

Supreme Facility Management

CORPORATE PROFILE



Integrated Facility Management

Employee Transportation

Factory Within Factory

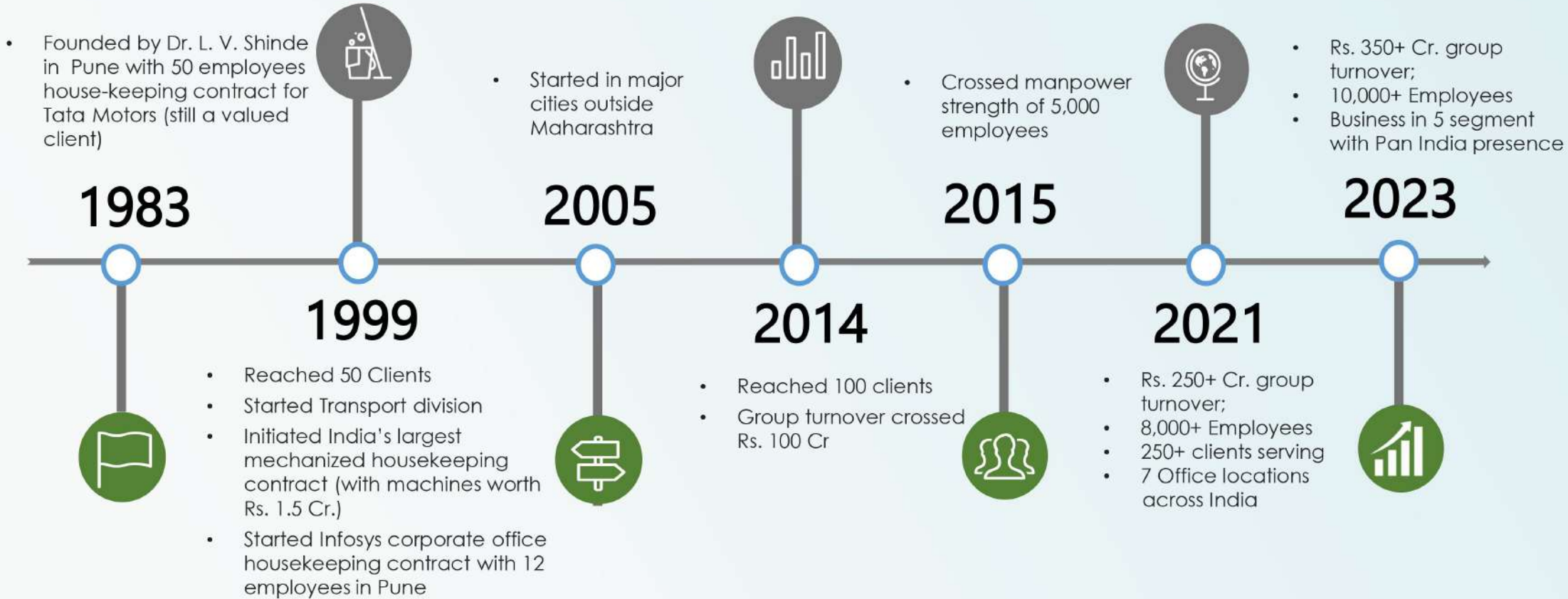
Warehouse Solutions

Food Solutions



SFM, a L. V. Shinde Group company, founded in 1983, is a **leading INTEGRATED FACILITY MANAGEMENT, EMPLOYEE TRANSPORTATION, SUPPLY CHAIN MANAGEMENT, FOOD SOLUTIONS, AND STAFFING & MANAGED SERVICES** company and is a **'ONE STOP SOLUTION PROVIDER'** for today's Corporate and Industry requirements.

Journey



PAN India Presence

The Company has geographical presence across India and GCC and has been distributed into 5 zones



Client Sites Served

Zones	States	Cities
West	Maharashtra	Mumbai, Thane, Pune, Nagpur, Satara, Aurangabad, Nashik, Sangali, Dhule
	Madhya Pradesh	Indore, Pithampur
	Gujarat	Ahmedabad, Baroda, Rajkot, Halol, Mehsana, Dahej, Bechraji
North	Uttar Pradesh	Lucknow, Prayagraj
	Haryana	Hisar, Bhiwani, Panchkula, Chandigarh
	Rajasthan	Bikaner, Jaipur, Shriganganagar, Udaipur, Jodhpur
	Delhi	Delhi NCR & Gurugram
South	Karnataka	Bengaluru & Dharwad, Hubli
	Andhra Pradesh	Vijayawada, Kakinada, Narsapur
East	West Bengal	Haldiya
	Odisha	Bhubaneshwar
GCC	UAE	Dubai

Key Clienteles



SFM Purpose, Vision, Mission & Values



Purpose

Delivering Sustainable solutions possible for a Greener and Safer world



Vision

We want to maintain a sustainable and excellent environment for our customers and employees at workplace



Mission

High Quality service for Customer Delight

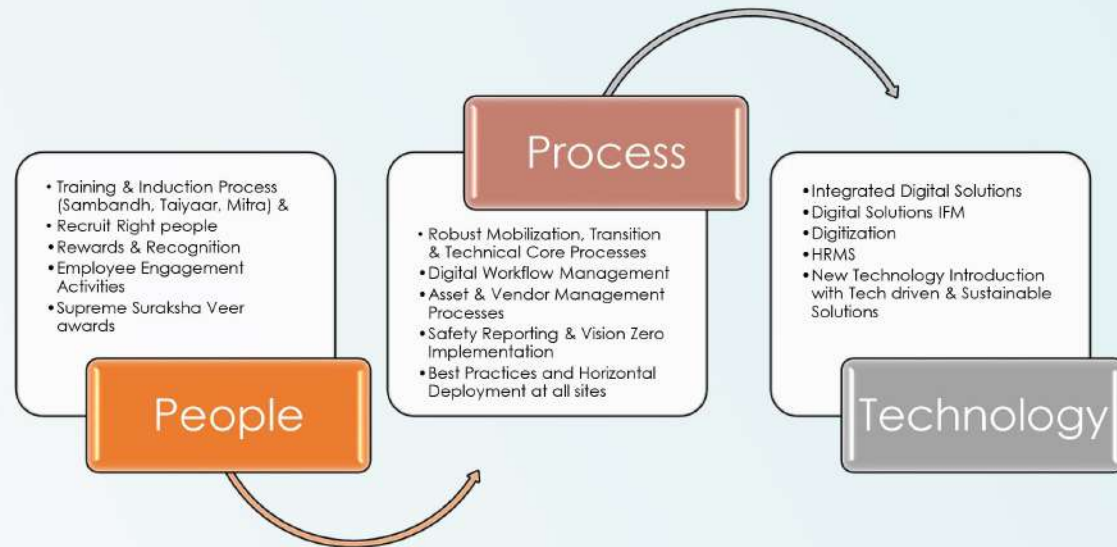
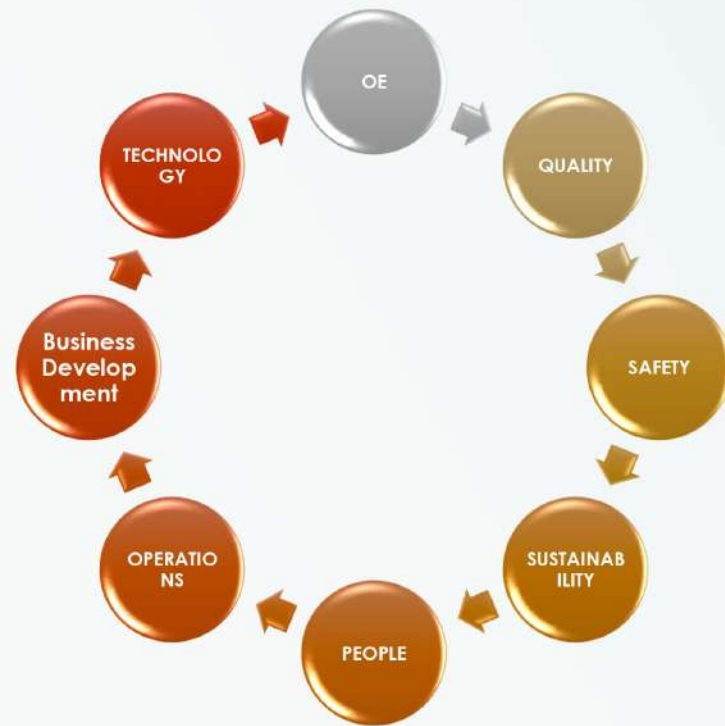


