



***"Earn Money with pleasure!"***

Dear Sir or Madam!

We are pleased to inform you of some interesting novelties and developments of our Service Group.

Despite of the economic crisis, the REIWAG Service Group was able to achieve in 2010 a **considerable increase in turnover of 4.59%** (increase in turnover in the past 5 years was 52.6%). Also 2011 shows a very dynamic development of business.

















**As at 31.12.2010 the REIWAG Facility Service Group, being active in Austria,  
Czech Republic, Slovakia, Hungary, Romania and Croatia  
takes care of 5,4 million square meters daily!**

The joining of the largest European Service alliance **Euroliance** brings a lot of advantages for the REIWAG Service Group since now we can offer services throughout Europe together with our partners.

Trough the good services of the long-term partner of REIWAG, the Gegenbauer Holding (based in Berlin), which is already a successful partner of REIWAG for Germany and Poland, further members of this group are to be announced (see page 3). In total **approximately 200.000 persons are employed** by Euroliance.

01/11

**1. Area taken care of in the individual countries**

Country	Company	Area in m <sup>2</sup>
 Austria: REIWAG Facility Services GmbH		1,172.000
 Croatia: REIWAG Facility Services d.o.o.		191.000
 Czech Rep.: REIWAG Facility Services spol. s.r.o.		255.500
 Hungary: REIWAG Kaiser & Schmidt Kft.		792.000
 Hungary: REIWAG Facility Services Kft.		570.000
 Romania: BSS S.R.L.		2,247.000
 Slovakia: REIWAG Facility Services s.r.o		145.000
		<b>5,395.500<sup>(x)</sup></b>
 Czech Rep.:  KOMWAG a.s. <small>Komwag, podnik čistoty a údržby města, a.s.</small>	Services: city and street cleaning, disposal of waste, cleaning of pedestrian areas, looking after parks and children's playgrounds etc.	59,668.000 <sup>(xx)</sup>
as per 12/2010		

(x) equal approx. 3,100 football fields

(xx) equal approx. 34,292 football fields

## **2. Euroliance**

On 16.06.2010 Mr. Christian Kloevekorn, CEO Gegenbauer Group, Berlin on behalf of Euroliance and Mr. Viktor Wagner, Managing Director of REIWAG Facility Services GmbH undersigned the contract.

Therewith REIWAG becomes a member of one of the strongest and powerful partnerships for international services.

### **OCS GROUP**

Established 1900  
More than 200 locations in UK  
and more than 60 outside of UK  
Turnover 2009: 864 millions EURO  
Employees: 63,000  
Countries: UK, Ireland, Portugal,  
Netherlands, Channel Islands, Australia

### **GEGENBAUER GROUP**

Established 1925  
More than 40 locations in Germany  
and 5 in Poland  
Turnover 2009: 369 millions EURO  
Employees: 15,000  
Countries: Germany, Poland

### **RGS**

Established 1992  
Seven locations in Turkey  
Turnover 2009: 42 millions EURO  
Country: Turkey

### **VIVALDI & CARDINO**

Established 1960  
Three locations in Italy  
Turnover 2009: 21 millions EURO  
Country: Italy

### **ONET GROUPE**

Established 1860  
More than 200 locations  
Turnover 2009: 1.392 millions EURO  
Employees: 55,000  
Countries: France, Switzerland,  
Belgium, Luxembourg, Spain, Monaco

### **REIWAG**

Established 1903  
Four locations in Austria  
Turnover 2009: 57 millions EURO  
Countries: Austria, Czech Republic, Slovakia,  
Employees: 2,500  
Hungary, Romania, Croatia, Office at Moscow

### **EYK**

Established 1978  
Seven locations in Greece  
Turnover 2009: 9 millions EURO  
Country: Greece

Therefore the Euroliance Partner ([www.euroliance.eu](http://www.euroliance.eu)) are able to provide services for their international clients in Ireland, United Kingdom, Portugal, Spain, France, Belgium, Netherlands, Luxembourg, Italy, Switzerland, Germany, Poland, Austria, Czech Republic, Slovakia, Hungary, Romania, Croatia.

