

**SitexOrbis**



**property  
and people  
protection**

**24/7**



## PROTECTION IS THE HEART OF OUR BUSINESS

We're the leading provider of integrated property and security services, trusted by thousands of public and private sector clients across Europe including the UK, France and Germany. Our innovation in vacant property management establishes us as the market leader, providing the complete service expected by social and commercial sector clients.

**24/7**  
delivery

**25+**  
years  
experience

**50,000**  
properties  
secured

### Contents

<b>01</b>	Management Team
<b>02</b>	Strategy & Goals
<b>03</b>	Customers
<b>04</b>	Branding
<b>05</b>	People, Work & Life
<b>06</b>	Social & Environmental Responsibility
<b>07</b>	Innovation & Technology
<b>08</b>	European & Regional Services

THE EUROPEAN BOARD



**1. GROUP CHIEF EXECUTIVE**  
David Walker

**2. GROUP CHIEF FINANCIAL OFFICER**  
Oliver Cunningham

**3. EUROPEAN SALES & MARKETING DIRECTOR**  
Mark Cosh

**4. GESEHAFTSFUHRER DEUTSCHLAND**  
Henry Jonas

**5. DIRECTEUR-GENERAL FRANCE**  
Mark Rumeau

**Q: HOW HAS THE COMPANY CHANGED?**

**A: David Walker, Group Chief Executive:**  
This year we have seized the tremendous opportunity to revitalise the company and brand through combining two leading names in our industry – Sitex and Orbis. This has given us a stronger presence across Europe and enabled our branding to reflect our company effectively, becoming fresher and more dynamic. Moving forward under one name has also meant that the structure of the company has been reviewed and streamlined to ensure the continuing high levels of service and performance that we have become known for delivering.

**Q: HOW HAS THE BRAND CHANGE BEEN MANAGED?**

**A: Mark Cosh, European Sales & Marketing Director:**  
The combination of the two companies to create the new name, SitexOrbis, unifies our presence across Europe and we think the new logo reflects the new energy running through our company. The past year has not only seen the revitalisation of the company and brand but the expansion into new vertical markets. This is facilitated by our strong team and processes which have gained recognition by being rated number one in a Customer Satisfaction Survey in the UK.

**Q: HOW HAS THIS BEEN ACHIEVED?**

**A: Oliver Cunningham, Group Chief Financial Officer:**  
We have introduced an extensive internal benchmarking process and a new stock

control procedure that covers everything from our depots to our vans. This is coupled with the implementation of a new Corporate Customer Services team to ensure enhanced monitoring and management. All developments are aimed at streamlining processes to achieve increased operational efficiency and customer satisfaction

**Q: WHAT IS THE OUTLOOK FOR THE FUTURE?**

**A: Henry Jonas, Geschaftsfuhrer Deutschland:**  
Whilst other companies’ sales figures may be shrinking, SitexOrbis continues to grow. Increases in sales figures are making us gloom busters and one of the few companies to be beating the downturn. Development and innovation has been key to our success and this includes the launch of four new services and new management tools on offer, such as the web portal in which clients can view reports in real-time. Ongoing investment in staff and systems is essential to our ongoing success and the continued high levels of customer satisfaction that are expected of us, 24/7/365.

**Q: WHAT ARE THE BENEFITS TO THE CUSTOMER?**

**A: Mark Cosh, European Sales & Marketing Director:**  
Happy customers are very important to SitexOrbis. Our approach, combined with our customer feedback, has meant that we have continued to listen, improve and innovate, delivering new, cost-efficient solutions to our clients. As a result, our customers benefit from a 24/7 service which is reliable, consistent and professional. They also benefit from a wider range of services, tailored to their needs, and from a provider that they can always trust

## OUR STRATEGY & GOALS

Having identified the true value of our assets, we're strengthening everything in readiness to grow the business in all directions. The new leadership team is committed to achieving the vision by building on the best practice and through leadership that SitexOrbis currently provides, and by applying investor funds to planned and costed changes at the point of service delivery where client benefit is maximised.

### MANAGEMENT STRATEGY

	Action	Status
<b>STEP 1</b>	PLAN a. Conduct a survey of client requirements b. understand client needs; and c. plan the business structure and services according to those needs.	Complete
<b>STEP 2</b>	IMPLEMENT a. Trial new client services & solutions; b. survey client satisfaction; and c. prepare for launch.	Underway
<b>STEP 3</b>	IMPROVE a. Launch new services & solutions; b. add improvements; and c. add new services and solutions.	Ahead of target – Launch 2010
<b>GOAL</b>	To shift from 'supplying property related services' to 'providing a total property protection solution'.	