Values

Accountability, Integrity, Excellence, Leadership & Customer Centricity



Supreme Operational Excellence Model (SOEM)



*Enabled through
SLA /
Unique
Activity
Based
Offering*



SFM Safety Vision “Zero” & Sustainability Goals

Vision

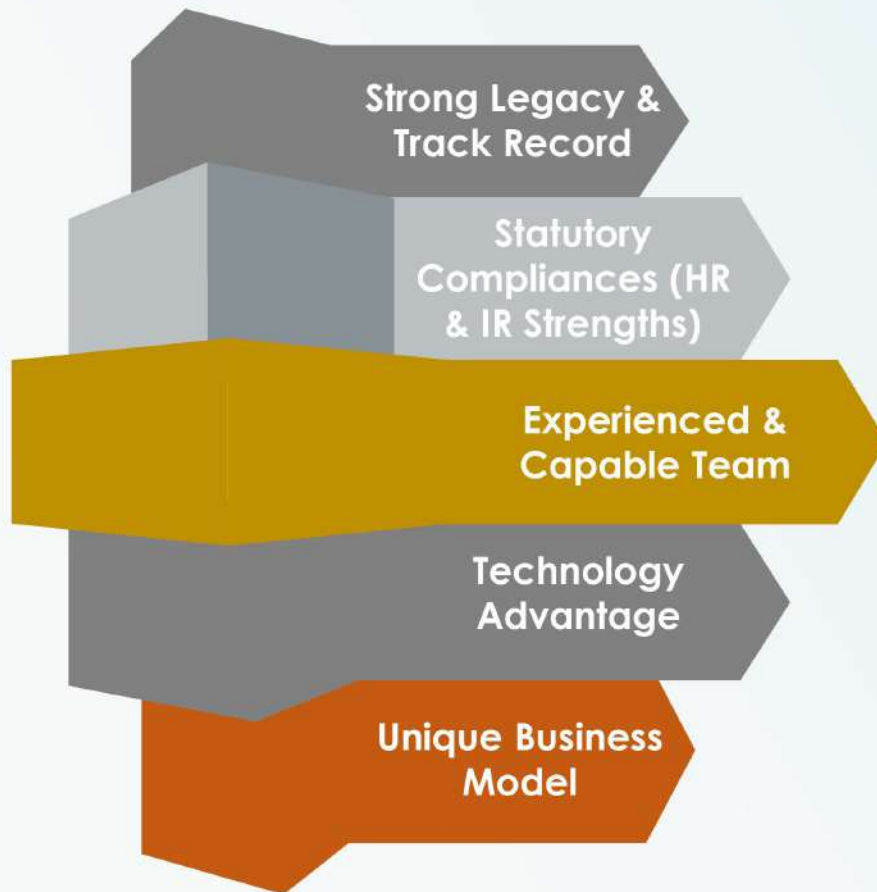


SFM Sustainability Goals aligned with UN SDGs



**SUSTAINABLE
DEVELOPMENT
GOALS**

Why Supreme?



- 40+ years of experience and counting & 11+ states covered
- Consistent strong growth over many years with 98% Client retention rate
- 250+ strong client base & 30+ cities covered across the country

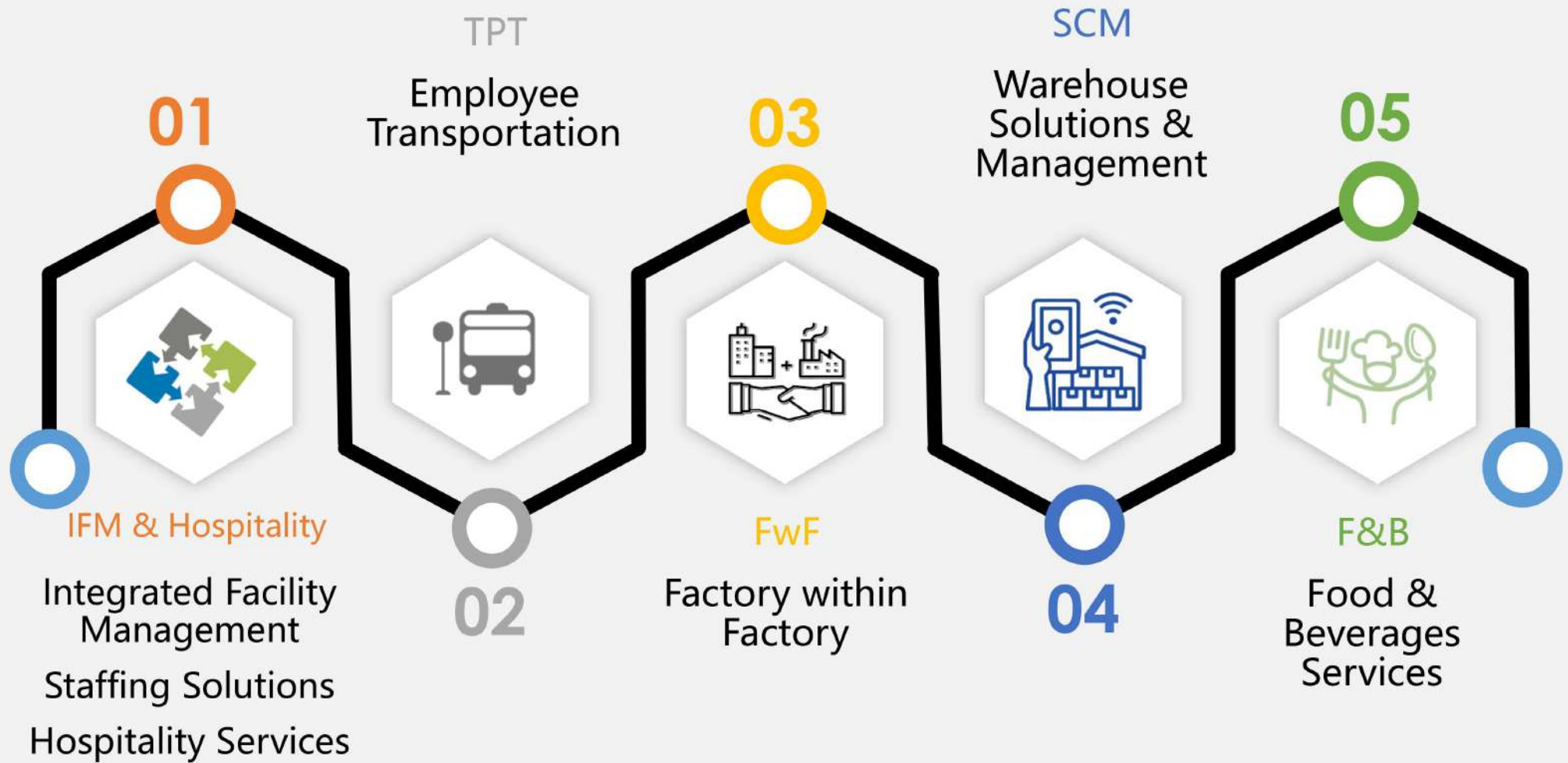
- Right HR Support for the site to ensure no IR / legal issues
- Monitor & Track Compliance requirements to ensure no IR / Legal issues
- Awareness of local market dynamics & Contacts with local authorities
- Mitigation of Labour issue and ensure no impact to principal employer

