

**Date: March 22, 2023**

National Stock Exchange of India Limited  
Exchange Plaza  
C-1, Block G, Bandra Kurla Complex,  
Bandra (E), Mumbai-400051

BSE Limited  
Phiroze Jeejeebhoy Towers  
Dalal Street  
Mumbai-400001

Company Symbol: SIS

Company Code: 540673

Dear Sir/Madam,

**Sub.: Presentation and audio recording - Facility Management session - Confluence event 2023**

**Ref: Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015**

In continuation to our intimation letter dated March 17, 2023, we have enclosed the presentation made during the virtual session of Facility Management in confluence event 2023 held today, i.e., March 22, 2023. Along with the presentation, we have also included audio recording of the event.

The above information is made available on the Company's website at <https://sisindia.com/investor-information/>.

Kindly take note of the same.

Thanking you.

For **SIS Limited**

**Pushpalatha K  
Company Secretary**

SIS Limited

Great  
Place  
To  
Work®

Certified

APR 2022-MAR 2023

INDIA



A Market Leader in  
Security, Cash Logistics  
& Facility Management

# SIS Ltd.

Facility Management  
SIS Confluence 2023

22<sup>nd</sup> March 2023



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## Disclaimer

## Today's Speaker



**Mr. Shamsheer Puri**

**Director, Facility  
Management**

**Mr. Shamsheer Puri**, a first-generation entrepreneur, founded DTSS in the late 1990's, primarily as a provider of facility management solutions to the healthcare and hospitality industries. His journey is synonymous with that of the Facility Management business in India, transitioning from a highly fragmented & unorganized sector to a proficiently formalized organized sector over the past three decades.

He led strategic decisions for DTSS including raising PE funds from TVS Capital and multiple acquisitions, which transformed DTSS into a national player.

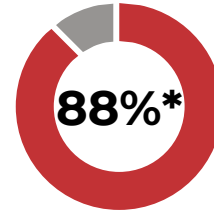
He facilitated the exit for TVS Capital in 2016 at better than market return and brought in a strategic investor - SIS Limited, a publicly traded business services company. Shamsheer farmed the SIS ecosystem which led to rapid progression of the company.

Shamsheer is an avid golfer and philanthropist. He has been associated with 'The Valuable 500' that works towards employability for the differently abled.

**One of the largest and fastest-growing\* Facility Management company in India, with the most extensive pan-India coverage, currently ranked as the No. 2 player in the industry**

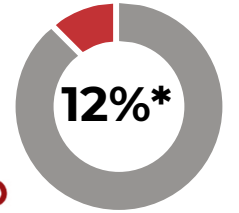
# Breadth of Services

## FACILITY MANAGEMENT



### Soft Services

- Janitor
- Reception
- Mail Room Services
- Horticulture Services
- Waste Management
- Staffing & Payroll
- Façade Cleaning
- High Rise Cleaning
- Event Management
- Concierge Services
- Helpdesk Management
- Server Room Maintenance



### Hard Services

- HVAC / Water Treatment Systems
- Plant Operations & Maintenance
- M&E Services
- Plumbing & Carpentry
- Energy Management

