



GLOBE WILLIAMS SERBIA LTD
Briefing & Capability
Introduction

TOTAL FACILITY MANAGEMENT SOLUTIONS

Let us make it happen for you...



Solutions Delivery People



Contents

Introduction – Who We Are

Globe Williams Senior Team

Globe Williams International Organization chart

Globe Williams International The Journey so Far...

Globe Williams International Footprint

Our Mission

Our Vision

Major Clients & Real Cases

Services & Capabilities

Innovations

Achievements

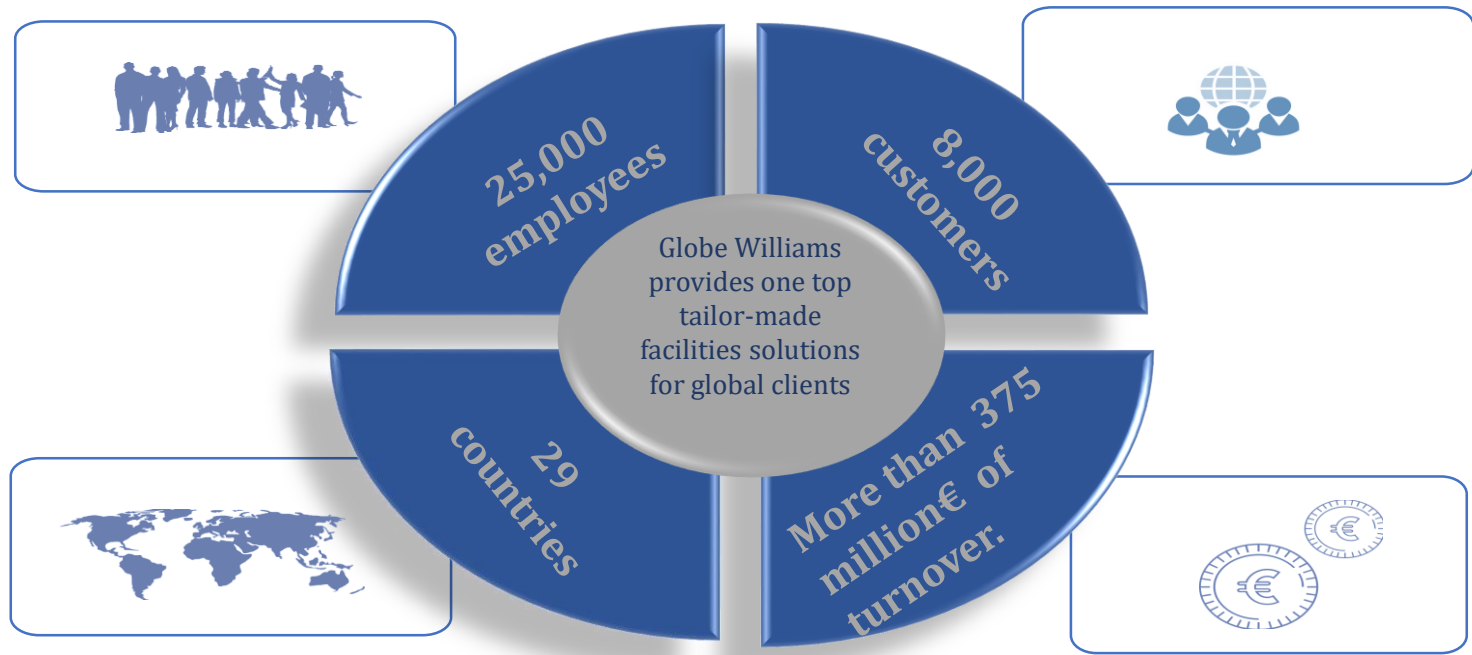
Why Globe Williams





Introduction

Globe Williams International was established in Australia in 2000. Our core business is to provide Facilities and Property Management Services to a variety of commercial business sectors on a National and International scale. Our commitment and continued success has allowed the company to become a multi-national organisation represented in 29 countries over five continents and through joint ventures and strategic partnerships we deliver FM services in a total of 80 countries, via more than 8.000 clients, 25,000 staff and with a turnover in excess of €375Million. In Serbia we started operations in 2008, becoming the major total FM provider in the country.





