

Aden
services

360° efficiency for
facilities management
& technical services



Introduction

Solutions

Foundations

Client cases

| Where we come from

Evolving with the **built** environment

Aden Group has built a business portfolio covering the complex needs of buildings, districts, utilities and people. Our businesses can work standalone or in harmony to unlock innovation, efficiency and sustainability for clients and their portfolios.

We began in facilities, meeting growing need for professionalized services and better workplace.

**Facilities
management**
1997

Launch energy division to invest, build and operate client energy & decarbonization projects.

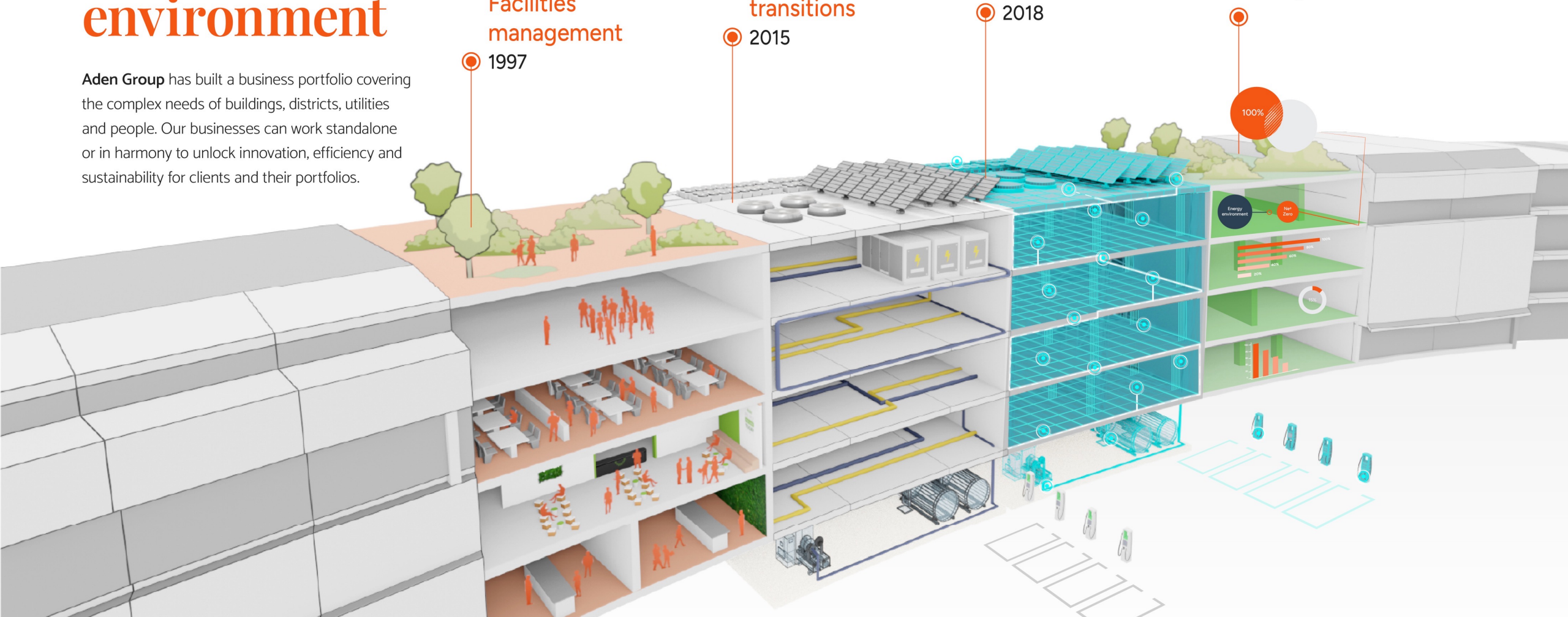
**Clean-energy
transitions**
2015

Based on experience in facilities & energy, we develop Akila, a single source of truth.

**Digital twin
platform**
2018

Today, we manage and optimize the whole building lifecycle, focused on compliance.

**Net-zero & ESG
partnership**
Today



| Our ecosystem

Aden Group core portfolio

Our core businesses work together to offer the most complete operational and environmental optimization for our partners in business and government.

Aden
services

Facilities & property

- › Technical services & maintenance
- › Soft services
- › Food service
- › Remote & off-grid camps

 Akila

Data & AI

- › Digital twin cloud platform
- › Portfolio data aggregation
- › Energy optimization
- › Carbon Management

Aden⁺
energies

Energy

- › Micro-grid & renewables
- › High-efficiency utilities
- › Virtual power plant (VPP)
- › Energy & carbon consulting

n^xpark

Real estate

- › Location, leasing & compliance
- › Digitalized design & construction
- › Turn-key operations
- › ESG and sustainability data



Aden Group

Driving an efficiency revolution for buildings, people and cities

Aden Services delivers complete facility solutions with soft and hard services, powered by deep experience and advanced data technology.

Asia -
centric

+100

Cities of operation in our
core 3 Asia markets

Large client
base

+1500

MNC & domestic
partners

Partner for
progress

+25 years

Past experience
& future roadmap

| Key regions

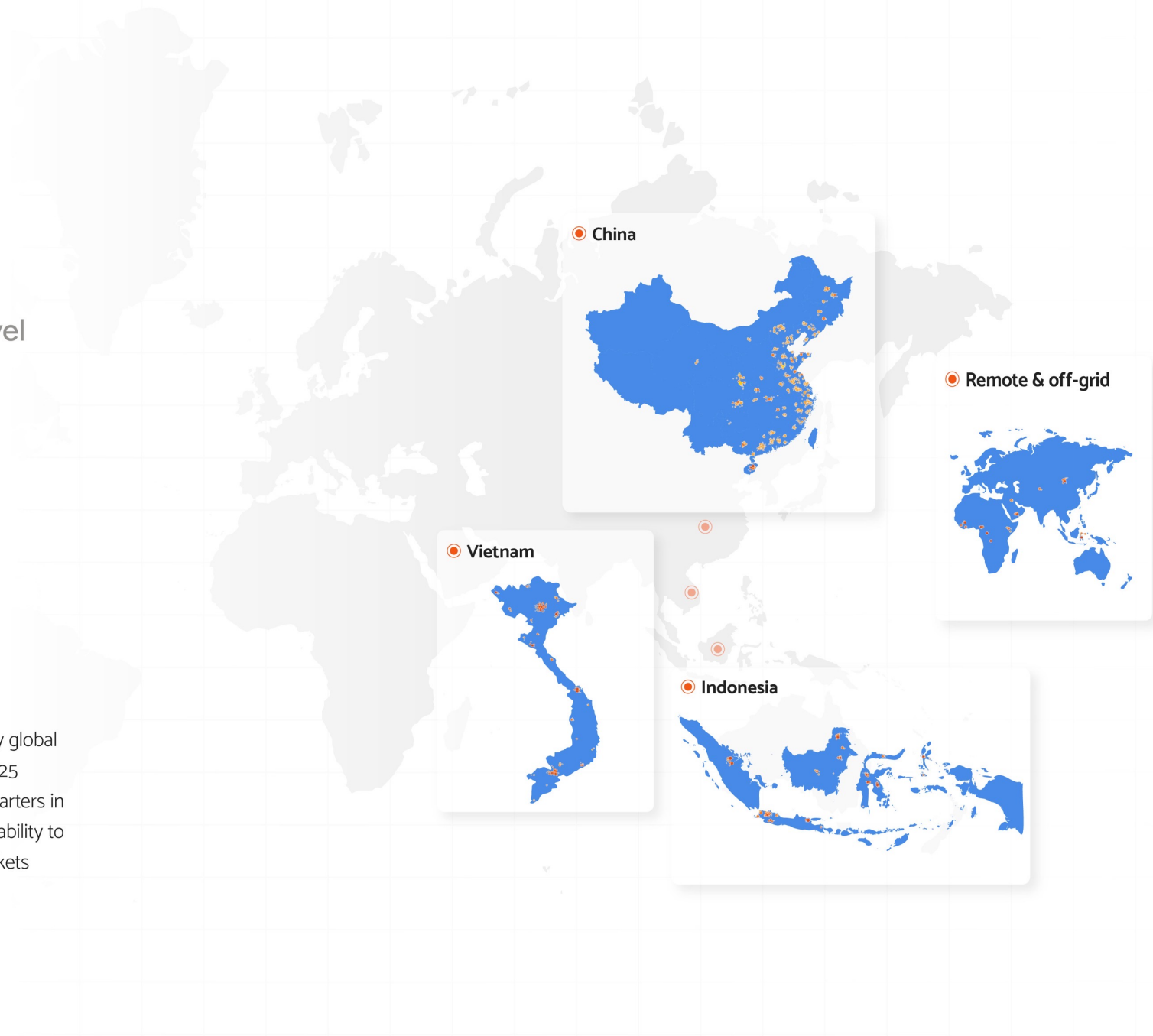
Asia-founded & Asia-focused

Aden Services delivers international-level projects with dedicated regional teams

