

DBEST IFM Service Introduction



Realising Potential.





Three partners, one joint vision



DBEST Facility Technology Management

FOUNDATION



FOOT PRINT



CLIENT POOL



APLEONA is Europe's leading Facility Manager & Real Estate provider





€2,5 billion revenue



22,500 employees



37 countries



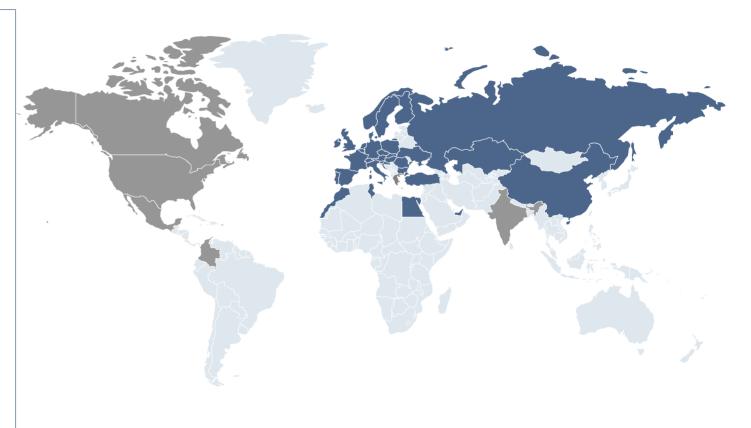
Properties under management: 6,710



Strong market position in Europe's largest markets Germany and the UK



Market leader facility management (FM)



Countries with APLEONA entities

Partnership countries





Integrated FM solution



The ONLY interface of all FM topics to support our client focusing on their core business

Integrated HSEQ Management

Quality and EHS management incl. risk assessment, SOPs, maintenance and construction work safety control

Technical maintenance

German VDMA standard based technical maintenance of all building related facilities

 HVAC system, ELT system, Firefighting system, Elevators etc.

Projects management in FM scope

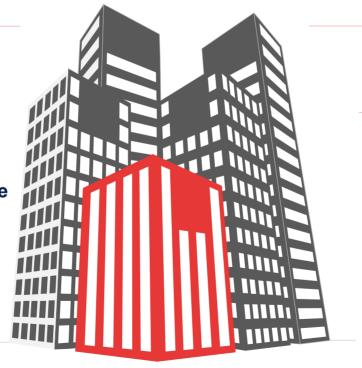
GC and PM service for all projects:

- · Renovation projects
- · Repair and system upgrade
- · Innovative technology

3rd-party management

Coordinate all FM related third-party contracts on site

- Service quality control incl. KPI evaluation
- · Onsite EHS controlling



Energy management

Energy Metering and Monitoring Energy performance analysis

Cleaning & Security

Room book model based cleaning service
Staff training in housekeeping way

Conferencing & Reception

Conference room/center daily operation Entrance reception and visitor management

Other soft services

In- and outdoor landscaping
Move and furniture management
Waste management
Mailroom service
etc.

Project management consulting





Schreiner New Factory

Background: Schreiner planned to move to a new factory site from Fenxian discrict to Jinshan district, Shanghai, in order to enhance the production area. DBEST provided project management consulting for the whole construction work, including HVAC, electricity supply, water supply & drainage etc.

Heat isolation film for Siemens campus

Background: Siemens Center Shanghai front hall suffered from the high temperature during summer days, due to large area of glass facade. Under DBEST suggested solution, heat isolation films were applied on the glass façade of front hall. The whole project was under DBEST project management ranging from design to construction, which ensured safety and high quality to the whole project process, even though huge amount of work was on height. The effect of heat isolation film was tested and proved after the project.





