

## ipv® – the Epitome of FM Excellence

Certification for the quality of our integrated  
Facility Management services.

### Certified system service

ipv® stands for integral process responsibility in Facility Management, i.e.  
for quality regarding

- Compliance with statutory provisions
- Takeover of responsibility
- Containment of FM-specific risks
- Protection of health and well-being of persons concerned

Apleona HSG Facility Management has been certified to ipv® since 2004. Certification is based on the guidelines of GEFMA, the German Facility Management Association, GEFMA 710 (Legal Conformity) and 720 (Management Expertise), in addition to the DIN standard EN ISO 9001 (Quality Management), and supplemented by the guidelines for Integral Process Responsibility (GEFMA 730). For clients, the ipv® certificate stands for qualified, reliable and transparent performance assessment of the FM service provider. Independent inspection bodies determine whether the specified standards are actually being met.

### Targets

The aim is to ensure that the property is functional, efficient and available for the user at all times. This applies both to new builds and existing properties, as well as for modernisation and renovation projects.



Integrale Prozess Verantwortung  
im Facility Management

For further information see  
[www.ipv-denkfabrik.de](http://www.ipv-denkfabrik.de)

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### Services offered by ipv®

- Coupling of conceptual (advisory) responsibility on the basis of functional client objectives and executive responsibility (responsibility as operator)
- Planning and set-up services for value preservation and substitution through takeover of responsibility by the ipv® company
- Transparent cost calculation
- Provisions for joint participation in optimisation results
- Engineering services covering all sectors and trades
- Own services contributed by ipv® company (process authority)
- Necessary authorisations and licences (extending to operator and facility responsibility)

### Benefits of the ipv® model for you as the client

- Less work for the client, who can then concentrate on his core business
- Professionalisation of property management and quality assurance
- Budgetable fixed prices comprising the following services depending on the scope agreed:
  - Engineering services
  - Repair and maintenance
  - Investment costs for preservation of value
  - Investment costs for maintaining availability over the term
  - Handover of the operator's responsibility to the service provider
  - Flexible adaptation of scope of services to changes affecting the client