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SIS Group Enterprises
A Market Leader in Security, Cash Logistics & Facility Management

SIS Ltd.
Facility Management
SIS Confluence 2023

22nd March 2023

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Today's Speaker

Mr. Shamsher Puri
Director, Facility Management

Mr. Shamsher Puri, a first-generation entrepreneur, founded DTSS in the late 1990's, primarily as a provider of facility management solutions to the healthcare and hospitality industries. His journey is synonymous with that of the Facility Management business in India, transitioning from a highly fragmented & unorganized sector to a proficiently formalized organized sector over the past three decades.

He led strategic decisions for DTSS including raising PE funds from TVS Capital and multiple acquisitions, which transformed DTSS into a national player.

He facilitated the exit for TVS Capital in 2016 at better than market return and brought in a strategic investor - SIS Limited, a publicly traded business services company. Shamsher farmed the SIS ecosystem which led to rapid progression of the company.

Shamsher is an avid golfer and philanthropist. He has been associated with 'The Valuable 500' that works towards employability for the differently abled.
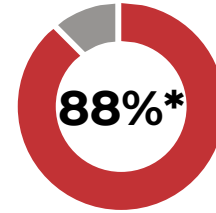
One of the largest and fastest-growing* Facility Management company in India, with the most extensive pan-India coverage, currently ranked as the No. 2 player in the industry

*By revenue

Breadth of Services

FACILITY MANAGEMENT

88%*

12%*

Soft Services

- o Janitor
- o Reception
- o Mail Room Services
- o Horticulture Services
- o Waste Management
- o Staffing & Payroll
- o Façade Cleaning
- o High Rise Cleaning
- o Event Management
- o Concierge Services
- o Helpdesk Management
- o Server Room Maintenance

Hard Services
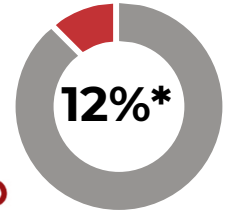
- o HVAC / Water Treatment Systems
- o Plant Operations & Maintenance
- o M&E Services
- o Plumbing & Carpentry
- o Energy Management

ALLIED SERVICES

Food Services
- o Food Service Operations

Security Services
- o CCTV Systems / Maintenance
- o Fire & Safety Systems

Transport Services
- o Mobilizing Manpower
- o Transportation Management

Note: *% of total Facility Management FY22 revenue*

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Evolution of Facility Management (FM) business of SIS Ltd.