National HQ & offices:

- **China:** Shanghai, Beijing, Shenzhen, Wuxi, Suzhou, Hangzhou
- **Vietnam:** Ho Chi Minh City, Hanoi, Da Nang
- **Indonesia & Southeast Asia:** Jakarta
- **Beyond Asia:** Ready to accompany our clients globally

From the start, Aden Services has set a path that is both powerfully global and deeply regional. As we have grown to take on projects in over 25 countries, we have also built dedicated regional teams and headquarters in three of the largest and most strategic APAC markets, with full capability to deliver large and complex projects in remote locations or new markets anywhere in the APAC region through our ecosystem.



| Key markets

China market

Present across all hubs of industry and urbanization, we support China's need for smart efficiency, building sustainability and environmental compliance.

Partnering with
over **80 Fortune 500** enterprises

Key clients

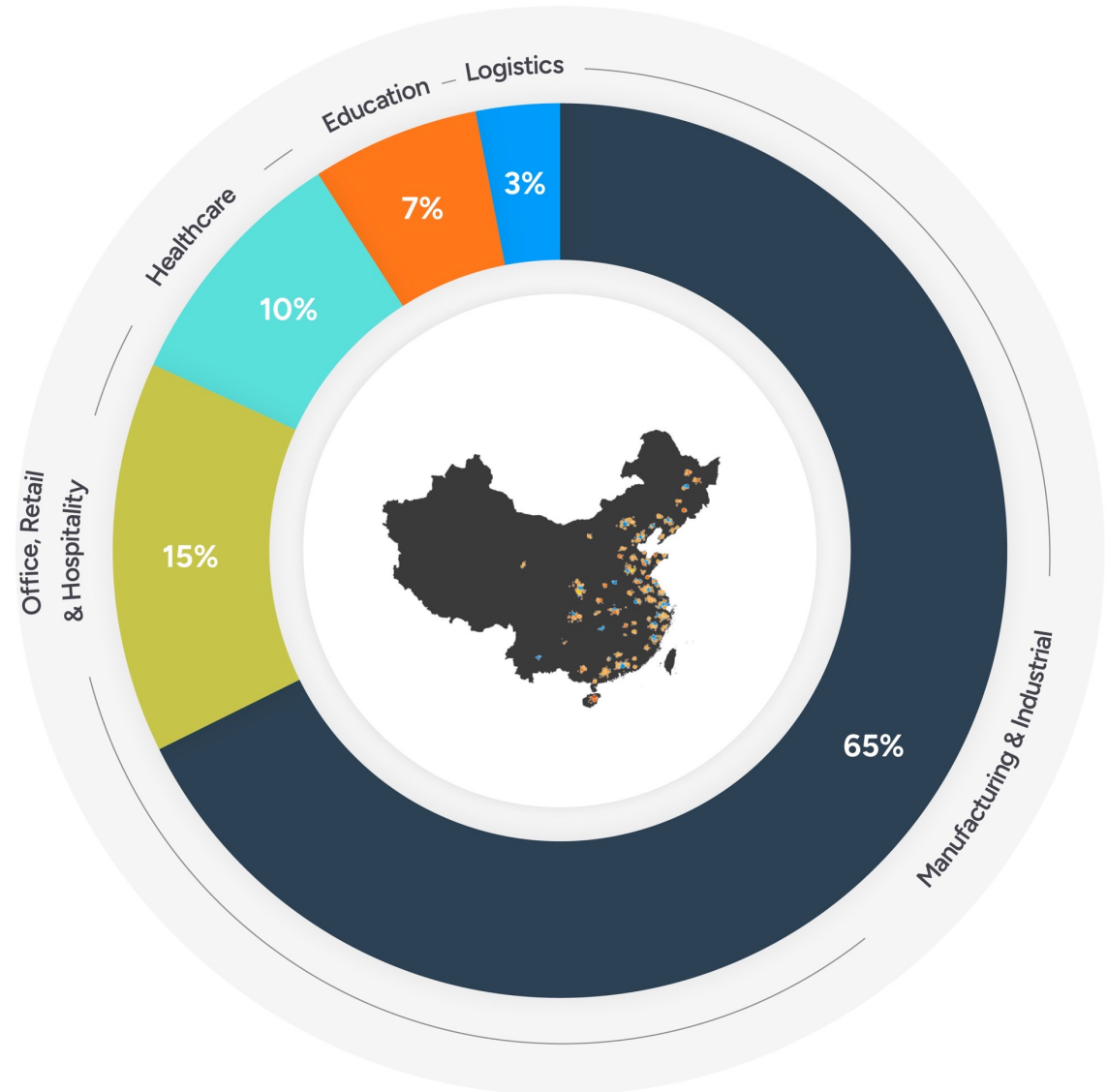
SAMSUNG



Schlumberger



BASF



| Aden China

Integrated solutions for complex, high-value facilities across China

Aden Services China delivers integrated facility and technical asset management across diverse sectors, including manufacturing, healthcare, and education etc. With a strong national presence and deep operational know-how, we provide standardized, data-driven solutions to optimize performance, sustainability, and compliance at every site.

+16,000 Employees in country

+80 Cities of operation

100% Professionally trained



| What we do

Elevating workplace experience & efficiency

Aden Services delivers and integrates management of a full scope of hard and soft services. Our work is backed by comprehensive digital tracking and reporting, training in best practices and EHS, and a commitment to sustainability, safety and well-being for all facility users.



