPETITIVENESS

By transferring responsibility to a specialist, time and resources are freed up, which can be used to develop your core business and sharpen your competitiveness.

COST SAVINGS

Coor guarantees cost savings of up to 30%.

MORE FLEXIBILITY

Different market conditions bring different challenges. Coor's flexible contract solutions mean you can scale your levels of service and service coverage up or down easily based on exogenous changes and your needs—now and in the future.

SPECIALIST SKILLS AND METHODOLOGIES

Your business gets access to experience and specialist competence spanning key services segments. We also guarantee quality-assured and effective working processes and methods, supported by state-of-the-art IT-based systems—fully tailored for service provision.

A STRONG SERVICE CULTURE

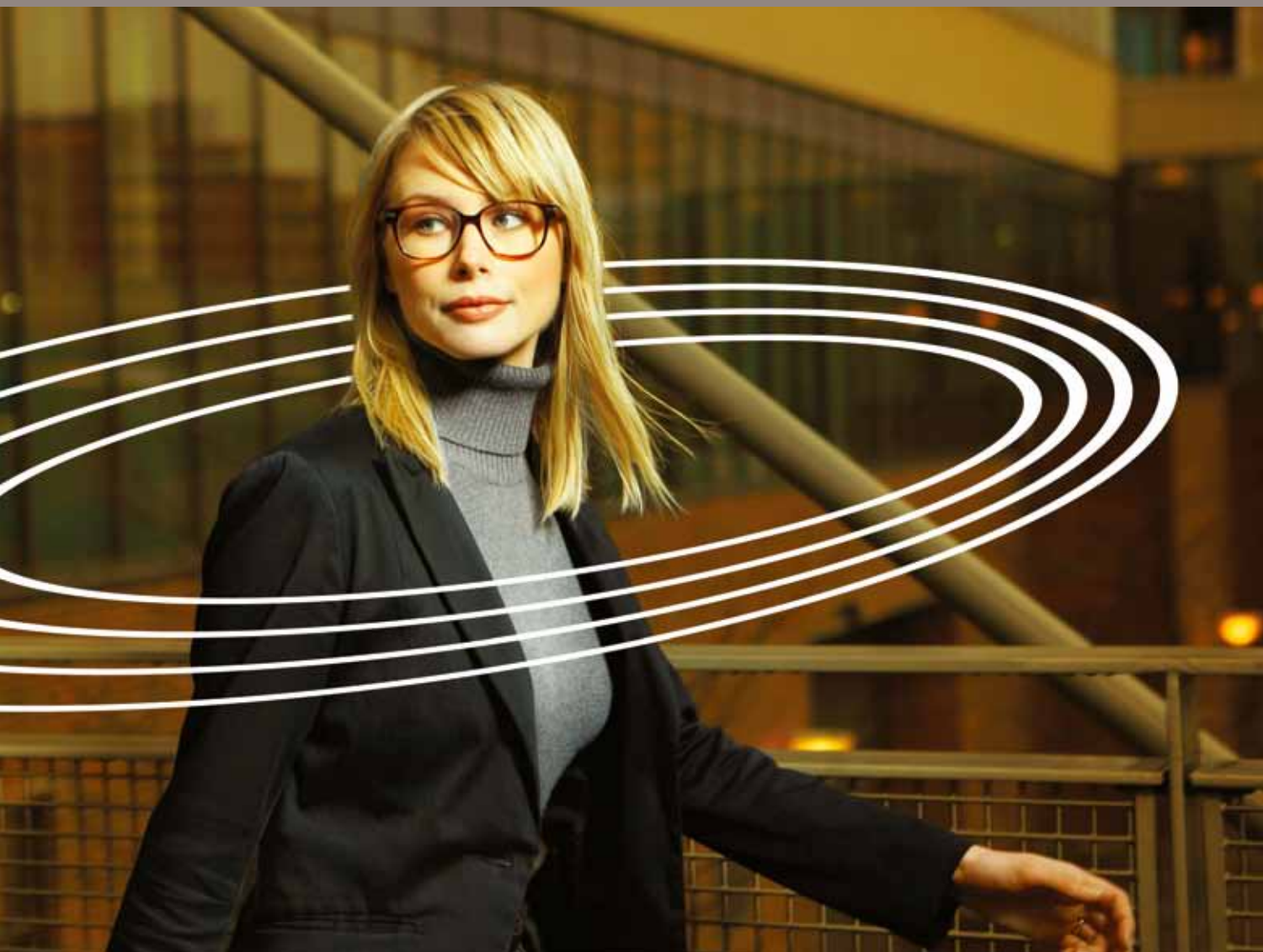
Coor offers all staff training and individualised developmental opportunities to guarantee a strong service culture, which enhances FM staff commitment.

SIMPLICITY AND OVERVIEW

Coor tailors its organisation and provision for each customer, and every provision has a dedicated account manager, who takes responsibility for the whole provision. We take complete responsibility for tactical and operational issues, adopt a structured approach to monitoring activities continuously, which means that you can easily monitor service provision and take the strategic decisions.

PROACTIVE CHANGE MANAGEMENT

Coor has a strong culture of ideas and creates value for its customers by proactively proposing improvements and changes that enhance the FM services in your business.



SERVICE *with* IQ

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



TAILORING FOR CUSTOMERS

Coor puts the customer in focus and tailors its FM 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 FM 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 FM 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.

SERVICE FOCUS

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

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.



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Coor Service Management can be found throughout the Nordic region. Visit www.coor.com to find your nearest Coor office. Our national offices can be found at the following addresses:

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We follow our clients further afield and also have operations in **BELGIUM, HUNGARY, POLAND** and **CANADA**.



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