Revenue Growth

2000 crore

2 crore

2000

IT Industry - Y2K

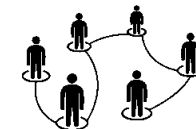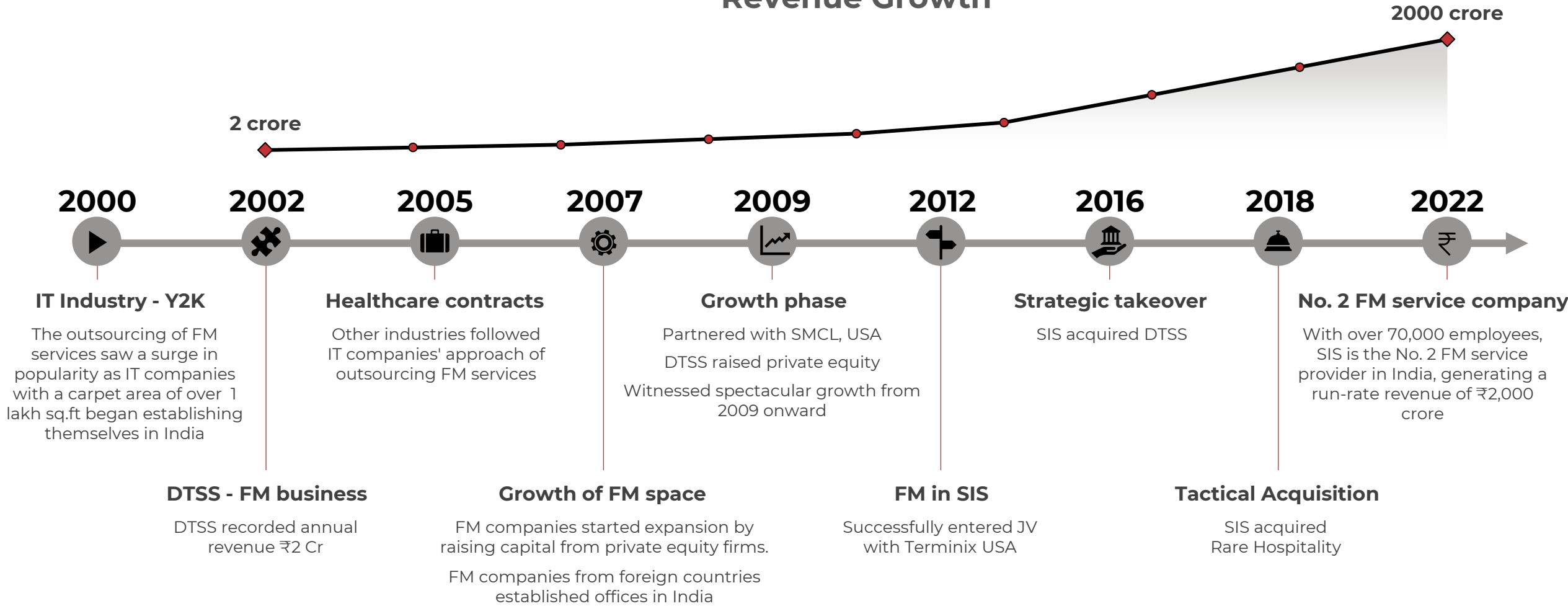The outsourcing of FM services saw a surge in popularity as IT companies with a carpet area of over 1 lakh sq.ft began establishing themselves in India

2002

DTSS - FM business

DTSS recorded annual revenue ₹2 Cr

2005

Healthcare contracts

Other industries followed IT companies' approach of outsourcing FM services

2007

Growth of FM space

FM companies started expansion by raising capital from private equity firms.

FM companies from foreign countries established offices in India

2009

Growth phase

Partnered with SMCL, USA

DTSS raised private equity

Witnessed spectacular growth from 2009 onward

2012

FM in SIS

Successfully entered JV with Terminix USA

2016

Strategic takeover

SIS acquired DTSS

2018

Tactical Acquisition

SIS acquired Rare Hospitality

2022

No. 2 FM service company

With over 70,000 employees, SIS is the No. 2 FM service provider in India, generating a run-rate revenue of ₹2,000 crore

FM Group Entities

dts — An SIS Group Enterprise

ServiceMASTER Clean

RARE HOSPITALITY — An SIS Group Enterprise

TERMINIX SIS — Secured from pest...Assured by world's best

Client Segments

IT / ITES

22%

Healthcare

14%

Airports, Railway Stations & Business to Government

12%

Commercial Spaces / Retail

24%

Facility Management is an essential, recurring operating expense in any industry at anytime