The following services are provided:

Property Management

Security service

Catering service

Other services

Cleaning service

Technical service

Environmental technology

The turnover of the group is more than **2,3 billions EURO**

### **3. Austria – REIWAG Facility Services GmbH**



During and after the crisis, Facility Management becomes much more important!

For real estate owners optimal management of their buildings is a particular asset and contributes substantially to the increase in value.

REIWAG (established in 1903) offers in Austria optimal possibilities for administrative cost savings. In particular its "ALL BY ONE" service is very successful as evidenced by the increase of orders. Above all, Technical Facility Management was considerably strengthened.

**WIWAG Betriebsgastronomie GmbH**, a 100% subsidiary of the REIWAG Service Group, is responsible for the entire catering of the Vienna International Centre (UNO-City) and provides the staff members of 176 different nations with constantly changing, healthy and diverse meals. On average 4000 meals are served every day and numerous international events are catered for.

**Vending** – hot and cold beverages vending machines, as well as snacks are offered to REIWAG customers.

Among others the following services are provided by REIWAG:

Complete solutions for Facility Management of companies	
Technical Facility Management	Reception service
Maintenance	Postal service
Cleaning service	Delivery of consumables
Security service	Catering service
Personnel leasing	Repair work

Also the number of new orders for **LEWAG Hausservice GmbH** (service of residential buildings) has considerably increased in 2010. All LEWAG vehicles are equipped with GPS locating devices, which facilitates a transparent and optimised operational planning. Further technical developments are in preparation, among other things it is planned to report with a touch screen system any defect in a house to the central office, which forwards them to the property management.

The **REIWAG RAIL Services GmbH** is a successful example of outsourcing servicing of railway carriages as well as logistics of the Austrian railways. Many civil servants were taken over who now operate in the private sector and are motivated in providing outstanding services to the fullest satisfaction of the ÖBB in the federal states.

The **Vienna Animal Crematory** was established in 1992 and offers owners of domestic animals a dignified and legal alternative to the otherwise customary removal/disposal of their cadavers. REIWAG Facility Services Ges.m.b.H holds 51%, the ebswien tierkörperbeseitigung Ges.m.b.H Nfg KG 30% and the ebswien wassertechnologie & infrastruktur Ges.m.b.H 19% of shares in the **Vienna Animal Crematory**. Domestic animals are individually cremated and the owners of the animal can be present at the cremation, if they so wish. They also can bid farewell to their loved animal in a separate room. The body of the animal desintegrates into ashes at a temperature of app. 1,000 degrees Celsius and thus does not get into touch with the flames. At the request of the owner the ashes can be placed in a special urn and taken home. Yearly more than 1,000 animal owners use these services and the trend is on a steep increase.

#### **4. The Czech Republic**

The Czech subsidiaries altogether considerable grew again and registered quite a number of new orders. More than 400 staff are employed in the Czech subsidiaries of REIWAG.

##### 4.1. **KOMWAG** Komwag, podnik čistoty a údržby města, a.s.

City and Street Cleaning, Disposal of Waste, Environmental management  
2010 was again an excellent year with another record in turnover and earnings.

The service know-how is meanwhile also successfully applied in other cities! On 29 April 2011 KOMWAG a.s. will celebrate its 15 years anniversary at the "Prague castle" together with high level representatives from politics and economy. According to reports also President Vaclav Klaus will participate in this festive occasion.

##### 4.2. **REIWAG** spol.s.r.o Prague FACILITY SERVICES

REIWAG Prague (established in 1991) could position itself particularly as complete supplier in the areas technical and infrastructure Facility Services. Also further orders for Property Management could be finalized.

We are happy to report that REIWAG Facility Service is for some time nationwide very successful in the Czech Republic.

The development of the branch established in Brünn in the year 2002 is very satisfactorily.

