



Systems

Components

Services

Facility Management

SAUTER Facility Management

Convinced by expertise and a holistic approach.

 **SAUTER**
Creating Sustainable Environments.



SAUTER Facility Management: **Services with Quality.**

For more than 100 years, SAUTER has been rising to the challenge of making living and working in buildings comfortable, energy-efficient and environmentally-friendly. In the process, we in no way limit ourselves to the users, but also base our considerations on the interests of the owners, investors and managers of these buildings, as well as the conservative use of resources. Our goal: a perfect property that can be managed equally perfectly throughout its entire life cycle. To achieve this, we rely on a comprehensive, modular range of products, the highest quality and tailor-made solutions.

Holistic expertise.

TFM from
SAUTER.

EFM from
SAUTER.

CFM from
SAUTER.

04-05



06-07



08-09



10



Tailor-made solutions based on experience and expertise.

For value retention and security.

SAUTER is one of the leading companies in the building management sector. Our advanced technical expertise is enhanced by many years of experience and an approach that is geared towards longevity and sustainability. We use this expertise in every area of building management. In this way, SAUTER's high quality consciousness ensures value retention and security.

Always close to you.

Not least among the advantages for our business partners is our worldwide presence. This enables us to guarantee personal proximity to customers and partners, both thematically and geographically. By making ourselves available to our customers on site 7 days a week and 24 hours a day, we provide them with the best comfort and the greatest security in the facility management area, so that the owners, users and investors can all feel equally good.

Personally for you.

A personal contact person from SAUTER facility management ensures on site that everything is running to the satisfaction of the customer. If required, this contact person organises support and, together with his team of trained facility management professionals, takes care of what's needed to keep the premises running smoothly. And because SAUTER has been family-owned for more than 100 years, we have many years of expertise and long-term company development and stability.

IFM from SAUTER.

Award-winning quality.

SAUTER commitment to customer satisfaction.



Success through a **holistic approach.**

Customer benefits and customer wishes are in the foreground.

Successful facility management is based on what the customer wants and on customer benefits. With this in mind, SAUTER optimises living spaces for people according to needs. Here, using the available resources sparingly is not only a responsibility, but also provides opportunities in the form of economical benefits for the customers. Therefore, modern facility management is no longer purely a service, but a strategic approach. This is why SAUTER employs a holistic approach that combines the four areas of facility management: technical, energy-conscious, commercial and infrastructural facility management. This enables the specialists at SAUTER to harmonise the different requirements within the building operation and to operate the building optimally in terms of its economic and operational options.

From planning to utilisation to refurbishment.

The holistic approach also includes accompanying a building from its planning to its utilisation to its refurbishment, or even its dismantling. SAUTER is the ideal partner for this. Our highly qualified staff monitor all the required measures, from the concept to the implementation, and ensure flawless quality. In this way, SAUTER facility management guarantees that your building is cost-efficient in the long term and can be optimally maintained and used efficiently.

Investing in a natural future.

Facility management plays a central role in the energy efficiency of properties. While building technology and building automation becomes more and more intelligent and powerful, the requirements for efficiency and cost controlling are also increasingly expected to be met. SAUTER is a specialist for energy-efficient buildings throughout the entire life cycle. Our solutions improve energy efficiency and sustain the environments of the future. Users, investors and owners profit equally from this investment in a natural future.



Comprehensive building expertise from SAUTER.