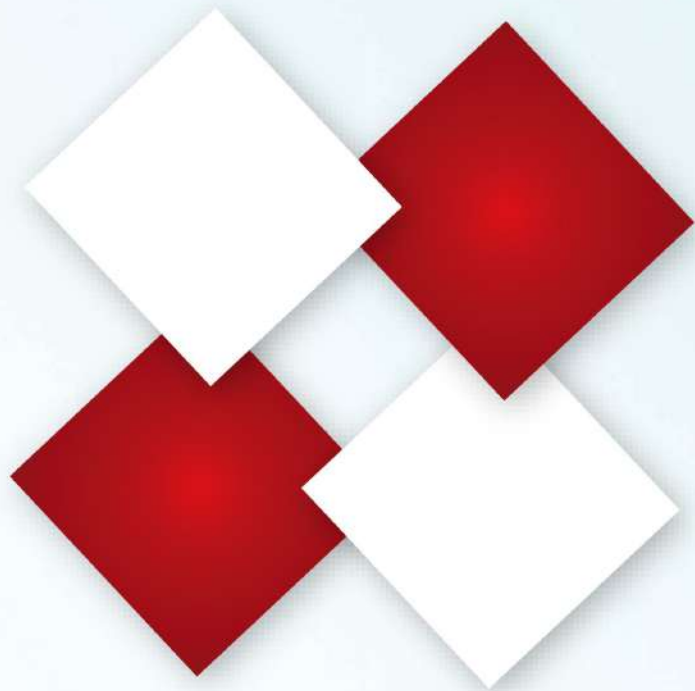
- Handled all geographies across India
- Client base across various industry vertical
- Handled complex client specific deliveries
- Strong top management of more than 15 people

- Strong Tech leadership
- Integration of Technology in each aspect of FM
- Real time Tracking of Tasks completed
- Complete Data Analytics and Digital Solutions

- Various nature of offering suitable to client requirements
- 'Pay per use' model
- Activity based service offering

Services Offered





INTEGRATED FACILITY MANAGEMENT

We provide Integrated Facility Management Solution through Innovation with Technology, Engineered Processes and Skilled Resources to efficiently manage our clients facility.

0 1 INTEGRATED FACILITY MANAGEMENT

SOFT SERVICES

Make Work Place more
Hygiene & Pleasant to Work



→ Mechanized Housekeeping Services

→ F&B & Pantry Services

→ Visitor & Front Office Management

→ Landscaping

→ Guest House Management

→ Helpdesk & Mail Room Services

→ Specialised Disinfection & Sanitization

→ Deep Cleaning

→ Pest Control

01 INTEGRATED FACILITY MANAGEMENT

HARD SERVICES / Operation & Maintenance

SFM Committed to provide 24x7 O&M Support with the vision of one stop solutions for all kind of technical services for Clients



- Electrical & Mechanical Services
- Fire Fighting Services
- Plumbing & Carpentry
- BMS Operations
- Asset Management
- Specialized Engineering Services
- Energy Management & Sustainability
- Adhoc Project Management

01 INTEGRATED FACILITY MANAGEMENT

HEALTH CARE SERVICES

Hospital & Health Care Facility Management

We provide 24x7 Services to Clients with utmost care & quality



→ Infrastructure Support Services

i. Specialized Housekeeping

ii. Operation & Maintenance

iii. Ambulance Driver

iv. PCA (Patient Care Attendant)

→ Bio Medical Waste Management

i. Handling, Treatment & Disposal of Waste

Generated



0 1 INTEGRATED FACILITY MANAGEMENT

STAFFING SOLUTIONS

Staffing with Employee Life Cycle Management

→ SFM Staffing Solution covers



- i. **Payroll management** – Ensure error free salary calculations, expense reimbursements, benefits and retirement pay-outs
- ii. **Employee Life cycle Management** – Document management from employee onboarding till the exit to ensure you are relieved from administrative functions
- iii. **Statutory and Compliance Management** - 100% compliance with Payroll and Labour laws of the land including the specific compliance audits & take advisory services whenever required
- iv. **Best practices implementation** – Implement the Best practices and Horizontal deployment at all the applicable sites
- v. **Data Management** – We ensure all the Data is maintained and retained as per the Standard, Audit and Customer specific requirements.