#### **5. Hungary**

More than 580 staff are employed in the Hungarian subsidiaries of REIWAG.

##### 5.1. REIWAG Kaiser & Schmidt Kft. Property Management and Technical Facility Services

Currently over 792,000 m<sup>2</sup> office area is technically and administratively taken care of.

The long-time managing partner, Mr. Günther Schmidt, has sold his shares to the REIWAG Facility Services GmbH and since then REIWAG is the 100% owner of this company. Long-term reliable employees have taken over leading positions.

## 5.2. REIWAG Facility Services kft.

As per 1 June 2010 an assignment of the Erste Bank for the care of 204 branches could be gained.

Also in 2010 the expansion was continued successfully. As of 31.12.2010 REIWAG Hungary takes care of about 400 objects with a total size of more than 570.000 m<sup>2</sup> to the highest satisfaction of its clients. Furthermore since 2010 REIWAG Facility Services Kft. provides its service throughout Hungary.

## **6. Croatia – REIWAG Facility Services d.o.o.**



Despite of the economic crisis, REIWAG is continuously growing in Croatia, and could strengthen its position as market leader since the shopping centre management and the facility management of the Esseker Centre in Odijek could be taken over.

As per November 2010 the facility management for the Shopping Centre CCO in Split was taken over.

More than 120 staff are employed in the Croatian subsidiary of REIWAG.

## **7. Slovakia - REIWAG Facility Services SK s.r.o.**



The constant growth in Slovakia successfully continued also in 2010.

Around 60 staff are employed in the Slovakian subsidiary of REIWAG.

## **8. Romania**



REIWAG in Romania is represented with a qualified percentage of the BSS across the Through F.I.S. (FIDEN International Services), which consists of 20 companies from Germany, Italy, Malta, Austria, Spain, the Czech Republic and Hungary, REIWAG Romania is represented in BSS with a qualified percentage. More than 250 staff are employed in the Romanian subsidiaries of REIWAG.

This company is very successful in Technical Facility Management.

Particularly gratifying is that as of the end of 2010 Austrian big companies like Petrom (OMV), BCR (ERSTE) as well as IMMOFINANZ have given major orders for property and facility management as well as facility services. Therefore we now take care of over 2,247,000 m<sup>2</sup> on a daily basis.

## **9. Russia – REIWAG Facility Services OOO**



Due to the difficulties on the local market we discontinue our service as facility manager, however, due to the extremely good co-operation with the city government of Moscow two projects will be followed-up.

1. Sealing of drinking water piping which is a strong need of the city government of Moscow.
2. Energy- saving-measurements of public buildings of the city of Moscow; on this we are working very closely and intensively with the city government of Vienna.

## **10. Forecast for the business year 2011**

The economic situation offers an attractive challenge for service companies like REIWAG. The reasons for it are very simple.

**During and after the crisis an excellent Property and Facility Management becomes much more important for the owner!**

The owner, who wants to rent or sell, knows that in a due-diligence process, the quality of administration will be especially strictly checked, and the owner appreciates, that careful property and facility management reduces operating costs and thereby attracts new tenants.

**The REIWAG group will roll out one for the customer ideal qualified CAFM-system (Planon).** This system is already in place very successfully in Romania since a longer period and could achieve very positive feedback.

On 3 February 2011 the REIWAG Facility Services GmbH will receive a further award at the European parliament in Brussels as one of the most successful European companies (Europe's Top 500) for the fifth time. The exact positioning is not known at this time.

In Slovenia, Serbia, Bosnia-Herzegovina, Dubai, Qatar and Istanbul as well as in Austria market research is undertaken.