Manufacturing
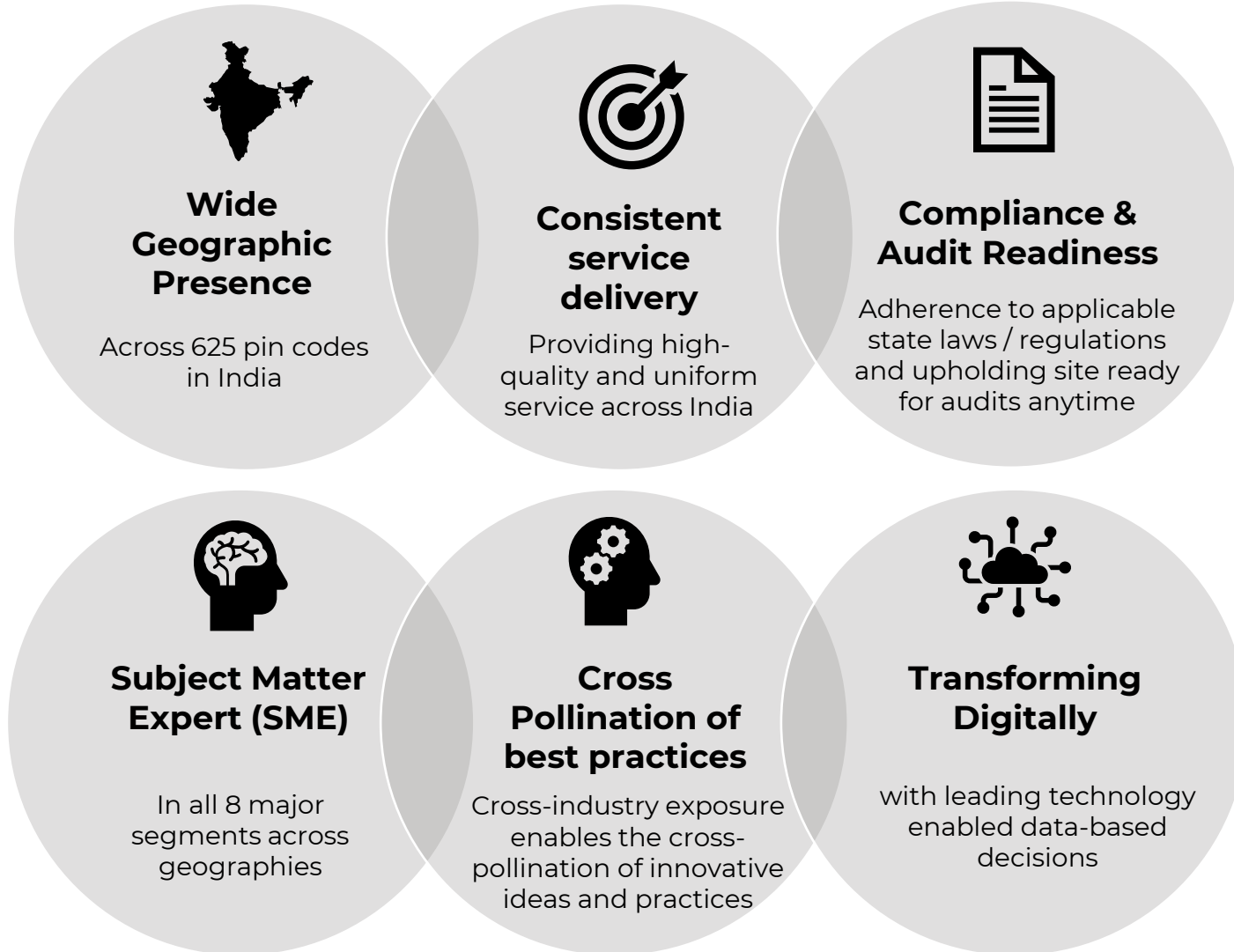
19%

Pharma

4%

Educational Institutions

4%

Co-Working Spaces / Data Centres

1%

% of 9MFY23 Facility Management revenue

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Our Competitive Edge

Wide Geographic Presence

Across 625 pin codes in India

Consistent service delivery

Providing high-quality and uniform service across India

Compliance & Audit Readiness

Adherence to applicable state laws / regulations and upholding site ready for audits anytime

Subject Matter Expert (SME)

In all 8 major segments across geographies

Cross Pollination of best practices

Cross-industry exposure enables the cross-pollination of innovative ideas and practices

Transforming Digitally

with leading technology enabled data-based decisions

NUMBER 1 SERVICE PROVIDER in: Pharma   Healthcare   Manufacturing   Airports

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Strong Focus on Process Digitization

