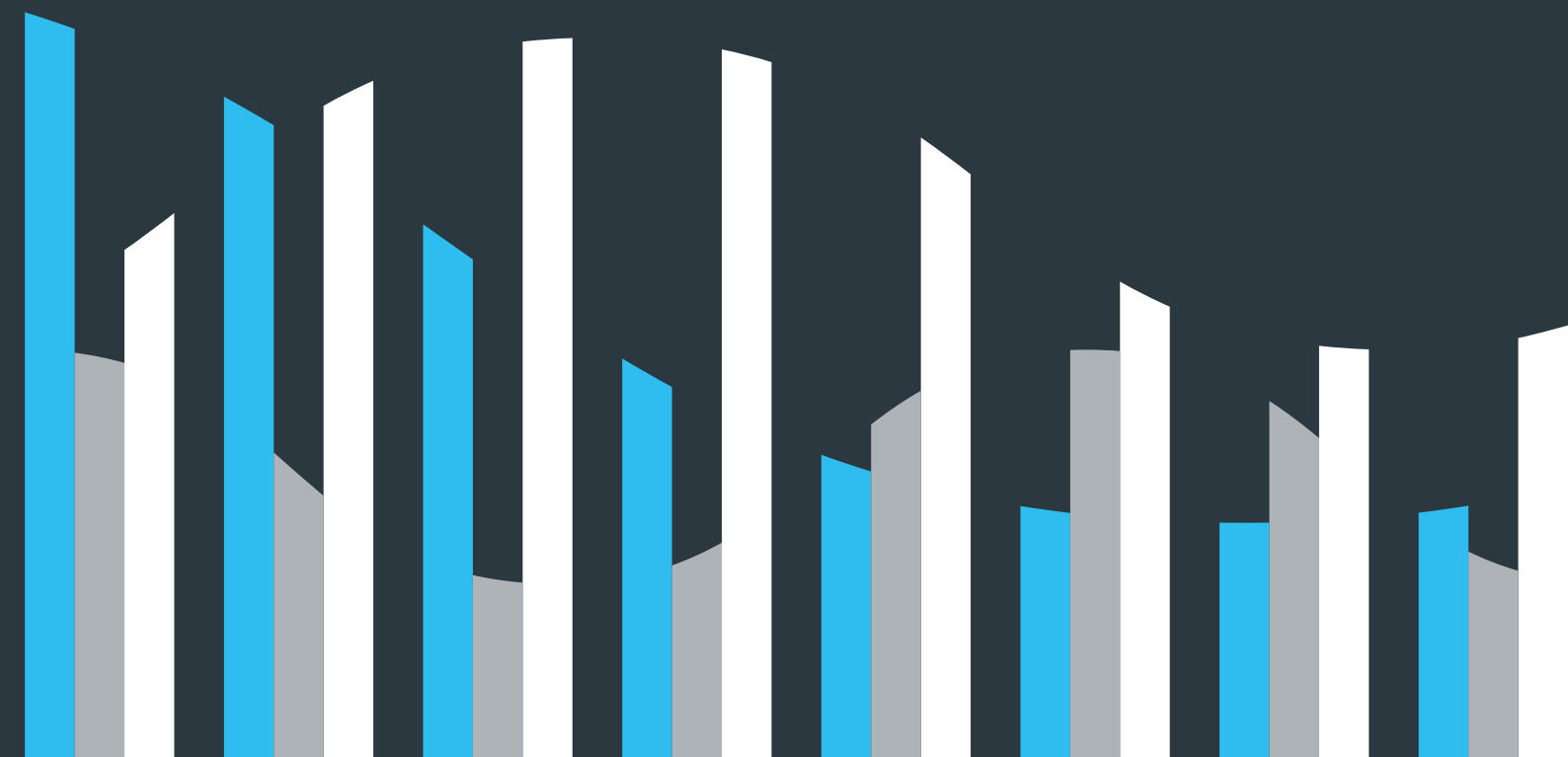


GOLDBECK

Facility Services



Our success formula for buildings of the future

For existing properties and entire property portfolios to continue to be successful in the future, we need more than technically well-functioning buildings. Be it warehouses or factory buildings, office buildings, shopping centres or schools:

with GOLDBECK Facility Services, you can unleash the full potential of the operating phase and put your properties on a sustainable path to success. As a strong partner for the entire building life cycle, we offer all services from a single source. This allows us to permanently increase the profitability and sustainability of your properties and to create an environment in which users feel completely at home.

