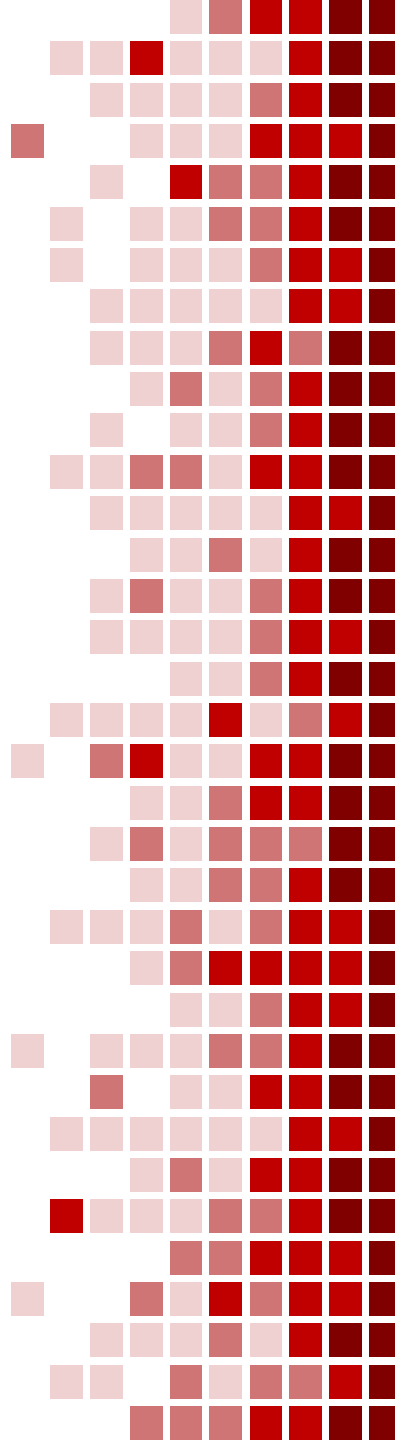




A Market Leader in
Security, Cash Logistics
& Facility Management

Facility Management – FY18

May 16, 2018



SAFE HARBOUR

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FACILITY MANAGEMENT SNAPSHOT

Facility Management



Master franchise with ServiceMaster of US



Pioneering player in Facility Management



JV with Terminix of US, largest pest control company in US

42,148

Trained housekeeping staff

73

Branches

3,000+

Sites

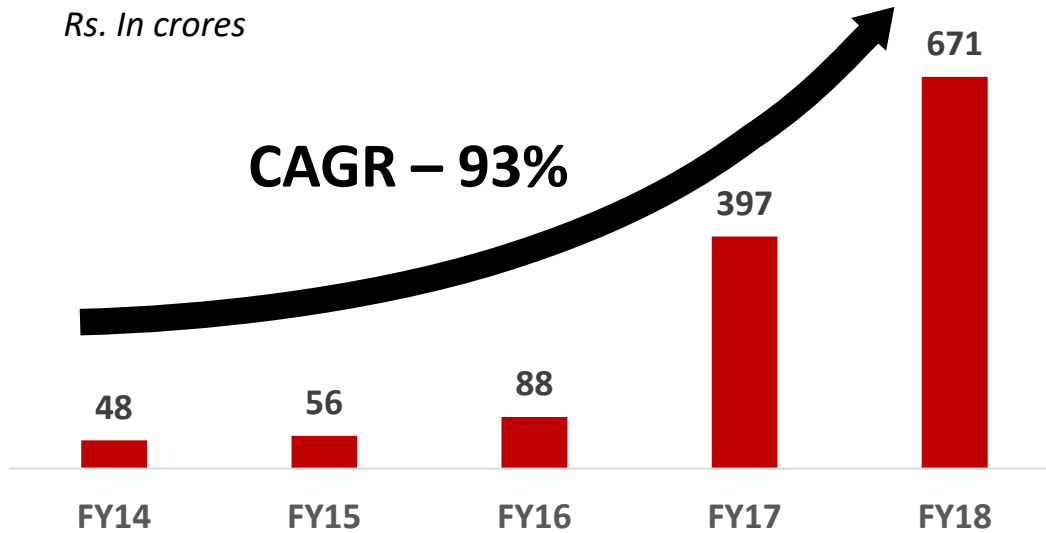
1400+

Customers

FACILITY MANAGEMENT – No.3 AND FASTEST GROWING IN INDIA

Facility Management Revenues

Rs. In crores

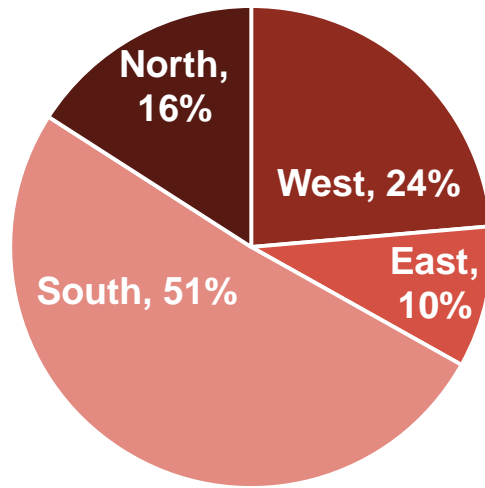


From a small base 5 years back, we have built India's No. 3 Facility Management company