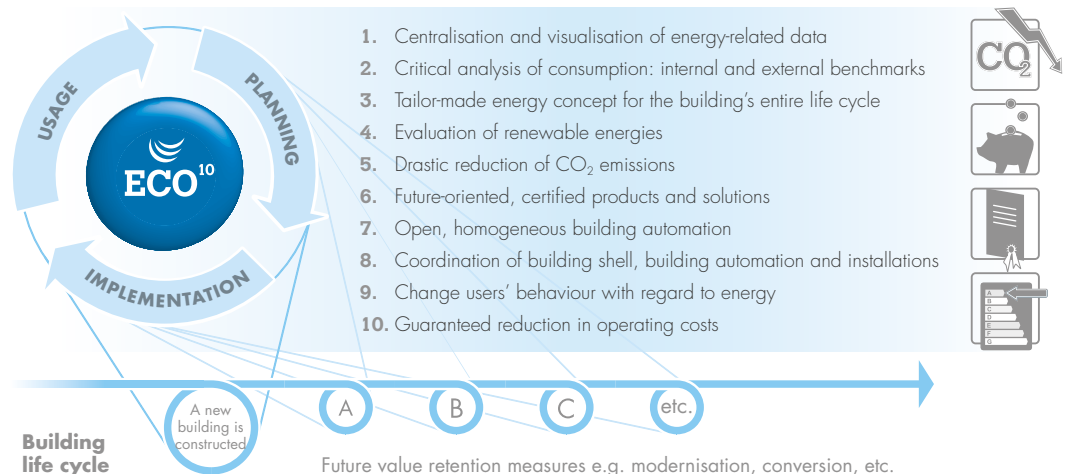
Achieving high quality targets through joined-up thinking and deep specialist knowledge.

Facility management in the life cycle of a property.

Conception	<ul style="list-style-type: none"> Identify follow-up costs and consider life cycle costs Identify interfaces and obstacles Consider optimisations of use
Planning	<ul style="list-style-type: none"> Use-oriented profitability calculations Evaluation of the planning results in terms of subsequent use costs and their reduction, to guaranteeing the ancillary costs (second rent) Simulation of use scenarios in virtual facilities (buildings, plants) and inclusion of reference values Preparation of operating concepts and object documentation systems Interface between architect and technical planners, with the goal of increasing the effectiveness in using the property
Implementation	<ul style="list-style-type: none"> Monitoring, evaluating and documenting the implementation: Testing the room/occupancy planning, the technical documentation and the installation of the technical building equipment and the design of the workplaces
Use	<ul style="list-style-type: none"> Documentation and building management Achieving optimal use and profitability Documentation and analysis of costs Implementation of the primary object-related data in a process-oriented management information system Energy monitoring Adherence to the legal specifications CAFM-supported reporting Customer portal as central contact point for all relevant documents Talking over operating responsibility Interface with the users of the properties
Refurbishment/ restoration	<ul style="list-style-type: none"> Planning of renewal measures Implementation of renewal measures

SAUTER ECO¹⁰

We implement the responsibility for environments with a future to your benefit.





Knowledge and experience for security and efficiency.

Technical facility management focuses on the actual operation of the properties and their installations. Therefore, it is one of SAUTER's core areas of expertise. This area ensures that all the technical equipment systems are reliable and efficient.



Technical facility management from SAUTER.



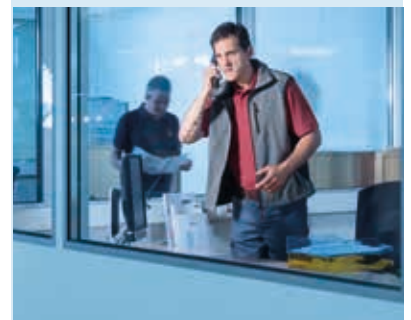
With technical facility management, SAUTER provides support for both simple solutions in building automation and highly complex systems. Our knowledge and many years of experience make us an expert partner for our customers, and we are able to evaluate, test, optimise and maintain the widest range of technical equipment systems and media. Our employees receive continuous training in our in-house FM Academy in the technical, commercial and even legal senses.

Analysing and optimising.

We monitor all the technical parameters of a property, perform continuous weakness analyses and thus ensure optimally functioning equipment on all levels. Whether during maintenance, in ongoing operation or in downtime management: SAUTER is always on site with expert knowledge and the highest-qualified employees to ensure technical facility management of a superlative quality.