With our expertise in each asset class and more than 25 years of experience, we are at your side around the clock, 365 days of the year, throughout Germany. You benefit from the highest level of expertise and commitment, your own point of contact for all matters, and the combined competency of our European construction and service company GOLDBECK, which is incorporated into every property we manage.

Find out in detail about our success formula for buildings of the future.



Our mission

With innovative thinking and action, 100% technical expertise and comprehensive know-how in each type of building, we manage properties and make them fit for the future.



(left to right) Andreas Harnacke, Christian Ziemer, Dr Rüdiger Hotten
Managing Directors of GOLDBECK Facility Services GmbH

“Within a property’s life cycle, a significant portion of resources is consumed while it is in operation. One of the biggest levers for improving its carbon footprint therefore lies in the optimisation of energy management.”

Testimonial

“We planned and built TONI Park sustainably right from the outset and intend to maintain this standard throughout its ongoing operation. With GOLDBECK Facility Services as our expert partner, we are confident that we will be able to achieve this goal in building operations to the fullest.”

Thomas Krafft
Managing Limited Partner of TONI GmbH & Co. KG



TONI Park, Augsburg | © TONI GmbH & Co. KG

At a glance

Figures for 2023/24 financial year

1,430

serviced properties

44

portfolio customers throughout Germany

13,750,000 m²

of serviced properties



445

office buildings (administration)

85

schools / sports halls



1,293

lift systems

75,000

maintenance appointments per year

28,000

fire doors

650

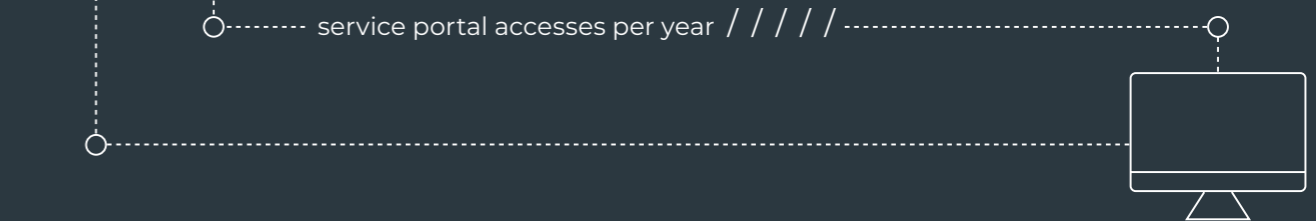
factory buildings and warehouses

550

serviced photovoltaic systems



87,000



Our Services



Professional start-up phase



Technical facility management



Infrastructural facility management



Holistic support and partnership



Planning, installation and operation of photovoltaic systems



Smart metering, energy monitoring and management



Energy services



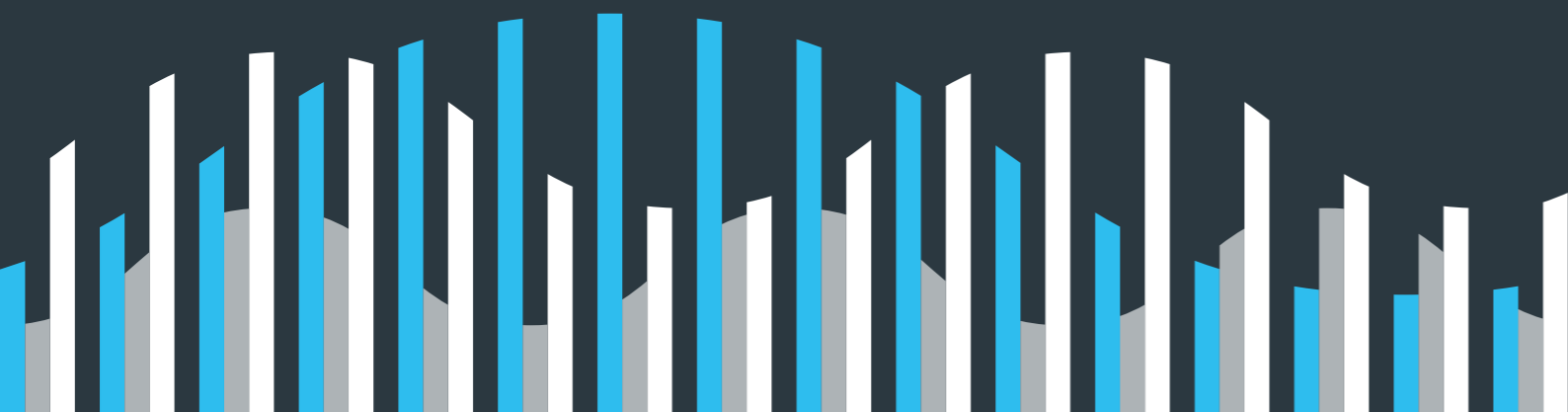
Nationwide technical service



Making your properties fit for the future.