Process Digitization

Employee Onboarding	Background Verification	Uniform Distribution	Training Employees	E-Attendance	E-Invoicing
▪ Takes ~35 seconds to onboard a new employee ▪ 12,000+ employees onboarded in FY23 till February	▪ Takes ~1 day for background verification (BGV) ▪ 8,217 employee BGVs completed in FY23 till February	▪ Takes ≤3 days to distribute uniform to a new employee ▪ Intelligence is built around uniform requirement based on seasonality	▪ M-trainer is a mobile app tracking the employee training schedule ▪ New employees are trained on responsibilities and benefits after joining	▪ Mobile app to mark attendance during office shift. ▪ Clients can view, verify and process the attendance real time	▪ An email based digital invoicing system ▪ Clients get all the supporting documents to process invoice

Digitization process has aided in minimizing operational obstacles, enhancing speed, and promoting transparency and governance

Robust background check mechanism in place

Address check

Identity check

Criminal verification

Court cases / Tribunal check

Defaulters list check

Parameters	Traditional Process	Current Process
Cost per candidate	₹3,000	₹60
Completion time	45-60 days	1-3 days
Credibility	Low	High
Additional		- Bank account check with Penny drop - Location check - Large batch processed rapidly

Empowering customers with industry leading digital solutions

Digital solutions for customers	▪ Our digital solutions have eliminated paper-based processes, providing customers 24/7 access from any location ▪ On-time reports foster trust and transparency with our customers
Rising compliance	▪ Digital initiatives aid compliance with regulations, legislation, and laws such as GST and labor reforms

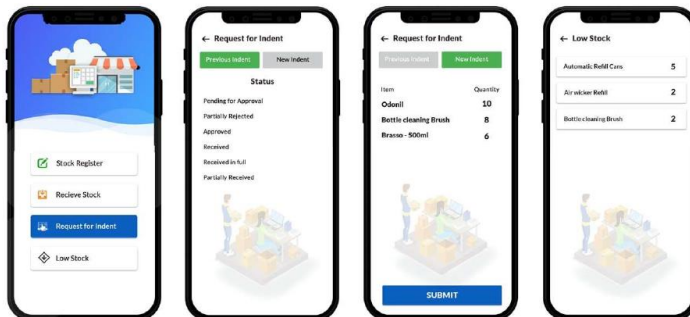| C-SAT	Own Your Customer	E-Checklist	E-Material	Beacon Services - on demand
▪ Customer satisfaction survey feedback about site operations ▪ Empowers management to ensure quality ▪ Feedback frequency based on customer categories	▪ Application to manage key account clients' relations ▪ Ensures expectations are met, supports in customer retention and building loyalty	▪ Dashboard for clients on work completion as per SLA ▪ Digitized replacement of paper- based checklist	▪ App. for requisitioning material at the client's location. ▪ Material stock, issues, consumption are recorded and controlled by the client ▪ No special audit is required	▪ Sensor / beacon based - On demand services

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E-Material management: An innovative approach