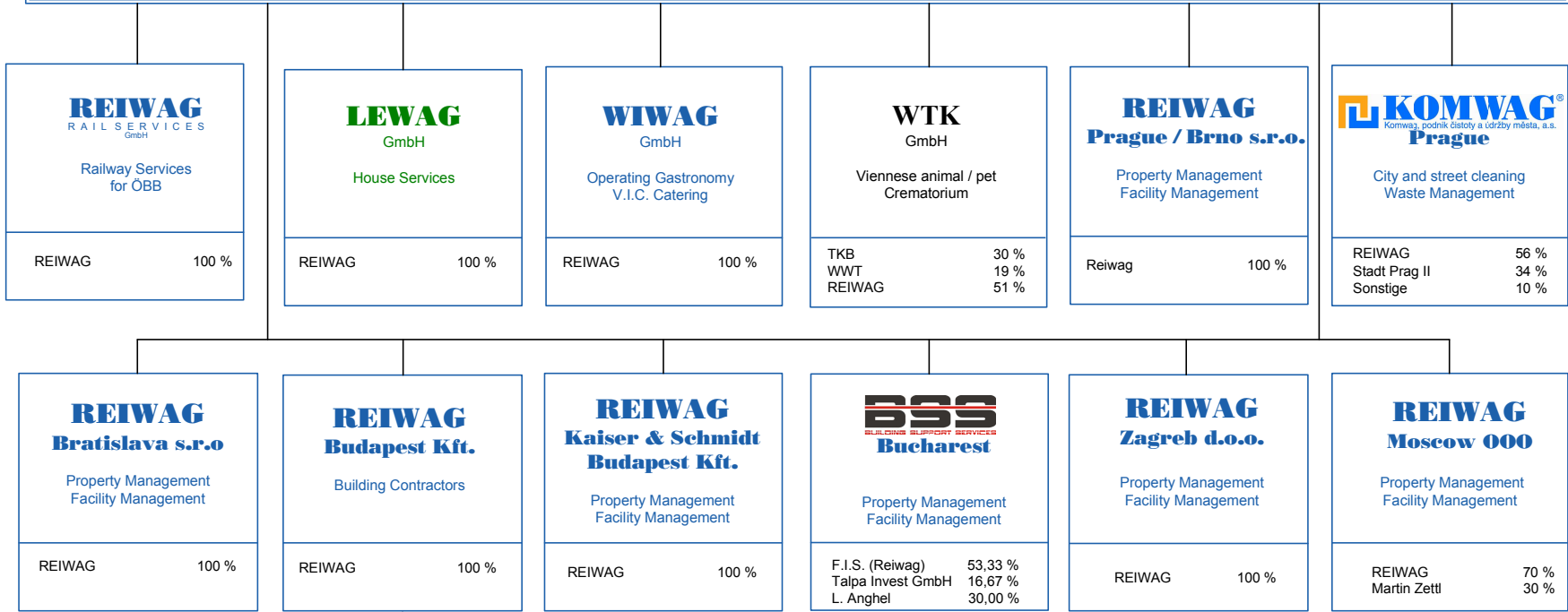
www.reiwag.com




**REIWAG**  
 FACILITY SERVICES

Facility Services – Facility Management – Cleaning of Buildings  
 Window Cleaning – Operating Gastronomy – House Service  
 Reception- und Security Services – Menpower  
 Vending machines – Postal Services