As a specialist in the entire use phase of a building, we are not merely confident in implementing classic maintenance, service works and building upkeep. We comprehensively optimise your properties, continuously and from a single source. A targeted, proactive and sustainable approach to protecting the value of your building and consistently improving its economic efficiency.

- Our strengths:**
- // Extensive range of services with strong in-house capabilities and 100% technical expertise
 - // Highly skilled expert teams, particularly in energy efficiency and photovoltaics
 - // A point of contact for all matters
 - // Always close by with over 30 locations across Germany
 - // Innovative approach driven by digital solutions and smart services
 - // Creative and customised solutions for individual customer needs



Professional start-up phase



Whether purchasing or building a new property, moving in a new tenant, or changing facility management partners: we know how important it is to get buildings up and running as quickly as possible.

During the start-up phase, our operating experts will get to know your property in detail and determine all the levers for harnessing the full potential of your building. In doing so, we not only consider maximising cost-effectiveness and consumption as efficiently as possible; we also have your ESG objectives, such as user satisfaction, in mind. The result: a competent partner at your side with an individual eye for your property! Maximum satisfaction of all involved – guaranteed!



Good service. Feel good.

Your benefits:

- // Strongly positioned team with extensive expertise and a service-oriented mindset
- // Comprehensive know-how with more than 1,400 managed properties
- // Professional support on the journey to a perfectly configured property
- // On site throughout Germany, including fast response time and 24/7 on-call support

Our services:

- // Inventory of the property including mass comparison
- // Checking of technical installations and systems for efficient settings
- // Adjustment and optimisation of all essential components
- // Consulting and development of a maintenance and management approach
- // Documentation of all measures and settings

Technical facility management



Minimising operational disruptions, optimising energy consumption, increasing the wellbeing of building users, and achieving sustainability targets: technical facility management plays a crucial role in the value-enhancing operation and maintenance of buildings.

Our facility managers perform punctual maintenance tasks and quality checks to ensure the smooth operation of your building installations and coordinate appointments to best suit your operational schedule.

For us, it goes without saying: we immediately correct acute disruptions, provide continuous information, advise you proactively and with personal initiative on optimisation potential, and document transparently and in real time. When shall we get started with the technical management of your site?

Process optimisation. Sustainable operation.

Your benefits:

- // Efficient building operation and long-term preservation of value
- // A single, dedicated point of contact for all matters
- // Speedy reaction times, thanks to broadly positioned technical service
- // With more than 30 locations throughout Germany, we are on site quickly at any time

Our services:

- // Maintenance, inspections and quality checks of technical building systems
- // Testing and maintenance of the building shell, as well as traffic areas, barrier systems and loading docks
- // Fault management
- // Real-time documentation and continuous reporting
- // Warranty management and resolving of defects



Infrastructural facility management



Be it winter service, building cleaning, maintenance of the outside facilities or a reliable security service: there are many tasks ahead of you in connection with your properties that are crucial to maintaining a well-kept appearance as well as (traffic) safety, and that also influence the long-term preservation of the value of your buildings.

Your properties are in the best hands with us! Our infrastructural facility management team coordinates, manages, and adjusts all work involved with the utmost care and commitment. On schedule and reliably high quality – of course!



So that you and your buildings can shine.

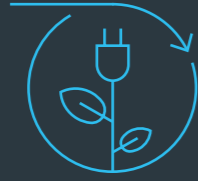
Your benefits:

- // Long-term value retention of your property
- // Reliable partner for maximum safety and long-term building upkeep
- // Significant relief, leaving you more time for your core business

Our services:

- // Cleaning and maintenance of office, storage and production spaces
- // Cleaning and maintenance of windows, façades and grey areas
- // Maintenance of green spaces and adoption of winter service tasks
- // Reception and security services

Energy services



Some 35% of the total energy consumption in Germany is attributed to the operation of buildings. This equates to 13% of Germany's carbon emissions. We believe that there is a lot of potential that you should use to optimise the energy consumption of your existing properties!

