



# The Fleximton Post

WINTER  
Q4 - 2022

- WE GIVE ENERGY, WE ARE FLEXIBLE, WE ACT GLOBALLY -

PAGE  
NUMBER 1

## REWARDS IFMA 2022

The first of June 2022, at the occasion of the World Workplace Event (IFMA), Flexim was awarded the second best FM partner in Europe in front of a large audience of FM professionals and clients.

Source FM PROVIDER PERFORMANCE SURVEY 2021

For the 6th consecutive year, Hospitality Group a FM consulting firm, has objectively and independently reviewed the performance of facility management service providers. This year was the first international edition of the survey. The international edition focuses on the performance of FM service providers specifically in global IFM contracts.

Flexim achieved the second position! Only 0.1 point difference from the number 1. This is a fantastic promotion for our company.



## ISO 27001 - ISMS

Daniel Martin and Tenzin Gasser have worked hard to raise the profile of Flexim. Thanks to their hard work, Flexim is now certified ISO 27001.

This is an international standard that helps organizations manage the security of their information assets. It provides a management framework for implementing an ISMS (information security management system) to ensure the confidentiality, integrity, and availability of all corporate data (such as financial information, intellectual property, employee details or information managed by third parties).

Daniel and Tenzin will be happy to explain to you how to implement security controls for managing information security risks in addition to the best practice for information security management.

## OUR NEWSLETTER

You've probably heard me saying to our HR Group led by Nora Sterchi, that we need motivated and competent employees. Indeed, they are the driving force behind our organization. That's why I am proud to launch the first issue of the Fleximton Post, our/your company newspaper.

It's more important than ever to find a strong and creative communication channel to keep us, our remote teams, connected, productive and engaged, maintain team coherence, and create a positive organizational culture.

You'll see in this first issue that Flexim has become a world class Boutique FM company. The Fleximton Post will act also as a brand ambassador that helps our company get more brand awareness, raising high our new status of the best International Boutique FM Company.

I am sure you'll enjoy the reading and really hope that it will give you an extra dose of motivation.

*Stephen Cointre*

## Flexim & Bacardi

Miro Radica, VP Large Accounts, is proud to announce that Flexim and Bacardi have signed the extension of the Bacardi worldwide FM contract for four more years. Bacardi has recognized the benefit of partnering with Flexim, which has proven itself to be the right fit to adhere to the strong company culture behind this renown and iconic brand.

After one year of negotiation and the successful start of two major FM site operations in Kentucky and Florida, Bacardi has tasked Flexim to support the roll-out of the FM model on new territories: Puerto Rico, Mexico and Brazilia.

The Bacardi-Flexim contract is the first and only one global FM contract that Flexim has managed to sign. It gives Flexim a global footprint and a unique opportunity to demonstrate the strength of a Boutique FM model that Flexim is carving. For Bacardi, we are Primos !

## Elixim Netherlands

Under the drive of Rogier Verbeek, CEO Benelux, we are happy to see Elixim taking roots in the Netherlands. Elixim is one of the important brands of Flexim Group, which entails reception services, digital receptions, concierge services and office management for demanding clients. Rogier is enthusiastic about this recent development in the NL, which proves to be an excellent complement to Flexim NL service offer and, which will require a particular attention to win the loyalty of both Elixim's clients and Elixim's employees.

Elixim is present in Switzerland, France and the Netherlands and is proud of its 32 devoted employees.

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# FLEXIM AWARDED

## THE BEST BOUTIQUE FM IN THE WORLD

**STEPHEN COINTRE** Group CEO

Flexim has been very successful in terms of news sales in 2021. Our turnover in 2021 has reached 94M CHF (+22% compared to 2020). After a year of consolidation in 2022 to regenerate some cash, we expect to grow again in 2023. Our target is to reach 150M CHF by end of 2025 and 200 MCHF by end of 2028.

Ultimately, we are aiming at balancing the group activity between the Americas (Canada, USA, central America and south America) and Europe by 2025. Today, our operations in the US are representing less than 7% of our global activity.

### Our employees are everything to us

The great diversity of our workforce is a continuous key success factor of Flexim. We have employees from many different nationalities and cultures. Flexim is a melting pot, an important engine of integration, which enables us to be creative and makes us stronger.

