



# Capability Profile

COMMITTED TO SUPERIOR QUALITY & RESULTS

# THE JOURNEY SO FAR...

Started with the first contract of Security Services

1998

Obtained the status of Pvt. Ltd. Company

2001

Stepped into the Ground Handling & Facility Management Services with the Aviation Industry

2005

Established in-house training centre 'IBEST' dedicated for employee's skill development

2007-08

Diversified into the Real Estate Development Industry

2012-13

Awarded the contract to build Smart Utility Blocks as a part of Swachh Bharat Abhiyan with various Municipal Corporations of India

2016-17

Diversified into the Food & Beverages Industry

2019-20

Thriving with the PAN India presence and providing top notch services to some of the most prestigious brands of our Country

2021





**PROUDLY PRESENTS**

**LFM**  
LION FACILITIES MANAGEMENT

**LFM is a fully owned Facilities Management brand by Lion India Ltd. (formerly known as Lion Manpower Solutions Pvt. Ltd.), with its presence spread across all Metropolitans and TIER 2 cities of India. The portfolio of services seeks to address the entire value chain of property related services, which includes Integrated Facility Management, Corporate Property Services, Managerial Planning and General Administration.**

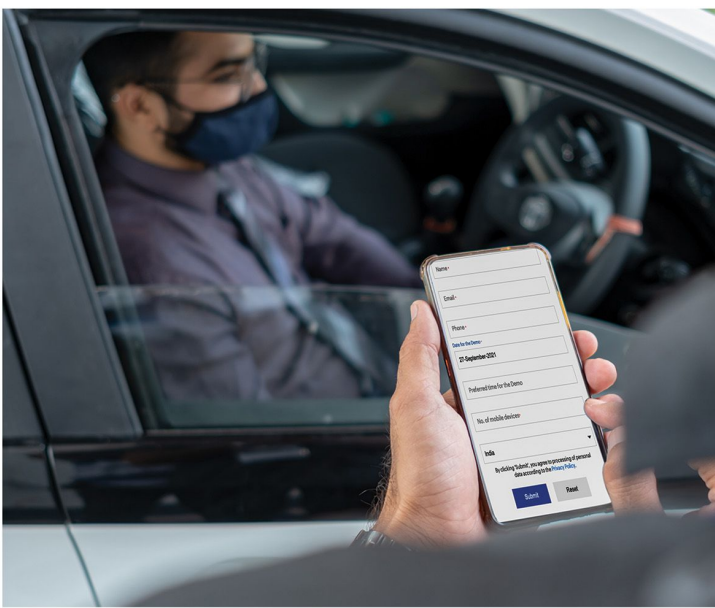




LFM integrates processes and systems within an organisation to develop and maintain required services that support and enhance the effectiveness of our solutions. Our teams are continuously working towards delivering high quality results. It encompasses all critical aspects ranging from Electro-Mechanical Maintenance, Soft Services, Fire & Safety to Security Management.







## SECURITY & SAFETY SERVICES

In service since 1998, providing professional and trained security personnel, associated with partners like PSUs, Banking, Aviation and Railways.

We provide end-to-end security services by adopting stringent processes and best-in-class services to maintain safety and security. We regularly measure, improve and optimise manned guarding through operational excellence initiatives -

***Deputation of well trained and Police verified Guards, Regular checks by the Supervisors, Reporting of incidents to the client, Traffic and parking management***

We perform regular Fire Safety audits and mock-drills under the supervision of SMEs. It helps clients to identify the areas of improvement and evolve an action plan. A systematic and critical identification of fire risks, based on their impact and review of existing passive and active fire protection measures helps mitigate the risk of fire and help in eliminating the causes of fire.



## MECHANIZED ENVIRONMENTAL SUPPORT SERVICES

Our efficient and highly trained staff adopt industry's best practices to consistently deliver results that exceed client expectations and ensure the best implementation of modern waste management systems. Housekeeping is a key vertical for LFM and we focus on recruiting the right talent (with appropriate antecedent checks), subsequently training them and finally continuously managing and motivating them to ensure superior customer experience. LFM holds excellent record in **Housekeeping and Horticulture** domain. We are successfully serving our Clients for more than 20 years now.



*"A trusted Facility Management Company who operates as a part of the client's team."*



# TECHNICAL SERVICES



From capital asset and facility maintenance to managing M&E services, our highly trained maintenance professionals take care of the day-to-day jobs that keep facilities and assets performing optimally.

Our zero tolerance for unplanned downtime is backed by our reliability-focused maintenance programme for anticipating and avoiding equipment failure that could otherwise lead to productivity loss.



# 'IBEST' - IN HOUSE TRAINING CENTRE

With IBEST, the aim is to train our Integrated Facility Management manpower to provide seamless services to the clients. We understand the importance of the right employee training, development & education. Our team of SMEs train the manpower on the best practices regarding Security, Fire & Safety, Operation & Maintenance of most Electro-mechanical Equipment, Housekeeping and Horticulture etc.



