

## Press Release

December 6, 2022

### Apleona

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### Contracts won

## Apleona to Perform Property and Facility Management for Mileway Portfolios in Germany

- **Property management for 134 properties with 1.1 million m<sup>2</sup> of lettable space, integrated FM for 135 properties with 1.75 million m<sup>2</sup> - 80 properties under joint management**
- **Comprehensive use of digital tools for value-oriented portfolio controlling**

Apleona has won several lots in two separate tenders conducted by Mileway, a Europe-wide real estate company for last mile logistics. Apleona will provide services from a single source for around 60% of the properties. The management contracts focus on supporting Mileway in its continued expansion in Germany and providing strategic assistance for the successive implementation of ESG and energy efficiency measures in the properties managed.

The property management contract for a total of 134 properties was concluded in late September. The properties that will be managed by Apleona Real Estate's property managers are mainly located in North Rhine-Westphalia, the Rhine-Main region, Baden-Württemberg and Bavaria. The contracted services include coordinating value-oriented maintenance and extension work (OpEx and CapEx measures), tendering and controlling third-party services, operating cost billing and, last but not least, providing personal support for Mileway's tenants at the respective properties.

The start-up phase for the property management portfolio is currently in progress. Onboarding will be completed by the end of the year, meaning that Mileway's contract with Apleona Real Estate can start on schedule on January 1, 2023. The property management contract has been concluded for three years.

### **Digital tools ensure transparency and efficiency gains**

A team of more than 30 experienced property managers from the main regional locations in Germany will perform value-oriented controlling using various pieces of management software containing fully digital and paperless copies of all of the relevant contracts for the portfolio and all other property- and contract-related data and documents.

Technical service staff, all of whom are equipped with iPads, will also use the internally developed Apleona AQuA app to perform on-site maintenance and warranty work on all of the safety-relevant technical facilities in the buildings in digital and mobile form. The AQuA app increases transparency for Apleona's customers and ensures greater efficiency when it comes to property inspections and the maintenance of technical building installations.

## **Integrated FM for sub-portfolio**

The FM contracts for 135 Mileway properties, mostly located in North Rhine-Westphalia, northern Germany and northern Hesse, have been implemented since last year. In addition to soft services, they cover hard services including maintenance, servicing and a 24/7 emergency service, fire safety, and construction project work. Apleona is aiming to perform 80 percent of the work on the technical installations itself.

The technical data is currently being prepared so that it can also be used in professional property management. Around 20,000 systems have been recorded and evaluated. Thanks to CAFM, full transparency with regard to the maintenance and inspection of all systems will be ensured for the owner from 2023 onwards, thereby also guaranteeing operator safety for Mileway in conjunction with Apleona Real Estate. With technicians performing operations solely in digital form, this represents the starting point of the digital process chain.

By supporting world-leading logistics groups, Apleona FM and its technicians are achieving increasingly quick response times at their logistics focal points throughout Germany.

Image: logistics real estate near Düsseldorf, Germany © Mileway

### **About Apleona**

Apleona is a leading European real-estate services provider and facility manager based in Neu-Isenburg near Frankfurt am Main. Over 20,000 employees in more than 30 countries manage and operate real estate from all asset classes, production facilities, and cross-regional and country portfolios. Its customers include market-leading companies from a wide range of industries, including technology, finance, healthcare, chemicals, automotive, and information and communications technology companies. The range of services it provides extends from integrated facility management, building services engineering and interior fit-outs to commercial services and real estate management. Apleona's business model focuses on technical services, most of which the company provides itself. The company's regional focus is on the area covered by Germany, Austria and Switzerland. With its partnership-based contracting models, innovative products and digital solutions, Apleona helps its customers develop and implement ESG, workplace and portfolio optimization strategies.