At the same time, our employees can enjoy a decentralized responsibility management model at Flexim. It remains another recipe for success, since satisfied and empowered employees lead clearly to satisfied Customers.

### Sustainability in everything we do



The world around us is changing, we constantly adjust to a new reality. Therefore, it is imperative to stay agile and at the forefront of our industry. We feel the pace of these changes. We also feel our vulnerability. We are all in demand of stability, predictability. Sustainability appears to be an obvious answer to our fears, our human needs.

All these changes have tough us that sustainability must be integrated in everything we do, every aspect of the society and of course in our FM industry.

Therefore, close and integrated form of long-term collaboration with our clients, employees and suppliers is becoming a goal that we have to pursue in our business, leading us to envision the future of Flexim as a company becoming highly resilient, hyper Customer centric, super agile.

Therefore, sustainability is leading Flexim

on the path of creating its own market, where the large FM operators / competitors are too big to penetrate and succeed. **Flexim aims at becoming the first and best Boutique FM Company in the world.**

The FM market is huge and Flexim is a small fish in a big pond. Our larger competitors are outperformed by our ability and willingness to act with flexibility by adapting, tweaking or altering business processes towards our customers' needs. At the same time, we have a handful of large IFM contracts and losing one of them may have severe consequences.

For this reason, a smaller firm like Flexim invests more heavily in its operations, pay attention to build and maintain a great relationship and collaboration with its customers. As a result, our company is perceived as highly service minded, collaborative, focused on its customers.

Therefore, our strategy is evolving fast. In addition to our strategy developed in the past years and based on the first 3 points, we are adding the points 4 and 5.

1. growth in Integrated FM, which is a consolidated market made of large Customers
2. growth in single services, which is a fragmented market made of smaller customers
3. and innovation & digital services, we'll have now to also consider the way we sale, manage and operate to become the best Boutique FM Company: **"Small enough to Care but big enough to Deliver"**.
4. a new customer-oriented FM approach, where proximity to our customers and knowledge of local conditions will be key to customized and flexible solutions. Putting emphasis on the **"Small firm effect"**.
5. an operational efficiency, which increase Customer value through efficiency focus and continuous operational improvement. Proving that **"small changes can make big changes."**

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# COOLER WEATHER AHEAD-USA



## ROB RABURN Facility Manager

**HOT!...** One of the best words to describe the summer weather in Palm Springs California. Located near the Mojave Desert, Palm Springs can regularly experience consistent daily temperatures above 100F or 38C during the summer months. Due to the heat load on the buildings, air conditioning becomes one of the highest priorities for companies that work out of the region. When the air conditioning goes down or is inefficient to cool an occupied space or when the HVAC units in the building are aged and running on borrowed time, it's time to replace those units and re-balance the facility cooling.

Vyair Medical has a manufacturing facility in Palm Springs. Originally built in 1992 and remodelled in 2009, the facility is made up of two floors with approximately 137,229 square feet of the building footprint. Currently, the building is supplied by (8) 25-ton heat pumps, (2) 7 ½-10-ton heat pumps, (2) 105-ton package units, and additional split systems. These units serve production areas, office space, warehouse space, and a machine shop. Due to remodelling changes as well as the age of the HVAC infrastructure in the building, several areas are inefficient to cool and are even uncomfortable to occupy. The original (8) 25-ton Carrier heat pumps have experienced a series of mechanical failures such as multiple compressor and condenser fan motor replacements. In addition, the units are 14 years old and at the end of their life expectancy. The decision was made to change the cooling to better the occupied space in the building.

Seven, 25 Ton units needed to be pulled off

of the roof and six new replacement units would be installed with the seventh unit being relocated. (This was a new unit installed due to failure in 2020). An eighth unit needed to be added to the roof to supply the correct airflow to the second-floor lab space. The ducting between the floors was in poor shape and not installed to correctly supply and return the airflow on the second floor. This ducting would be removed and new ducting installed connecting some of the areas to the 105 Ton "Train Car" package unit to add additional airflow to the Lab spaces. This would complete the new adds for the project and provide the cool air needed for the spaces.