Soft Services

Cleaning & hygiene

Security & safety

Workspace management

Property management



Food Services

Technical design & consultancy

High-volume canteen

High-end catering

Modular café design & operation



Technical Services & Maintenance

Predictive & preventive maintenance

Facilities & utilities maintenances

Upgrade, retrofit & technical projects

Energy optimization

Introduction

Solutions

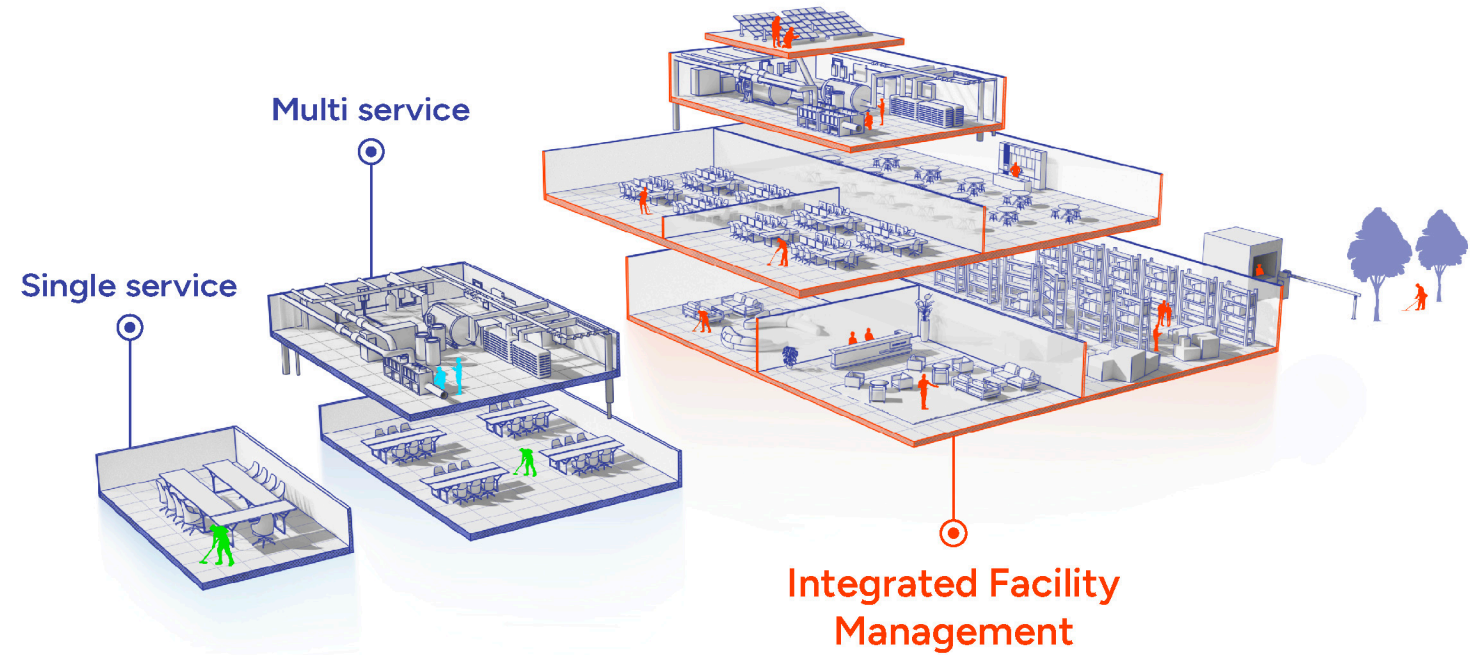
Foundations

Client cases

| Powered by Aden Group

Integrated facilities management powered by group expertise

We go above and beyond traditional FM, bringing new capabilities for evolving needs.



Strategic partnership for facilities

Standards & scalability

Projects at any size and a partner ready to grow with you, adding new solutions or sites.

Digital efficiency

We ensure best services, maintenance and performance reporting through our digital platform

Energy management

Easy integration of energy monitoring and optimization to control energy costs and CO2.

Compliance & EHS

From new projects to ongoing reporting, we keep you in line with regulations and control your liability.

Partner to local government

Aden has a long history of project cooperation with municipalities and regional governments in Asia.

| Soft Services

Cleaning & Hygiene



We offer a full range of cleaning and hygiene solutions, from daily upkeep to specialized services, ensuring hygiene, efficiency, and sustainability across all industries.



Daily Cleaning



Industrial Cleaning



Pest Control



Waste Management



Façade Cleaning



HVAC & Ducts



Deep Cleaning



Robot Cleaning



3,800

employees

+280

sites in 35 cities

24M

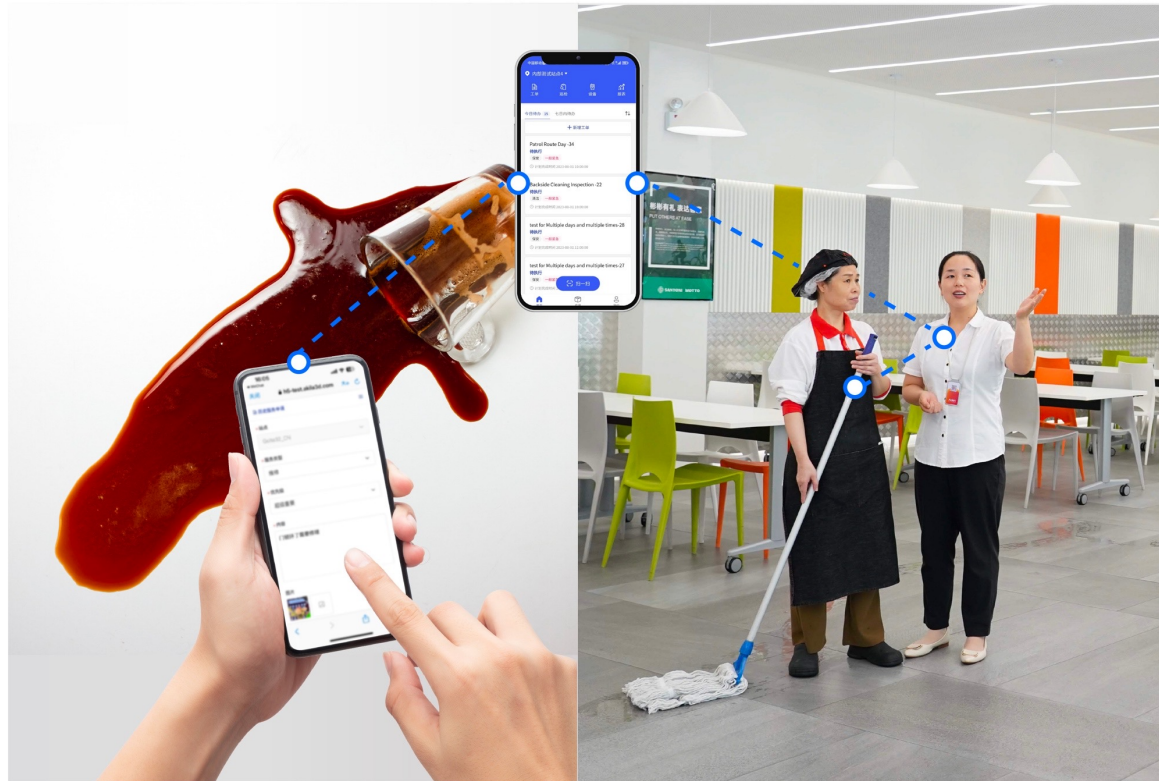
sqm of services covered

| Soft Services

Cleaning & Hygiene

A digital solution for maximum efficiency

connecting clients, onsite managers, and cleaners through a single platform for seamless coordination.



Full standardized SOP cleaning

with consistent procedures, ensuring quality and efficiency across all sites.



| Soft Services

Security & Safety



Delivering well-developed, customized security and safety solutions with advanced monitoring, risk management, and certified expertise across diverse industries in China.



Access and
Patrol Control



CCTV Monitoring



Fire risk
Management



Visitor
Management



Risk Mitigation Plan



Crisis Management



6,300

security staff

+350

sites in 35 cities

+30,000

training hours

| Soft Services

Ensuring the best people to elevate best practices & process

Professional Training

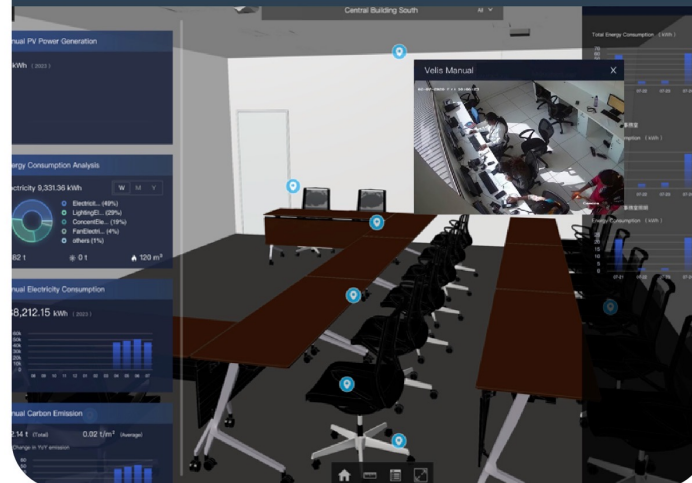
Solid skills and knowledge



+30,000 hours of tailored training, workshops, and development programs annually to enhance skills and meet client needs.

Digital Transformation

Smart efficiency



Leveraging cutting-edge technology to streamline workflows and boost efficiency.

