



**SHIELDGROUP**



keeping the future in shape

Annual report 2012



## Keeping the future in shape

**Environmental issues are the order of the day. Indeed, a sustainable approach to business has been embraced by all levels of our organisation. How do we ensure that our world remains fit to live in? Shield Group comprises a range of companies that aim to improve our environment and workplace. Globally we rely on our dedicated specialists who take care of our clients' cares and work to achieve a healthier environment.**

### **Shield Group International**

Shield Group International is an internationally operating e-TIC company, which means that all our companies are working in the field of Testing, Inspection and Consultancy combined with education and e-services, that daily works on Risk & Compliance Management. We strive to create a healthy living and work environment that is free of asbestos, ceramic fibers, Legionella, chemicals, microbiological organisms or other substances and situations that are potentially hazardous to human health or could damage the environment. Our specialists are working to develop solutions for a variety of environmental and health & safety issues, thus allowing current and future generations to enjoy an optimum environment to live and work in. Shield Group currently employs over 450 people. Besides enjoying considerable growth in the Netherlands, the organisation is also expanding in Belgium, Luxembourg, France, Germany, Scandinavia, England, Scotland and Spain.

### **Our vision**

Everyone is entitled to live and work in a healthy environment, in which unnecessary exposure to hazardous substances and unsafe circumstances has been effectively minimized. This means that in everything we do, we strive to ensure that the basic elements of our environment – soil, water and air – are clean and healthy.

### **Our mission**

The subsidiaries of Shield Group International inspect, check, test and manage the presence of substances and situations that are potentially hazardous to people's health, as well as examine how people deal with these threats. Shield Group monitors and flags when compliance levels are exceeded and informs the client accordingly. Our job is defined by efficiency, repetition and clear and relevant communication.

*"A creative work environment offers room for personal development, and everyone needs to both assign and assume responsibility in their work."*

## We care about your cares

Our ambition is driven by the shared objective of all Shield Group's operating companies: to enable the creation of a healthier and safer environment for each individual member of society.



## Our operating companies

Shield Group comprises the following operating companies and fields of activity:

### **The Netherlands**

#### **Oesterbaai**

survey & consultancy in the field of asbestos, ceramic fibers, demolition, vibration, noise and hazardous materials.

[www.oesterbaai.nl](http://www.oesterbaai.nl)

#### **BME engineers**

high-end project management in the field of asbestos, demolition and building management.

[www.bme.nl](http://www.bme.nl)

#### **BME asbestconsult**

survey & consultancy in the field of asbestos.

[www.bme.nl](http://www.bme.nl)

#### **BME Training & Education**

Training on asbestos, demolition, legionella, SCC (VCA) and fire safety.

[www.bme.nl](http://www.bme.nl)

#### **Fibrecount**

inspection & testing & clearance measurements for asbestos, ceramic fibers and hazardous materials.

[www.fibrecount.nl](http://www.fibrecount.nl)

#### **Bioconsult**

inspection & testing & consultancy in the field of legionella, food safety and indoor climate & indoor air quality.

[www.bioconsult.nl](http://www.bioconsult.nl)

#### **DAC Fire Safety & Consultancy**

survey & consultancy combined with data management and training in the field of Fire risk and safety.

[www.dacbv.nl](http://www.dacbv.nl)

#### **United Kingdom:**

##### **Shield On-Site Services**

inspection & testing, survey & consultancy in the field of asbestos, ceramic fibers, hazardous materials, (industrial) air emissions, stack testing and industrial & occupational hygiene combined with data management and training.

[www.shieldon-siteservices.co.uk](http://www.shieldon-siteservices.co.uk)

##### **SaferSpaces**

inspection & testing, survey & consultancy in the field of asbestos, ceramic fibers, hazardous materials, fire risk & safety, legionella & water, compliance, energy, health & safety and pressure vessel testing.

[www.saferpaces.co.uk](http://www.saferpaces.co.uk)



#### **Belgium, France & Luxembourg:**

##### **Fibrecount**

inspection & testing, survey & consultancy in the field of asbestos, ceramic fibers, demolition and hazardous materials combined with data management and training.

[www.fibrecount.be](http://www.fibrecount.be)

[www.fibrecount.fr](http://www.fibrecount.fr)

#### **Denmark / Scandinavia:**

##### **DANSK BYGNINGSANALYSE AS**

inspection & testing, survey & consultancy in the field of asbestos, hazardous materials, mold, funghi, indoor air quality, insects, wood rot, chemicals, moisture, temperature and training.

[www.dba.as](http://www.dba.as)

#### **Spain:**

##### **Fibrecount Iberica**

inspection & testing, survey & consultancy in the field of asbestos, ceramic fibers, demolition and hazardous materials combined with data management and training.