Globe Williams Senior Team

The Team

Group
CEO



Peter Souvatzis

CEO APAC



**Kathi
Mavrothalasitis**

Managing
Director



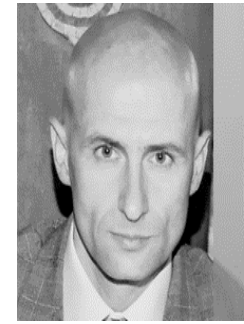
John Kalaitzopoulos



Alexios Gkegkios
General Manager



Dragan Grbić
Technical
Manager



Dragan Milanovic
Regional Sales
Executive



Jelena Mijatovic
Administration
Manager



Helena Vostic
Key Account
Manager



Jelena Gacic
Key Account
Manager and
Sales Executive



Solutions Delivery People



Globe Williams International Entities

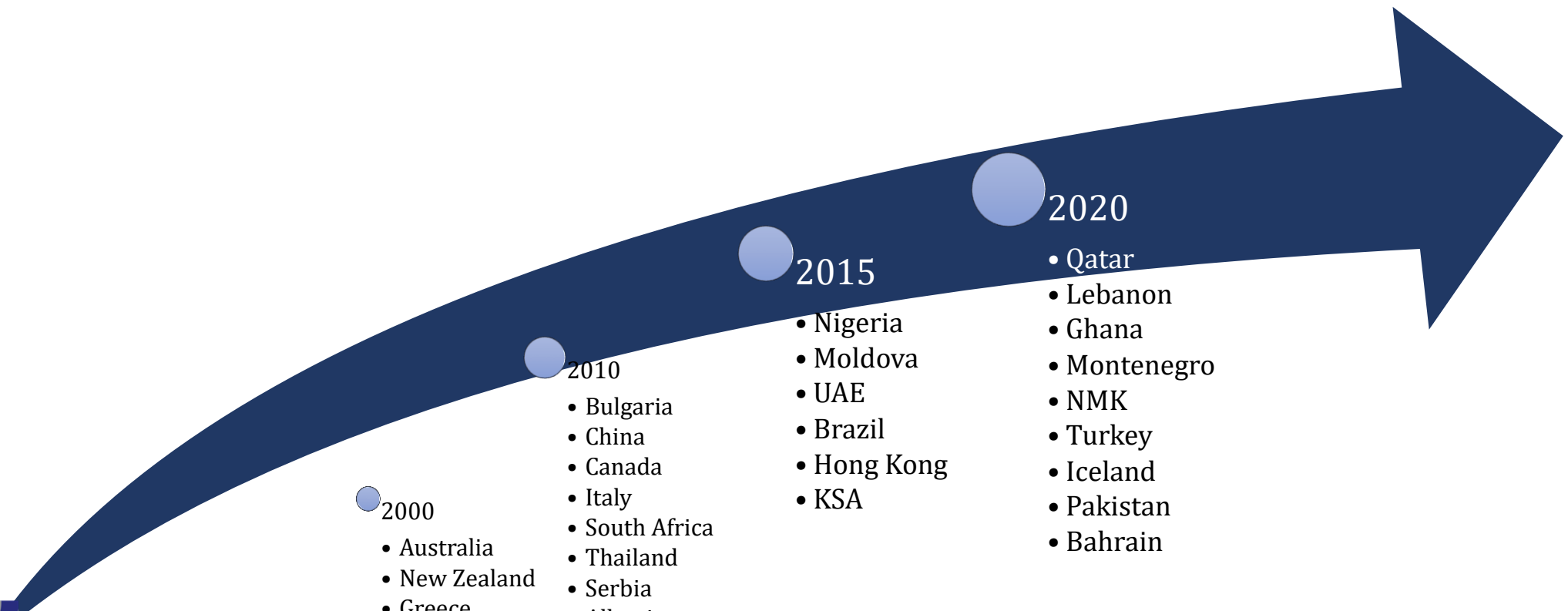
The Journey so Far...