Standardized Protocol

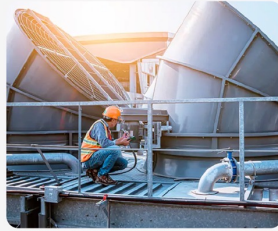
Consistent and reliable procedures across all sites



+25 years operations & SOPs

| Hard Services

Technical Services & Maintenance



Present across all hubs of industry and urbanization we support China's need for smart efficiency, building sustainability



Preventive
Maintenance



Predictive
Maintenance



Mandatory Testing



IoT
Solutions



Commissioning
Assessment &
Handover



Energy
Optimization



700

skilled technicians
and engineers

55

sites in 22 cities

98%

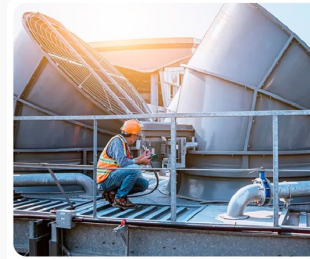
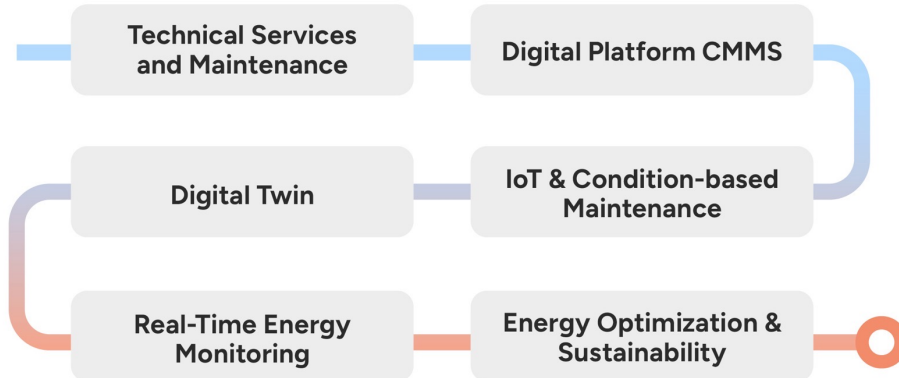
contract renewal

| Hard Services

From advanced maintenance to **energy optimization**

Energy creates 20-25% of facility costs.
We get yours under control.

Facility data-driven energy journey



HVAC & exhaust systems



Heating & cooling systems



Compressed air, mechanical & hydraulics



Electrical & high-voltage (HV)



Fire-fighting systems



Water & solid waste systems



Lighting & earthing systems



Building, elevators & kitchen



Building automation, CMMS & management

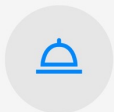
| Food Service

End-to-end expertise in kitchens, catering & design

We manage projects from any stage from engineering through daily operations



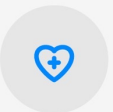
Delivering expert, sustainable food solutions across diverse sectors, serving 46,900 people daily with efficiency and care.



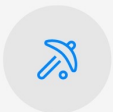
B&I Canteen



School Canteen



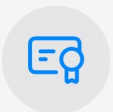
Healthcare
Canteen



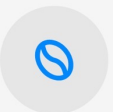
Remote Camp
Catering



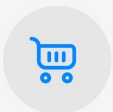
Technical Design &
Consultancy



Licensing &
Certification Support



Modular Cafe



Onsite Mini-Mart

+1,200

chefs

+100

sites in 24 cities

+ 61,000

meals served daily



Innovative catering solutions

Safe, fresh, and nutritious

Food safety

- > Adherence to international standards
- > Strict food safety control



Ensuring nutrition

- > Commitment to nutritional well-being
- > Expert guidance for balanced meals



Food freshness

- > Local distribution centers
- > Reliable and stable supply chain



Technical design & consultancy

- > Expert guidance for complex infrastructure and systems
- > Customized solutions for MEP, utilities, energy, ESG & digital operations



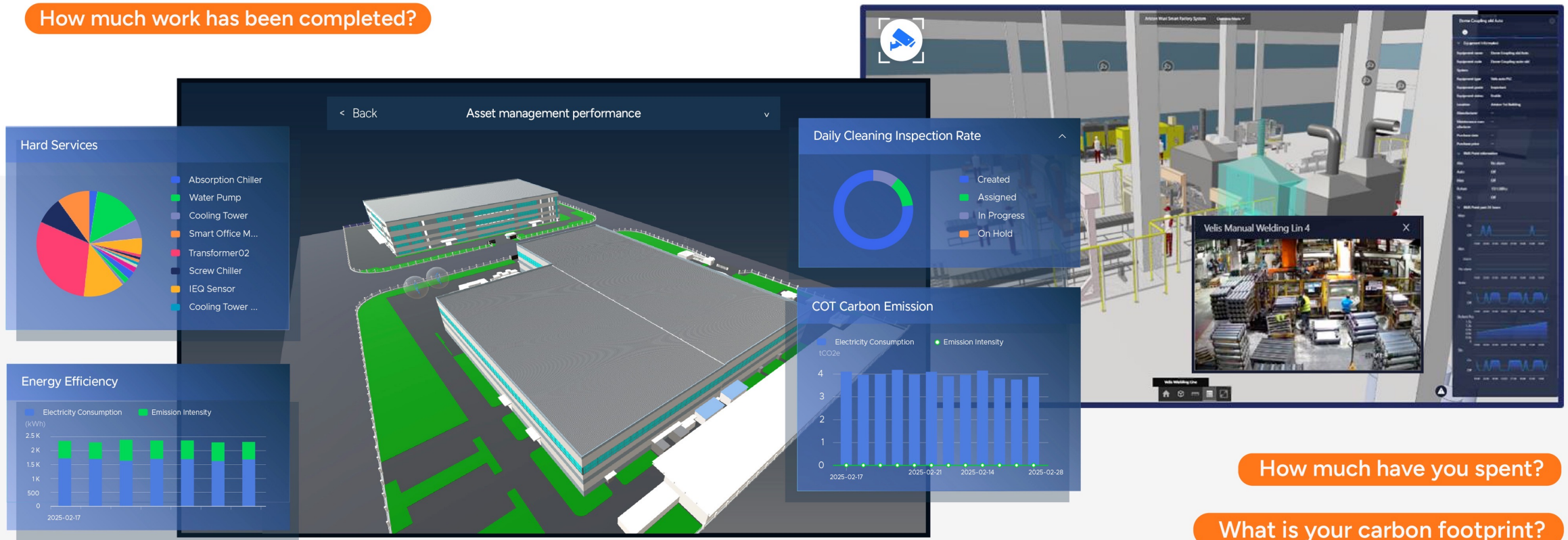
| Digitalizing for transparency & reporting

Smart IFM solutions for better insights & efficiency

Aden's digital operations platform enhances transparency in IFM by providing data-driven insights into hard and soft services, carbon emissions, energy efficiency, and security monitoring, enabling smarter decision-making.

How is your ROI?

How much work has been completed?



How much have you spent?

What is your carbon footprint?

| Data-driven facility management

Digital operations platform

We leverage data and digital tools to enhance operations and analytics across all levels.