[www.fibrecount.es](http://www.fibrecount.es)

#### **Germany:**

##### **Fibrecount**

sampling & testing in the field of asbestos, ceramics and hazardous materials.

[www.fibrecount.de](http://www.fibrecount.de)

## Our services for a healthy environment

### **Asbestos & Hazardous materials**

Dangerous materials and substances were and are applied in many buildings, vessels, industrial equipment, factories or oil rigs all over the world. Within the field of dangerous materials and substances we provide certified or accredited surveys, monitoring programmes, risk evaluations and advice. Surveys are currently mainly focussed on dangerous fibres like asbestos and ceramic fibres. After the survey we take care of management plans, plans of action for removal or demolition, tender scopes and supervision or project management during the execution. All services are combined with e-services, called EVA, PCM or Tracker which are web based management programmes. Caring about the clients cares we also provide 24/7 incident service. These services are internationally provided to real estate owners, housing corporations, maritime & off shore and industrial clients, with an emphasis on quality, responsiveness, professionalism and value for money.

Shield Group's laboratories offer independent accredited testing in the UK, France, Germany, The Netherlands, Belgium, Scandinavia and Spain according to the latest standards. We analyse samples from all over the world and we can test materials throughout Europe within 24 hours. Our laboratories test asbestos in soil, bulk, dust, water and air for the presence of asbestos and other fibres (ceramic fibres, manmade mineral fibres and other potentially hazardous fibres). We analyse those samples with various technologies: light microscopy, polarization microscopy, Scanning Electron Microscopy and Transmission Electron Microscopy. Our laboratories are supported by our own courier services and laboratory information system.

Our laboratories also offer independent and accredited Inspections, air sampling, risk assessments and clearance measurements (following removal). With their expertise and full equipped mobile laboratories our inspectors are prepared to give on the spot and accurate results and this all over the world according to the clients wishes.

### **Mold & Indoor Climate**

The presence of (micro)biological agents, like mold can be a hazard to human health. Shield Group provides a set of services to take care of your cares and to prevent little Vivian, Merel, Anne, Clare, John, Pedro, Lars, Jan, Karsten & all other children getting in contact with mold.

On suspicion of indoor climate problems, such as growth of mold, our building consultant systematically reviews the building to identify possible attacks. From the (potentially) infected areas samples are taken, in the form of contact plates, tape samples, material samples and air samples. The samples are grown in our laboratories for Indoor Climate & Microbiology, and subsequently analysed by microscopy for speciation and quantity. After reviewing the analytical results we provide our clients with advise to either remove the mold attack or to monitor the issue over time. As part of the advice we deliver action plans, Mold management plans, cost estimations for removal and after removal we can provide clearance measurements.

### **Legionella & other Microbiology**

Shield Group's laboratories can inspect, sample and test if Legionella bacteria are present in any system where water is stored or used. Our laboratories are accredited for Legionella inspections, sampling and testing for both hot & cold water. We are driven by quality, flexibility and a fast result turn around and are supported by our own courier services and laboratory

information system. Our microbiology laboratories also inspect, sample and test on food safety, fungi, yeasts, hygiene, air quality and other bacteria. In addition we provide project management & coordination to help our clients to take of their cares by acting as independent consultants.

### **Fire Risk & Safety**

Almost all Real Estate, Industrial objects, Ships in the Maritime sector and Offshore platforms are obliged to have a Fire risk assessment by legislation. If Risks are present owners / tenants need to have a Fire risk management plan with implemented steps and procedures to reduce or remove these risks and this plan has to be reviewed and evaluated over time.

Shield Group can help organisations with Fire Risk & Safety issues and provide our clients with customized solutions to comply with legislation by carrying out Fire risk audits, risk assessments, risk management, training and data services.

### **Industrial Hygiene**

Industrial and Occupational health and hygiene is the process by which health hazards and health and safety compliance issues in the living and workplace are surveyed, evaluated and controlled. Our services provided are: COSHH, workplace and indoor air quality / monitoring, ventilation, noise & vibration, hazardous materials surveys, waste treatment – efficacy, ambient air monitoring, clean room and duct, lead tank declassification, spillage support, DSEAR / ATEX assessments, odour assessments, occupational health assessments and a wide range of physical, chemical and biological laboratory analysis. Shield Group can give clients pragmatic, tailored and cost

effective advice which complies with the latest standards and requirements. Real value is provided to clients by increasing productivity through reducing workplace injuries and sickness, also helping to increase trust between client staff by prioritising employee welfare.

#### Industrial Air

A substance or gas in the air can be harmful to humans health and the environment. As part of our services Shield Group carries out Air emissions monitoring, by which we inspect and test solid particles, liquid droplets or gases coming out of landfills and industrial & maritime exhausts.