Our team of experts in energy services is there to support you every step of the way when it comes to making your properties fit for the future through retrofitting. From the implementation of your individual ESG strategy, to the renovation and retrofitting of photovoltaic systems, to the installation of smart meters and the associated energy monitoring, you receive all energy services from a single source. This makes collaboration simple and purposeful and keeps your property on track for the long term.

Better energy balance.

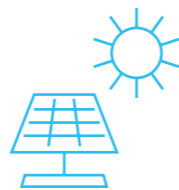
Your benefits:

- // Everything from a single source: from consulting to planning and implementation
- // All-round service, thanks to collaboration with the sustainability team at GOLDBECK Sustainability Consulting
- // Certified energy efficiency experts and DGNB (German Sustainable Building Council) ESG managers
- // Continued cooperation even after implementation of the energy investment

Our services:

- // Energy check
- // Energetic system renovation (MEP equipment)
- // Energy consulting
- // Hydraulic adjustment
- // DGNB (German Sustainable Building Council) certifications
- // Funding applications (e.g. BAFA, KfW)
- // Preparation of energy performance certificates
- // Planning, installation and operation of photovoltaic systems
- // Smart metering, energy monitoring and management
- // Retrofitting and maintenance of e-charging points

Planning, installation and operation of photovoltaic systems



The use of solar energy is a sustainable and cost-effective way to generate electricity. Commercial properties in particular with their large roof areas are ideal for installing solar panels. As energy transformation specialists, we fit your properties with high-quality photovoltaic systems of any size and determine the right usage concept for you.

Our solar energy specialists are confidently paving the way through statutory requirements and financial support options, giving you maximum transparency about costs and services. We provide comprehensive advice on designing your new photovoltaic system, then fit and install it, and ensure a smooth operation with our servicing, maintenance and monitoring concept.

All measures correspond to your sustainability goals and actively support you in the successful implementation of your ESG strategy. When shall we start the sunny upgrade of your property?



Get ready
for the future.

Your benefits:

- // Rapid project implementation through coordinated processes and framework agreements directly with the manufacturers
- // Reliable energy yields through coordinated components
- // Compatible with all assets and rooftop areas
- // High system availability through monitoring and rapid suppression of interference
- // Reducing carbon emissions and benefits for ESG scoring
- // Effective use of rooftop areas
- // Rapid return on your investment for the system
- // Independent power supply

Our services:

- // Advice on the suitable photovoltaic system and the usage concept (own consumption or electricity marketing)
- // Design and planning
- // Assembly and installation
- // Handover of ready-to-use system
- // Operation, maintenance and monitoring
- // Integration in a holistic energy concept for your property
- // Support with certifying, registering and marketing the generated electricity

Smart metering and energy monitoring

One of the most effective ways to improve your carbon footprint while saving costs during the operating phase of your properties is therefore to optimise their energy consumption. But only those who are fully aware of these consumption levels can make effective improvements. However, it is not always easy to collect reliable consumption data and link them to each other in existing buildings.

Be smart.
So that the energy is right.

For this reason, we have developed a smart monitoring solution that can be retrofitted and that allows you to record the energy and utility consumption of your properties and use the data generated in a targeted manner. At its centre are smart meters that transmit the readings for electricity, natural gas, water, cooling and heating data to the central communication unit. Depicted on an intuitive dashboard, you can see all your energy consumption in real time at a glance.



+monitor Smart Metering

The configurable complete solution +monitor Smart Metering creates transparency and allows you to take control over your energy and utility consumption. It establishes the basis for active energy management and supports not only ESG reporting, but also the achievement of your decarbonisation objectives.

Did you know?

According to the German Buildings Energy Act enacted in 2024, non-residential buildings with a nominal output over 290 kilowatts must be equipped with an energy monitoring system. +monitor Smart Metering meets all the requirements of the German Buildings Energy Act regarding the monitoring, logging and analysis of your consumption.