E-Material is a mobile application for material requestioning at a client's site

- With the E-material app., lead time from material request to delivery at site reduced from 7 days to 1 day
- Pre-approved inventory only can be allocated for a site
- Online data available for all stake holders
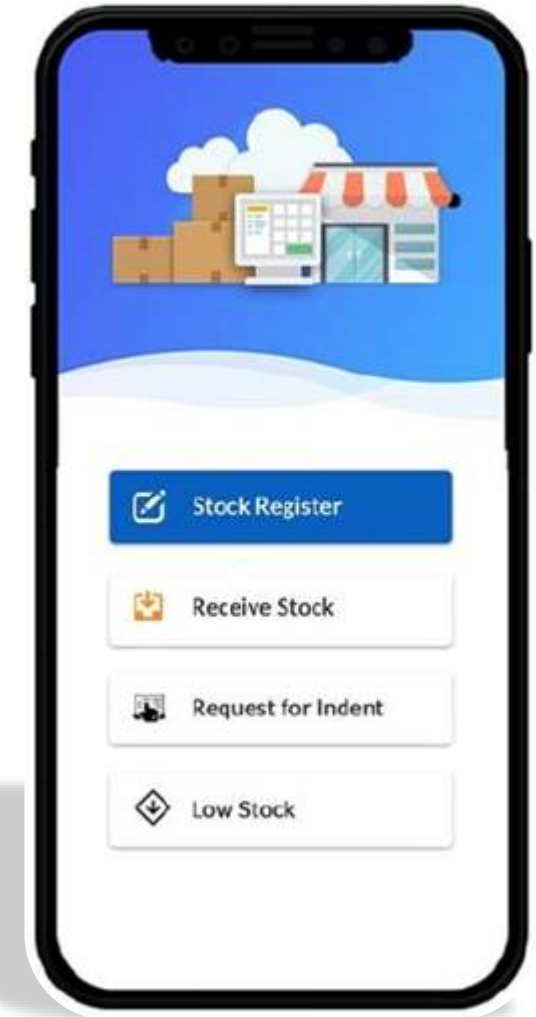- Real time data and record for inward, inventory and consumption trend is available
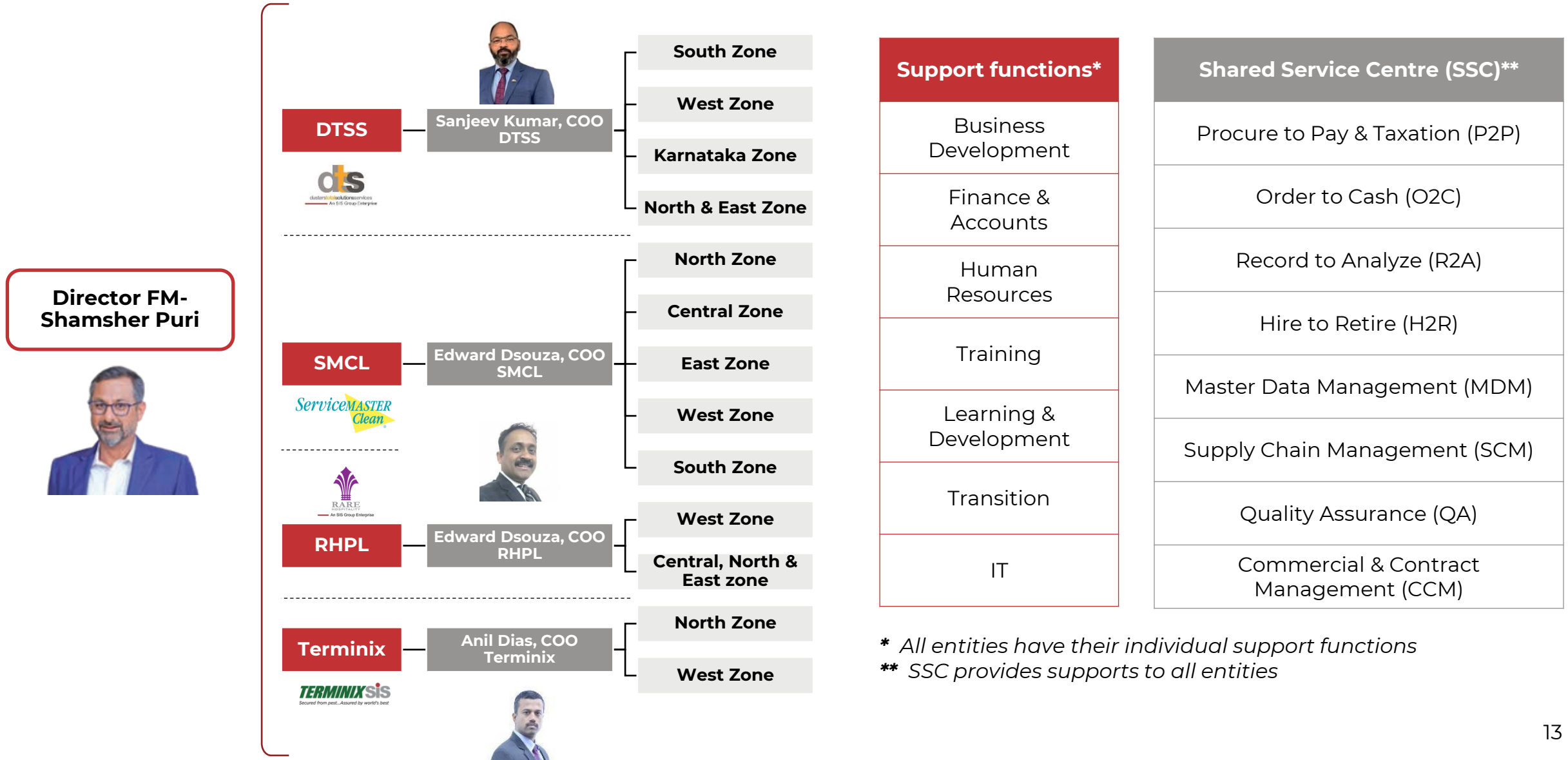
Snapshots of E-Material App