- 01 Pan India Coverage
- 02 Single Window Services
- 03 Ability to Invest
- 04 Specialist teams
- 05 Multiple Brands

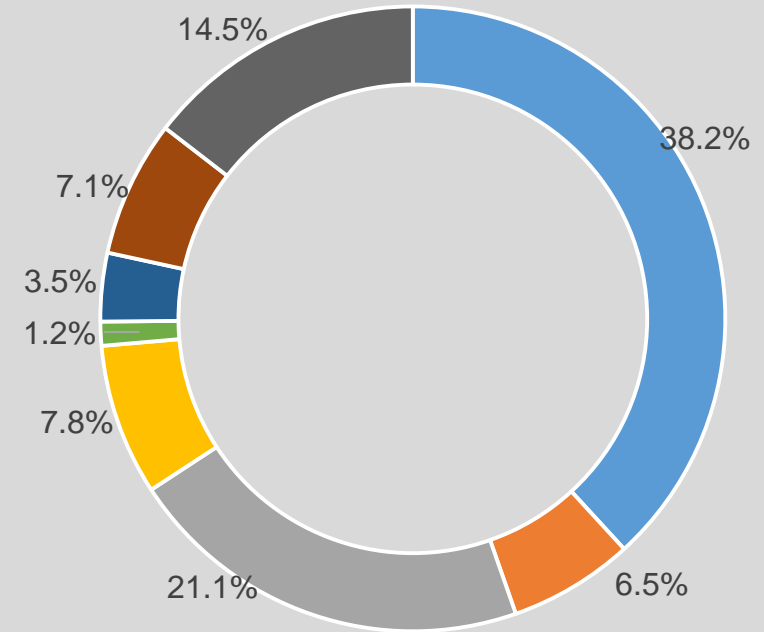
DOMINANT PRESENCE IN KEY FM MARKETS AND SEGMENTS

Zonal sales mix



- **South and West have been historically the strongest markets for FM because of the high commercial activity, IT parks, hospitals, pharma companies etc.**