0 1 INTEGRATED FACILITY MANAGEMENT

HOSPITALITY SERVICES

Delivering best in class executive housekeeping, Kitchen Solutions



- Executive Housekeeping
- Laundry Solutions
- Kitchen Stewarding Solutions
- Front Office Executives
- Pantry and F&B Services
- Store Room Services



01

Our Valued Offering through Tech solutions – IoT, Asset Management & Robotics

SFM 24 x 7 - Integration with IoT

- End to End Data Integration
- 100% Visibility for Asset's
 - ✓ Operation Parameters
 - ✓ Health Parameters
 - ✓ Usages Parameters
- Vertical Application
- Asset Management
- Secure & Scalable Infrastructure
- Out of Box Enterprise Integration
- Customized Dashboard



Technology Enabled Service

- Robotization of HK Ride on Machine
- Real time tracking with Live Video feed
- Access to Cleaning History
- Download reports on Single Click



0 1

Our Valued Offering through Tech solutions – Digital WorkFlow



Mobile/Tablet based application eliminating all Paper based checklists and thus making it a **Sustainable solution** in addition to the following **benefits:-**

- Ensure **RIGHT INDIVIDUAL** is doing **RIGHT ACTIVITY** in the **RIGHT PLACE** at the **RIGHT TIME**
- Each Service Level Delivery can be **tracked for its KRAs**



Real Time Tracking of Tasks

Employee checks in at physical checkpoints located within premises at pre-set intervals. Enables real time tasks activation, tracking & closure



QR Code Enabled

Employee scans QR code using Apps to proceed with pre-scheduled activity. Eliminates proxies & misreporting



Activity List

Activity lists pops up on the app at the set point & the employee is required to complete tasks & perform updates as per SOP

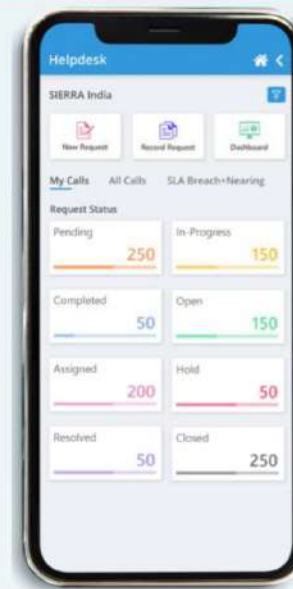


Flag / Snag

Employee has the ability to raise flag/snag on real time basis with built-in escalation mechanism. Further communication with relevant dept. in chat format

01

Our Valued Offering through Tech solutions – Helpdesk System



KEY FEATURES

- ✓ Call booking via emails, self-registration, telecalls, and BMS / BAS Alarms
- ✓ Configurable workflows, status updates, and notifications
- ✓ Register problems, service requests, etc
- ✓ Assign, distribute and monitor requests
- ✓ Self-assignment by the operator
- ✓ Escalation based on SLAs defined
- ✓ Recording of all events throughout the life cycle of a call
- ✓ Events & follow-ups
- ✓ Exchange of information between job requestor and operator via message option
- ✓ Raise, track and close Work orders
- ✓ Record solutions and post in the knowledgebase
- ✓ SLA Analysis and breach notification
- ✓ Intuitive helpdesk call status dashboard

Helpdesk and Knowledgebase application automates the helpdesk ticketing process with defined SLAs ensuring world-class service experience to customers/employees/occupants.

It manages the workflow of registering, assigning & resolving all service requests and problems reported in a facility or an organization.

The complete history of actions taken, events, follow-ups, messages exchanged, response times, and user feedback can be tracked via the system that helps in the analysis and improvement of the helpdesk and call resolution functions.

It puts all the configurable service request details in a single place i.e., a centralized helpdesk solution to ensure resolving support requests is seamless and more convenient for your team.

0

1

Best Practices Implementation from Catalogue of 45 initiatives (Eg.)



Comprehensive cleaning trolley with all tools and chemicals helps cleaners in improving their efficiency by saving their time and reducing risk of mistakes



Scissor Mop for covering more area with lesser motion



Garbage picking tools are designed to be the best reaching aid. This tool is perfect for picking up trash from hard to access area



Automatic Chemical Dozer with dilution helps in reducing preparation time, mitigate the risk of mistakes, and control the amount of product used



Automatic Room Freshener is ideal for releasing aroma continuously without human dependency



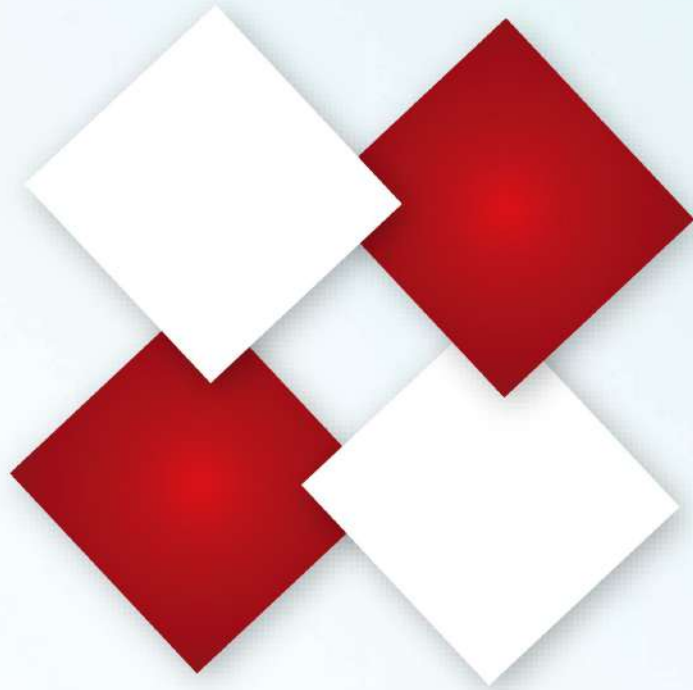
A Caddy belt is designed to help janitor work smarter, safer and faster



Colour Coded Mops for different types of areas to avoid Cross Contamination



Sticky mats kept at the entrance will gather majority of dust & cotton waste particles once the employees step on it reducing the cleaning frequency



EMPLOYEE TRANSPORTATION

We pioneer in providing Business Transportation Solutions enabling safe and compliant transportation solutions to large corporates with zero capital investment which lets them focus on their core areas of business, leaving the operational hassles to us.