Energy saving & Decarbonization







Energy analysis consulting

- DBEST specialist delivery
- Project reference: Siemens campus, FedEx, Schreiner



Energy management system

- Energy consumption data analysis
- Optimization strategy
- Project reference: Siemens campus



Air & water supply balance

- · Conditioning water balance
- · Conditioning air balance



Energy conservation technology

- Solar PV
- IFD filter
- 3D heat pipe
- CCHP
- · Ice-storage cooling



LEED & WELL certification

- · LEED certification consulting
- · WELL certification consulting

Energy analysis consulting



Potable water management – water usage reduction via low flow high-efficiency faucet, toilets fitted with dual flush etc.

Energy management system – achieve energy management and analysis, in order for waste point investigation and optimal strategy decision.

LED Lighting - replacement of existing lighting to more efficient and better lit LED alternatives with a longer lifecycle.

Solar PV - used to generate on-site renewable electricity, in order for carbon reduction and energy consumption cost saving.

Electric Vehicle Charging Points provide stations to charge electric vehicles, which reduces the carbon footprint of fleet vehicles as an alternative to fossil fuels.

HVAC (heating, ventilation and air conditioning) - systems represent a substantial proportion of buildings' energy usage, so we optimize the system to achieve the right environment with maximum efficiency.

Examples: IFD electrostatic filter, 3D heat pipe, air & water supply balance

Water recycle strategy - portable water resource saving by water recycle strategy

Examples: grey water system, rain water collection

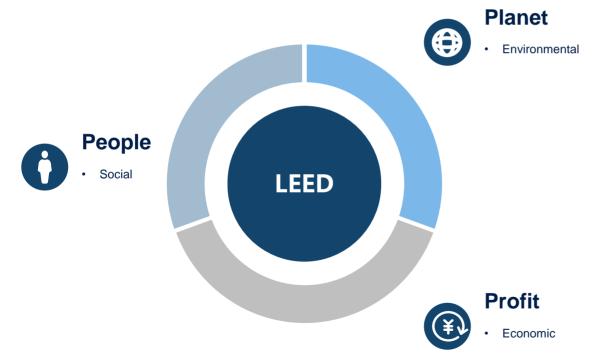
Facility operation strategy – facility operation based on demand, achieve optimization of building operation strategy.

Example: HVAC system control strategy optimization by BMS system.

LEED certification consulting









Carbon consulting service



Dual carbon planning, solution

 Dual carbon planning, solution and design for the campus

Zero Carbon Campus Solution

- Campus carbon management information system
- Carbon Neutral consulting

ESG Disclosure & Communication

- ESG report consulting
- Environmental information Disclosure consulting for financial Institutions
- Environmental disclosure report for industrial companies





Carbon Asset Development & Management

- CCER value assessment
- CCER development and investment management consulting
- CCER development technology consulting



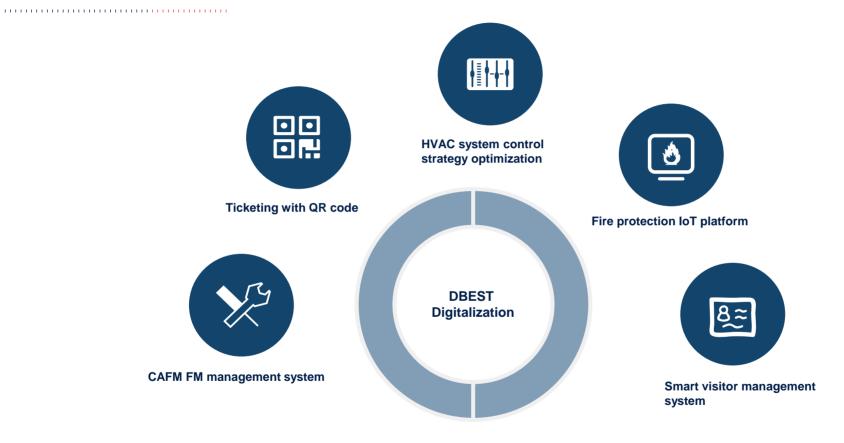
Carbon reduction solutions for emission-controlled enterprises