Summary of SAUTER technical facility management:

- Operation and maintenance of the building
- Maintenance and servicing of installations
- Monitoring of technical equipment systems
- Inspections
- Building management systems
- Monitoring warranties
- Optimisations
- Refurbishments
- Repairs
- Renovations
- Media supply and disposal
- Monitoring compliance with requirements and regulations
- Downtime management
- Event management
- Dismantling of installations
- Testing of qualified and specialist personnel





Analysing, optimising, increasing awareness.



Energy-conscious facility management plays a significant role in the saving of energy and costs. It can be used to visualise, compare and classify the energy consumption in the building and provides consumption data for every time window and increases the awareness of the building's users via expert advice. Its range of activity ranges from the correct adjustment of technical installations to energy-efficient facade lighting and intelligent component activation.

Energy-conscious facility management from SAUTER.



The SAUTER energy consultants perform a critical comparison for your building's consumption, with internal and external benchmarks, by continuously monitoring the energy-relevant data. They are supported by SAUTER's own database with energy performance figure relating to heat, cold and electricity from a large number of reference properties. Working together with the customer, they then define realistic goals for the energy efficiency of the building.

Customised energy concept.

On this basis, SAUTER draws up a tailor-made energy concept which naturally also considers the total costs over the life cycle of the building. As a customer, you benefit from SAUTER's many years of experience in creating individual energy concepts and complex energy generation systems. It is also a great advantage that SAUTER not only defines the required measures but supports them until the goals have been achieved.

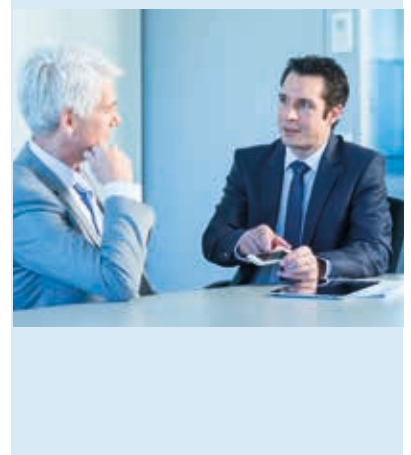
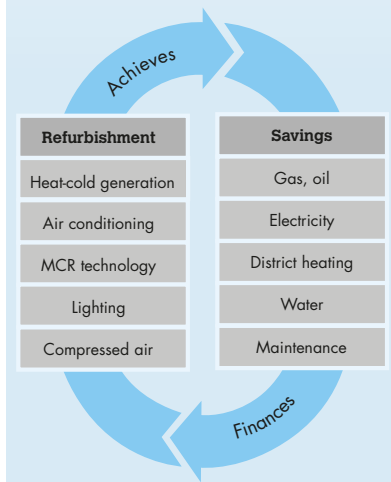
Increasing awareness and training courses.

For this purpose, SAUTER supports the customers and building users in following energy-conscious behaviour. This involves increasing awareness in users, tenants and operators, educating them about energy efficiency, environmental protection and saving energy in their use of the building automation, and providing training courses in how to operate room control units with the goal of optimal energy regulation.

Energy-conscious facility management from SAUTER comprises:

- Monitoring and analysis of energy data
- Benchmarking
- Measuring consumption
- Energy concepts
- Implementing measures
- Educating the building operators and users

With our expertise in energy-efficient buildings, we pursue a holistic energy and operating concept for you.





Expertise on all levels
enables economic efficiency.

Commercial facility management from SAUTER.

Commercial facility management, or property management, deals with all the processes relating to the property between asset management and technical facility management. Of particular importance here is to be aware of both the goals of the property owner and the needs of the tenants and users. SAUTER pursues this goal with a defined process based on combining a wide range of expertise, high-level analyses and precise deductions.

Commercial facility management from SAUTER comprises:

- Planning costs
- Cost control
- Property accounting
- Operating cost accounting
- Renting
- Contract management
- Procurement management
- Project management
- Customer service
- Business process outsourcing



Flexible and reliable.

Infrastructural facility management from SAUTER.

Infrastructure facility management involves the coordination of all the services for every aspect of a building. It enables a rapid response to changes in order that existing infrastructures can be used efficiently and, if necessary, can be adjusted according to needs. As a result, costs can be saved and revenues increased. Reliability and flexibility are two of the most important criteria on which SAUTER focuses.