02 Employee Transportation Service



36,000+
PASSENGERS /
DAY

550+
FLEET OPERATE

25+
CLIENTS

>1 Lakh KMs
DRIVEN PER DAY

35,000
TRIPS PER MONTH

0 2 Employee Transportation Service

Our USPs

99% Trip Fulfillment

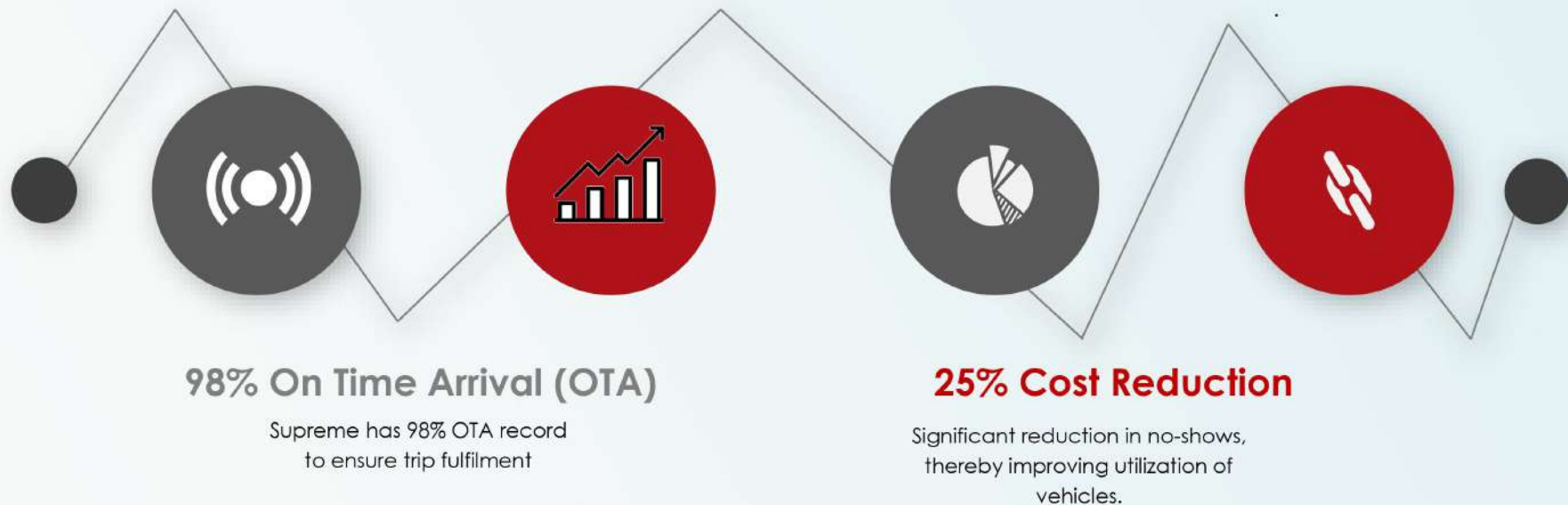
Supreme is able to offer highest degree of predictability of fleet in the industry

100% Safe Drop

Automated Female Safe Drop Confirmation, that reduces the workload of calls on the transport desk and improves compliance.

100% Paperless

Automated billing and e-trip sheets eliminates the use of paper from the whole process thereby enabling organizations to adopt a greener and a more cost-effective approach



Our Valued Offering

Shift
transport

Adhoc transport

Late night
transport

Inter-office
shuttle

Team Outing

Nodal transport

Pricing Model

- Per km basis
- Monthly packages with guaranteed kms
- Trip basis
- Zone-wise billing

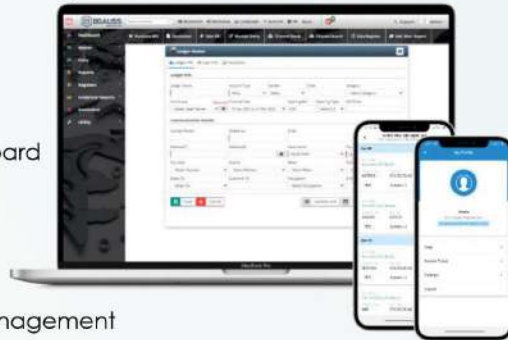
Analytics & Support

- SMS alerts
- Reports
- MIS reports
- Process improvement of employee transport
- Managing vehicle and driver compliance (100% compliance)
- Efficiency improvement through automation tool for preparing routing and generating MIS
- Third party manpower deployment for helpdesk, transport etc.

Our Valued Offering through Tech solutions

Digitized Workshop Management

- Paperless data collection
- Real-time Activity Tracking
- Reports & analytics
- Customized Dashboard
- Job Cards Tracker
- Asset Tracking & Management
- Inventory Management
- Maintenance of Vehicle History cards
- Vehicle Service scheduling & Tracking



Transport Management system

- Automation with Digital Reports
- 100% Visibility
- ✓ Operation Parameters
- ✓ Health Parameters
- ✓ Usages Parameters
- Vertical Application
- Asset Management
- Secure & Scalable Infrastructure
- Out of Box Enterprise Integration
- Customized Dashboard



0**2**

Our Trip Safety Features



Ability to install GPS (Two way Communication) and Panic Alarm facilities in all buses



Ability to deploy around 200 trained security guards for women cabs after 7 PM.



Ability to set up emergency control center at each city



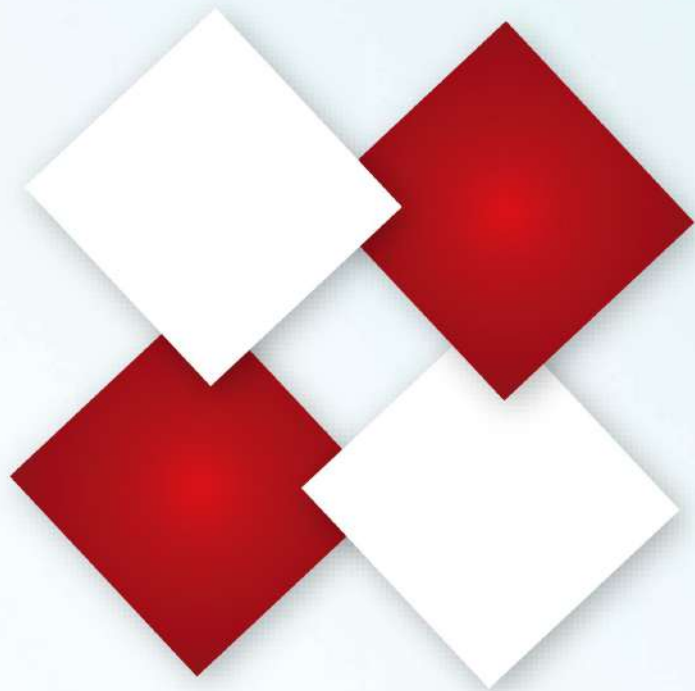
Antecedent Check of drivers -either through Police or Approved external agencies



Existing buses running in various facilities have seat belts for the Driver and co-passenger



Periodic driver training sessions to emphasize on the safety aspect



FACTORY WITHIN FACTORY

The concept of the FwF model involves a Supporter Manufacturer setting up a factory within the premises of the Principal Manufacturer.