- Compliance consulting & Managing carbon reduction consulting (Carbon Housekeeper)
- Technical carbon reduction consulting for emission control companies



Digitalization service





CAFM FM management system

德贝斯特 DBEST

Asset Management

黑

- Asset information
- Asset status
- Asset maintenance and repair protocol

Round Walking



- Space & asset
- Time and period
- Round walking protocol
- Round walking work order track

Planned Maintenance



- Space & asset
- Maintenance calendar
- Regularity setting
- Maintenance work order
- Maintenance work order tracking





Request Response

- Request work order set up
- Work order type & priority & SLA definition
- Work order track



Warehouse Management

- Material management & inventory
- Material limit remind
- Material ordering
- Operation protocol query



Subcontractor Management

- Subcontractor information
- Contract expire date remind

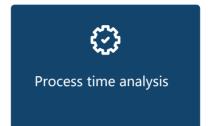
Ticketing data collection and analysis for better experience







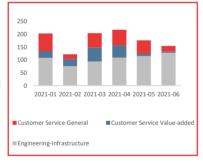


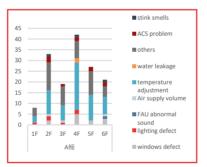




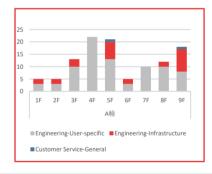


Data visualization











Findings and actions

Overview of daily operation and facility condition

Identification of main concerns of end-user

Evaluation of work efficiency and service response time

Identification of specific location for service improvement

Ticketing with QR code





Scan Position QR code via Wechat or APP



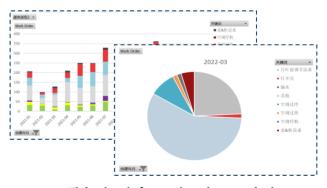
"Top 10" choice based on data analysis



Work order processed by DBEST



Ticketing get into CAFM Work order generation



Ticketing information data analysis Strategy of operation improvement



Work order processed by DBEST

How we manage our services



Integrated management system according to ISO9001/14001/45001, certificated by TÜV Süd



QUALITY

- Implementation of structure / process / organization, coaching of project managers: project planning, development operation documentation etc.
- Start-up Review ½ year after Start-up
- HSEQ-Audits: Contract fulfillment, PDCA, compliance, regulatory and statutory requirements, etc.

ENVIRONMENT

- Avoiding negative environmental impacts
- Integration of project-related environmental concepts
- Development of disposal concepts etc.
- Analysis of environmental indicators (PM2.5, etc.)

SAFETY

- Risk assessment and safety inspections
- Work Safety Committee sessions for information sharing and analysis
- Instruction based on the operation manual
- Accident analysis

HEALTH

- Regular health check for employees
- Regular onsite EHS inspection by EHS officers
- Caring for the health of employees Ensuring first aid on site, PPE, etc.







JV Group
Group Policy / Principle
/ Guideline / Procedure

DBEST Strategy/Policy/Target

and also the HSEQ-Manual

Process management

(Management-, Core- and Support process)
also procedures and forms

Laws and regulations,

also standards, codes, local regulations.

Client contract / requirements

also the Service Level Agreement

Site specific HSEQ-Manual

(also called Object/Project handbook)

Organization chart

Operational procedures and work instructions

Tools: CAFM, forms, plans...

roject / Site

We use audit tool to make sure our system works





Site audits

■ Auditing operational performance onsite

Yearly executed by HSEQ-representative from regional HSEQ team

Start-up reviews

Auditing the performance after the start-up phase and during the operation of selected sites/projects.

