

Novartis Hellas IFM/REM Key Learnings

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Athens

Novartis in Greece - REFS scope



Key figures

- ✓ 4 divisions
- ✓ 470 associates
- ✓ Premises in Athens and Thessaloniki
- ✓ 3 different buildings
- ✓ Own and leased properties
- ✓ 7000 m2 gross
- ✓ 29 meeting rooms
- ✓ 1 restaurant

Services delivered by:

- ✓ 1 global supplier for IFM
- ✓ 1 global supplier for REM



Our REFS ambition

We will transform the



at Novartis

We shape and maintain a healthy, safe, attractive and cost efficient workplace environment that fosters collaboration, also enables people to focus on their core business and operate in their full potential.

Key challenges

Services

Large portfolio
Different
Supply base
Expertise



People

Different needs
Impact
Communication

Cost

High quality and
cost efficient
services

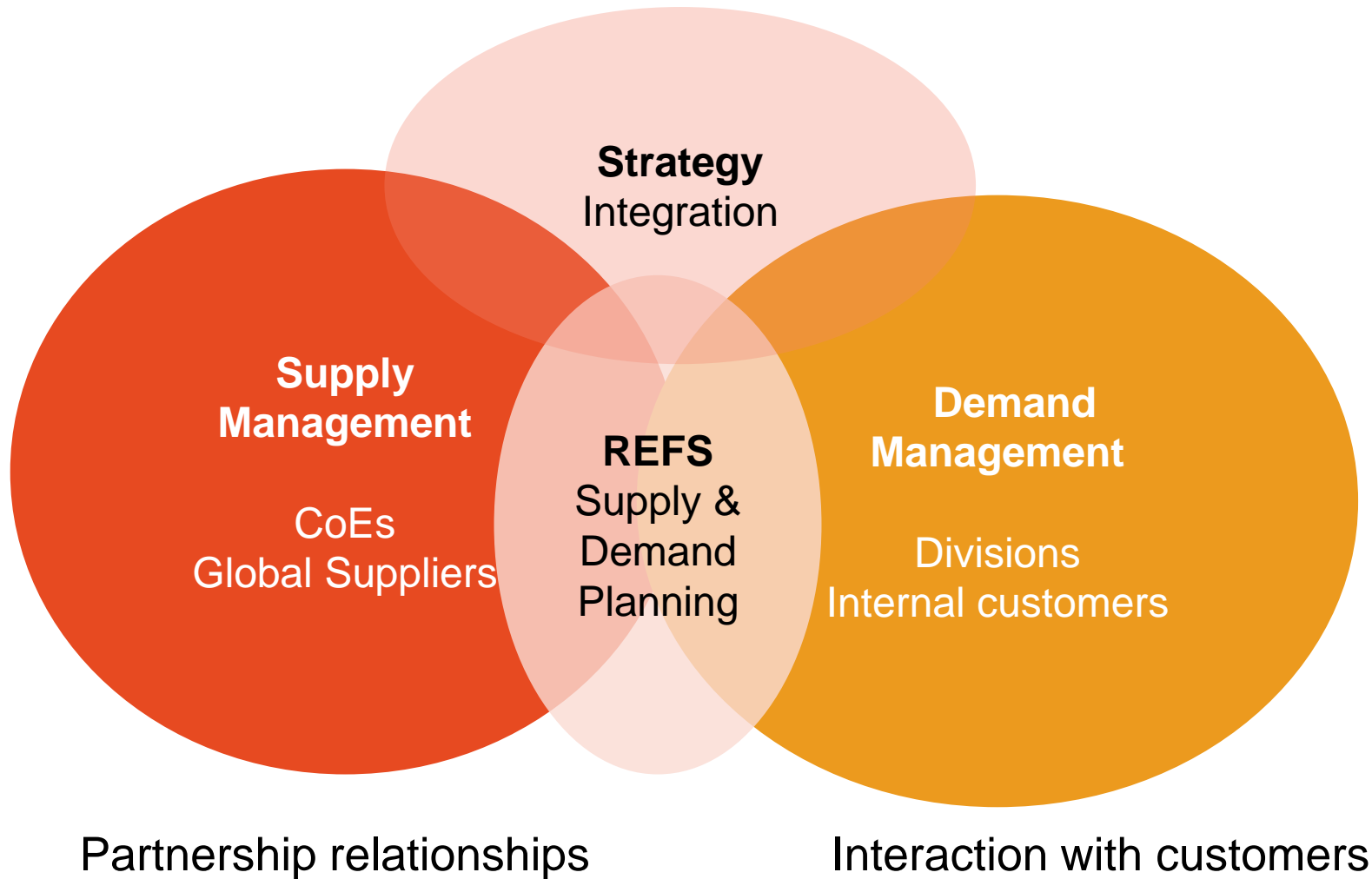
External environment

Uncertainty
Competition
Legislation
Technology

Strategy

Workplace standards
Innovation
Integration
Outsourcing

How?



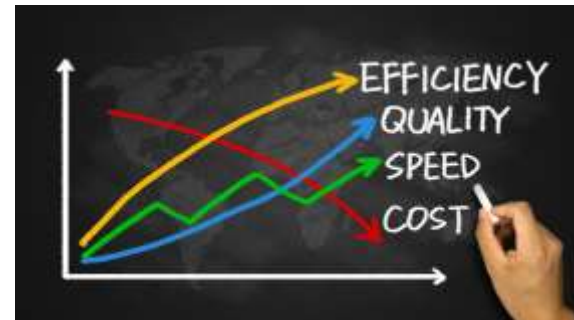
REFS pillars & portofolio

<p>REM</p> <p>DCM</p>	<ul style="list-style-type: none"> • Right built environment in the right place at the right time. • Workplace standards • Location and space optimisation • Real estate market research • Leasing agreements • Project management
<p>Integrated Facility Services (IFM)</p>	<ul style="list-style-type: none"> • Deliver reliable, high-quality and efficient services • Building technical maintenance • Critical equipment maintenance (HVAC, elevators, fire safety/ protection system, generator, UPS) • Facilities services helpdesk • Security • Cleaning • Meeting rooms maintenance • Catering • Waste management • Fleet administration
<p>HSE (Health, Safety, Environment)</p>	<ul style="list-style-type: none"> • Nurture a healthier workforce that stays safe and energized • Minimise environmental footprint • Safety at workplace and on the road • Emergency response / BCM • Well-being program • Environmental campaigns/projects

Outsourcing FM and REM to partners suppliers

Benefits

- ✓ **Understanding business** needs and strategy
- ✓ Customer interaction - **collaboration**
- ✓ **Best practice** sharing & Innovative solutions
- ✓ **Proactive** vs reactive
- ✓ Seeing ahead to future **possibilities and opportunities**
- ✓ **Synergies** - One supplier with expertise in many areas.
- ✓ Standardization of processes - **simplification**.
- ✓ Common **tools** for customers requests and **performance** measurement
- ✓ **Effective and efficient** resource utilization



Outsourcing FM and REM to partners suppliers

Lessons Learned

*Coming together is the beginning, keeping together is progress,
working together is success (Henry Ford)*



What's next?

The journey continues ...

- ✓ Further integration: REM/IFM/HSE
- ✓ Go digital

iREFS is coming in 2020

Thank you