Infrastructural facility management from SAUTER comprises:

- Goods and logistics services
- Caretaker services
- Cleaning
- Winter services
- Security services
- Catering
- Telephone and post services
- Car park services
- Gardening services
- Disposal



Quality through know-how.

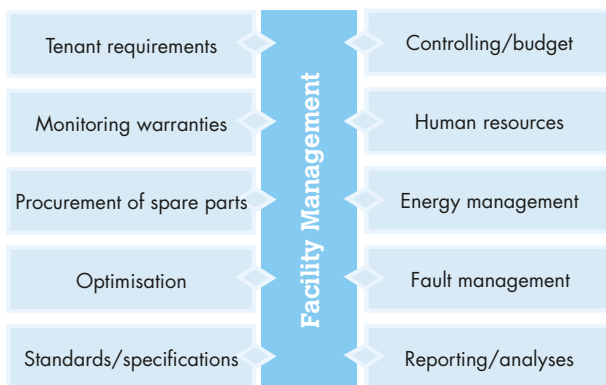
For the transparent management of your properties.

SAUTER backs reliability and fostering know-how.

Professionalism and quality are the key to success. This is why SAUTER relies on structured processes and transparent reporting. Proactive interface management ensures that tasks and responsibilities are clearly defined and documented.

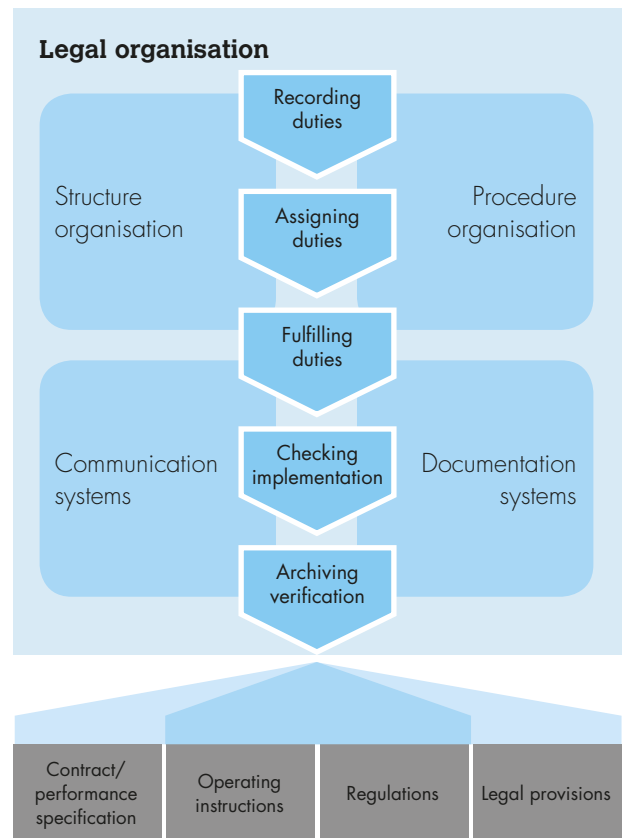
Process-oriented quality management.

Identifying negative developments early and introducing relevant corrective measures are two criteria for the success of facility management. Our quality management is process-oriented and is defined by internal audits in accordance with the management system. In this way, we guarantee continuous process optimisation.



Implementation of legally required constraints

All the solutions from SAUTER facility management guarantee legal security and follow all the market-relevant legal provisions, standards and directives.





Qualified staff guarantee customer satisfaction.

Our understanding of quality also comprises a high level of personal performance, quality-relevant selection of our partners, regular customer surveys and consistent further training of our staff. The latter is enhanced by the SAUTER Facility Management Academy, and

integrated, Group-wide learning platform with live seminars, webinars and web-based training for maintaining and developing know-how. This also includes fostering knowledge transfer and our regular employee satisfaction survey.

SAUTER is certified and award-winning.