Turnover: 30,8 m€

94,6 m€

174,7m€

375 m€



2000

- Australia
- New Zealand
- Greece
- Cyprus
- Romania

2010

- Bulgaria
- China
- Canada
- Italy
- South Africa
- Thailand
- Serbia
- Albania
- Jordan

2015

- Nigeria
- Moldova
- UAE
- Brazil
- Hong Kong
- KSA

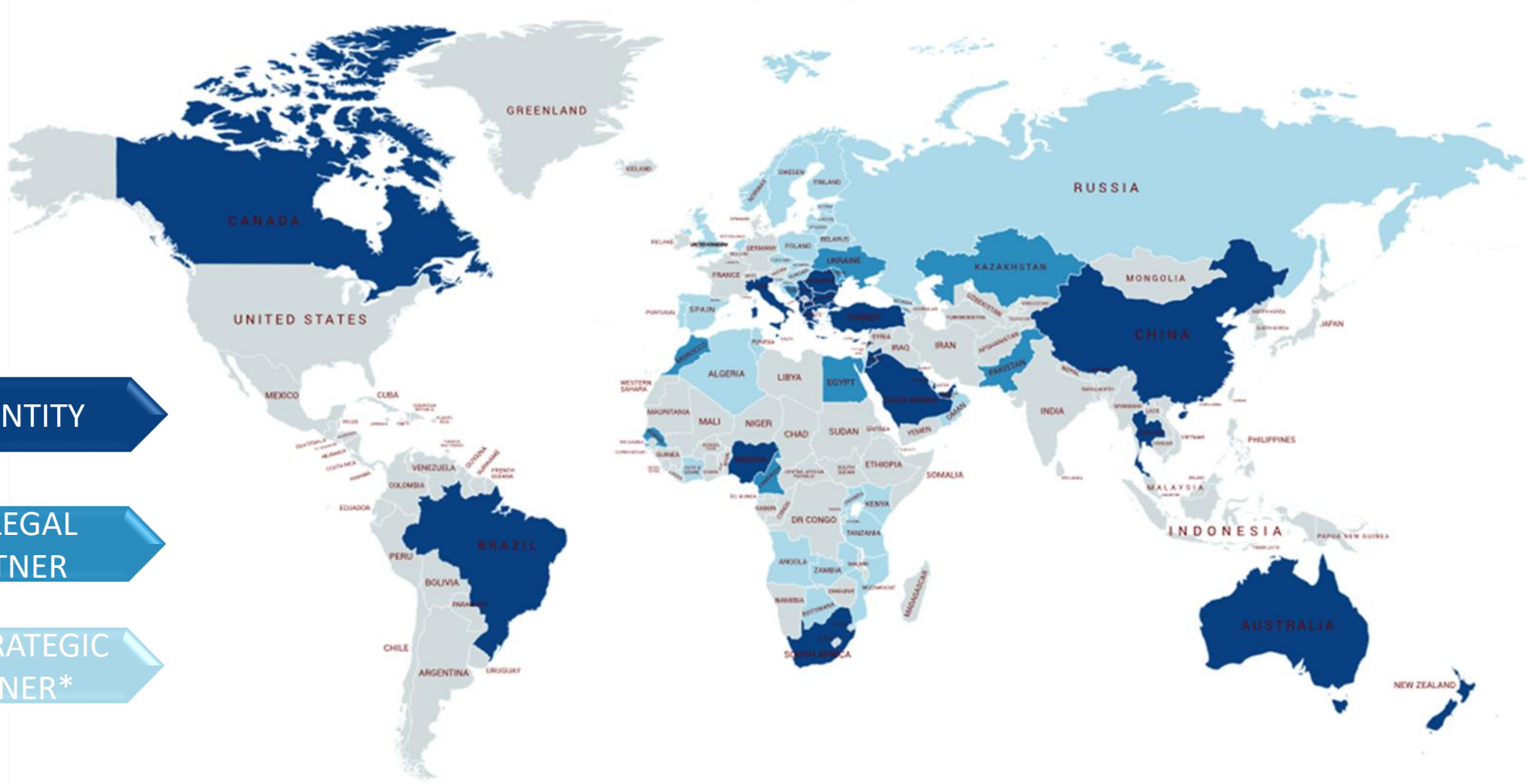
2020

- Qatar
- Lebanon
- Ghana
- Montenegro
- NMK
- Turkey
- Iceland
- Pakistan
- Bahrain





International footprint



 GW ENTITY

 GW LEGAL PARTNER

 GW STRATEGIC PARTNER*



*Strategic Partners are Legal Partners 'in waiting' awaiting sufficient Clients & turnover

Solutions Delivery People

Our Mission





Our Vision

“To be a world class Facilities Management Services company by investing in our communities and delivering reliable and prompt service through passionate employees, with respect for the environment we operate in”