Our digital difference

AI & IoT responsive services

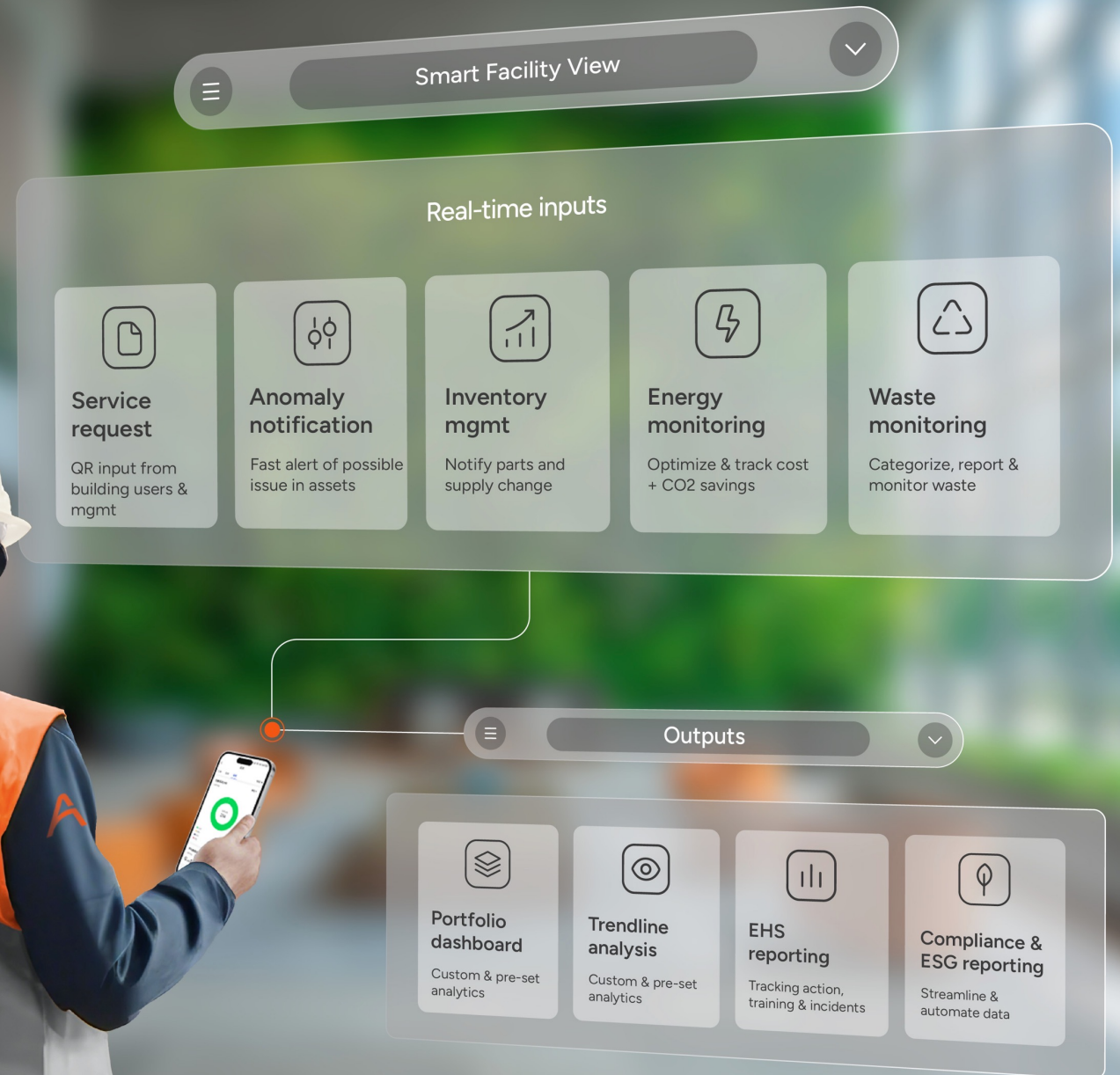
24/7 monitoring, predictive maintenance & optimization

Dashboards & reporting

Full view of performance at your sites, savings and services

Comprehensive oversight

Aden can monitor from site manager up to Area Operations Director & HQ



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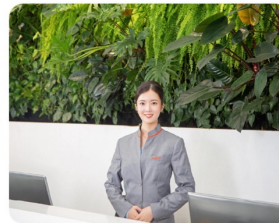
| Safety & certifications

Following best practices, QHSE & international standards



We strive to involve every member of the company to deliver quality and safety excellence.

- > All employees to comply with QHSE policy directives.
- > Training on health and safety to foster a culture of prevention.
- > Regular assessments to address risks, hazards, and incidents.



ISO9001:2015
Quality Management Systems



ISO14001:2015
Environmental Management Systems



ISO45001:2018
Occupational Health and Safety Management Systems



ISO22000:2018
Food Safety Management



ISO27001:2013
Information Security Management Systems (ISMS)



Health &
Well-Being Indoors



Ethics &
Risk-based Audits



Security of personnel,
supply chain & IT



Food Safety

| Our certifications

Dedicated to International Standards

Aden China empowers every team member with 100% professional training and operates under internationally certified systems for quality, safety, environment, and information security. This foundation ensures we consistently deliver safe, high-quality services—reliably, efficiently, and at scale across all client sites.



Health and Safety Management



Food Safety Management



Quality Management



Environmental Management

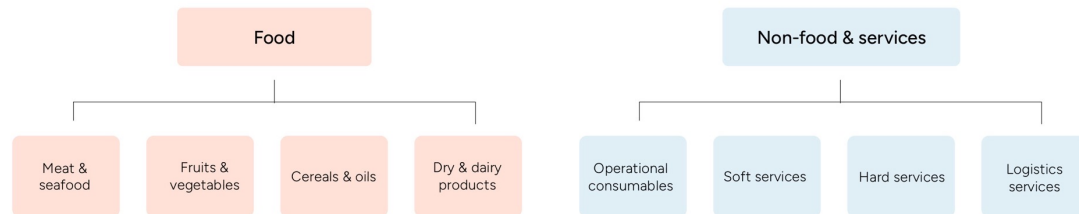


Information Security Management

| Supply chain

Efficient supply chain with global & local resource

We leverage complex supply chain networks and management to ensure reliable supply, cost optimization and local purchasing to support communities and sustainability where possible.



Supporting regional efficiency & centralization



Reliable in the most remote locations

Centralization & categories management

- › Cost reduction
- › Eliminated risks
- › Enhanced supplier relationships
- › Alignment with business goals
- › Increased efficiency
- › Data-driven decision-making

Sustainable supply chain

- › Local purchase where feasible
- › Direct sourcing from large suppliers (reduce waste)
- › Prioritize biodegradable materials
- › Bulk purchase

I Professional training

Well trained teams with a passion for service

People are at the core of Aden's growth strategy. Recognizing the importance of having a strong team to deliver excellent services and results, we're embarking on the Human Touch Project, which prioritizes employee-centric initiatives, fostering a culture of high development through engagement.



Principles of development

Grow

Build the best teams by placing the right people in the right roles, developing critical skills, and implementing effective performance management practices.



Transform

Drive organizational effectiveness through digital transformation, maintaining high professional standards, and encouraging innovation.



Engage

Foster a culture of high development and engagement through initiatives like the "Aden from Good to Great" program, reinventing the employee experience, and prioritizing environmental and social responsibility.

Aden Training 2024

Offline training

	Participants	Training Hours	Average Training Hours	Training Coverage
China	125,615	137,979	10.8	82%
Vietnam	23,472	34,666	9.9	100%
ASEAN	23,425	10,195	7.2	46%
Overall	172,512	182,839	10.3	85%



China Vietnam ASEAN

Online training



9,396 Employees trained online	72,000 Hours training completed
21 Avg online courses per person	76% Staff coverage for online training
847 Client sites use our platform	1,206 Online training items

Introduction
Solutions
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Client Cases

Selected China case studies

Industry sectors

- › Automotives & transportation
- › Commercial buildings
- › Data centers
- › Healthcare, pharma & medtech
- › Industrial parks
- › Mining, energy & infrastructure
- › New energies
- › Retail & entertainment
- › Semi-conductor manufacturing
- › Schools & campuses



Chemicals
Manufacture



Chemicals
Multi-sites



Automotive
Manufacture



Automotive
Manufacture



Semiconductor
Multi-sites



Semiconductor
Manufacture



Electronics
Multi-sites



Steels
Manufacture China



Electric Vehicles
Manufacture China



Logistics
Manufacture China



Elderly Care
Multi-sites



Electronics
Multi-sites



Oil Services
Multi-sites China



Aerospace
Multi-sites



Education
International school



Healthcare
Corporate office



Entertainment
Theme park



Power Tools
Manufacture



Automotive
Multi-sites



Luxury Goods
Office China



Healthcare
Multi-sites

Global Semiconductor & Electronics Leader

Factory & office | Multisite 9+ | Since 2016

Aden provides security services across multiple Samsung Electronics and Semiconductor facilities in China. With **a total service area of over 500,000 sqm**, Aden ensures the safety of personnel, property, and sensitive equipment across four major sites in Suzhou, Ningbo, Shanghai, Shenzhen, Tianjin, Weihai, Wuxi, Xi'an, and Chongqing. The services are delivered 24/7, with a focus on maintaining high client satisfaction



Service Scope

- > Full security management, including administrative services and direct/indirect service personnel
- > Full security services across multiple project sites
- > Access control and management to prevent unauthorized access
- > Specialized security for electronic equipment inspection and control
- > Security personnel trained in EHS management and inspections
- > Development of tailored patrol routes and standard work procedures for each site

Team and Solution

- > Over 230 security staff across all sites, including guards with military experience and specialized training in electronic equipment inspection and control.
- > Aden ensures effective resource integration by maintaining adequate security staffing levels and adapting to the business growth of the client.
- > Each site is managed by a dedicated team of trained security personnel, and patrol routes and security protocols are specifically designed to meet the needs of the facilities.