Hardware

Design

- // Assessment of requirements and opportunities
- // Creation of a meter concept

Installation

- // Installation of M-Bus-compatible meters (billing-compatible meter optional)
- // Installation of M-Bus data loggers

Activation

- // Hardware commissioning
- // Networking with the dashboard

Dashboard and service

Dashboard

- // A clear, intuitive overview of energy monitoring
- // Comparison of multiple buildings in a single diagram
- // Provision of exportable data for further processing – for example:
 - Energy management
 - Utility cost billing (compatible meter required)
 - Sustainability reporting

Services

- // Personal contact and support relating to the dashboard
- // Seamless data transfers from the building through automated verification

Holistic support and partnership



We believe that a successful future can only be shaped together. That's why we consider ourselves part of your team. As your “external internal” partners for optimal building processes, we consistently think and act in your favour and offer all services for managing and optimising your properties from a single source. We seamlessly integrate into your processes and workflows.

Smart solutions such as our digital service portal, as well as remote access to your systems engineering and a personal contact person for all matters, make collaboration efficient, fast and easy. Our technical service is available nationwide 365 days a year at any time – on request, directly at your site with your own facilities technicians.



A well-established team for your property.

Your benefits:

- // A point of contact for all matters
- // Comprehensive service network on site throughout Germany
- // Simple processes, excellent accessibility and fast solutions, thanks to smart tools and the digital service portal
- // Competent in-house team – qualified professionals and trained tradespeople

Our services:

- // Consulting on building operation optimisations
- // 24/7 support, including fault elimination through remote maintenance
- // Adoption of operator and facility responsibility
- // Competent advice on legal framework conditions in the property sector (e.g. GEG, solar requirement, GEIG, etc.)
- // Upon request: provision of a fire safety officer and sprinkler operators
- // Upon request: in-house building services on site

Facility services for public-sector clients



Public-sector clients in Germany face particular challenges in managing their properties and premises: tight budgets, limited human resources, and the transformation to sustainable and energy-efficient buildings. We are aware of these requirements and support you in this challenging task.

From city halls and administrative buildings to schools and municipal properties: with the expertise for each type of building and more than 25 years of experience, we ensure operation in public sector properties. With smaller conversions and renovation measures, we optimise installations and building technology, implement changes in use, and ensure efficient and forward-looking building operation. Together with you, we make decisions that are in line with your objectives, coordinate all project participants, and manage the implementation of the measures engaged – all with the utmost reliability in terms of costs and deadlines.

With our individual range of services and a broad regional subcontractor network, you can obtain all services from a single source in a legally sound manner.

A bright outlook for public sector buildings.

Your benefits:

- // Legally sound overall awarding of facility management to a reliable partner
- // Bundled competency and knowledge of regulations and standards
- // Timeliness and budget reliability with rapid and high-quality implementation
- // Inclusion of regional subcontractors strengthens the local economy
- // Your own point of contact on site

Testimonial

“The involvement of a private partner in the fulfilment of technical property management tasks has made an extremely positive development for the district of Herford. This collaboration has been very successful. We have acquired a great deal of external know-how, yet we have always retained freedom of choice.

During the collaboration to date, a large number of projects were implemented in compliance with the tight deadlines and cost targets of the district of Herford. We believe that GOLDBECK Facility Services GmbH has a very good reputation, thanks to its special competency in the development and implementation of smaller and larger construction projects, especially when the budget is limited.”

Jürgen Müller

Landrat (head of the district authority), District of Herford



© District of Herford



Reference:

- // 150,000 m² across over 60 properties in the district of Herford
- // Building and construction investment management of the entire district's own properties since 2014

Services for the district of Herford:

- // Structural upkeep
- // Investment management
- // Repairs
- // Maintenance
- // Adoption of operator duties
- // Energy optimisation
- // 24-hour on-call support

Together, we will lead your property to success

Whether day-to-day business or a demanding special project, our facility managers are as confident in carrying out classic maintenance as they are in implementing complex ESG strategies. With the expertise for each asset class, we carry responsibility in the right places, make smart decisions that meet your targets, and coordinate all project participants with confidence. In direct access: all of our competency as a European construction and service company. How we reliably optimise your building processes: 365 days a year, 24/7 – all over Germany.



Teamwork and responsibility

The satisfaction of our customers is our priority. Your own point of contact has an eye on everything and manages our service for you. Behind them is always a team that works together for your success.



Sustainability

We actively support you in making your properties fit for a sustainable future. Our facility managers are not only aware of the relevant levers, but they also ensure that your ESG targets are realised by the implementation of specific measures and projects on site.



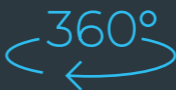
Active consulting and solution orientation

The drive for continuous improvement is part of GOLDBECK's DNA. That is why we work diligently, transparently and in partnership. We proactively advise you and develop customised solutions – always keeping in mind the value-enhancing development of your property.