Request for indent
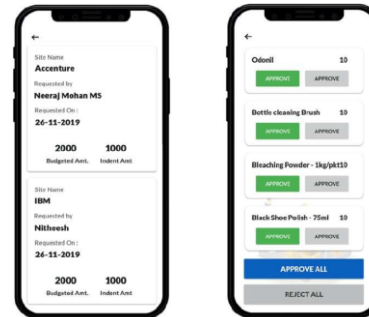
Branch Head approval

Corporate hierarchy: Facility Management

Director FM- Shamsher Puri

DTSS

Sanjeev Kumar, COO DTSS
- South Zone
- West Zone
- Karnataka Zone
- North & East Zone

SMCL

Edward Dsouza, COO SMCL
- North Zone
- Central Zone
- East Zone
- West Zone
- South Zone

RHPL

Edward Dsouza, COO RHPL
- West Zone
- Central, North & East zone

Terminix

Anil Dias, COO Terminix
- North Zone
- West Zone

Support functions*
Business Development
Finance & Accounts
Human Resources
Training
Learning & Development
Transition
IT

Shared Service Centre (SSC)**
Procure to Pay & Taxation (P2P)
Order to Cash (O2C)
Record to Analyze (R2A)
Hire to Retire (H2R)
Master Data Management (MDM)
Supply Chain Management (SCM)
Quality Assurance (QA)
Commercial & Contract Management (CCM)

* All entities have their individual support functions
** SSC provides supports to all entities

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Multiple levels contributing to volume growth

Retain **~95%** of our customers

Annuity customers

Lateral customers
Existing customers provide opportunities in newer locations and additional services