Shield Group provides accredited emissions monitoring and analysis service, both continuous and periodical. Available throughout Europe, our first class service operates a fleet of mobile laboratories equipped with the latest instrumentation, allowing our technicians to provide accurate and timely results. In line with our uncompromising approach to health & safety and quality, all emission monitoring services are undertaken in accordance with the latest national and international standards. Shield Group also has FTIR – Fourier Transfer Infra Red Spectroscopy –, a technique which ensures our clients getting the best value for

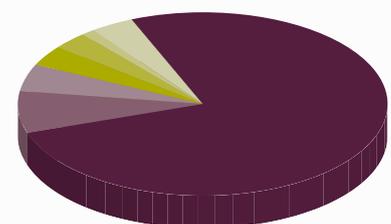
money when performing complex investigative and regulatory monitoring projects.

#### Training & education

Training and education are key to prevent unnecessary exposure to materials, substances and situations which cause a threat to human health. Acquiring knowledge helps our clients to undertake steps towards a healthy living and work environment. There is a great demand for training and practical education on health & safety in general. Risk perception and awareness amongst clients about safe living and working environment is growing and therefore increasing the demand for knowledge, information and training. Shield Group has a wide range of tailored and flexible training and education programmes on health and safety issues. Training and education are given on asbestos, ceramic fibres, asbestos removal & management, demolition, safety (SCC), Legionella, industrial hygiene, fire safety, microbiological issues and air emissions. Our clients vary from government, real estate owners, industrial and maritime companies to asbestos or demolition companies. Shield Group companies give the selected training and education at the clients chosen time, at our office or the clients' workplace, with an interactive approach taught in small groups and by providing customised training material including company policies.

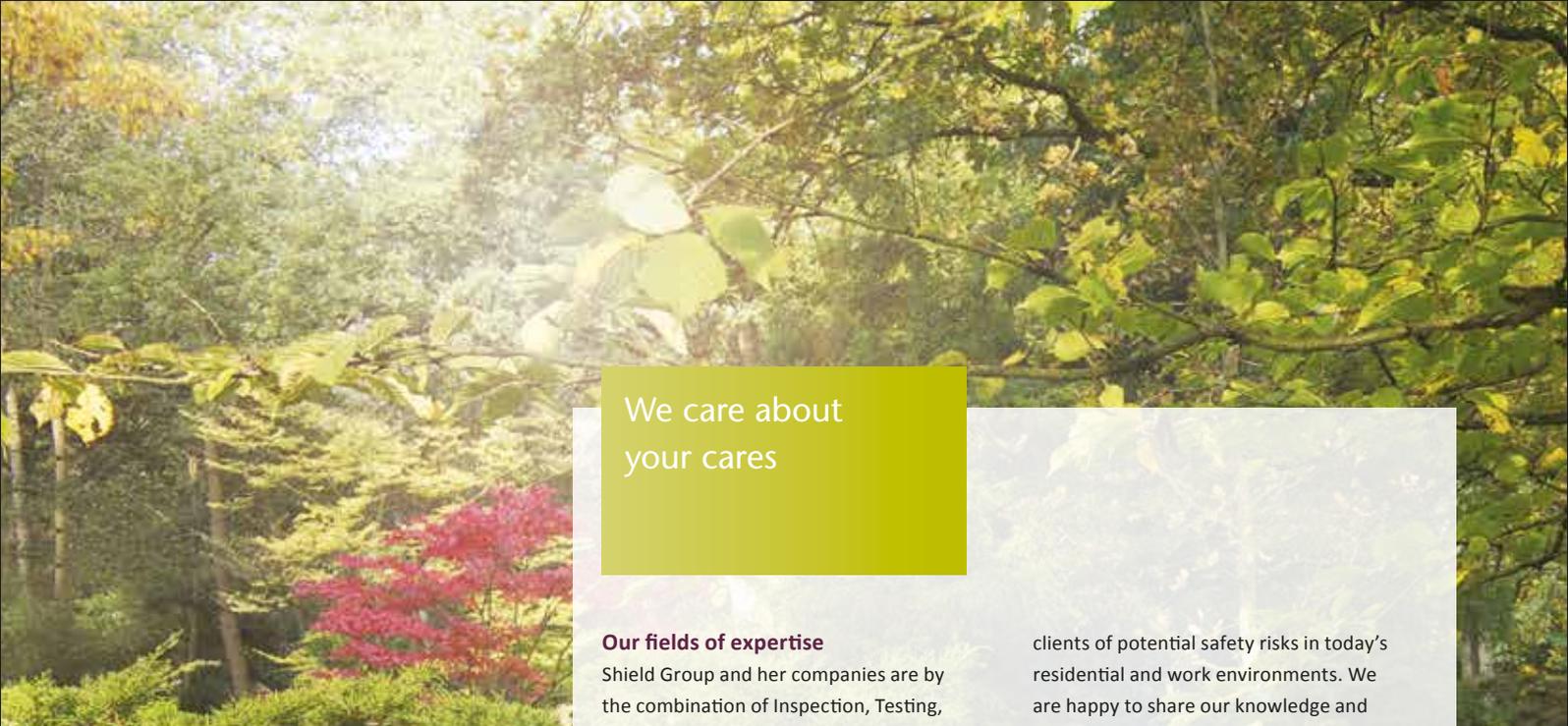


“Shield Group’s growth path in 2012 – we strengthened our portfolio through acquisitions with additional services like fire safety, mold & indoor climate, fungi and have been successful in growing our market share in selected countries.”