Major Clients across all Industries



Solutions Delivery People



Major Clients in Serbia



Mercedes-Benz





Real case – PMI

PHILIP MORRIS OPERATIONS NIŠ

Length of contract :	<ul style="list-style-type: none"> • 3 years + 1 + 1 from 01st of December 2014
Sites :	<ul style="list-style-type: none"> • Factory PHILIP MORRIS in Niš
Provided Services :	<ul style="list-style-type: none"> • Technical Maintenance, Cleaning and Paper Gallantry Supply, Soft Services , Gardening , Laundry , Pest Control
Achievements	<ul style="list-style-type: none"> • Positive evaluation after 3 years/Major Savings 12% in the first year

PHILIP MORRIS SERVICES BELGRADE

Length of contract	<ul style="list-style-type: none"> • 3 years +1 + 1 from 01st of April 2014
Sites	<ul style="list-style-type: none"> • Office space – Head quarters of Philip Morris Services in GTC building, Belgrade
Provided Services	<ul style="list-style-type: none"> • Cleaning, Technical Maintenance , Gardening, Paper gallantry supply, Pest Control
Achievements	<ul style="list-style-type: none"> • Positive evaluation, contract extended for a further year



Annual Turnover	<ul style="list-style-type: none"> • 2,000,000€
Human Resources	<ul style="list-style-type: none"> • 58 personnel / more than 165 subcontractors



Solutions Delivery People



Real case – Nokia

Length of contract :

- 5 years starting from May 2018 in Greece, Jordan, Lebanon, Australia and New Zealand and we expect the rest of the countries to commence mid 2019. Also will bid for another 10 countries in Europe and Nordics.

Sites :

- GREECE, LEBANON, NEW ZEALAND, AUSTRALIA, BULGARIA, QATAR, SERBIA, KSA, EGYPT, CZECH REPUBLIC

Services Provided :

- Total FM services

For all of the countries we deliver Total FM Services and the contract started with the most demanding facilities (3 sites) in Athens, Greece as Nokia is operating their regional Data Centre for EMEA (second biggest globally) and this is considered to be one of the most important and critical buildings globally.

We deliver soft and hard services, vendor management, landscaping, waste management. Amongst the other services, the specialised hard services for the labs are the most critical since we guarantee the proper operation of the labs, that serve the whole region of EMEA.



Annual Turnover	•3,000,000€
Human Resources	• 45 personnel/more than 23 subcontractors

Real case – Pfizer

Length of contract :	<ul style="list-style-type: none"> Starting April 1st 2014 and renewed until December 2023
Sites :	<ul style="list-style-type: none"> 1 office space in Belgrade, almost 1.000 square meters, offering our services to 100 office employees.
Provided Services :	<ul style="list-style-type: none"> Cleaning and Pest Control Services, Landscaping, Recycling Services, Vendors Management , Handyman Services, Facility Manager on Site Service, Security Services, Waste management etc.
Achievements through Vendors Management	<ul style="list-style-type: none"> Vendor Management Services started on April 2014 and our first goal with our client was to keep the same prices for client, for at least one year. Second goal is GW to negotiate even better prices with vendors.
Annual Turnover Human Resources	<ul style="list-style-type: none"> 100,000€ 12 personnel (and another 50 specialized subcontractors under GW full supervision)





Real cases

COOPERTIRES



Length of contract:	<ul style="list-style-type: none"> • 3 years, from 1st of October 2017
Sites:	<ul style="list-style-type: none"> • Cooper Tire & Rubber Company Kruševac
Provided Services:	<ul style="list-style-type: none"> • Cleaning and Toilet supplies , Soft Services



TEVA



Length of contract	<ul style="list-style-type: none"> • 3 years, from 1st of January 2018
Sites	<ul style="list-style-type: none"> • Teva Leskovac
Provided Services	<ul style="list-style-type: none"> • Cleaning, Soft Services



ASTER TEXTILE



ASTER TEXTILE d.o.o. NIŠ

Length of contract	<ul style="list-style-type: none"> • From 1st of September 2017
Sites	<ul style="list-style-type: none"> • Aster textile Niš
Provided Services	<ul style="list-style-type: none"> • Cleaning, Toilet Supplies, Pest control



Solutions Delivery People



Real cases

ZUMTOBEL GROUP



Length of contract :	<ul style="list-style-type: none"> • 1st of September 2017
Sites :	<ul style="list-style-type: none"> • Zumtobel Group Niš
Provided Services :	<ul style="list-style-type: none"> • Cleaning ,Toilet supplies, Facade washing, Laundry, Pest Control, Gardening, Winter Service, Handy Man,, Technical Maintenance