Executed by the central HSEQ department

Approx. 6 months after go live of operation

■ Executed by the central HSEQ department

Yearly according to audit program

■ Integrated audits ISO 9001, 14001, 45001







SOPs and emergency plans at a glance



	EHS S	OPs
化学品安全管理流程	chemical material safety management process	高空作
固体废弃物管理流程	Solid waste management process	承包商
危险废弃物管理流程	Dangerous waste management process	有限空
劳动防护用品管理流程	PPE management process	临时用
EHS培训管理流程	EHS training process	
隐患检查及改善制度	EHS risk control and improvement process	消防系
MSDS管理流程	MSDS management process	动火证
安全生产管理程序程序文件	Work Safety management process	消防池
环境因素识别及评价表	Environmental Aspects assessment and evaluation	电气安 EHS组
法律法规及其他要求合规性评价 管理程序	Laws & regulations evaluation management process	急救包
事故报告与调查管理流程	Notification and investigation of Incidents & Accidents process	锅炉房消防安
电梯安全管理制度	Elevator safety management process	逃生疏
变更管理流程	Change management process	EHS体

高空作业许可管理流程	Work at height permission process
承包商安全管理流程	Contractor safety management process
有限空间管理流程	Work in confined space permission process
临时用电管理流程	The temporary use of electricity permission process
消防系统维护管理制度	Fire protection system maintenance permission process
动火证管理规定	Work with fire permission process
消防泄水管理规定	Firefighting water safety management process
电气安全管理流程	Electricity safety management process
EHS组织机构与职责	EHS organization and responsibilities
急救包管理规定	First aid kit management process
锅炉房安全管理制度	Boiler room safety management process
消防安全管理制度	Fire safety management process
逃生疏散图更新程序	Evacuation plan update process
EHS体系内审管理流程	EHS system internal audit process

Em	ergency plans
火情报警预案及流程	Fire alarm plan and process
大型活动应急响应预案及流 程	Emergency plan and process for large- scale events
办公区暴力行为应急预案	Emergency plan for violence in office areas
停电事故应急处理标准及流 程	Emergency standards and process for blackout accidents
触电事故处理应急标准及流 程	Emergency standards and process for electric shock accidents
电梯困人应急处理标准及流 程	Emergency standards and process for elevator-trapped
监控系统报警处置及流程	Alarm disposal and process of monitoring system
门禁系统报警应急处置及流 程	Emergency disposal and process of access control system alarm
急症病人应急处理标准及流 程	Handling standards and process for emergency patients
地震应急预案及流程	Earthquake emergency plan and process
防洪、防漏应急预案	Emergency plan for flood and leakage control
防台风、暴雨应急预案	Typhoon and storm emergency plan
防治传染病应急预案	Prevention and treatment of infectious diseases

