

COMPANY PROFILE



Founded in 1978, Synergis Holdings Limited (“Synergis”) is the leading provider of comprehensive property and facility management services in Hong Kong and the Mainland of China. Synergis is the first and only property and facility management company listed on the Main Board of the Stock

Exchange of Hong Kong Limited (“Stock Exchange”) in Hong Kong (Stock Code: 2340). Synergis provides a wide range of management services through established quality systems and state-of-the-art technologies, implemented by our well-trained and dedicated employees. Synergis’ clients range from governmental bodies, property developers, incorporated owner organisations to multinational and other large corporations in Hong Kong and the Mainland of China.

As at 31st March 2004, Synergis has over 4,100 employees, providing property and facility management services to 214 sites, comprising more than 142,000 residential units and approximately 1.8 million sq.m. of gross floor area of office, commercial, industrial and special use space such as educational institutions, logistics terminals and health care facilities. Leveraging on its experience and successes in Hong Kong over the past 25 years, Synergis began expanding into the Chinese Mainland markets, focusing on major cities – Beijing, Shanghai, Guangzhou and Shenzhen – and developing strategic relationships with partners and clients who understand and value not only Synergis’ experience and operational expertise but also our management philosophy and systems.

Synergis has continuously developed and improved its operational processes and management systems. Synergis is the first property and facility management company to implement Total Quality Management (“TQM”). TQM is a management philosophy focused on motivating all of our employees – managers and frontline staff alike – to continuously improve its operations and management processes to achieve good business results and customer satisfaction. Because of the commitment and persistence of our management and employees to this approach, Synergis is the first property and facility management company in Hong Kong to be the Overall Winner of the *Hong Kong Management Association’s* Quality Award (2001) and the **FAME (FAcility Management Establishment) Award** 2003 of *The Hong Kong Institute of Facility Management*.

Our people are the key to Synergis' ability to deliver on our commitments to our clients and our business partners. With our dedication to training, improving and motivating staff, Synergis leads the industry in our ability to attract, retain and motivate employees at all levels to provide quality management services. In 2003, Synergis was the first and only property and facility management company recognised the "**Best Employers in Hong Kong 2003**" as well as one of the top ten "**Best Employers in Asia 2003**" in the studies conducted by *Hewitt Associates*, in partnership with *Far East Economic Review*, *the Asian Wall Street Journal*, *the Hong Kong Management Association* and *South China Morning Post Publishers Limited*.

Synergis has implemented a number of internationally recognised quality systems across its services, including ISO 14001:1996 Environmental Management System and ISO 9001:2000 Quality Management – all of which help us deliver consistently high quality services and provide meaningful solutions for our customers.

"Synergis" embodies our promise to our stakeholders – that we will shape the future of our industry and create value by providing innovative and practical customised solutions that enrich quality of life, improve cost and operational effectiveness, provide peace of mind and contribute to sustainable growth.