- Winner of the German TGA Award for Green Buildings
- Building Efficiency Award for the best automation system
- Building Efficiency Award for the best energy service
- Award-winning products with eu.bac or BTL / B-AWS BACnet
- Certified for training in and performance of eu.bac system certifications
- Certified as per

EN ISO 9001	Quality management
EN ISO 14001	Environment management
OHSAS 18001	Work safety management





SAUTER Facility Management. **Our commitment to you.**

Our company values shape our decisions.

Your wishes – our business.

SAUTER facility management provides you with the best solutions for your tasks: Our defined and implemented processes and our skilled, customer-oriented employees guarantee you the very high quality of our products and services. We also attach great importance to excellent sub-contractor management. Using a separate customer system platform, we ensure our end-customers a high degree of transparency for all the processes. These include billing, additional orders, implementation planning, as well as structured, reliable and transparent document management.

Our values.

Our company values inform our decisions, because we are convinced that we can find the best solutions for our customers on this basis.

Innovative

We use creativity to find future-oriented solutions with added value.

Passionate

We overcome challenges together and with enthusiasm and commitment.

Responsible

Our actions are guided by our responsibility to customers, the company and the environment.

Our responsibility.

We maintain a far-sighted and conscious management culture with respect to our employees in order to achieve our company goals together with them. Work safety and health protection are a top priority for SAUTER. The relevant laws are incorporated into our management system in accordance with OHSAS 18001 and EKAS Directive 6508.

To protect the environment, we put a strong emphasis on energy-efficient, ecological behaviour in our own company too: since 2005 we have been certified as per ISO 14001:2004. Our products adhere to the RoHS (Restriction of Hazardous Substances) Directive, and in the production process we forego environmentally critical filling media. By applying an innovative energy concept at the SAUTER Group headquarters in Basel, we have also managed to significantly reduce the energy consumption and CO₂ emissions in our own rooms and forego the use of fossil fuels.

We maintain a sustainable partnership with our suppliers based on qualitative and economical considerations. We work with them on a contractual basis founded on clear rules for both sides.

Our great experience and deep know-how, in particular in the technical and energy-conscious facility management areas, make a significant contribution to maintaining the value of your investments and buildings while achieving a high level of energy efficiency.

Everyone **trusts** SAUTER.

Big and small names provide references.

In many buildings familiar to you, SAUTER facility management provides good operating conditions: for example, in shopping centres, properties of the automotive industry, at airports and train stations and in public buildings, trade fair halls, industrial parks and office buildings.

The Donau Zentrum in Vienna

The Donau Zentrum, with a total commercial area of 130,000 m², provides around 20 million visitors a year and approximately 3000 staff with a superb level of comfort in more than 260 shops, many restaurants and other refreshment facilities, as well as a modern cinema complex with 13 screens. The owners put a strong emphasis on using energy and water resources conservatively. Here SAUTER facility management not only ensures the smooth operation of all the equipment systems around the clock, but provides expert, effective support in meeting the energy-saving goals. The ongoing building modifications required are also coordinated by SAUTER facility management.

Sirius business parks

Sirius is the leading provider of flexible work spaces for small and medium-sized companies in Germany. Many business parks and former industrial spaces have been revitalised to meet customer requirements and equipped for modern use. In this way, large industrial spaces are transformed into lively business centres, providing multi-functional areas with offices, conference rooms and storage and production spaces. SAUTER facility management significantly supports the sustainable value increase of the Sirius real estate fund by means of technical, infrastructural and energy-efficient services. All the services are continuously documented online in the SAUTER customer portal, whether for goods/logistics and security services or maintenance and repair measures.

The Baden health resorts

Rich in tradition, the Baden health resorts comprise the Römertherme with wellness centre, the Badener Hof health and spa hotel and the Baden Spa Centre for out-patient treatment. All three businesses are housed in a building complex in the centre of the town of Baden near Vienna. The demanding requirements for the building technology, maintenance and operation in the nearly 200 hotel and therapy rooms, outdoor pools and whirlpools, saunas and wellness baths are expertly covered by SAUTER facility management, enabling continuous monitoring of the energy consumption and costs. The staff at SAUTER provide these services in every zone of the building complex with total discretion, ensuring that the guests enjoy the greatest comfort.