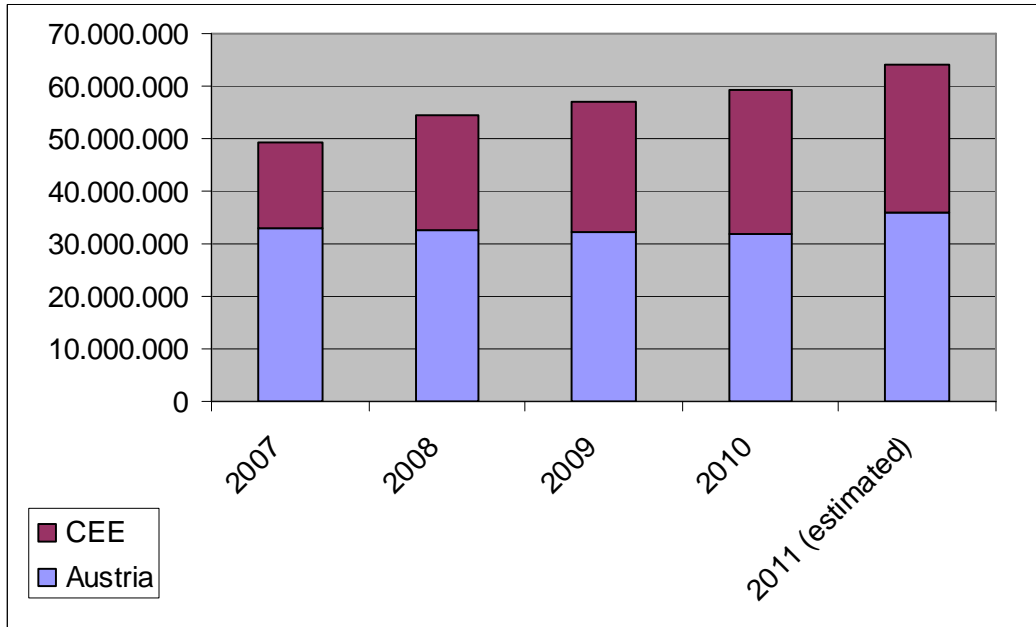
**VIENNA - LINZ - GRAZ - SALZBURG - PRAGUE - BRNO - BRATISLAVA - BUDAPEST - BUCHAREST - ZAGREB - MOSKOW**



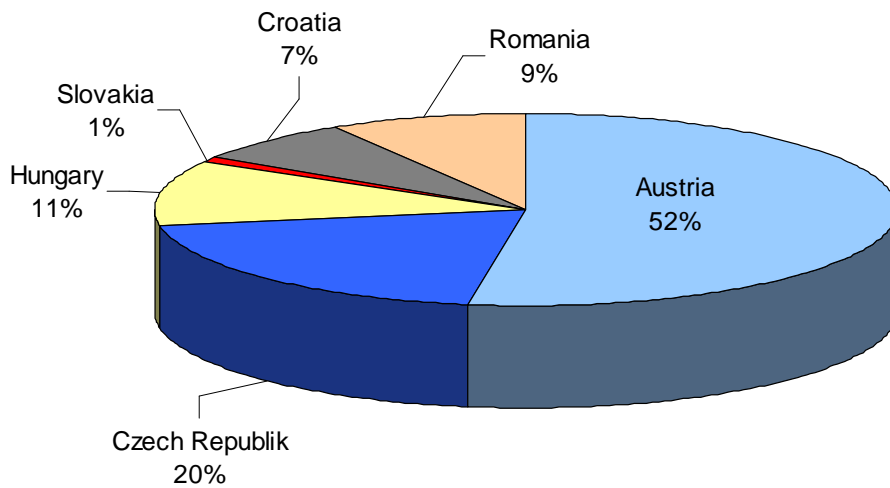
- 8 -

- A [www.reiwag.at](http://www.reiwag.at)
- CZ [www.reiwag.cz](http://www.reiwag.cz)
- SK [www.reiwag.sk](http://www.reiwag.sk)
- H [www.kaiser-schmidt.hu](http://www.kaiser-schmidt.hu)
- RO [www.bss.ro](http://www.bss.ro)
- HR [www.reiwag.hr](http://www.reiwag.hr)
- RUS [www.reiwag.ru](http://www.reiwag.ru)

## Business Development - REIWAG Group



## Turnover Proportion



12/2010

# Award Certificate



Europe's  
only independent,  
**pan-European**  
Listing of high growth,  
job-creating companies

## REIWAG FACILITY SERVICES GMBH

is congratulated for leadership, innovation and entrepreneurial success, qualifying for the 2007 Europe's 500 Listing.

Your outstanding growth performance and contribution to employment creation demonstrates the significant impact of high growth companies on the European economy

November 2007

A handwritten signature in blue ink, appearing to read "S. Fellay".

Suzanne Fellay, Europe's 500 Listing Director

**BusinessWeek**

2007 - Europe's 500