ŠKODA



Length of contract	<ul style="list-style-type: none"> • 1st August 2017
Sites	<ul style="list-style-type: none"> • Škoda Niš
Provided Services	<ul style="list-style-type: none"> • Cleaning, Toilet Supplies, Facade washing



MERCEDES



Mercedes-Benz



Length of contract	<ul style="list-style-type: none"> • 1st of August 2017
Sites	<ul style="list-style-type: none"> • Mercedes Niš
Provided Services	<ul style="list-style-type: none"> • Cleaning, Toilet Supplies, Facade Washing



Solutions Delivery People



Real cases

Inditex

Length of contract :	<ul style="list-style-type: none"> • 1st of July 2017
Sites :	<ul style="list-style-type: none"> • Novi Sad, Belgrade
Provided Services :	<ul style="list-style-type: none"> • Cleaning ,Toilet supplies, Facade washing, Pest Control, Technical Maintenance

INDITEX

Blackrock



Length of contract	<ul style="list-style-type: none"> •
Sites	<ul style="list-style-type: none"> • Beograd
Provided Services	<ul style="list-style-type: none"> • Cleaning, Toilet Supplies, Tehnical Maintenance



Zepter



Length of contract	<ul style="list-style-type: none"> •
Sites	<ul style="list-style-type: none"> • Beograd
Provided Services	<ul style="list-style-type: none"> • Cleaning, Toilet Supplies, Facade Washing





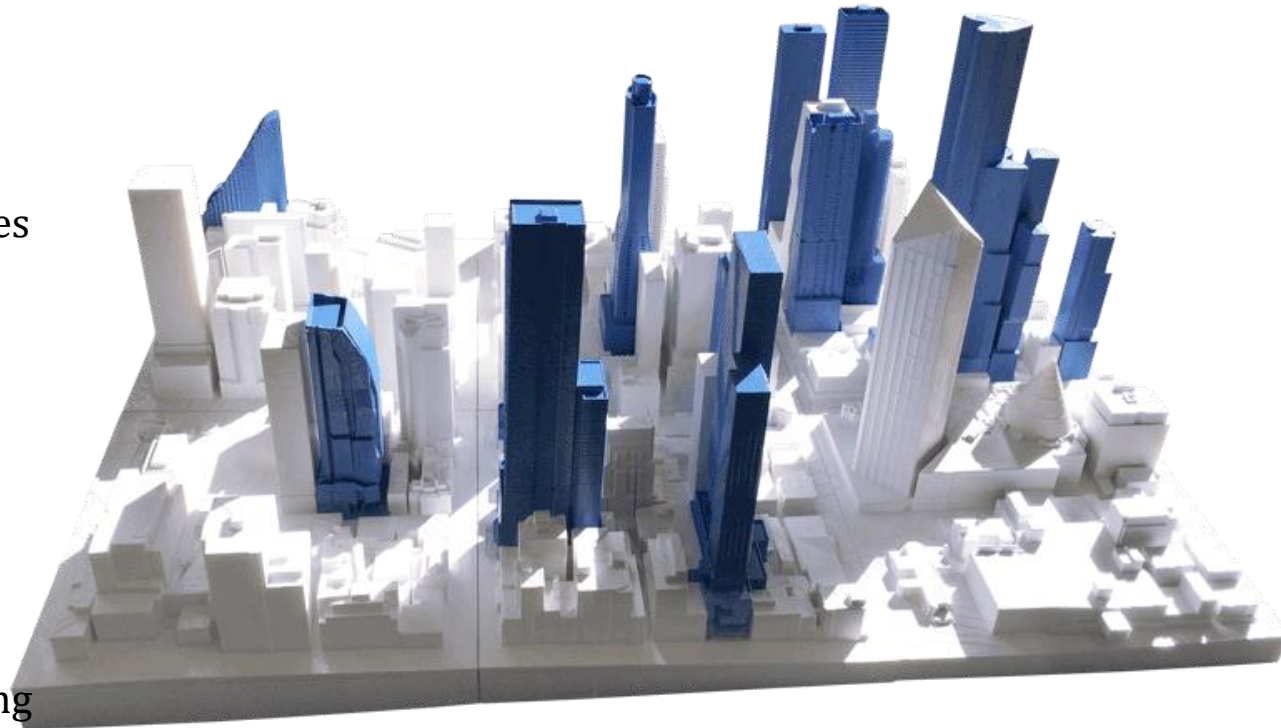
Services & Capabilities

Hard Services/Building Management

- Preventative & Reactive Services
- Ad-Hoc Services
- Asset Lifecycle Management
- Project and Major Works Management
- Safety and Condition Auditing
- Operations Management