Business acquiring greenfield customers

New customers

Migrating customers
Business gained from customers who have moved from other service providers
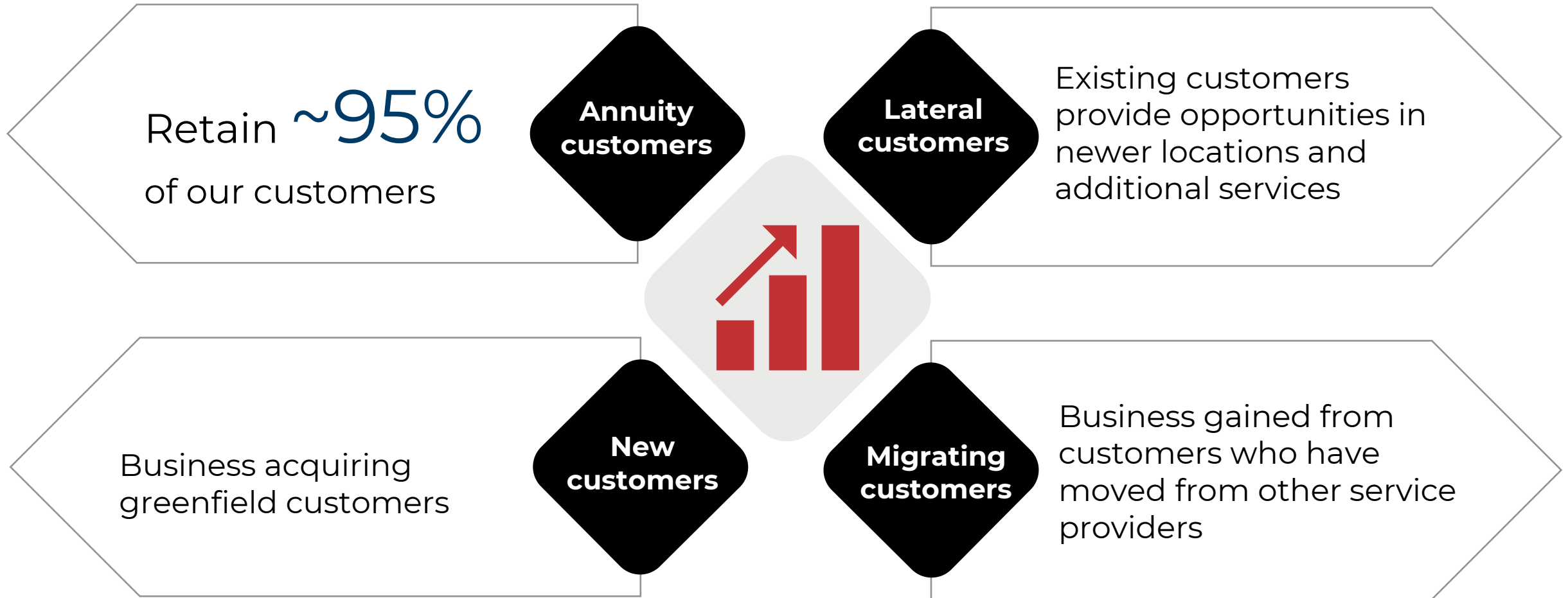
Case Study on Lateral Customers

Number of Locations	Total area managed	Major locations	Contract value	Total manpower deployed
6	**9 mn sq.ft**	**Kolkata**	**₹7 Cr/ Annum**	**200+**

Example of a leading Property Management Company:

Modest beginnings — Started housekeeping services at a single location in Kolkata with annual revenue of ₹0.5 Cr per annum