Our processes can be used for small and large-scale transitions



Implementation as a scalable Platform



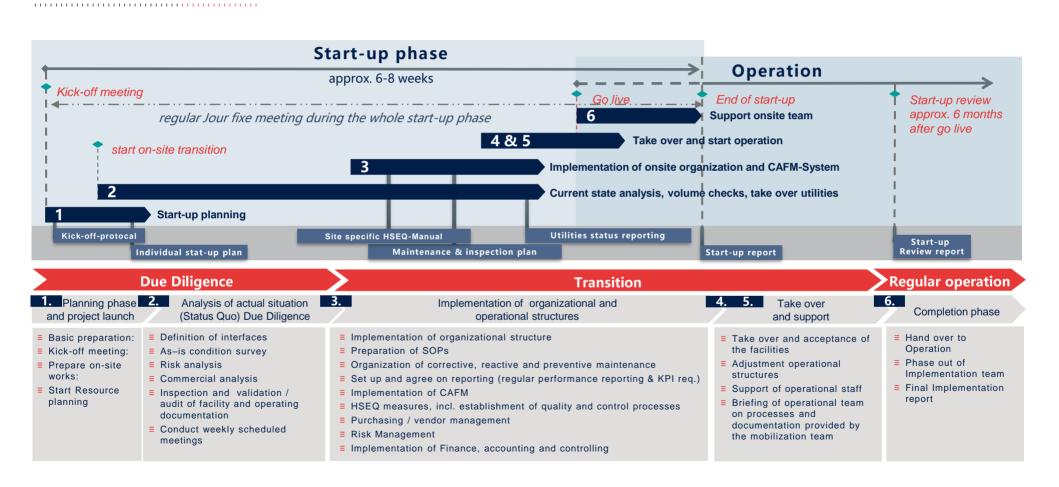


Our view of the Implementation

- Project organization
- Project tools & templates
- Project execution
- KPI & Reporting
- Governance structure and Communication plan
- Set-up DBEST directives and Standard procedures
- Make people, partner, processes and systems ready for the operational phase

FM specialized Transition/start-up management





Tools & Templates





We utilize different tools to ensure process













DEBST rich know-how & service experience



High-level international customer service experience By self & parent company

Manufacturer
SIEMENS

SAIRBUS
Schreiner
Group
ABB

Logistics



Pharmaceutical Industry









Embassy



Solid experience in digitalization



- CAFM integrated in daily FM operation
- Campus ticketing by QR code scanning
- Energy management system
- Operation optimization by BA system

Green building consultancy capability





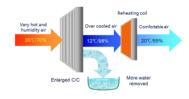


- LEED certification
- WELL certification
- · Carbon tracking by RESET methodology

Solid experience in decarbonization technology & application







- · PV solar energy
- IFD filter
- 3-D heat pipe
-



Our core competence – German standard technical maintenance



Corrective

Preventive

For DBEST, as an engineering company, our hard services solutions represent our core competencies

With our hard services solutions we contribute to cost reductions, we secure the uninterrupted operation of the core business, retain the value of properties and support you, as owner or tenant in your business processes.

- Preventive maintenance and inspection (based on German standards VDMA 24176 for inspections and VDMA 24186 for maintenance)
- Reactive maintenance and repairs
- **≡** Operational management
- Breakdown and emergency services
- Conversion / rehabilitation
- Construction coordination and management
- Minor- and capital projects management
- Energy management
- Disposal

maintenance maintenance **3rd Party Tests Annually/every 2 years** 3rd Party Maintenance ELT annual test Generator Flevator test Firefiahtina system Firefiahtina test Technical Due Diligence UPS Internal Audit Programm Elevator **Generator Load Test** Subcontracted corrective 3rd Party Inspection/Maintenance Bi-annually/quarterly maintenance. small projects Quarterly maintenance based on German Generator **VDMA** Firefighting system Repair Filter Exchanging Cleaning Elevator Renovation Lubricate Adjustment Replacemen **Monthly Critical Equipment** Monthly maintenance based on German VDMA Maintenance Firefighting Adjustment Visual Inspection system Function test for technical asset **ÚPS/Generator** Check for Operation Energy meter reading Elevator Daily/Weekly High voltage **Facility Roundwalk** Meter Reading Handyman Indoor comfort Daily minor room Inspection for Technical Facility Round check monitorina répair Day/night shift 3-rd party subcontracting Legal test

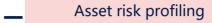
German approach of customized maintenance strategy



Asset priority (Defined with client)

X

Asset condition (German GEFMA guideline)



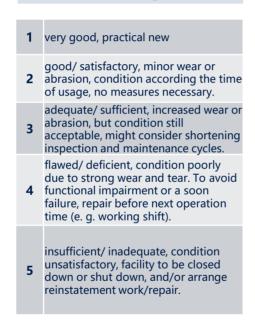
Maintenance & repair strategy



P1 Failures or repairs, which generally represent a danger to the health and the environment and which affect the usage or the operational efficiency.

P2 - P3 Failures or repairs, which do not affect the usage significantly.

Failures or repairs, which affect the comfort but do not have significant impact on the usage or the operational efficiency.