## ALLIED SERVICES



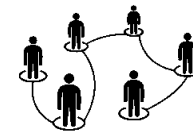
### Food Services

- Food Service Operations



### Security Services

- CCTV Systems / Maintenance
- Fire & Safety Systems



### Transport Services

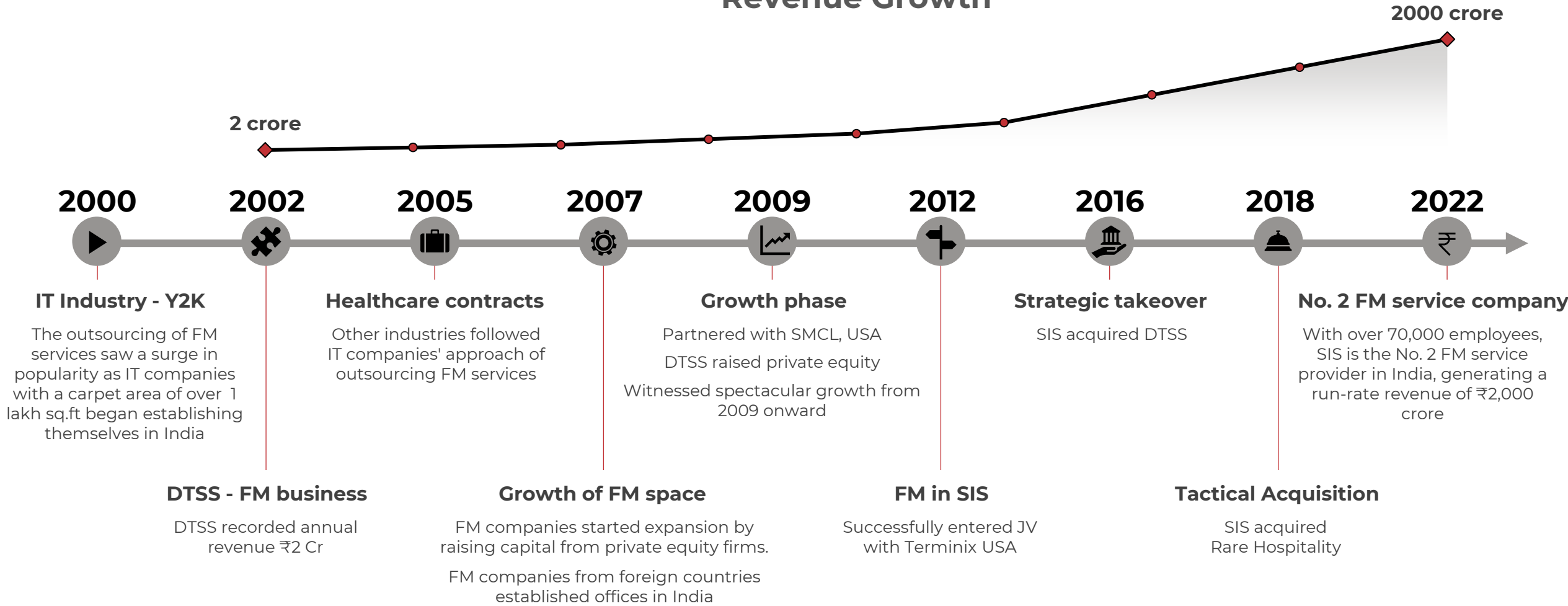
- Mobilizing Manpower
- Transportation Management

**\*Note:** % of total Facility Management FY22 revenue



# Evolution of Facility Management (FM) business of SIS Ltd.

## Revenue Growth



**FM Group Entities**

dtss An SIS Group Enterprise | ServiceMASTER Clean | RARE HOSPITALITY An SIS Group Enterprise | TERMINIXsis Secured from pest...Assured by world's best

# Client Segments

### IT / ITES

22%

### Healthcare

14%

### Airports, Railway Stations & Business to Government

12%

### Commercial Spaces / Retail

24%

**Facility Management is an essential, recurring operating expense in any industry at anytime**

### Manufacturing

19%

### Pharma

4%

### Educational Institutions

4%

### Co-Working Spaces / Data Centres

1%



# Our Competitive Edge



## Wide Geographic Presence

Across 625 pin codes in India



## Consistent service delivery

Providing high-quality and uniform service across India



## Compliance & Audit Readiness

Adherence to applicable state laws / regulations and upholding site ready for audits anytime



## Subject Matter Expert (SME)

In all 8 major segments across geographies



## Cross Pollination of best practices

Cross-industry exposure enables the cross-pollination of innovative ideas and practices



## Transforming Digitally

with leading technology enabled data-based decisions

**NUMBER 1 SERVICE PROVIDER** in:



Pharma



Healthcare



Manufacturing



Airports

# Strong Focus on Process Digitization

## Process Digitization



### Employee Onboarding

- Takes ~35 seconds to onboard a new employee
- 12,000+ employees onboarded in FY23 till February



### Background Verification

- Takes ~1 day for background verification (BGV)
- 8,217 employee BGVs completed in FY23 till February



### Uniform Distribution

- Takes ≤3 days to distribute uniform to a new employee
- Intelligence is built around uniform requirement based on seasonality



### Training Employees

- M-trainer is a mobile app tracking the employee training schedule
- New employees are trained on responsibilities and benefits after joining



### E-Attendance

- Mobile app to mark attendance during office shift.
- Clients can view, verify and process the attendance real time



### E-Invoicing

- An email based digital invoicing system
- Clients get all the supporting documents to process invoice