Regionality

GOLDBECK Facility Services has more than 30 locations throughout Germany. Together with more than 50 GOLDBECK locations, this guarantees short distances and optimal access to regional know-how and subcontractor networks.



Expertise from a single source

As part of GOLDBECK, we contribute all the competency of design, construction, operation and existing building refurbishment. We consider your properties holistically and offer you a wide range of services from a single source on request: 360° support throughout the entire life cycle.



Quality and care

Our team of experienced facility managers and other qualified and certified professionals provides properties in their best form with a lot of commitment and know-how to do so. We know that you need the right attitude for building operation.

Sustainable facility management



DGNB Basic Certificate in Gold
for sustainably operated buildings

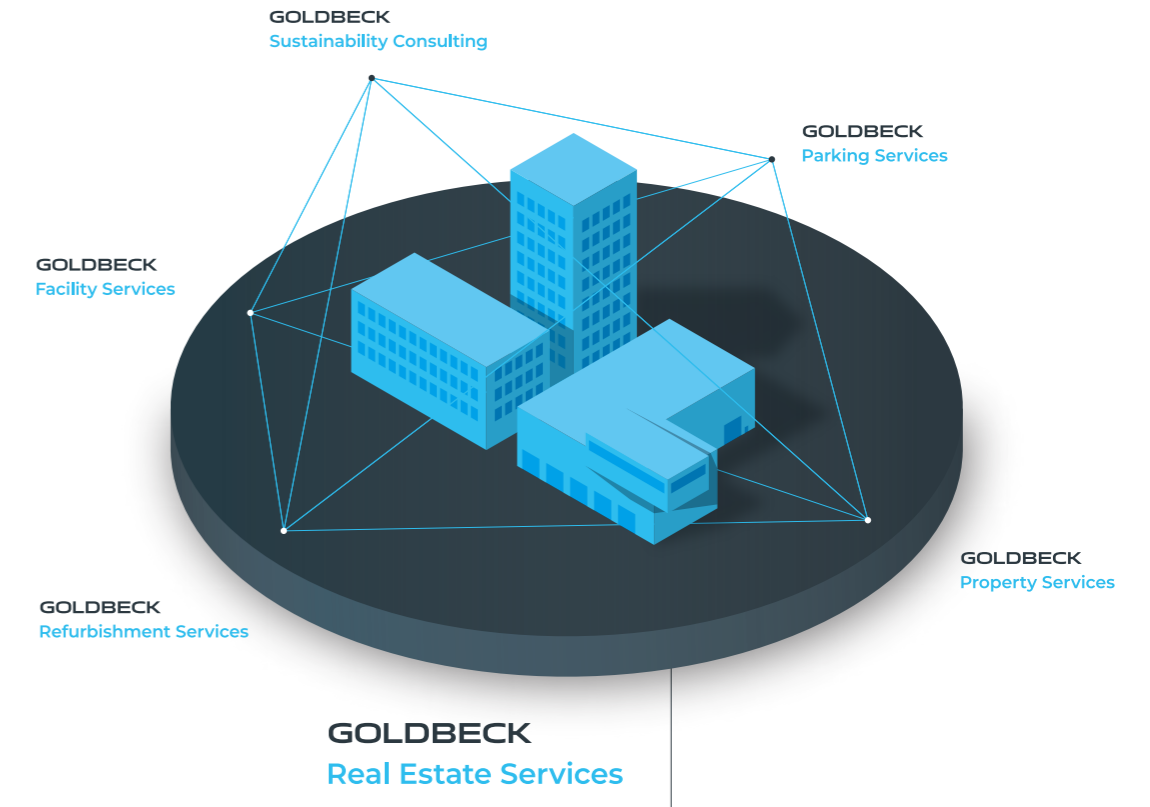
Thanks to our DGNB Gold Base Certificate, you will quickly, easily and economically receive your DGNB "Building in Use" certificate.

Sustainability has been part of our DNA since our family business was founded. Sustainable thinking and action at GOLDBECK ranges from new construction to existing building refurbishment over the entire life cycle of properties. Especially in the use phase, important adjustments can be made to improve the energy efficiency, carbon footprint and functionality of buildings.

We offer a wide range of technical and infrastructure services for the forward-looking operation of your properties. Each of our facility management services is designed to bring you real, lasting added value.