Quotation Model Based on German Type

Staff Quotation



■ Traditional Quotation Model



Staff Organization



Staff HC





FM服务报价 FM Service Quotation





Facility Maintenance Frequency



Value-added Service



Facility Maintenance Time



Subcontracting Service



FM Service Quotation



Staff Organization



Staff HC

Quotation Model Based on German Type



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	submission											tenance&l					
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00.410.411.	₩/915 Submersible severage pump	Brand 东方蒙华:Type: 50WQ15-20-	2.0	008.		12.0	TS	15.0 min	6.00	18.84	404.18	19.37	464.81	2.05	68.71	15.0%	3.29	79
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	學行版 Submersible sewerage pamp	Brand 东方蒙士:Type: 55WQ25-28-4 location:	2.0	006			TS	15.0 min	6.00	10.84	404.18	19.37	404.01	2.00	68.71	15.0%	3.29	79
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	●作用 Submersible severage pamp	Brand:东方蒙业:Type:50WQ15-15-	2.0				TS	15.0 min	6.00	16.84	404.18	19.37	404.81	2.85	68.71	15.0%	3.29	79
	●/9面 Submersible severage pamp	Brand 东方算士:Type: 65WQ25-28-4.location:	2.0			12.0	TS	15.0 min	6.00	10.84	404.18	19.37	404.01	2.00	68.71	15.0%	3.29	79
	※行気 Submersible severage plans	Brand St & Std. Tune: 50W040-15-4	2.0			12.0	TS	15.0 min	6.00	16.84	404.18	19.37	464.81	2.88	68.71	15.0%	3.29	79
	●行馬 Submersible severage pump	Brand 和方面也:Type 50WQ15-15-		909.			TB	15.0 min	12.00	10.84			929.02	2.80	137.42		3.29	
	₩/9% Submersible severage pump	Brand 东方蒙士:Type:50WQ15-15-	2.0				TS	15.0 min	6.00	18.84			404.81	2.86	68.71	15.0%	3.29	
	#代版 Submersible severage pump	Brand:和方面中:Type:200WQ400-25-		009.			TS	15 0 min	12.00	15.84	808.37	19.37	929.62	2.85	137 42		3.29	
	自由中華藝 Oil-water separator	Brand: Type: location 热聚度+洗燥区	2.0				TS	15.0 min	6.00	10.84	404.18	19.37	404.81	2.80	68.71	15.0%	3.29	
	追水中開發 Oli-water separator	Brand: Type: location 即原発+IRIKX		905.			TS	15.0 min	3.00	18.84			232.41	2.88	34.38		3.29	
	IQ水中聚發 Oil-water separator	Brand: Type: location 物際度	2.0				TS	15.0 min	6.00	10.84			404.81	2.85	68.71		3.29	
00.410.411.	(会水分製器 Oil-water separator	Brand: Type: location 要条区	2.0	pos.		12.0	TS	15.0 min	8.00	18.84	404.18	19.37	464.81	2.88	68.71	15.0%	3.29	79
	(4水中製器 Oli-water separator	Brand: Type: location 持续海盗電	10.0				TS	15.0 min	30.00	10.84		19.37	2.324.05	2.85	343.56		3.29	
00.410.411.	in水中高級 Oil-water separator	Brand: Type: location #####	3.0			12.0	TS	15.0 min	9.00	18.84	608.27	19.37	697.22	2.88	103.07	15.0%	3.29	118
	化类性消息 Septio tank cleaning	Brand::Type::location:A/B/C/D区地下庫	4.0				TS	20.0 min	16.00	22.45			1,239.49	3.62	183.23	15.0%	4.39	
	Sith oil separator	Brand: Type: location C区地下重		pos.			TS	20.0 min	4.00	22.45			309.87	3.82	45.81	15.0%	4.39	
	常接受性に指揮 Pressure increase pump for	Brand 东方蒙址:Type:DFG50-	2.0				TS	15.0 min	6.00	18.84			464.81	2.88	68.71		3.29	
	東海州 to 海南 Pressure increase gumo for	Brand 取方禁止:Type:DFG40-	2.0				TS	15.0 min	6.00	10.84			404.01	2.00	68.71		3.29	
	Refilling water pump for cooling tower	Brand 东方置士:Type DFG50-	2.0			12.0		15.0 min	6.00	18.84				2.85		15.0%	3.29	