**Digitization process has aided in minimizing operational obstacles, enhancing speed, and promoting transparency and governance**

# Robust background check mechanism in place



Address check



Identity check



Criminal verification



Court cases /  
Tribunal  
check



Defaulters  
list check

Parameters	Traditional Process	Current Process
<b>Cost per candidate</b>	₹3,000	₹60
<b>Completion time</b>	45-60 days	1-3 days
<b>Credibility</b>	Low	High
<b>Additional</b>		<ul style="list-style-type: none"> <li>- Bank account check with Penny drop</li> <li>- Location check</li> <li>- Large batch processed rapidly</li> </ul>

# Empowering customers with industry leading digital solutions

## Digital solutions for customers

- Our digital solutions have eliminated paper-based processes, providing customers 24/7 access from any location
- On-time reports foster trust and transparency with our customers

## Rising compliance

- Digital initiatives aid compliance with regulations, legislation, and laws such as GST and labor reforms



### C-SAT

- Customer satisfaction survey feedback about site operations
- Empowers management to ensure quality
- Feedback frequency based on customer categories



### Own Your Customer

- Application to manage key account clients' relations
- Ensures expectations are met, supports in customer retention and building loyalty



### E-Checklist

- Dashboard for clients on work completion as per SLA
- Digitized replacement of paper-based checklist



### E-Material

- App. for requisitioning material at the client's location.
- Material stock, issues, consumption are recorded and controlled by the client
- No special audit is required



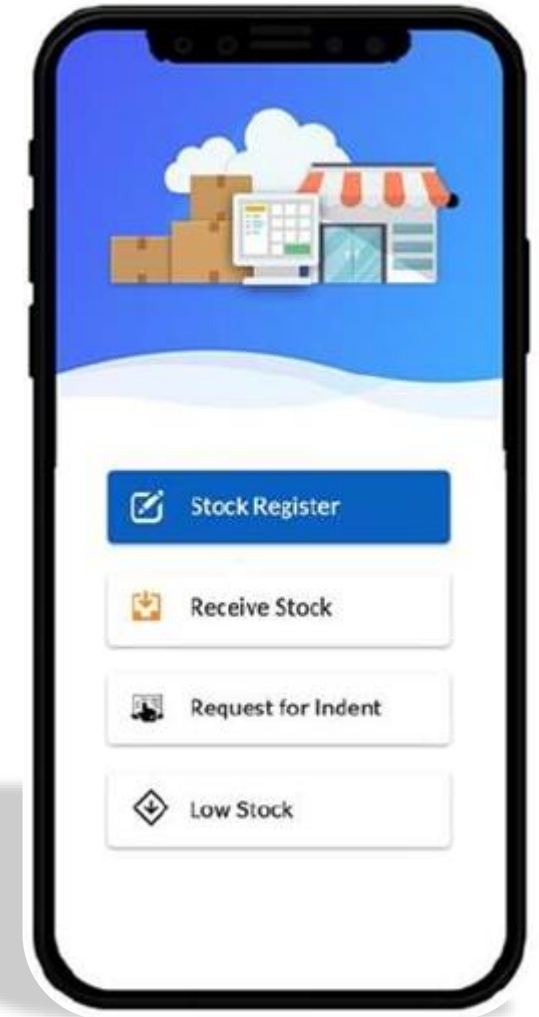
### Beacon Services - on demand

- Sensor / beacon based - On demand services

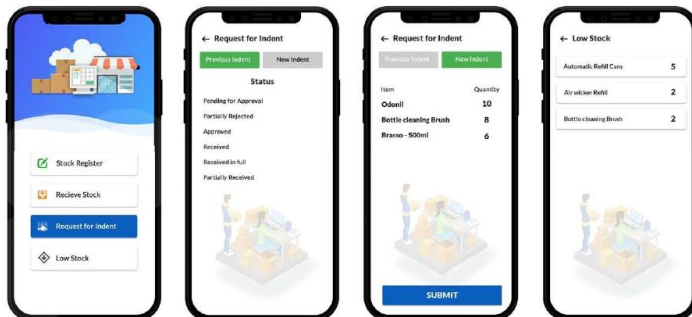
# E-Material management: An innovative approach