Many large-scale projects present unique challenges and difficult hurdles to overcome, this project was no different. Starting with the supply chain difficulties in late 2021 and throughout 2022, the units would be postponed over seven months before they arrived complete and ready for installation. During this time, city permitting was also delayed due to staffing hardships. The project also had to be coordinated with the lines of business in the facility as it was being completed over a month during normal production times (several 2Ton temp cooling units were brought in to cool the affected spaces). Additional coordination was involved with the vendors that were used including HVAC mechanical, roofing, electrical, crane, and unit transportation. Since the facility is a block away from the Palm Springs airport, the FAA (Federal Aviation Administration) needed to be notified due to the 200 foot crane needed for the unit movement to and from the ground. The roof environment is also very hot (rooftop temps above 120F or ~ 50C on some days), causing

intermittent delays needed to better the health of the installation crews involved. Throughout the challenges that this project put forth and with the dedication of the vendors involved, the project was completed with little to no need for change order delays. The warehouse would regularly house temperatures in the mid to upper 80F's but after the unit change, keeps a comfortable 75F or 23C throughout the day. The lab spaces would use their portable cooling units just to occupy the space but no longer need the units as the space trends under 75F or 23C. The Vyair staff is very pleased with the change in the weather throughout the facility.

We at Flexim are happy to accommodate the needs of our clients and are proud of our accomplishments throughout this project. We look forward to the next project and the chance to better the facilities we manage.

### Vyair medical & Flexim

Vyair is a global company focused exclusively on breathing medical equipments. Flexim entered into a Partnership with Vyair three years ago, first through a project activity of fit-out for their new offices in the UK, then through a National FM contract in the USA signed two years ago. Flexim operates at three major locations for Vyair in the USA : Chicago, Irvine, and Palm Spring. Michael Yam, CEO North America, is the account interface and will be happy to tell you more about it.

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# STEADY WIND FROM THE WEST IN IRELAND



**Ronan McCormack** Bid Manager

As usual the last quarter has been a very busy period for K-MAC Facilities Management Services Ltd. Firstly we recently had the terrific news that we have retained the Campus Life Services contract for a further three years. This is a huge boost for the company as CLS are a strategically important client for the company, one with whom we have had a partnership with since 2008. A lot of work was put into developing the tender but retaining this contract could only be possible for the top class service provided by the CLS team and the excellent working relationship they have developed with the client over the years. We also added new contracts to our portfolio including St Flannans College (FM Services), National Maternity Hospital (Emergency Lighting Maintenance) and TUS (provision of electrical services). Operationally our key contracts remain busy with a number of

projects carried out for clients in Shannon and Dublin including large scale carpet fit outs, office moves & fit outs and building upgrade works. As we approach year end the focus of our facilities managers is closing out year end accounts and preparing budgets for 2023.

In the UK, we are currently undertaking a couple of small projects in London, expanding our footprint in the UK. One involves the relocation for Stryker from a Regus London office to a newly leased office, also based in London. The other is the relocation of Bacardi Martini from Winchester to their new London office, which we are also proposing to offer them a FM service package.

We have commenced aligning the K-MAC business with the Flexim Group to leverage the synergies, best practices, and governance, and we will continue this alignment in

2023. We saw changes to our leadership and management in Ireland as we developed our Capability Enablers to accelerate Growth. This has seen us grow as a business and better equipped to supporting our customer's emerging needs.

Looking forward, we have set our new strategic priorities, Develop our Capability Enablers, Accelerate Growth, Generate Cash and Enhance Margin and continue to invest in infrastructure (Eurecia, NetSuite, FlexEval) and skills capabilities to develop our business in the UK & Ireland.

We now have a cohesive organisation and are embedding the Flexim culture and values across the workforce while retaining the values and capabilities of the K-MAC operations to provide a market-leading boutique-style service to all our customer's needs.

## Employee Engagement at K-MAC

From a HR point of view, 2022 was an eventful and busy year for us all, with new staff, promotions, getting to know our colleagues in Flexim Europe & in the UK, group fundraising events.

We are proud to share of recent internal promotions, continuing our strategy of developing and empowering our employees.

We are also pleased to support various members of both our management and

technical staff in gaining new or additional qualifications. Looking forward to 2023, continuing to develop and sustain Employee Engagement throughout the organisation will remain a core focus.