- · Facility maintenance time
- Facility maintenance frequency

Data and customer satisfaction driven KPIs





Downtime for technical facilities

Maximum permissible individual downtime per facility



Ticket processing periods

Average time span between a message arriving at the help desk and completion being acknowledged in days

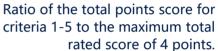


Availability of technical facilities

Maximum permissible number of individual failures per year and per facility

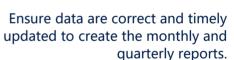


Health & safety compliance





Reporting





Organizational continuity

organization structure.

Sum of all order unit positions not filled compared with the defined

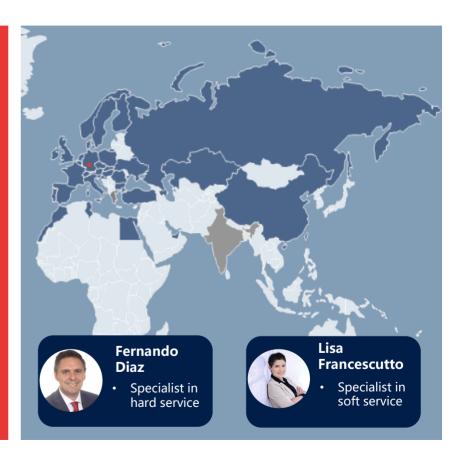


We are focusing on Saving and Innovation





Support from German Headquarte r Apleona ---Regular Workshops



We help client in energy consulting





Current state analysis

- Current energy consumption
- Current pain point analysis





Future state prediction

Energy saving & carbon reduction potential prediction





Strategy

- Operation optimization
- Innovative technology solution



Financial analysis

- · Investment analysis
- ROI analysis





Implementation

- Solution design
- Solution implementation





Effect tracking

- Solution effect tracking
- · Continuous improvement

We help client to improve energy performance



Measures

Example

Energy efficiency improvement

Technical Measures

Personnel Awareness

Operation schedule optimization

- Space management optimization
- Utilization energy based on need

Organizational Measures

- Utilize innovative technology
- Eliminate energy wasting factors
- Utilize natural resource

■ Personnel training

■ Poster campaign

References

Siemens Beijing Center

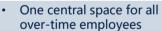
Total 53 improvement suggestions

Lighting: 17

Heating & Cooling: 16

Ventilation: 16

Other: 4



- Optimization of operating schedule
- Lighting & HVAC fine adjustment
- Shut down lighting, HVAC in vacant space
-

- IFD electronic filter
- Outdoor lighting environment sensor
- Glass façade heat isolation film
- PM2.5 sensor in AHU piping to control PM2.5 machines
-

- Onsite personnel training
- Poster for energy savingSet energy consumption
- Set energy consumption limit for subcontractor
- •



Siemens Shanghai Center

Total 42 improvement suggestions

Lighting: 11

Heating & Cooling: 13

Ventilation: 8

Other: 10





We want to be part of client's value chain



Property value

Ensure the functionality and availability of technical and building structural facilities, to maximize the property value

"Zero harm" policy

Support the implementation of client's EHS strategy and maintaining the ISO 9001/14001/45001 systems

Client satisfaction

Proactive engagement
Quick response time
Continuous improvement



Digitalization & Innovation

CAFM system
Fully support from Apleona innovations' team

Cost Savings

Promised savings' target via

- · improving work efficiency
- · innovative technical solutions

Lease-out support

Support client for move-in of tenants Support process improvement

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