**E-Material is a mobile application for material requesting at a client's site**

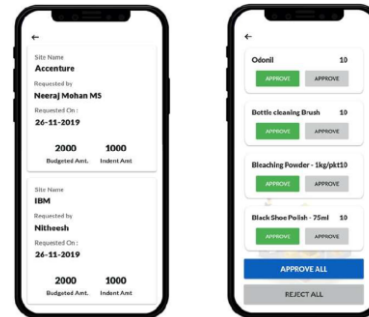
- With the E-material app., lead time from material request to delivery at site reduced from 7 days to 1 day
- Pre-approved inventory only can be allocated for a site
- Online data available for all stake holders
- Real time data and record for inward, inventory and consumption trend is available



## Snapshots of E-Material App



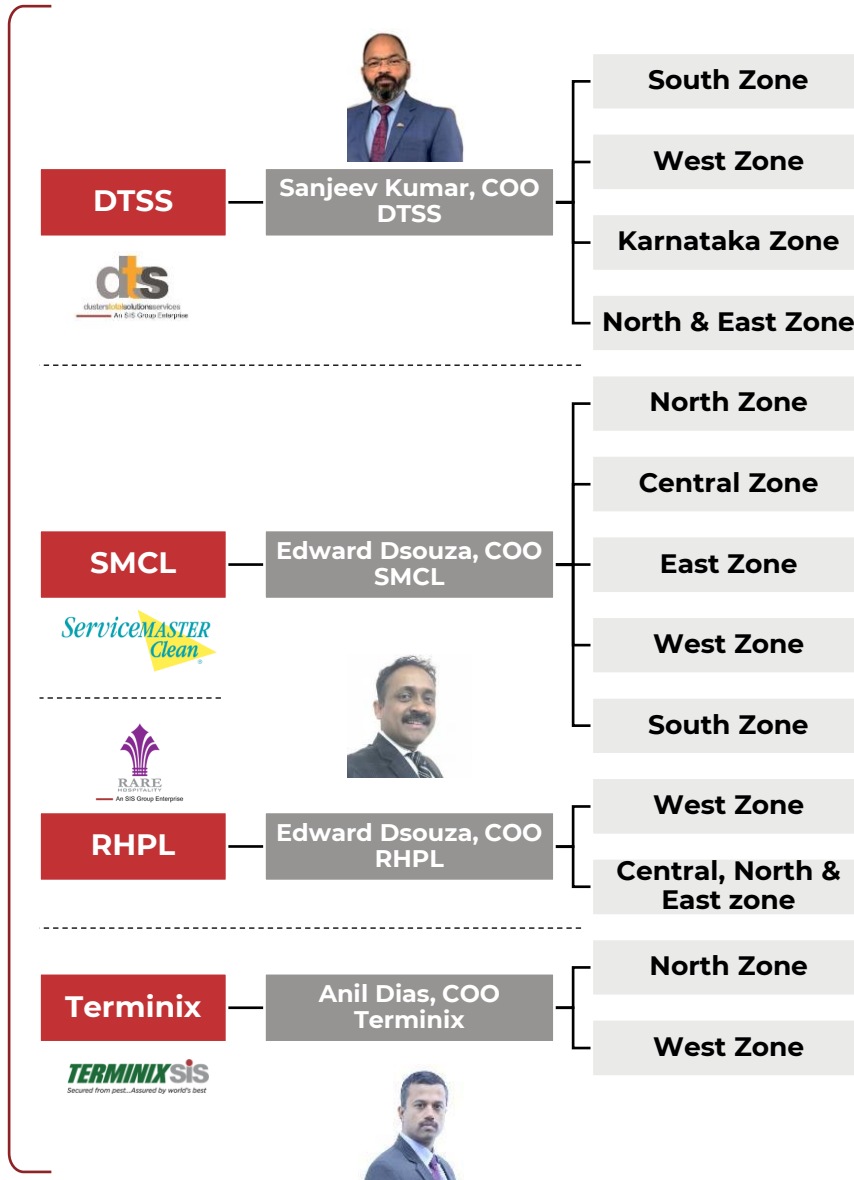
Request for indent



Branch Head approval

# Corporate hierarchy: Facility Management

**Director FM-  
Shamsher Puri**



Support functions*
Business Development
Finance & Accounts
Human Resources
Training
Learning & Development
Transition
IT