Key Achievements

Results: Fully protected the personal safety of employees and clients' property across all sites. Adapted and increased security staffing based on the client's business development needs.

Extra-mile: Managed security across multiple sites, ensuring efficiency and high-quality service delivery.

Satisfaction: Consistently high client satisfaction with praise letters and flags awarded for excellent service.

A top 3 Korean Tech Group

Factory & R&D Center | Multisite |
Since 2006 & 2023

SK Group holds a prominent position in the semiconductor and new energy sectors. SK Hynix Semiconductor (China) Co., Ltd. is a leading manufacturer, while SK Innovation plays a crucial role in the global electric vehicle battery market. The group has multiple facilities in Wuxi, Changzhou, and Yancheng. These sites cover **a total area of around 373,000m² and support over 5,000 employees**. To ensure smooth operations and security, Aden was selected to offer customized services.



Service Scope

- > 7-day security service
- > Integrated IT - physical security
- > Patrol route optimization
- > SOP & emergency plan formulation
- > Korean staff reception
- > Factory & site patrols
- > Security training

Team and Solution

- > Aden's dedicated staff work to ensure comprehensive service coverage across all sites.
- > Leverage Aden's data platform to optimize service efficiency, such as better resource allocation and real - time monitoring.
- > Tailor services according to the unique requirements of each site, taking into account factors like facility type and business nature.

Key Achievements

Results: Successfully carried out projects with seamless transitions. The innovative security services, like optimized patrol routes and integrated security solutions, have received repeated praise from the client.

Extra-mile: Delivered high - quality services while maintaining cost - effectiveness and strict compliance with relevant regulations.

Satisfaction: Gained a high level of trust from the client. The long - term cooperation since 2006, along with the successful handling of various high - profile events, demonstrates SK Group's confidence in Aden's services.

China's first LEGOLAND resort

Amusement Park | Shanghai | From 2025

As an integrated theme park and hotel resort, Shanghai LEGOLAND® marks a milestone as **China's first LEGOLAND and the largest theme park** project in Aden's portfolio. Located in Fengjing Town, Jinshan District, Shanghai, the park is designed specifically for families with children aged 2-12 and **spans an impressive 318,000m²**. Aden was chosen to provide professional, large-scale cleaning services across the entire resort, including hotels, kitchens, back-of-house, and public areas. With over 230 staff on site, Aden delivers **24-hour cleaning coverage and operational support** to ensure a spotless and joyful experience for every visitor.



Service Scope

- 24-hour comprehensive cleaning services for the park and hotel kitchens
- Post-construction cleaning during the development phase
- Pre-opening cleaning of hotels and the entire resort area
- Routine cleaning for kitchen equipment, public zones, and hotel back-of-house spaces
- Themed hotel and amusement park sanitation services
- EHS and service etiquette training for all staff
- Granular quality control with rigorous protocols
- Rapid response team to meet high footfall and operational demands

Team and Solution

- Over 230 dedicated Aden personnel for full operational coverage
- More than 300,000m² of cleaning service area
- Staff trained in safety, hygiene, and customer interaction
- Scalable workforce aligned to peak visitor seasons
- High-efficiency execution through team coordination and standardized workflows

Key Achievements

- Results:** Successfully supported one of the world's largest LEGOLAND® resorts with safe, clean, and welcoming environments
- Extra-mile:** Delivered on both pre-opening deadlines and long-term operational readiness
- Satisfaction:** Praised by stakeholders for reliability, flexibility, and quality at scale

China Largest Iron Steel Joint Enterprise

HQ Office | Shanghai | Since 2019

Baosteel Development Company Limited, as an outstanding leader in the manufacturing industry, is headquartered in Shanghai, **covering an area of 100,000 square meters**. The company is seeking reliable partners to manage non-core business functions and ensure the **high-quality, efficient operation of its facilities**. Aden has been selected to provide a comprehensive suite of Integrated Facilities Management (IFM) services to ensure smooth daily operations with a focus on sustainability.



Service Scope

- › Resource integration and collaborative sustainable development
- › Stable operations management of non-core business activities
- › Delivering comprehensive integrated facility and equipment management services to clients
- › Providing high-quality bilingual front desk services, including English explanations for VIPs.
- › Provide meeting rooms with different table shapes according to clients' requirements.
- › Effective personnel management and control.
- › High-quality and timely cleaning services.

Team and Solution

- › Aden's professional team ensures comprehensive operational coverage in cleaning, administrative, and logistics services.
- › Equipped with advanced technological platforms to support resource integration and enhance service efficiency.

Key Achievements

Results: Efficient operations and seamless facility management at the headquarters, maintaining a clean, functional, and client-friendly working environment.

Extra-mile: Continuous delivery of high-quality bilingual front desk and meeting services to ensure smooth interactions with international clients and VIPs.

Satisfaction: Clients have expressed high satisfaction with Aden's integrated approach, establishing a trusted long-term partnership.

Global Electronics Leader

Electronic Industry | Nanjing | Since 2019

LG Group is a global leader in technology industry, they relies on Aden for comprehensive cleaning and dormitory management across its **440,000 sqm Nanjing facility, serving 7,500 employees**. Aden's solutions streamline operations while ensuring safety and hygiene compliance.



Service Scope

- > Factory & Dormitory Cleaning: Indoor/outdoor cleaning with optimized schedules.
- > Logistics Management: One-stop solutions for dormitory and facility upkeep.
- > Reporting & Audits: Transparent communication with regular performance reviews.
- > Daily Services: 8-hour shifts, 5 days a week, covering designated areas.

Team and Solution

- > Scalable Team: 454 Aden staff managing large-scale operations.
- > Technology-Driven: Digital tools for task tracking and resource allocation.
- > Safety Focus: Protocols to minimize property damage and ensure site security.

Key Achievements

Results: 30% reduction in client's management burden through integrated logistics and zero major safety incidents recorded since contract inception.

Extra-mile: Customized cleaning plans for high-traffic zones, improving efficiency.

Satisfaction: Contract expanded in 2022 to cover additional 330,000 sqm facility.

Global Automotive Giant

Office building | Beijing | Since 2021

Volkswagen Group China (VGC) operates its headquarters in Beijing, **housing over 2,200 employees**. To support workplace efficiency and employee satisfaction, Aden was selected to provide comprehensive catering management, ensuring **high-quality meal services and a seamless dining experience**. Aden successfully took over operations overnight in an emergency transition, serving breakfast the next morning and maintaining uninterrupted service.



Service Scope

- › Full catering management, serving 2,400 meals per day.
- › Emergency overnight transition with immediate breakfast service.
- › Vegetarian section offering plant-based protein, vegetables and starch.
- › Grab & Go 'Oxygen' corner with hot/cold drinks and snacks.
- › Convenience store offering pre-packaged food and beverages.
- › Event and catering services for corporate meetings and special functions.