03 FACTORY WITHIN FACTORY MODEL

Typical Factory Structure



Migrate to

Factory Structure in FwF

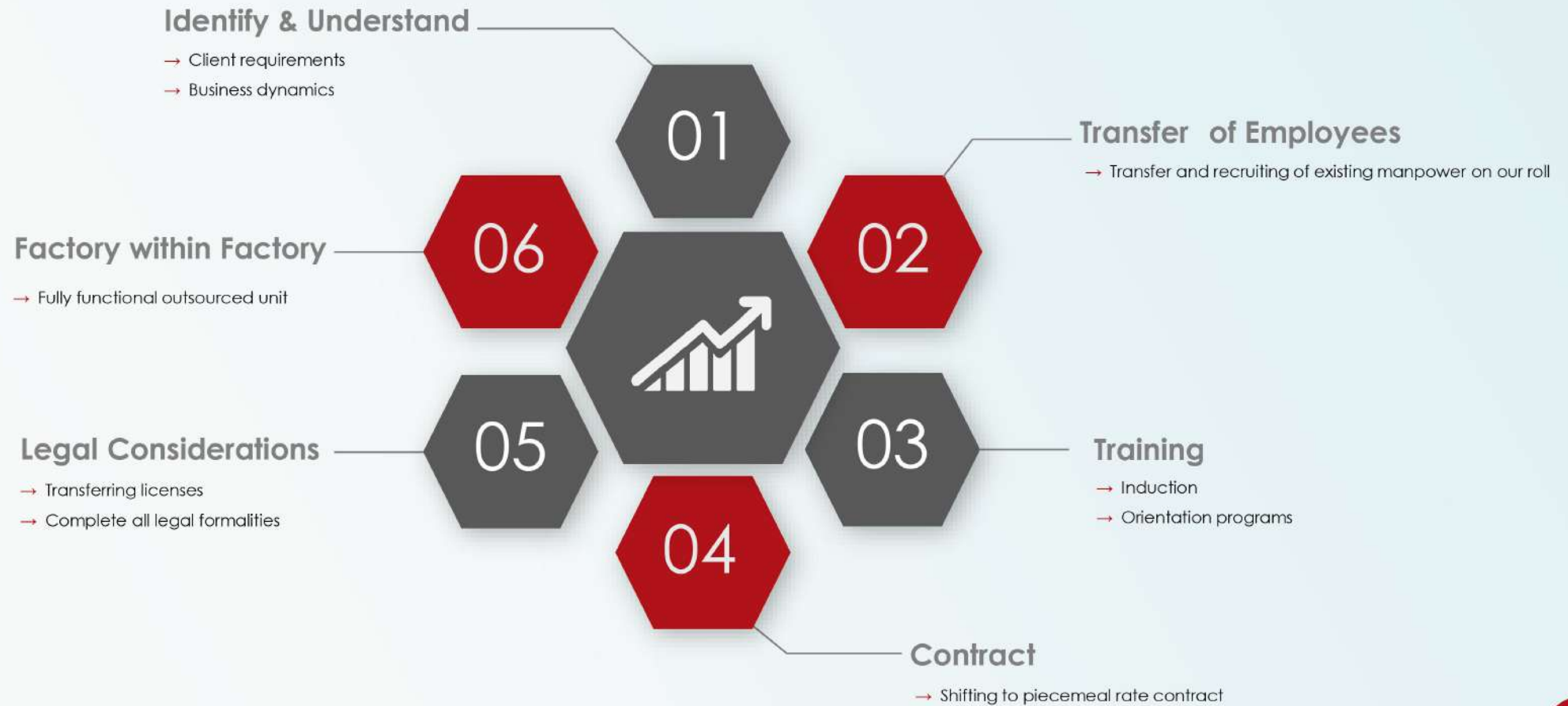


Our Offering

Production of Specified
Inputs

Production of Entire Finished
Product

SAMPLE CLIENT ONBOARDING PROCESS



Our Value Proposition



Increased Productivity due to increased on-floor Accountability



Reduced cost of production due to optimum utilization of resources



High level of safety of manpower in at factory premise



Regular preventive maintenance of machines leading to minimal wear and tear



Reduced burden of Statutory Compliances related to Factory and Labour



'Pay-as-we-Deliver' model leading to performance pegged payments



High adherence to client's quality standards as production is as per client's requirement



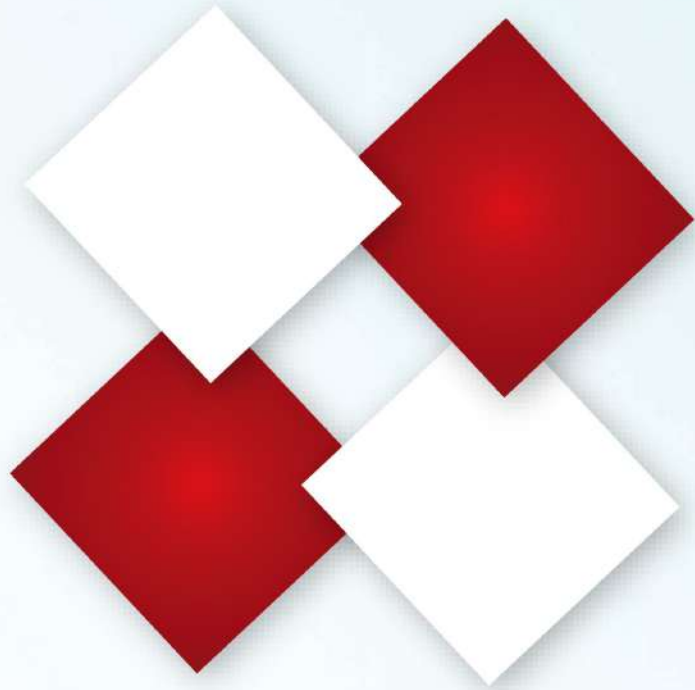
On time in Full (OTIF) delivery with high efficiency and accuracy in supply chain



Flexibility in Production Capacity in line with the business need with quick adjustment



Focus on process improvement leading to enhanced productivity, quality & safety



Food Solutions

We are a young & vibrant catering division of SFM Company. We provide fantastic, flavorsome food to corporate customers in & around Pune

0

4

Food Solutions

We innovate sensibly with new offerings in food and catering services so that modern businesses stay unperturbed about daily nutritional needs at the workplace. Our teams offer delicious meals and creative menus that appeal to a number of people