In real terms, we use our extensive expertise to optimise systems and building technology – from heating replacements to installing efficient cooling technology. We guarantee a well-groomed appearance and the traffic safety of your properties. We retrofit buildings with smart energy monitoring solutions and photovoltaic installations, and support certification processes, such as support measures for the operating phase.

This is our way to secure your property values over the long term and to help achieve important climate objectives, thereby creating a liveable basis for future generations.



Sustainability for every asset class

One partner. For everything you need.

Wherever possible, we work hand in hand with our GOLDBECK Real Estate Services to ensure the best possible results.

With our extensive knowledge of sustainability, ESG and taxonomy, GOLDBECK always has all regulatory requirements in mind and can provide you with transparent and independent advice. Together, we develop individual, feasible and cost-effective packages of measures for individual assets or entire portfolios. This will take your properties to a new level over the long term.

GOLDBECK – The company

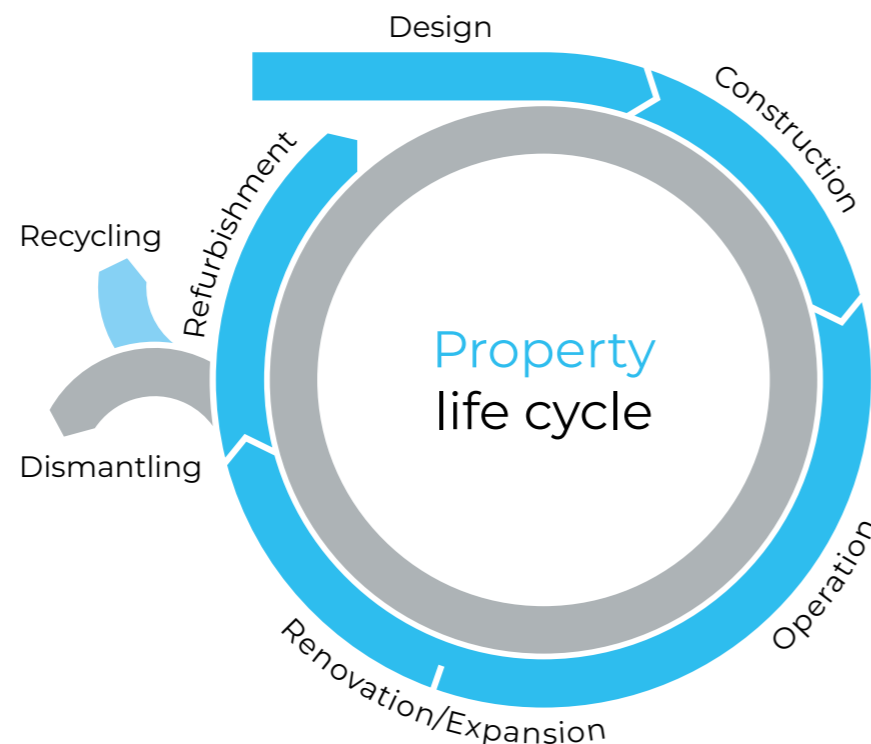
GOLDBECK is designing the future of construction. As we have been for over 50 years.

Future-oriented properties, design, construction and services – that's what we consider "building excellence". Our systematic element-based construction enables us to provide the precise buildings and services that our customers need.

Products & services – cost-effectively, quickly and sustainably.

Our range of services includes warehouses and industrial buildings, office and school buildings, multi-storey car parks and residential buildings. Existing Building refurbishment and expansion as well as building-related services complete the GOLDBECK spectrum. We accompany the entire life cycle of a property to ensure that it is future-facing and delivers added value.

Our experience from over 10,000 projects, coupled with our innovative strength and commitment to driving digitalisation, ensures that our products perform optimally while in service – their future viability included.



GOLDBECK Real Estate Services

One partner. For everything you need.

GOLDBECK's Real Estate Services offer one-stop shopping for all the property services you need – both commercial and technical. We consider ourselves a reliable partner in this respect your side, who consistently thinks holistically in your senseand acts to secure and maximize values.

As a full-service contractor, we're familiar with all types of buildings and manage portfolios both large and small with the same keen attention and our own employees. With our flexible structures, digital tools and fixed points of contact for each project, we make collaboration straightforward and efficient.

Always with one eye on the entire life cycle and the future viability of every building. After all, our goal is always to keep your property portfolio successful for the long term.



Are you looking for a strong partner with broad expertise?
Discover our other GOLDBECK Services units to fully optimise your building.



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