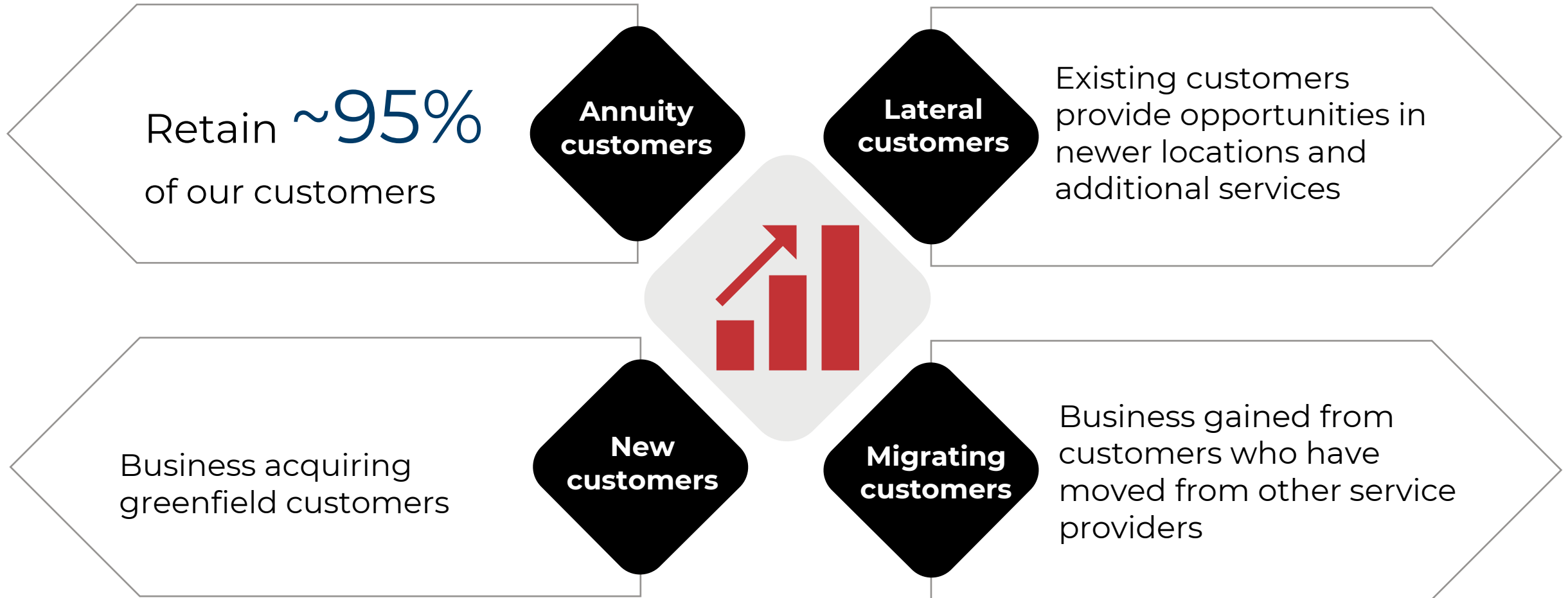
Shared Service Centre (SSC)**
Procure to Pay & Taxation (P2P)
Order to Cash (O2C)
Record to Analyze (R2A)
Hire to Retire (H2R)
Master Data Management (MDM)
Supply Chain Management (SCM)
Quality Assurance (QA)
Commercial & Contract Management (CCM)

\* All entities have their individual support functions

\*\* SSC provides supports to all entities



# Multiple levers contributing to volume growth



# Case Study on Lateral Customers



Number of  
Locations

6



Total area  
managed

9 mn sq.ft



Major locations

Kolkata



Contract value

₹7 Cr/ Annum



Total manpower  
deployed

200+

## Example of a leading Property Management Company:

### Modest beginnings

Started housekeeping services at a single location in Kolkata with annual revenue of ₹0.5 Cr per annum

### Increased service coverage

With the customer's business growth, services extended to AMC, WTP, event management, help desk, landscaping, operations & maintenance