A Central Kitchen



With a Team of Professional Chefs



Customized Menu



Our USPs



**Customized
Menu
Preparation**



**Transparency in
cooking
procedures**



**Flexible Shift
Available**



**Approved &
Licensed Raw
Material Vendors**



Expert Chefs



**FSSAI
Certified**



**Committed in
Supporting Health
& Wellness**



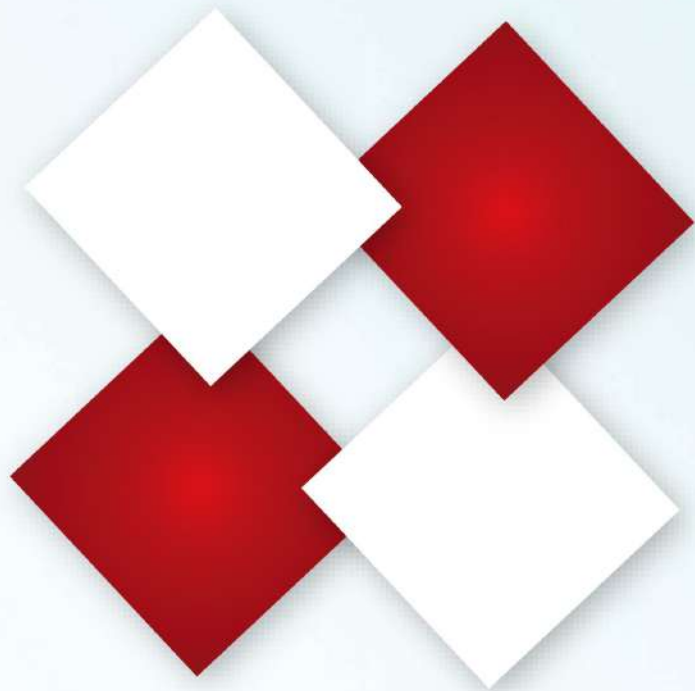
**SOP based
Cooking
Procedures**



**Cashless
Convenience**

Why you need a Canteen Service Provider

- ❖ To ensure a well balanced nutrient reach diet for your employees
- ❖ To increase employee morale and increase productivity
- ❖ To look after employee's health and wellness
- ❖ To provide other than cash benefits to employees
- ❖ To serve changing needs & demands of work force
- ❖ To ensure employees intake hygienic food at a reasonable price
- ❖ To achieve CSR initiative



LVS SUPPLY CHAIN SOLUTIONS

(A division of Supreme Facility Management Pvt Ltd)

We are committed to meet demands for customers to remain satisfied & we create seamless systems for distribution.