## Total client integration

- Business driven by customer feedback
- New solutions to old problems



## CUSTOMERS

Our customers provide our inspiration to innovate and progress as we strive to ensure their needs are met. It is because of this that, other than our staff, they are the most important people to SitexOrbis. Working within both the public and private sectors, we provide a range of services to ensure that their varying requirements are met effectively.

### PUBLIC SECTOR

- Councils
- Housing Associations
- Schools
- Colleges
- Hospitals



### COMMERCIAL SECTOR

- Finance
- Manufacturing
- Transport
- Facilities Management
- Retail
- Pubs



"To our full satisfaction [SitexOrbis] has fixed its steel panels to our listed buildings on ground level and first floor windows and doors. We were very pleased, in particular, with the rapid implementation as this is very important for the conversion of historical monuments. Additionally, a great advantage of the security system is that there are no further costs involved."

**Property Management of the State of Hesse, Kassel, Germany**

In 2008, customers rated SitexOrbis as number one (over any of its competitors) in an independent survey conducted by the Leadership Factor. 2009, saw improved customer ratings better than maintain our number one position.



## BRANDING

A man wearing a yellow hard hat and a high-visibility vest is smiling and holding a white business card. The hard hat and the card both feature the SitexOrbis logo, which consists of the word 'SitexOrbis' in a bold, sans-serif font with a red 'x' between 'Sitex' and 'Orbis', and the tagline 'property & people protection 24/7' underneath. The background is a soft, out-of-focus white.

**SitexOrbis**  
property & people protection 24/7

**We've changed for a reason**

Our fantastic heritage in vacant property management has seen us operating under not one but two leading names in our sector – Sitex and Orbis. The combination of the two to create the name, SitexOrbis, unifies our presence across the European operations. The logo reflects the energy running through our company.

**SitexOrbis**  
property & people protection 24/7

"SitexOrbis perform a very good job and they have a website (a customer portal) that keeps me updated on the progress of work, including pictures of secured properties."

**TESCO**

Tesco



**PEOPLE, WORK & LIFE**

It's the people that make our company what it is. SitexOrbis works to empower employees, allowing them to deliver the high quality service customers expect, each and every time.

The SitexOrbis workforce is trained and organised to extract the maximum benefits from multi-tasking, and management encourages both continuous improvement and innovation by supporting staff participation in quality initiatives and training.

**Recruitment**

We recruit from the local community to ensure that our staff have knowledge of the region in which they are working in, and that the company is supporting the local area by providing employment opportunities. Prior to employment, for example, in the UK, all members of staff are security checked to ensure they are safe to work for SitexOrbis.

**Training**

We pride ourselves on our high levels of training and ensure that all our staff represent SitexOrbis effectively and offer our customers a professional service. All our staff undergo extensive in-house training and in the UK this is extended by external accreditation bodies such as City and Guilds.

**Motivation**

As it's the people that make our company what it is, it's important they know that they are key to our success. We reward high performance with bonuses, and competitions such as the Walker's Winners campaign in the UK give staff an extra incentive to be central to our exceptional performance. Team building is very important to us, and we have regular internal football matches once a year, along with a range of charity events, to ensure that even though our branches may be spread out, people still feel part of the wider SitexOrbis team.

**Management**

We are accredited with the ISO 9001 certification, so our staff and customers can be satisfied that we have high standards and processes in place to create a great place to work and a high level of service.

**700+**  
staff

**60+**  
locations



## SOCIAL & ENVIRONMENTAL RESPONSIBILITY

Recognising its responsibility to the wider society, SitexOrbis has identified 2 strands of sustainability in our day to day operations.

### 1. Social responsibility



We provide excellent living conditions and great places to work for staff, partners, customers and residents. Wherever possible, we form partnerships with our customers and the local community to make a positive impact within the community.

We have an equal opportunity policy and wherever possible will recruit with a mix that reflects the local demographic.

We contribute to local charitable activities and encourage our employees to take part whenever possible.

"Charitable community support is part of our culture"

Henry Jonas,  
Geschäftsführer Deutschland

### 2. Environmental responsibility



We are committed to providing services on a sustainable basis and reducing our impact on the environment. We recycle our stock in such a way as to make us an organisation with sustainable properties. We promote Health and Safety and are committed to a positive approach to Environmental Health Services. Our new products have been developed with the environment in mind, such as DuoMax, which does not harm people or the environment, and eMAKS, which has the benefit of reducing vehicle mileage.