Team and Solution

- › 50+ Aden staff ensuring full operational coverage.
- › Strict adherence to international food safety standards for a healthy dining environment.
- › Diverse, high-quality menu offerings tailored to employees' preferences.
- › Integrated resource management to enhance operational sustainability.

Key Achievements

Results: Seamless emergency takeover with uninterrupted food service.

Extra-mile: Delivered high-quality meal services while maintaining cost efficiency.

Satisfaction: Earned strong client trust, supporting a key corporate canteen.

Global Premier Electronic Components Manufacturer

Electronics Industry | Changzhou | Since 2023

TAIYO YUDEN is a world-renowned electronic components manufacturer, **operates a 200,000 sqm factory in Changzhou with 1,000+ employees.** To support its 24/7 production cycle, Aden provides tailored catering services, ensuring high-quality meals for diverse workforce needs while **maintaining cost efficiency.**



TAIYO YUDEN
太阳诱电(常州)电子有限公司



Service Scope

- > 24/7 Meal Services: 5 daily meals (pre-breakfast, breakfast, lunch, dinner, supper) for shift workers.
 - > Customized Menus: Special meals for employees of different nationalities.
 - > Dining Facilities: Custom-equipped dining rooms and small appliances.
 - > Event Catering: Holiday promotions and special occasion services.
- Flexible Modes: Set menu and à la carte options.

Team and Solution

- > Dedicated Team: 48 Aden staff managing 1,000+ meals daily.
- > Operational Efficiency: No management fee model with set-menu cost control.
- > Cultural Adaptation: Menus tailored to Japanese and local employee preferences.

Key Achievements

Results: Clients now purchase kitchen equipment and settlement services from Aden. 100% meal coverage for 24/7 operations with zero service interruptions.

Extra-mile: Integrated restaurant equipment to provide an immersive dining experience for large-scale demanding needs

Satisfaction: Long-term contract secured through high client and employee satisfaction.

Outstanding International Academy

Campus | Shanghai | Since 2017

Wellington College International Shanghai is an independent, co-educational boarding school that follows the National Curriculum of England, adapted for international students aged 3 to 18. As part of Wellington College China and in partnership with Wellington College, England, the school **maintains high academic and well-being standards**. Aden has been a trusted partner since 2017, providing comprehensive catering management to ensure **a nutritious, safe, and diverse food services for students and staff**.



WELLINGTON COLLEGE CHINA
惠灵顿(中国)



上海浦东新区民办惠立学校
Hiba Academy Shanghai
Wellington College Education



Service Scope

- > Overall catering management, providing meals for teachers and students.
- > Kitchen upgrade and canteen design solutions.
- > Daily meal service: K1-K13: 3,200+ meals/day and Kindergarten: 550+ meals/day
- > Breakfast, lunch, and dinner, including: Chinese and Western set menus with pasta, specialty dishes, and vegetarian options
- > Monthly gastronomy and innovative food events.
- > Training for on-site service personnel, with daily supervision and management.
- > Smart ordering system for efficient meal planning and service.

Team and Solution

- > 50+ Aden staff ensuring seamless daily operations.
- > Adherence to strict food safety and hygiene standards to ensure meal quality.
- > Smart ordering system for optimized meal selection and service efficiency.
- > Continuous improvement through staff training and operational supervision.

Key Achievements

Results: Reliable, high-quality food service supporting students' health and well-being.

Extra-mile: Themed food events enhance the dining experience.

Satisfaction: Long-term partnership, ensuring excellence in school catering since 2017.

Large Automotives Site

Factory | Shenyang | Since 2011

For over a decade, we have operated a team of **200-300 onsite technicians at their 4M sqm industrial hub**, and have been asked to join them as a partner in new facilities as they expand and moving into digital twin led maintenance.



Service Scope

- > Refrigerating machine water system
- > Cooling water system
- > HVAC system
- > Compressed air system
- > Water supply system
- > Hot water system
- > Low voltage distribution system
- > BAS system for power facilities
- > Uninterrupted power supply system
- > Intelligent lighting system
- > EV Charging piles
- > Maintenance of building body and ancillary facilities, roof structure, skylight, roof rainwater drainage system
- > Rainwater and sewage pipe network (in-outside the workshop), excluding industrial sewage
- > Industrial wastewater treatment plant
- > Check well, valve well
- > Maintenance of public area facilities
- > Maintenance of plant external devices and building external facilities
- > Access control system
- > SAP system

Team and Solution

- > On-site team of up 300+ technicians and engineers, with advanced specialty including HVAC, industrial water treatment, and predictive maintenance.
- > Full-scale technical training program with HSE foundation as well as reskilling and upskilling.
- > Service package includes SAP expertise and integration of German VDMA standards into our practices.
- > Introduced revolutionary predictive maintenance IoT solution to reduce workload by up to 44% on specific inspection tasks.

Key Achievements

Results: : Consistent delivery of Industrial Asset Performance for almost 15 years. Accompanying client's transition from traditional vehicle to EVs

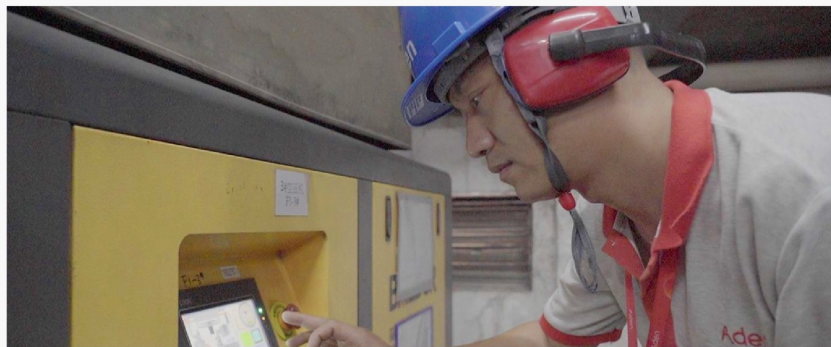
Extra-mile: Implemented a specific predictive maintenance program for the critical cooling system of assembly robots

Satisfaction: Aden has been selected in a competitive bidding to extend our service scope to the client's new EV plant in 2024

Manufacturing Hub

Factory | Dongguan | Since 2023

Complete hand-over of an aging facility, with progressive refurbishing of the facility at the most competitive costs. Implemented **digital twin solutions** to achieve this challenge while meeting **a large volume of daily maintenance** requests. Ambitious **compressed air improvement plans** defined jointly with the client based on real-time monitoring of the system & algorithms.



Service Scope

- > HVAC system (include annual maintenance)
- > Power supply and distribution (including annual maintenance)
- > Generator
- > Water supply and drain
- > Air compressor system
- > Building maintenance ,including walls, doors, windows etc
- > Fire fighting system
- > Maintenance of building body and ancillary facilities, roof structure, skylight, roof rainwater drainage system

Team and Solution

On-site team of 28 staffs, with remote support from experts in Shenzhen, Guangzhou and Shanghai. Fully digital operation and maintenance operating model, right from contract initialization.

Key Achievements

Results: Thousands of maintenance requests managed within SLA energy and water savings of respectively 16% and 6%; restored equipment availability to 98% within the first few months of operation

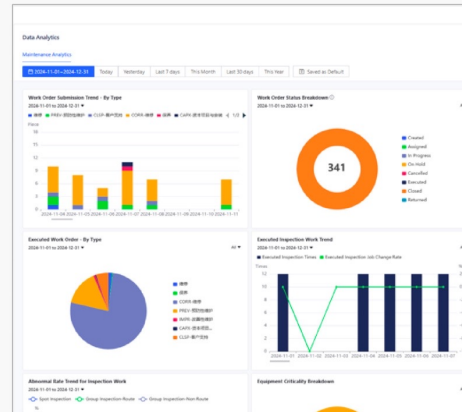
Extra-mile: Implementation of digital twin and full digital reporting for monthly and yearly performance review. Improvement plan for compressed air with 2M+ RMB yearly savings.