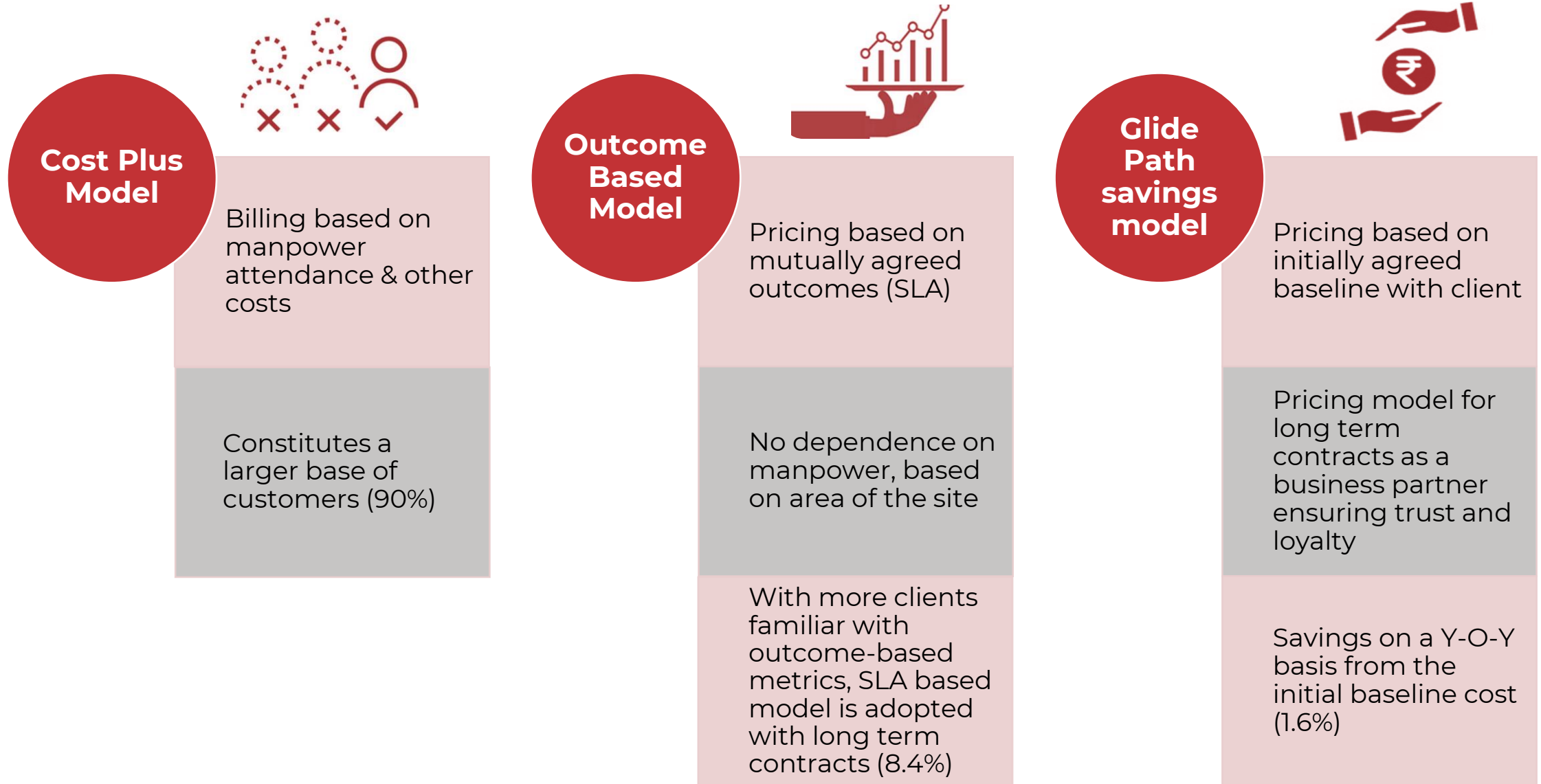
### Team enhancement

Strengthened back-office team with a Key Account Manager and SME

### Expanded footprint

Business extended in new growth locations across service offerings generating ₹7 crore annual revenue

# Business Model



# Summary

## No. 2 in the industry

- One of the largest and fastest growing Facility Management company in India

## Pan-India presence

- Serving 800+ customers across 50 cities at 1,500+ locations in India

## Focus on digital transformation

- SIS has been at the forefront of innovating and adapting technology initiatives to drive excellence in service delivery to customers.

## Superior level of compliance

- Always compliant and audit ready

## Stickiness of the customers

- Consistent service delivery leading to 95% customer retention

# Q&A



# Thank You

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**Bharat Bakhshi** (President - M&A, IR and Ventures)

**Shweta Jain** (Associate Vice President – M&A & IR)

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