## VALUE ADD-ONS

- ~ Periodic audits by the respective Branch Manager on Technical aspects, Fire & Safety and Soft services
- ~ On ground trainings of the ground staff by SMEs
- ~ Visits by the Technical Team at the site once in a week for first two months and then twice a month, to further enhancement of the services.
- ~ 24X7 QRT



# QUALITY & COMPLIANCE

We believe that compliance to regulations and norms forms a solid platform for any company to excel in the business. The awareness regarding government regulations, at all principal premises, has been gaining tremendous strength since 2005 and they ensure that services are not acquired until all relevant requirements are met by the service providing company.

Keeping this requirement in mind, all key registrations essential for a facility management company and their related compliance's are in place for us.



## **ISO 45001:2018 | Occupational Health & Safety Management System**

Provision for turnkey solutions related to House-keeping, Mechanized High Rise Cleaning, Security, Aviation & Maintenance Services



## **ISO 14001:2015 | Environmental Management System**

Provision for turnkey solutions related to House-keeping, Mechanized High Rise Cleaning, Security, Aviation & Maintenance Services.



## **ISO 9001:2015 | Occupational Health & Safety Management System**

Provision for turnkey solutions related to House-keeping, Mechanized High Rise Cleaning, Security, Aviation & Maintenance Services



## **SA 8000:2014 | Occupational Health & Safety Management System**

Provision for turnkey solutions related to House-keeping, Mechanized High Rise Cleaning, Security, Aviation & Maintenance Services



# BUSINESS SEGMENTS THAT WE OPERATE IN

IT/ITES



MANUFACTURING  
UNITS



HEALTHCARE



CORPORATE



EDUCATION



HOSPITALITY &  
LEISURE



RETAIL



SPECIAL ECONOMIC  
ZONES (SEZ)



BANKING &  
FINANCIAL SERVICES



RESIDENTIAL

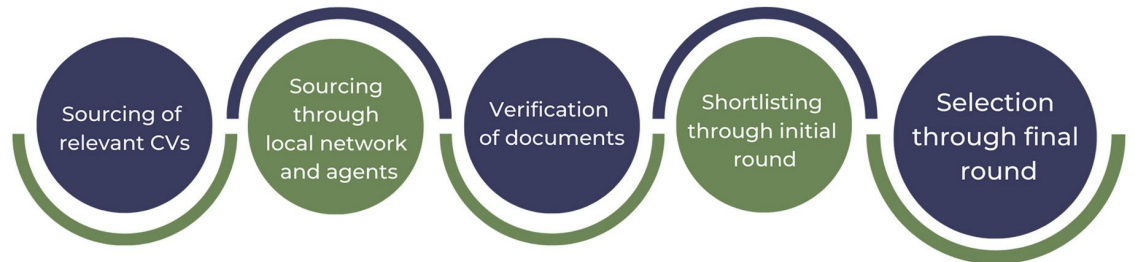


- ~ We use high-end machinery for specialised cleaning purpose
- ~ Antecedent verification by local police and medical examination by our empanelled physician
- ~ Staff is rostered for duty only once he/she has undergone the requisite training
- ~ Uniform and Grooming standards are strictly enforced through proper audits.



# RECRUITMENT, DEPLOYMENT & RETENTION METHODOLOGIES

## RECRUITMENT



## DEPLOYMENT



## RETENTION



we are strongly committed and invested in training, growth, development and retention of our teams to ensure that consistent and the highest quality service is delivered. Our commitment towards excellence is ingrained deep in our work culture, which extends not only to serving our clients but also the environment and the community at large.



# SOME OF OUR ESTEEMED CLIENTS





## OUR SISTER-CONCERNS



LFM is your virtual business partner, taking care of your facilities and property management needs, so you can concentrate on your company's core business. We are a professional, vibrant company providing astounding services in managing and maintaining properties nationwide on a 24hr, 365 days a year basis.



Feastary Hospitality LLP, primarily operating the company's QSR brands – Chaat & Chai Co., The South Pantry & Masala Gali, with outlets spread across the Food Courts on Highways of Eastern UP and prominent shopping malls of Delhi-NCR. The company aims to provide best in class, 360 degree food solutions for Food Courts, QSRs & Diners, Institutional & Events Catering.



LID is on its way to deliver an ultimate solution to affordable luxury in the South of Gurugram – Sohna. The company desires to mark its presence in the real-estate business with our architectural capability, exclusive designs and cost-effective projects.



Smart City is an initiative by the Govt. of India (under the Swachh Bharat Abhiyan) to drive economic growth and improve the quality of life of people by enabling local area development and harnessing technology, especially technology that leads to Smart outcomes. We attained the project of building Smart Utility Blocks in the year 2016 under various Municipal Corporations.



"The greatest asset of a company is its people."



**Corporate Office - New Delhi**

**Branch Offices -**

- ~ Baddi /Jammu – Jammu and Kashmir/Himachal
- ~ Haridwar / Dehradun – Uttarakhand
- ~ Gurgaon / Noida – National Capital Region
- ~ Chandigarh – Haryana / Punjab
- ~ Lucknow – Uttar Pradesh
- ~ Indore – Madhya Pradesh
- ~ Udaipur / Jodhpur – Rajasthan
- ~ Guwahati – Assam
- ~ Kolkatta – West Bengal
- ~ Goa
- ~ Raipur - Chattisgarh

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