LG Group annual fire conference and exhibition

Gateshead

2011

Who are we?

What do we do?

Falck is a Nordic-based organization providing services in:

- Emergency 43%
- Assistance 29%
- Healthcare 16%
- Training 12%

Falck provides services to a wide range of customers, i.e.:

- Public sector
- Private citizens
- Corporate/Business
- Insurance companies
- Pension providers

Services are provided on a mix of long term contracts as well as pay-per-use.

Key facts

Turnover 2009:	**€ 1011 mill.**
# **of employees:**	**16,457**
Location Head Office:	**Denmark**

Other locations:

Angola, Belgium, Brazil, Estonia, Finland, Malaysia, the Netherlands, Nigeria, Norway, Poland, Romania, Russia, Singapore, Slovakia, Spain, Sweden, Thailand, Trinidad & Tobago, Turkey, United Arab Emirates, United Kingdom, USA, Vietnam.

Market position:

#1 Nordic provider of auto, home and healthcare assistance.

#1 European provider of contracted ambulance and fire fighting services.

#1 Global provider of offshore and maritime safety training.

What Fields of Activity is Falck Active In?

Falck is active in 4 fields:

- Emergency (includes fire fighting brigades, emergency medicine and patient transport)
- Assistance (helping people in distress)
- Healthcare (medical clinics, hospitals, employee healthcare)
- Training (training of fire fighters)

Where are we?

The expansion into new countries will continue in the coming years

Private Provision of Public Services

- Falck has a long tradition for close collaboration with public authorities
- Falck is open to different ways of co-operations including
  - Contracting out
  - Joint ventures
  - Limited companies (the public authority puts in assets and Falck puts in capital)
  - Other forms

Emergency Services

Ambulance services

Emergency ambulance services

Rapid response units with paramedics, nurses and doctors

Other pre-hospital schemes

Patient transport

Non-emergency patient transport

Critical special transport

Patient Transport Services (PTS) – Public

Transport of disabled persons in airports, elderly care centres and others

Fire fighting

Fire brigade services

Fire training

Fire and safety consultancy

Dispatch centres

Dispatch of fire brigade, emergency ambulances, non- emergency ambulances, assistance vehicles and patient transport

Monitoring of alarm systems

Call centres for non-emergency calls

Services are provided and developed according to local legislation in close co-operation with the public authorities – Government, regions and municipalities and/or clients in industries like nuclear plants, petrochemical plants, airports, ports, production facilities etc.

Fire and Rescue Service

Fire Brigade

1926

2006

Fire Brigade Services has been a core business to Falck since the company signed its first fire service contract in 1926.

Falck has over the years made a professional contribution to the development and improvement of the Danish fire service.

Falck is not just a common service provider or sales company.
We see our selves as a co-working partner in close dialogue with our customers.

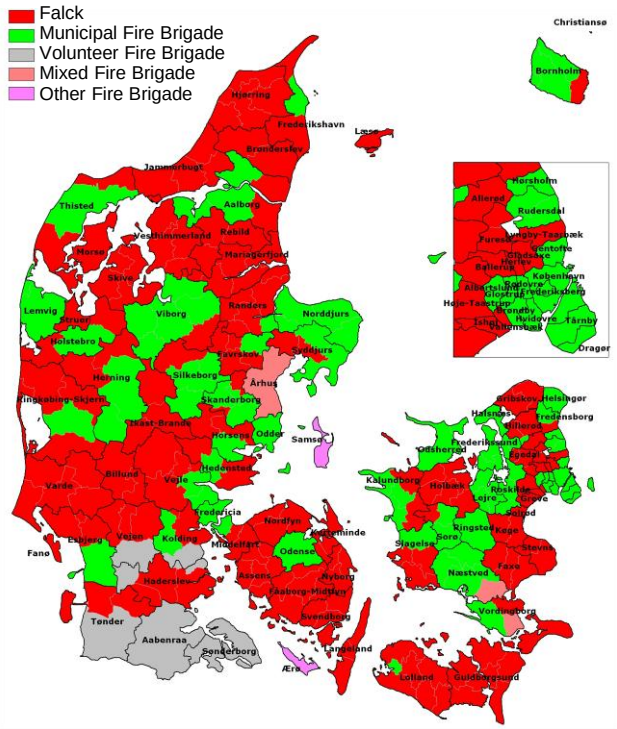
DS CERTIFICERET

KVALITETSSTYRINGSSYSTEM
DS/EN
ISO 9001

Under
DANAK
Reg.nr. 5002

Public brigades in Denmark

Falck's fields of operation for Fire fighting in Denmark



Key Facts

Coverage:

- 68 municipalities (60% of all municipalities)
- ~2.4 million inhabitants, i.e. ~50% of the entire population
- Area of 26,944 square kilometre

Through:

- 163 fire stations across the country
- 5 control centres
- 571 fire appliances
- More than 3000 fire fighters (part time 90%)
- Close co-operation with municipal fire services

Danish Fire Service Act

- 13.(1) The municipal council may enter into agreement with another municipal council, **with private rescue organisations** or any other persons to carry out tasks within the rescue preparedness of the municipality. The agreement shall be approved by the Emergency Management Agency. Further, the municipal council may enter into agreement with the Emergency Management Agency that the national regional rescue preparedness shall carry out tasks within the rescue preparedness of the municipality.

  (2) The municipal council may enter into agreement with any associations, organisation and individuals to assist in carrying out tasks within the rescue preparedness of the municipality.

Danish Fire Service Act, dimensioning.

Departmental order

First call out:

- The first call out must as a minimum be staffed with 1 leading FF (crew chief) and the necessary crew to handle the equipment.
- The first call out shall leave the fire station as soon as possible, not later than 5 minutes after the alarm has been given by the callout centre.

Risk based dimensioning in the municipalities process

1. Risk identification

2. Risk analyses

3. Proposal for service level

4. Political determination of service level

5. Implementation of service level

- **Contract**
- **SLA**
- **Control**
- **Documentation**
- **Dialog**

Fire service contract

- Customer demands (SLA)
- 5 – 10 years period

- Station
- Vehicles
- Equipment
- Personnel
- Training

Contract consequences

Quality Control DK

- External:
- National Fire Authority - 5 district fire inspectors

- Local Fire Authority

- Internal:
- Regional and central

Quality Management

- 1998 - Systemised quality control
- 2007 - Certified quality control system
- 2010 - Recertified

International Organization for Standardization

DS CERTIFICERET

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Benefits to the customer

- Budget safety – fixed price in contract period
- Quality/price – easy to control (SLA)
- Supply safety – responsibility of service provider
- Competence – legal demands + add-ons
- Development and efficiency – WW operator
- Employees benefits – member of international team
- Competition creates better and less expensive services.

Fire Fighting costs (WFSC, Geneva, 2010)

Denmark:	**0,07% GDP**
Sweden:	**0,14% GDP**
UK:	**0,21% GDP**
USA:	**0,23% GDP**

Note (Worlds Fire Statistics Centre):

"The low Danish cost is largely due to the private company, Falck, which runs many fire brigades, together with ambulance, rescue and motor breakdown services"