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Services We Offer



**Warehouse
Management**

**Inventory
Management**



**Multiclient
Facility**

**Manpower
Management**



**Kitting &
Repacking**

**Trolley
Movement**



**Material
Handling
Equipment**

Line Feeding



Store Operation

**In – Plant
Logistics**



**Local Material
Movements**

**Loading
Unloading**



Our USP & Key Clientele

Strong Multi Skilled Manpower Base



Strong Client Base

Presence Across E-com, FMCG, Engineering & Auto Sectors



Gender Equality

100% Compliance



Strong Processes

100% Client Retention



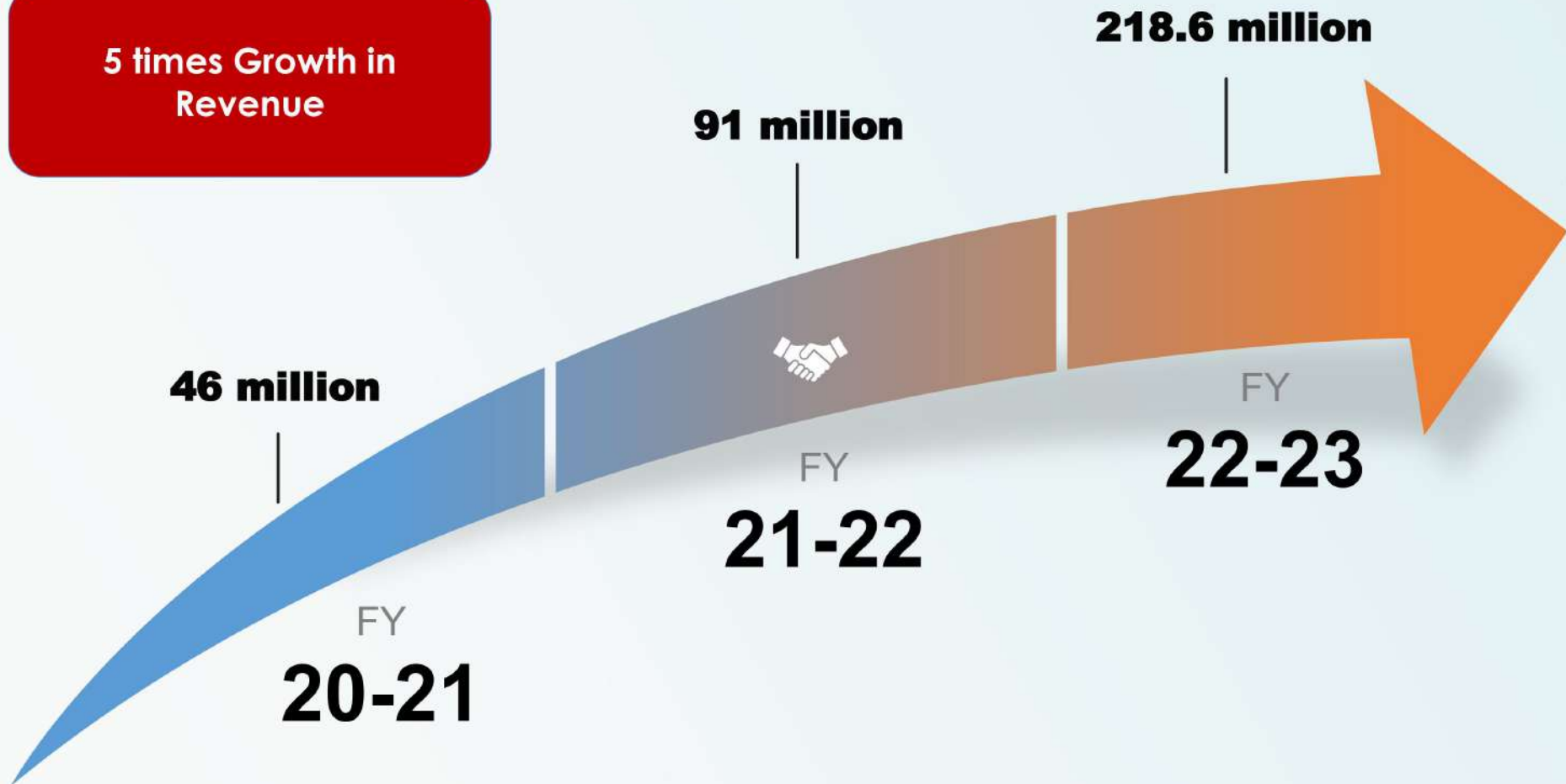
Experienced and Capable Team

Our USP'S

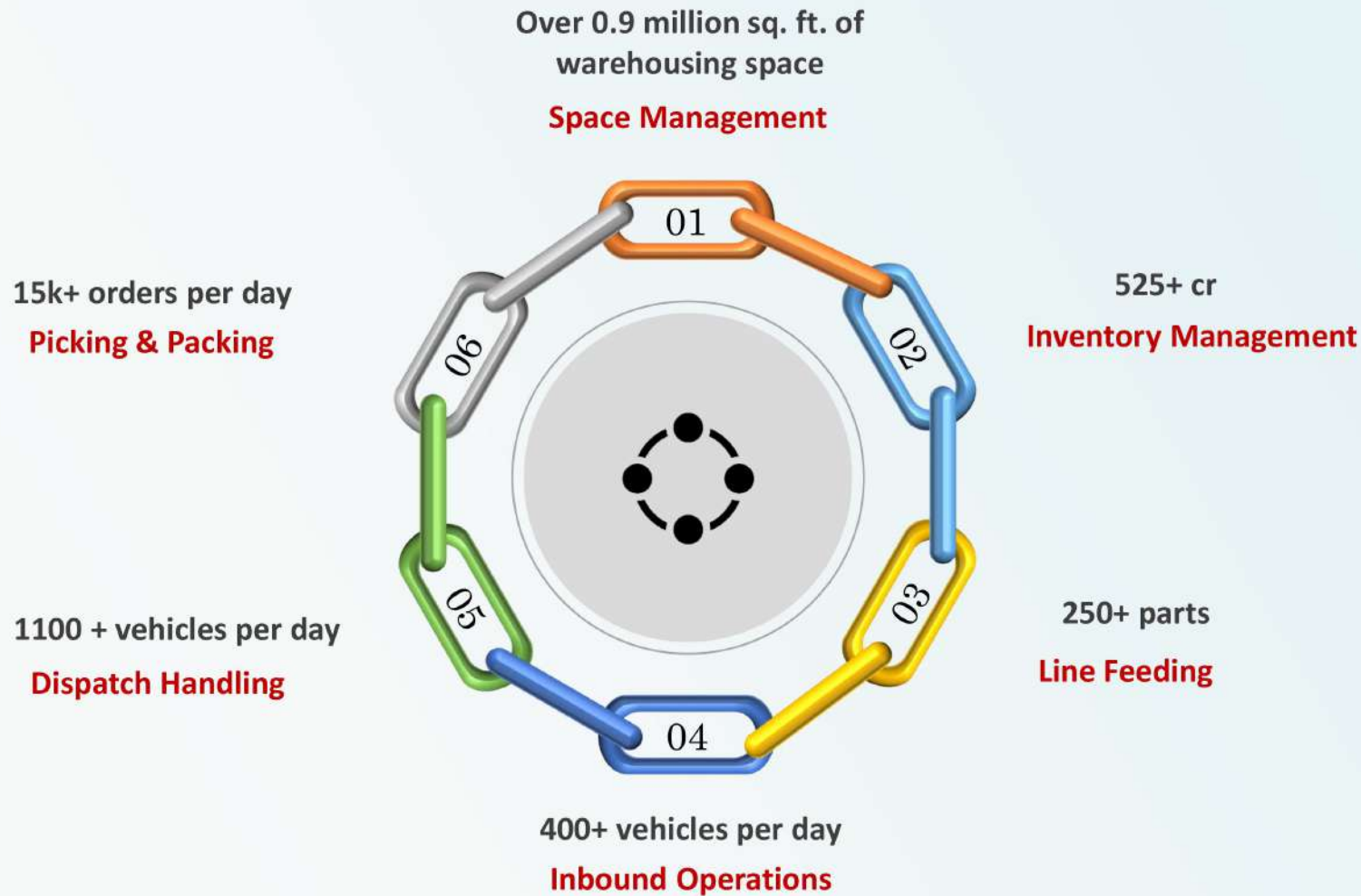


Our SCM Journey

**5 times Growth in
Revenue**



Current operations scale



3500+

Headcounts

12

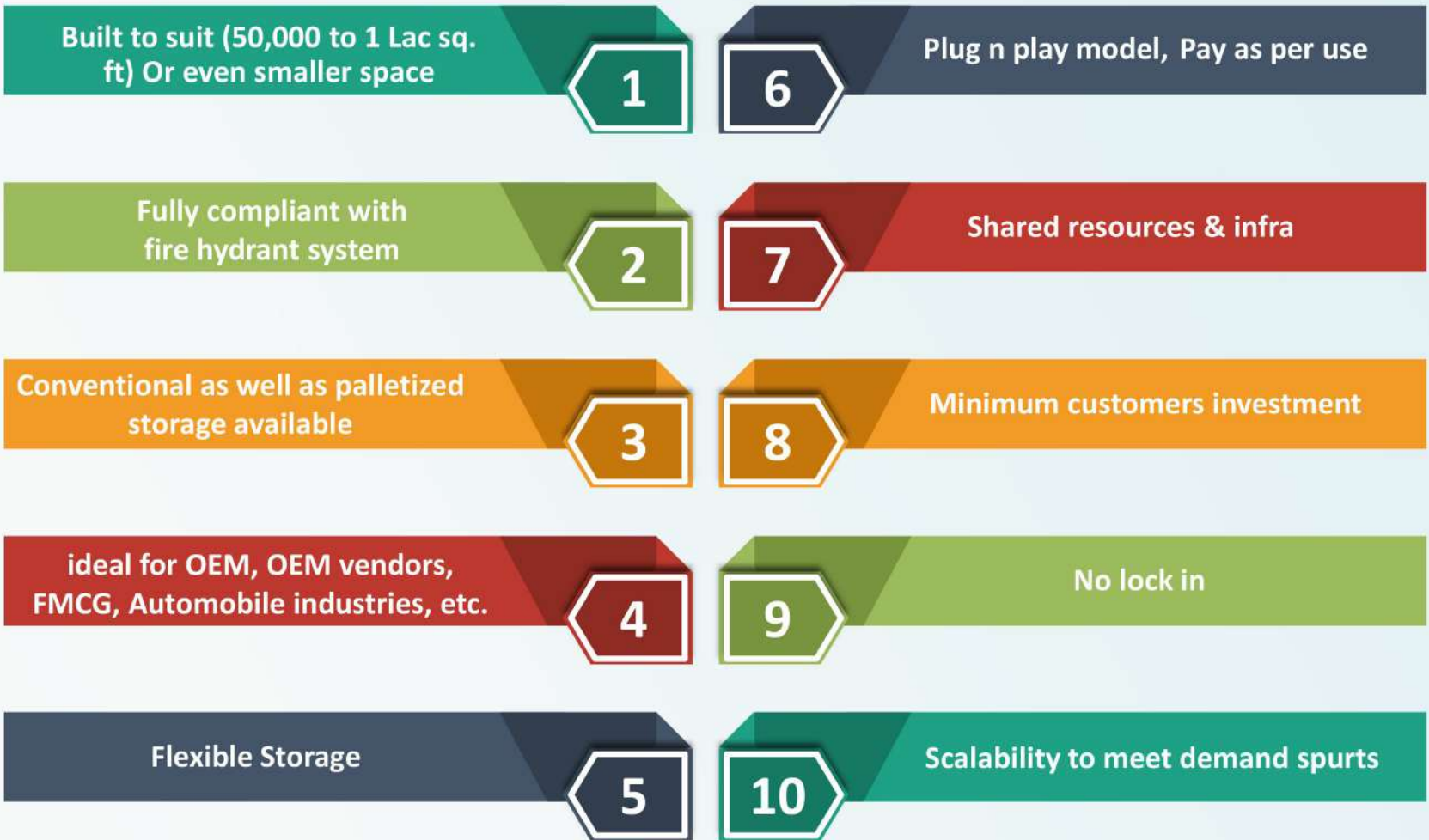
Locations

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Clients

Upcoming Project- Multi client facility – Pune and Bhiwandi

Salient Features of MCF warehouse



THANKS!