Increased service coverage — With the customer's business growth, services extended to AMC, WTP, event management, help desk, landscaping, operations & maintenance
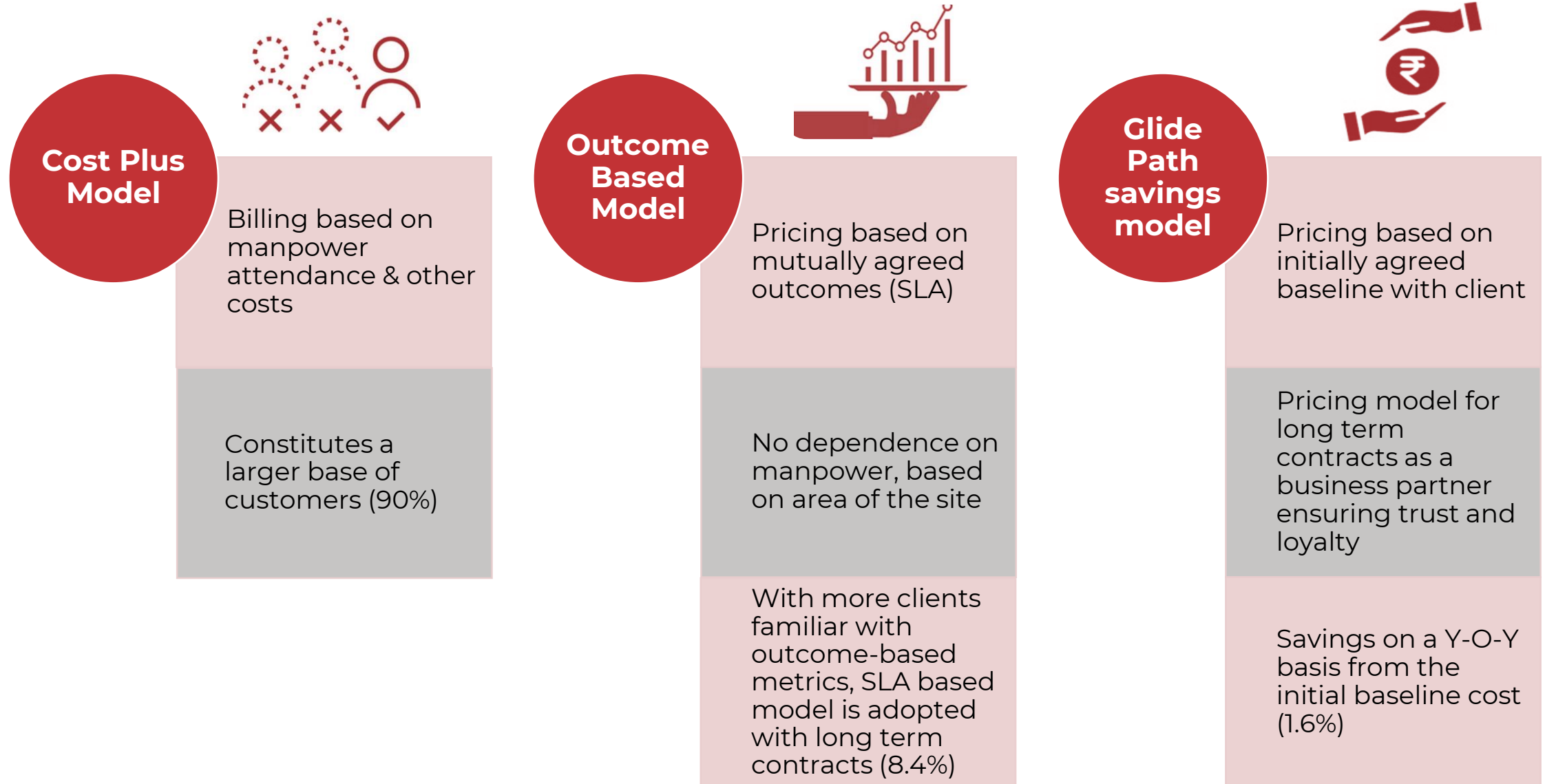
Team enhancement — Strengthened back-office team with a Key Account Manager and SME

Expanded footprint — Business extended in new growth locations across service offerings generating ₹7 crore annual revenue

Business Model

Cost Plus Model

Billing based on manpower attendance & other costs

Constitutes a larger base of customers (90%)

Outcome Based Model

Pricing based on mutually agreed outcomes (SLA)

No dependence on manpower, based on area of the site

With more clients familiar with outcome-based metrics, SLA based model is adopted with long term contracts (8.4%)

Glide Path savings model

Pricing based on initially agreed baseline with client

Pricing model for long term contracts as a business partner ensuring trust and loyalty

Savings on a Y-O-Y basis from the initial baseline cost (1.6%)

Summary

No. 2 in the industry	▪ One of the largest and fastest growing Facility Management company in India
Pan-India presence	▪ Serving 800+ customers across 50 cities at 1,500+ locations in India
Focus on digital transformation	▪ SIS has been at the forefront of innovating and adapting technology initiatives to drive excellence in service delivery to customers.
Superior level of compliance	▪ Always compliant and audit ready
Stickiness of the customers	▪ Consistent service delivery leading to 95% customer retention

Q&A

Thank You

Bharat Bakhshi (President - M&A, IR and Ventures)

Shweta Jain (Associate Vice President – M&A & IR)

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