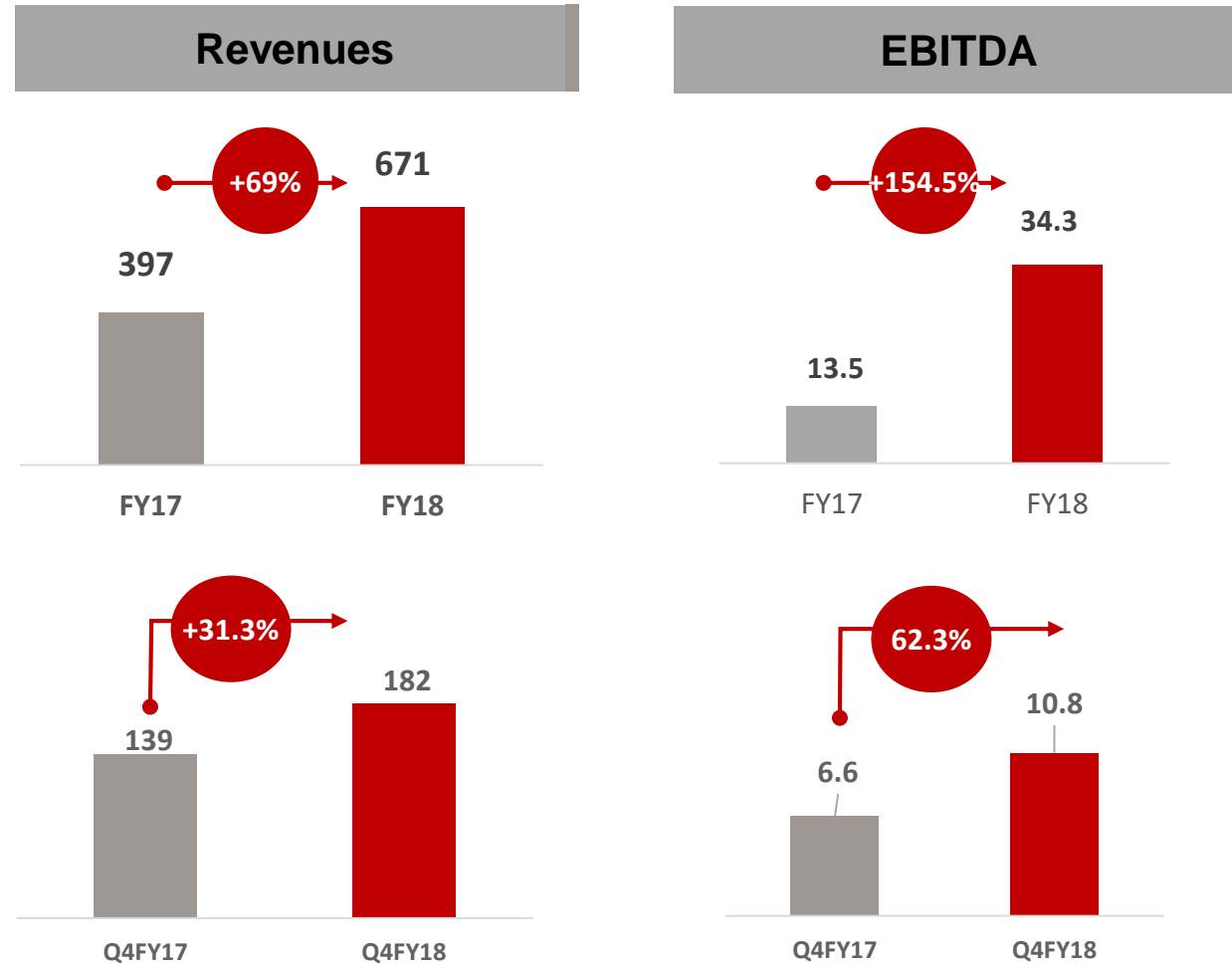
Segmental Revenue Mix



- IT/ITES
- Healthcare / Hospitals
- Pharma
- Infrastructure
- Others
- Hospitality / Hotels
- Manufacturing
- Retail
- Corporate

FACILITY MANAGEMENT – YEAR OF BIG IMPACT

Rs. In crs



135 cr organic growth in FM Segment

Both DTSS and Service Master have shown strong growth individually

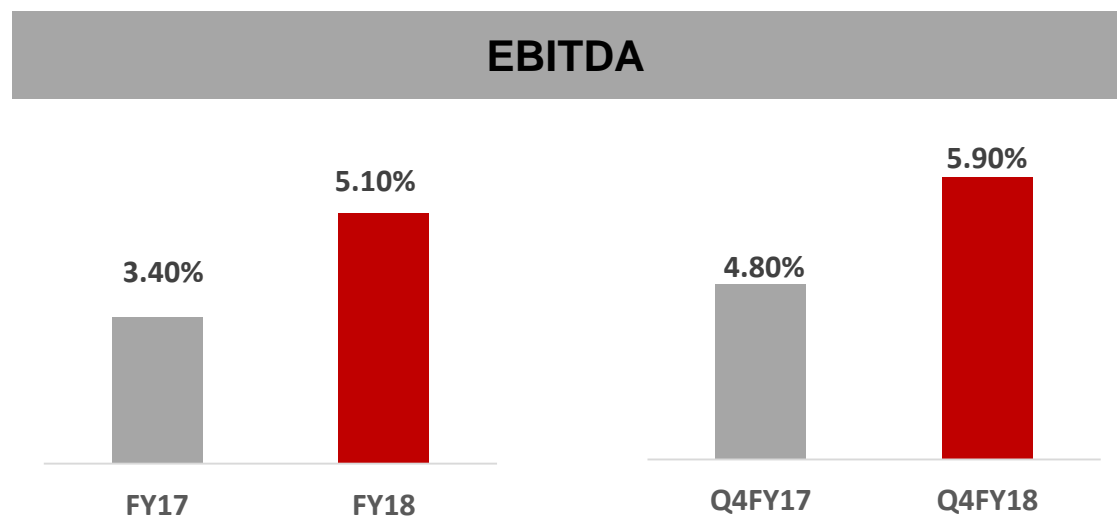
DTSS

Focus on healthcare paying off
Big wins early in the year key to exceeding budget
IFM contracts also being pushed

SMC

Launched smart cleaning technologies to help manage facilities at optimum productivity

MARGIN EXPANSION ACROSS ALL SEGMENTS



EBITDA margin increased from 3.4% to 5.1% for FY18

EBITDA margin increased from 4.8% in Q4FY17 to 5.9% in Q4FY18

Margin improvement plans conducted across both SMC and DTSS

Both businesses seeing the benefits of scale

Spearheading many tech innovations to enhance productivity – Digital attendance, Facial Recognition, Background Verification, E-checklist etc.

TRENDS IN FACILITY MANAGEMENT