Key figures Shield Group	2012	2011	2010
Operating income (in € million)	36	19.1	18.3
Growth (%)	88 %	4.9 %	1.7 %
EBITDA (in € million)	7,8	5.3	4.6
FTE (average)	318	146	134
Productivity per FTE	113K	131K	136K
Margin (%)	20 %	27 %	25 %

Percentage per Shield Group activity	
asbestos & hazardous materials	(76%)
mold & indoor climate	(8%)
legionella & other microbiology	(5%)
industrial hygiene	(3%)
industrial air	(3%)
fire safety	(1%)
training & education	(4%)



## We care about your cares

### Our fields of expertise

Shield Group and her companies are by the combination of Inspection, Testing, Consultancy and Education combined with data services able to deliver a one-stop-shop approach in Risk & Compliance Management for:

1. hazardous materials, substances and gases,
2. hazardous micro-biological agents,
3. dangerous situations,
4. sustainability Compliance.

Within Shield Group the focus is currently on asbestos, hazardous fibres, mold, Fire Risk & Safety, Indoor Climate, Air Quality and Legionella. Our laboratories and Consultancy services want to contribute towards the prevention of risks in the work- and living environment.

We strive for the position of market leader in all countries we are based and build a robust size and structure in the various countries.

There is strong demand for study programmes and practical training in the area of asbestos, demolition methods and environmental and safety issues. The demand for knowledge, public information and education grows by an increasing perception and awareness amongst our

clients of potential safety risks in today's residential and work environments. We are happy to share our knowledge and experience with our clients by offering programmes and courses in all of these areas.

ICT based Risk & Compliance programmes, improving the power of data, data mining & benchmarking and a direct and accurate insight in our clients present Risk(s) are an essential part of our service portfolio for Risk & Compliance Management.

Shield Group is a.o. operating in the sectors:

- Real Estate,
- Hospitals and Healthcare related homes,
- Schools, Universities and other educational property,
- Banks & Insurers,
- Social Housing,
- Housing corporations,
- Government,
- Contractors / demolition,
- Project development,
- Industry (chemical, petrochemical, steel, energy, automotive, etc.),
- Maritime & Offshore.

“We always try to determine the fundamental cause of the issue, and offer advice on the basis of a clear long-term vision. Incidentally, in some cases, this may mean controlling the issue rather than providing an immediate solution.”

“We believe in sustainable relationships that are supported by the transfer of knowledge.”



### Our future

Shield Group International cares about its customers cares and:

- Is or wants to be market leader in asbestos, ceramic fibers, hazardous materials, demolition and building management, legionella, mold, funghi, indoor climate, indoor air quality, industrial air emissions, industrial & occupational hygiene, energy, fire risk & safety, training & education and this in selected countries;
- Will expand in other selected European countries according to her vision;
- Will broaden their services portfolio according to her vision.

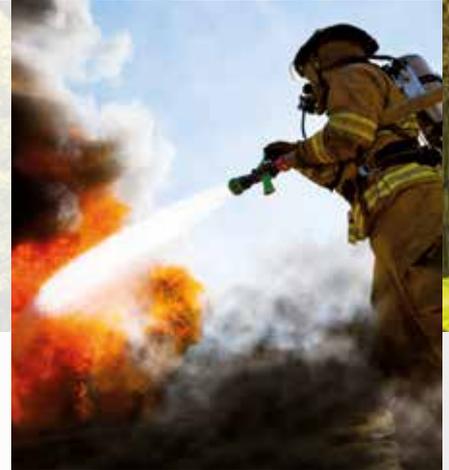
### Expansion

Thanks to our experience in the area of surveying, inspecting, testing and project management, we are confident that we will be able to further strengthen and develop our current position in the coming years. The next years, Shield Group will continue to expand its range of services by taking new initiatives in niche markets in current and or new countries.

We focus on providing customer-oriented, reliable and flexible service.

### Our ambition and growth perspective

Shield Group was established in 2004. Since then our turnover has increased from circa € 5 million, to around € 36 million in 2012, based on a solid profit margin. We aim to maintain a stable organic growth of 8 to 12% per year, supplemented by relevant acquisitions in various niche markets. In expanding our organisation, we plan to both grow in existing fields of activity, including geographic expansion, and diversify into spheres that relate to the Group's mission.





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