Satisfaction: 99.8% of requests received 5 stars appreciation;

Largest Chemical Company Worldwide

Factory & office | Zhanjiang,
Chongqing, Nanjing | Since 2020

As a leading foreign-invested enterprise in the chemical industry, the client operates its globally third-largest integrated production site in Zhanjiang, making it the largest overseas investment project in its history. With **two offices and one factory covering 9,000,000m² and supporting 2,000+ client staff**, the site requires an advanced and efficient facility management approach. Aden was selected to provide Integrated Facilities Management solutions, ensuring smooth and optimized operations. In addition, Aden has also worked across BASF China, supporting its sites in Chongqing and Nanjing.



BASF



Service Scope

- > Office and factory cleaning
- > Landscaping and green plant maintenance
- > Engineering services and technical asset management
- > Security and access control
- > Front desk and mail delivery services
- > Waste management and garbage removal
- > Commuter car services and client logistics support
- > Pest control and laundry services
- > Air conditioning maintenance (indoor & outdoor)
- > Exterior wall cleaning, carpet cleaning, and fine clearing

Team and Solution

- > All Aden staff ensuring full operational coverage
- > Equipped with Aden's data platform to optimize project efficiency
- > Comprehensive cleaning services covering canteens, tea rooms, meeting rooms, restrooms, changing rooms, and external site areas
- > Fully compliant service execution while optimizing operational costs

Key Achievements

Results: Seamless project handover and innovative green plant service, earning repeated client praise.
Extra-mile: Delivered high-quality service while ensuring cost efficiency and regulatory compliance.
Satisfaction: We achieved high trust from the client, supporting key sites of China

Chemical Manufacturing Facilities

Factory | Multisite 5+ | Since 2017

Aden provides a wide range of Integrated Facilities Management (IFM) and support services to a leading Belgian chemical group operating in multiple locations across China. These facilities—Suzhou, Shenzhen, Changshu, Zhenjiang, and Shanghai—cover areas ranging from 50,000 sqm to 240,000 sqm and support a diverse workforce. Aden's tailored services ensure smooth daily operations and optimal performance across these five factories.



Service Scope

- Changshu: IFM services, including security, cleaning, greening, catering, and human resources management services.
- Zhenjiang: Food services, including meal preparation and distribution.
- Shanghai: IFM services, including cleaning, food services, greening, and administrative support.
 - Breakfast, lunch, dinner, and supper services are provided at each location.
 - 24-hour patrol and surveillance at each site for security.
 - Human support and development services.

Team and Solution

- Changshu: 30 Aden staff members provide IFM services, managing 50,000 sqm of space.
- Zhenjiang: 20 Aden staff members focus on food services, managing 240,000 sqm of space and 600 meals per day.
- Shanghai: 40 Aden staff members provide a full range of IFM services, covering 50,000 sqm and 500 meals per day.

Key Achievements

Results: Smooth handover of the Shanghai project with services widely praised on opening day.

Extra-mile: Achievement of zero HSE accidents, supported by annual safety audits

Satisfaction: Received customer commendations for high-quality service delivery and efficient operations.

Global Pharma Leader

Workplace | Multisite | Since 2019

As Medtronic's key corporate office networks in China—Chengdu, Changzhou, Shanghai, Beijing, Guangzhou, Jinan, Hangzhou, and Xi'an—these locations play a vital role in supporting the company's operations. **Covering 20,000m² and serving over 40 employees on average**, these offices require a **high-quality, efficient, and sustainable working environment**. Aden was selected to provide Integrated Facilities Management solutions to ensure smooth and stable operations.



Medtronic



Service Scope

- › Office facility management and infrastructure support
- › Energy management and sustainable solutions
- › Security and access control
- › Cleaning and hygiene management
- › Space integration and optimization
- › Employee well-being and workplace engagement
- › Digital monitoring and automation platforms

Team and Solution

- › Full on-site IFM team covering technical and soft services
- › Aden's data platform is fully integrated to enhance efficiency and transparency
- › Standardized service implementation across all locations
- › Optimized work scheduling to improve productivity and reduce overtime
- › All employees are Aden staff, ensuring service consistency

Key Achievements

Results: Standardized facility management across all Medtronic office locations in China.

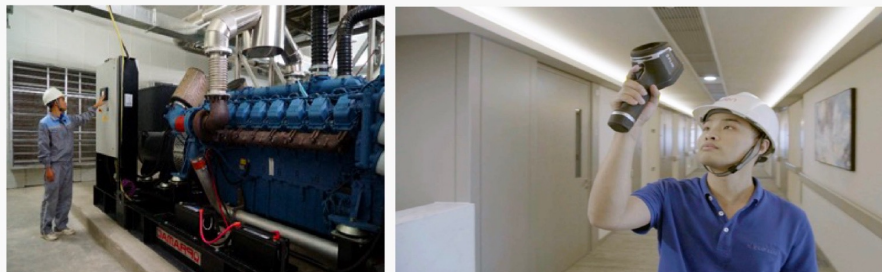
Extra-mile: Created a healthy, safe, and sustainable work environment while optimizing operational efficiency.

Satisfaction: Strengthened Medtronic's corporate image as a top employer with world-class workplace solutions.

International Hospital

Medical Care | Chongqing | Since 2018

A healthcare multinational opened its first international hospital in the city. They required the highest standards of maintenance, data management, and reliability to support operations, especially for **critical medical equipment**. Our team ensured strict compliance with **government, medical, and EHS regulations**.



RafflesHospital



Service Scope

- > Fire extinguishing system
- > Maintenance of building body and ancillary facilities, roof structure, skylight, roof rainwater drainage system
- > Uninterrupted power supply (UPS) and continuous operations
- > HV and LV system incl. power distribution
- > Water system incl. supply, piping, hot water, wastewater management
- > Cooling water and refrigerant system
- > Fire emergency lighting system
- > ETCP parking system
- > Medical gas system (compressed air, negative pressure, oxygen, carbon dioxide, laughing gas)
- > Special equipment (elevator, steam boiler)
- > Building ventilation and exhaust system
- > Building Transport Systems (Pneumatic Logistics)

Team and Solution

- > Aden set up a team of 30+ technicians and engineers with experience in critical asset management.
- > Early adoption of digital tools to enhance compliance, traceability and transparency, in line with strict public health standards.
- > End-to-end equipment management, from commissioning to daily operations, with strong technical support from the onset of the contract.
- > Automatized work reporting to maintain competitiveness.

Key Achievements

Results: 100% availability for all critical systems, richly documented hand-over and equipment technical history

Extra-mile: A digital, auditable and traceable asset register; Use of digital twin technologies to optimize energy efficiency

Satisfaction: Contract renewed and scope extended following strong operational and financial results

International School Campus

Education | Suzhou, Shenzhen, Shanghai | Since 2017

Aden provides Integrated Facilities Management (IFM) services for International School -Suzhou, Shenzhen and Shanghai, ensuring a safe, clean, and high-quality learning environment for its multinational students, teachers and faculty. The campus includes **world-class educational facilities**, academic buildings, student dormitories, canteens and **a large-scale critical system** such as air purification.



DULWICH COLLEGE | INTERNATIONAL |



Service Scope

- Annual inspections and preventive maintenance for critical infrastructure.
- 24/7 monitoring, access control, and emergency response planning.
- Complex and high-standard cleaning protocols
- Energy efficiency measures for the whole campus
- School canteen management

Team and Solution

- Full on-site IFM team ensuring uninterrupted service.
- Deployment of the Akila data platform, enabling predictive maintenance and real-time monitoring of critical assets.
- Automated work order system for seamless issue tracking and resolution.
- Bilingual IFM team, ensuring smooth communication in a multicultural school environment.

Key Achievements

Results: Successful deployment of the Akila data platform, improving preventive maintenance efficiency.

Extra-mile: Customized IFM training and safety protocols, ensuring zero major incidents and full compliance with international school standards.

Satisfaction: Suzhou site, 98.33% satisfaction, Strong client recognition for service quality, rapid response times, and security measures, leading to contract expansion.



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