

SERVICE *with* IQ

Smart service solutions that add
value to your operation



“Sure, service can be smart!”

“As a leading service provider, we deliver flexible and safe solutions that free up time and resources. But more than that, we make all our customers a pledge: a pledge to deliver Service with IQ. To bring all our commitment and know-how to add intelligence to integrated or single service solutions. Our belief is that services can be called smart when they create real value and lasting business benefits. That’s Service with IQ.”

PRESIDENT AND CEO, MIKAEL STÖHR



‘Is there a smarter way to do this?’
That’s the question we’re always asking ourselves, because our passion, always, is to offer the very best solution on the market.

SMART SERVICES THAT BENEFIT YOUR OPERATION

When you're striving to focus on core business, raising standards while also cutting costs, and you see the need for a consistent level of service, Coor is there for you. We'll provide you with overview, scalability and simplicity, and pledge to be a resourceful, innovative partner. Our service culture, tried-and-tested processes and methodologies can cope with any need, challenge and change, and create lasting value for your operation.

WHAT YOU GET

Freed-up time and resources

Allowing a specialist to manage your service needs will free up time and resources for you to dedicate to your core operations.

Enhanced competitiveness

Focusing on business challenges and opportunities will allow you to develop your core operations and enhance competitiveness.

Increased flexibility

Your service delivery is designed to be scalable according to change and new requirements, now and in the future.

Simplicity and overview

Coor provides continuous follow-ups, you can easily monitor our service delivery and concentrate on strategic decisions.

Tangible cost savings

Investments in systems and processes, employing synergies and economies of scale ensure Coor offers cost-efficient services.

WE ENSURE

Continuous improvement

Coor proactively suggests improvements that track the changing needs of your operation and develop services.

Innovation

Always looking to upgrade the intelligence and value of its services, Coor continuously develops innovative concepts and solutions.

A genuine service culture

Coor is growing a strong and committed service culture where all employees are offered personal training and development.

Service expertise

With the market's broadest offering, Coor provides you with experience and leading expertise across a wide range of service segments.

Sustainability and safety

Delivering safe, environmentally friendly and ethical solutions is a priority for Coor. Our proven systems and methods ensure quality, efficiency and consistency.

Quality processes

Coor focuses all its systems support and workflow on your service solution. Established processes assure quality and efficiency right through service delivery.

State-of-the-art IT systems

Coor guarantees quality-assured operational processes and methods, supported by custom, leading-edge IT systems.

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THE LEADING NORDIC SERVICE PROVIDER, WITH THE BROADEST OFFERING

Choose an integrated solution
or the specific services your
operations require.



SERVA

INTEGRATED SOLUTIONS AND SPECIALIST COMPETENCES

Coor has the market's broadest service offering, organized in four service segments and grounded in extensive specialist competence. By combining various services, Coor builds integrated solutions that add value to, and optimize, your operations. We offer a wide range of services, distinguishing ourselves in cleaning, property services, industrial services, food and beverages. But every service we offer delivers new thinking and technologies, based on customer needs and an evolving environment.

COOR'S FOUR SERVICE AREAS

WORKPLACE SERVICES

- Office services
- Cleaning
- Food and beverages
- Security services
- Workspace management

PROPERTY SERVICES

- Technical management
- Energy optimization
- Damage control and repair
- Development projects
- Administrative and financial management

For more info on our single services,
go to: www.coor.com/services

INDUSTRIAL SERVICES

- Strategic production development
- Industrial projects
- Industrial maintenance
- Industrial cleaning and waste management
- Logistics

STRATEGIC ADVICE

- Strategy, analysis and action plans
- Change management
- Management resources
- Reporting and business cases
- Process and system design
- Project management



W I C E



DRIVING INNOVATION

Coor drives innovation by introducing new concepts that address customer needs and create sustainable change. Coor Green Services is one example—a tool that evaluates the environmental impact of services used on site. Coor Concept Office, an activity-based workplace concept, is another. We have also launched a series of popular new technology ‘smart concepts.’ These concepts enable us to deliver leading-edge service solutions that simplify working life.

For more info on our innovation concepts please visit
www.coor.com

SUSTAINABLE AND SAFE SOLUTIONS

Coor delivers and guarantees safe, environmentally friendly and ethical solutions—a top priority. Our operations use proven systems and methods certified to ISO standards; ISO 9001 for quality and ISO 14001 for the environment, ensuring quality, efficiency and consistency. We fulfil the requirements of all relevant standards in major service and product segments. Our Coor Green Services tool includes a yearly environmental audit of service deliveries, ensuring we remain active and credible as your green adviser.



Coor SmartFlow™



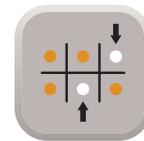
Coor SmartID™



Coor SmartMove™



Coor SmartResponse™



Coor SmartUtilization™



Coor Green Services



Coor Service Management is the leading service provider in the Nordics, delivering all the support services necessary for a company or public organization to work smoothly and effectively. Coor has the market's broadest-based offering and possesses specialist competence in four segments: workplace services (soft FM), property services (hard FM), industrial services and strategic advisory services. By combining services from these service segments, Coor delivers unique, effective and flexible packages that create value for customers. We call this smart service—Service with IQ.

COMPANY FACTS

Operations in: Sweden, Denmark, Finland, Norway

Presence: Belgium, Estonia, Hungary, Poland

Clients: major corporations, small and mid-sized companies, public bodies. Current customers include: AB Volvo, CGI, the Danish Police Authority, DR (the Danish Broadcasting Corporation), Det Norske Veritas, E.ON, Ericsson, Evry, Fortum, Gävleborg County Council, ICA, Kemira Kemi, McNeil, NCC, Nordea, Oulon Yliopisto, Saab Aero, Sandvik, Sapa, SAS, Skanska, Statoil, Sulzer, the Swedish Transport Administration, TeliaSonera, Trelleborg, Vasakronan, Vattenfall, VR, and Volvo Cars.

Employees: in Sweden, Finland, Norway and Denmark, totalling 6,700

Annual sales: SEK 8,000 m

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