Deka Immobilien GmbH

Deka Immobilien GmbH manages 235 properties in the largest open real estate fund in Germany. In a portion of this property portfolio, SAUTER facility management ensures trouble-free operation, transparent processes and documentation within the scope of quality-conscious service provision. Tenant satisfaction is a central performance figure for Deka. This is significantly influenced by the people who look after the needs of the tenants on a daily basis. At the same time, the facility managers of the properties also ensure optimised ancillary operating costs.

Valad Europe: industrial park in Ettlingen near Karlsruhe

Valad is a European multi-let real estate investment manager with the core business of value-adding real estate investment management by means of local asset management teams. For the industrial park property in Ettlingen, SAUTER covers all four areas of facility management expertise: technical, infrastructural, commercial and energy-conscious FM - because Valad values quality- and performance-conscious service provision from a single source. In Ettlingen, things are carried out on a large scale: 121,000 m² of rental space, 20,000 m² of exterior space, 742 parking spaces, its own car park, 123 gates, 250 fan heaters, 3 gas central heating systems and so on. The collaboration with SAUTER facility management enables smooth operation and valuable support in securing tenant loyalty by means of flexible service provision and creative solutions for the restoration projects at other properties.

The HighLight Towers in Munich

The two HighLight Towers in Munich, with 28 and 33 storeys respectively, comprise over 1000 m² per storey and contain, among other things, a seven-storey hotel with 160 rooms, a five-storey office and business centre with 5000 m² and a three-level underground car park with 752 parking spaces. Energy-conscious SAUTER facility management has led to significant savings in water and electricity consumption, and in the energy demand for heating and cooling. And predictive control with a weather module has enabled additional energy savings. The services from SAUTER enable the property owner and the operating company to achieve its economic and qualitative goals, and the tenants also feel comfortable and expertly looked after.



Customer satisfaction is **our motivation.**

SAUTER facility management makes a living space of your building, in which people can feel comfortable and safe. They are made up of employees, customers, patients, clients, guests, visitors and business partners. With our services and our skills and expertise, we ensure optimal operation and maximum efficiency.



The CEO of a renowned international building operator: *"We were particularly impressed by how the people involved from SAUTER presented themselves: Their expertise, coupled with a friendly manner, made a very good impression on us over several meetings. But of course the numbers also had to be good. It all worked."*



The CEO of a renowned specialist for tangible asset investments: *"We expect professional, efficient facility management that also considers the ongoing shopping centre business, and also data transparency for the whole property. SAUTER can provide this without any problems."*



The CEO of a large real estate management company: *"The quality expectations for property management have increased greatly in the last ten years, from both the tenant's and the owner's perspective. Average, reactive building management has no chance on the market any more. Fast reaction times, skilled employees and very good regional market knowledge are indispensable. Our decision in favour of SAUTER facility management was influenced significantly by our trust in the performance, professionalism, excellent service with fast response times and a smooth integration into the building industry."*



The commercial director of a real estate company specialising in industrial and business parks: *"The many years of experience of SAUTER facility management in managing commercial properties and performing complex FM tasks was all-important to us when we decided to expand our successful business relationship with SAUTER. We value the reliably high quality of the services, and the opportunity to develop innovative collaboration models together."*



The asset manager of an important European real estate investment management company: *"The success factors success are the services from a single source, one contact partner for all sectors, short communication paths, technical know-how, geographical proximity and the good working relationship with the SAUTER team. Of course, SAUTER has the technical expertise and the precise knowledge of the site conditions – and the creativity and dedication required to solve problems. It's also our impression that the staff have a motivated and autonomous approach to their work due to the cultivated company atmosphere. It makes it easier for us, as the client, if we can rely on our contract partner and don't have to be checking up on everything all the time. We would not want to do without this cooperation."*

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