For the months of October and November, we organised two fundraising initiatives which involved all operations of the business including UK and Ireland.

In October, members from our teams

took part in the "Walk the Walk Challenge" for Breast Cancer Awareness. Funds were raised for the following charities – The Limerick Dragons supporting Breast Cancer Survivors & Breast Cancer UK.

6 members of our staff took part in the Movember challenge with the objective of raising funds and awareness to combat testicular cancer, prostate cancer and promote men's mental health.

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# 2022 HR MEETING IN SWITZERLAND

After two years of covid, the Group HR Team had the chance to get together again. This meeting was an opportunity to welcome the new team members and to discuss the HR Challenges that we face in each country where Flexim operates.

**NORA STERCHI** HR Group Director

Tuesday, October 11, 2022, 9 am, we all took a seat in the main conference room in Lutry and were ready for two and a half days of HR workshops.

Delighted to finally be able to meet in person after several years behind a screen. We introduced ourselves to our colleagues and the entities we represent and presented the five biggest challenges we are facing in our daily professional life. After a round table discussion, a debriefing session took place,

and three main challenges were highlighted. How can we improve the satisfaction and motivation of our employees while strengthening their personal ties to the company? How can we increase our attractiveness to new talents in a challenging economic environment and a tight job market? And finally, How can we reduce absenteeism, improve attendance management and deal with the home office? The emergence of these different topics appeared with the

crisis of COVID-19, the economic context as well as the work market trends.

The world is changing, and we need to evolve with it. That is why three HR groups have been formed to improve our internal processes and provide a response to each of these challenges. We are committed to focusing our energy on finding the right solutions for our people, our business, and our organisation.

## NEWS FLEXEVAL

One more step in the digitalisation of our processes. As of 2023, all group entities will be equipped with the online appraisal tool - FlexEval. This tool will allow employees to self-assess online, and for managers to promote exchanges with their teams. We look forward to introducing you to the tool on Q1 2023.

## NEWCOMERS TO THE FLEXIM GROUP



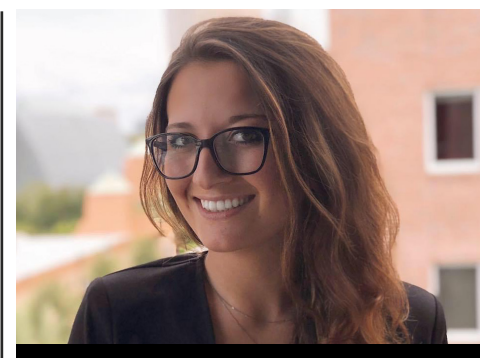
**John MacInnes**

Good to have you on board John. John is now our key figures for the UK and Ireland Business and is acting as CEO UK/IE since April 2022. Over the past decade, John managed various Businesses Operations in FM and Technical FM, supporting major national and multinational brands. John is tasked to scale up the business and teams at Flexim Ireland and UK as well as K-Mac recently acquired. His ultimate goal, is to help Flexim/K-Mac being recognized as a leading facilities management player in the Irish and UK market, and help the group navigate through opportunities of sale and acquisition. John's office is in Dublin (IE).



**Stéphane Camoisson**

Bienvenue Stephane. With 25 years of experience in the Cleaning field, Stéphane has worked in large Cleaning companies, where he has developed his leadership and cleaning expertise. Stéphane oversees the cleaning activities in Switzerland since April 2022. Thanks to his expertise, he will accompany the professionalization, the development, and the digitalization of our activities at Proxim Asset Management SA. His main challenge is to make the cleaning more tangible for our clients through digitalization and eco-responsibility in products selection. Stéphane is based in Lausanne (CH).



**Kadira FILAN**

Welcome Kadira. After obtaining a Bachelor of Science in Accounting in 2019, Kadira used to work at Community Health Solutions of America as an accounting team supervisor. Looking for a new challenge, Kadira joined Flexim in August 2022 to accompany our business and to ensure a solid foundation for the future developments of Flexim in the US. Originally from Croatia, Kadira speaks 4 languages, Spanish, Croatian, Serbian and English. She is based in our offices in Tampa (US Florida).