Environmental

- Gardening & Landscaping
- Waste Management & Recycling
- Energy Monitoring
- Pest Control



Security and Asset Protection

- Manned Guards and Patrols
- Electronic Monitoring
- Data and Archiving Management

Soft Services

- Planned Cleaning Services
- Supply of Consumables
- Hygiene Services
- Bait and Fumigation Services
- Catering
- Reception
- Mail room

Real Estate Services

Vendor Management



Solutions Delivery People



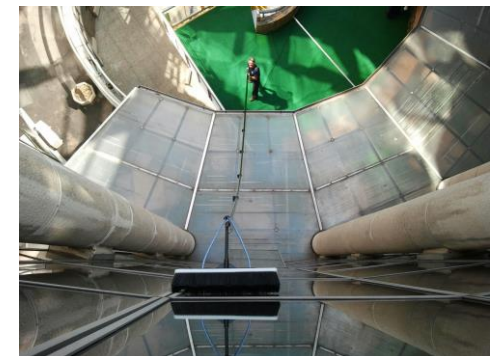
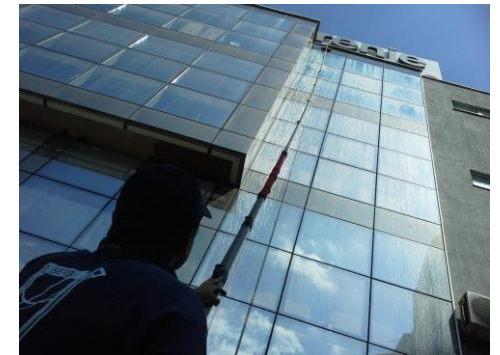
Globe Williams Innovations

Façade cleaning - inaccessible glass surfaces

A new system for cleaning at height, **WATER FED POLE SYSTEM** is independently developed by GW Serbia. Special ultra-light sequels and special brushes can reach a height of 16 meters or more. It uses specially treated water, so no additional chemicals are needed. Use of this system provides large savings in washing all surfaces like glass, aluminium, stone and others.

This system enables:

- ✓ Significantly faster execution of services
- ✓ Minimal disturbance of the functioning of the facility
- ✓ Easy maintenance of inaccessible surfaces
- ✓ Washing with specially treated water without additional chemicals (except in extreme cases)
- ✓ Prolonged effect of washing
- ✓ Absolutely harmless to the environment
- ✓ Minimum vulnerability of executors, without special permits for work at height
- ✓ Reducing costs of services to minimum.





Achievements



Globe Williams International, is now included among the largest Facility Management providers in the region of Europe, the Middle East and Africa (EMEA). One of the most reliable and established autonomous organizations, **Drees & Sommer** in collaboration with **RICS (Royal Institution of Chartered Surveyors)** have prepared the **2020 European FM Provider Report**, successfully provided readers with a comprehensive overview of FM providers in the European market. Globe Williams International is recognized as one of the largest facility management companies in the EMEA region based on total turnover, revenue, customers, personnel (directly and indirectly related), size and market influence!

It is a great honor for us to be included among such prominent organizations. This recognition of our company is, of course, a result of hard work, thorough training, and specialization, of the ethics and values of our people around the world as well as our organized and effective network of partners, suppliers and contractors. We strongly believe that our inclusion in this study is a reward of our efforts for the last 20 consecutive years that we are active in this area. At the same time, it is a guarantee for our action, strengthening our prestige, our credibility but also our influence in the international market.





Why Globe Williams

- Over 20 years experience in the Facilities Management Industry
- Tailored and Flexible Management Models to suit your needs
- 24hour service for reactive and ad hoc maintenance services
- Optimum Results using latest industry standards and advanced equipment
- We invest in the personnel behind our company to equip them with the knowledge and skills sets required to deliver quality services
- Deep knowledge of the markets through dedicated experienced Directors
- Continuous Improvements/Efficiencies
- Verticalisation of Soft Services
- Financially Stable Company with offices Globally



Thank you

GLOBE WILLIAMS

www.globewilliams.com

Solutions Delivery People