"Prior to SitexOrbis securing and clearing the void properties in Anfield, Merseyside Fire & Rescue Service attended a total of 53 fires in 28 days in just three streets. Since SitexOrbis have been responsible for the security of the void properties our call outs have drastically reduced. In fact the only calls we receive to this in general are to non-SitexOrbis properties. Not only are the standards of security used by SitexOrbis excellent, but also their response times and customer service."

**Helen Cushion, Merseyside  
Fire & Rescue Service**



## INNOVATION & TECHNOLOGY

### Delivering effectively 24/7

In the UK, the Response Centre and lone worker divisions are entering an exciting phase of growth that has not only seen recent changes in their management structure but also sees their vital relocation to a new state of the art, Cat II BS5979 Alarm Receiving Centre (ARC). This will see the increased growth of both divisions as centres of excellence. Following customer feedback, we have implemented workflow technology to give clients and employees real-time access to each job's status. Our aims are to enable and support upgrades, enhancements and future developments to ensure future business requirements and customer satisfaction is upheld.

### 2009 Innovations: expanding into new areas

Innovation is the key to our progression and 2009 has seen SitexOrbis expanding into new vertical markets and able to offer new services. This has included the public sector and the introduction of specialist cleaning products and a remotely programmable access solution.

**20,000**  
alarm signals  
received daily  
by ARC



SitexOrbis Alarm Receiving Centre, Wirrel, UK. BS5979 Cat II and BS8484 accredited centre.



### MOULD ERADICATION

The introduction of a mould treatment service sees SitexOrbis both expanding into new areas with a new product and entering a new sector, as this is aimed at both empty and occupied properties. The specialist cleaning service upholds the landlord's duty of care to the 1990 Environmental Protection Act to protect from illnesses and building degradation.



The eMAKS (Electronically Managed Access Key Systems) provide a one key solution for all locks, on both doors and alarms. Time-sensitive, they will only work if the correct code is entered during the correct time period. Each time the key is used, it is monitored by the 24/7 response centre.



### INFECTION CONTROL

The Infection Control Vapourisation Service sees the further expansion of the clean and clear service and is also aimed at a wide range of both empty and occupied properties. Through the dispersal of a specialist disinfectant agent, SitexOrbis is able to eradicate bacteria, viral and fungal infections that are both airborne and surface-based.



### ADVANCED LONE WORKER PROTECTION

Code5 makes an advanced level of lone worker protection available to anyone with a mobile phone for the first time. Linked to the 24/7 call centre, lone worker protection is provided through the press of a button and operators will act on incidents as appropriate, such as calling the emergency services, to further ensure people protection and support.



## EUROPEAN & REGIONAL SERVICES

Wide range of services and products for property and people protection 24/7.



### Physical Security Measures

- Sitex Steel Screens
- Security Doors
- Emergency Boarding
- Bespoke security solutions
- eMAKS (electronically managed access key system) (New Service)

### Monitored Alarms

- Temporary radio and GSM wireless intruder alarms
- 24/7 alarm monitoring and reporting
- Nationwide emergency response
- Sequential verification intruder detection process
- Alarm peripherals – PIRS, boiler tamper, smoke detectors, loop guard
- Water Detectors, Vibration guards

### Clean and Clear

- Void Property Facilities Management
- Internal and external cleaning and clearance
- Specialist cleaning, pest control
- Removal of hazardous materials
- Fly-tipping and graffiti removal
- Landscaping work, Garden clearance and tidy
- Communal area cleaning
- Infection Control (New Service)
- Mould Removal (New Service)

### Refurbishment

- Pre-demolition security steel screens "Permascreen"
- Kitchen and Bathroom strip outs
- Disconnection of Services
- Removal of gas bottles and other dangerous goods
- Hazardous material disposal
- Demolition or repair work
- Property Inspection

### UK Services

- Risk Management Insurance
- Communal Access Doors
- 24/7 Call Handling & Resolution
- Bespoke Repairs & Maintenance service
- ASB Support with live web reporting
- Lone Worker Protection
- Accident & Incident Reporting
- 24/7 Intelligent Alarm monitoring
- Social & Welfare Alarm Monitoring
- CCTV Monitoring
- Hosted Access
- Intruder Alarm

### German Services

- Snow Clearance
- Hausverwaltung

### France Services

- CCTV monitoring

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**A. N. Other**

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