

SAMPARK

People | Process | Technology

H1 2025 Edition



25+

Years of Experience
in Service Delivery

50,000+

Diversified and
Trained Workforce

1500+

Clients Served in
27+ States & UT's

350+

Mn Sqft
Maintained

26+

Segments Offered with
Customized Solutions

480+

Districts Presence

240+

Cities Presence

3.6/4

Client Satisfaction
Index



TRANSFORMING
SERVICES TO SOLUTIONS

Why the World Celebrates FM Day on 14th May?

Ever walked into a spotless space, a perfectly lit corridor, or a cool, comfortable meeting room and thought — “Wow, everything just works!” Well, that’s not luck - it’s the magic of our **Facility Management heroes!**

Every year on **May 14th**, the world celebrates **World FM Day** — a global salute to the people who keep buildings alive and workplaces thriving.

Started by **Global FM in 2008**, this special day recognizes the incredible effort that goes into making every space safe, sustainable, and efficient. It’s not just about maintenance — it’s about creating better experiences and thriving environments for everyone who walks through our doors.

And at **DTSS**, this spirit shines every single day!
Our teams across India are the heartbeat of operations — ensuring comfort, safety, and seamless service, 24x7. From technical fixes to spotless spaces, they make excellence look effortless.

So, the next time your workday runs smoothly... take a moment to appreciate our **FM champions** — because behind every perfectly managed facility, there’s a passionate team making it happen!

Celebrated in over **80 countries** across the **world!**



LEADERSHIP MESSAGE

“Celebrating **50 Years** of **SIS Group** | Concluding **Vision 2025** | Launching **Vision 2030**”

FY 2024–25 marks a defining chapter for DTSS — coinciding with the golden jubilee of SIS Group and the successful completion of Vision 2025. This milestone year not only celebrates our achievements but also sets the stage for Vision 2030 — a roadmap towards sustainability, inclusivity, and digital transformation.

As clients increasingly focus on sustainability and innovation, DTSS is stepping up to lead. Our ESG efforts this year have deepened alignment with client goals, strengthened partnerships, and delivered measurable impact. A highlight was the 25% energy savings at DCW, Thoothukudi, through an HVAC upgrade under the OPEX model — a strong example of delivering outcome-based sustainability at scale.

Our people continue to be our greatest strength. We advanced diversity and inclusion through higher engagement of Persons with Disabilities, gender balance initiatives, and career programs like LEAP and the Management Trainee Program, nurturing a future-ready workforce.

On the governance front, enhanced frameworks and digital tools have further strengthened transparency, compliance, and ESG reporting across our operations.



Sanjeev Kumar NGS
CEO, DTSS

Looking ahead to Vision 2030, our goals are clear:

- ▶ Accelerate our net-zero journey,
- ▶ Build a diverse and future-ready workforce,
- ▶ Become a digitally empowered organization, and
- ▶ Make ESG the cornerstone of every decision and partnership

A heartfelt thanks to our clients, partners, and teams for their continued trust. Together, we will build not just cleaner spaces — but stronger, more inclusive, and sustainable ecosystems for the future.



TRUST ALWAYS



OUTSTANDING SERVICE



PEOPLE CENTRIC



OUR PEOPLE, OUR GREATEST ASSET

Employee Health & Safety

Topic	Numbers
Fatality	0
Permanent / Partial Disability	0
LTI (Loss Time Injury)	0
RWDC (Restricted Work Day) Case	0
Medical Treatment Case	0
First Aid	0
Near Miss	2
Unsafe Acts / Unsafe Conditions	1
Training Man hours	1119

Customer Voice

“

I am writing to express my sincere gratitude for the [EHS] training today. greatly appreciate the time and effort you put into preparing and delivering such an engaging and informative program., helpful and contributed significantly to team learnings.

Thanks, Nanda for your all support when it is needed.

”

Deepak Raju
ALTEN INDIA

“

Appreciate your effort in providing detailed Audit observation. These observation and report are helpful for EHS preventive and corrective measures for LGSi

”

Priyanka Sharma
LG Soft India



OUR PEOPLE, OUR GREATEST ASSET

“

Thanks for your email. Overall, the session was well conducted and appreciated. As discussed, I would recommend engaging with the team directly and observing them during their regular work to better assess the impact of the training session. This will help in identifying any areas that may need follow-up or OJT (On the Job Training).

”

VP Sandeep
[24]7.ai
Senior Manager -
Administration & Facilities

“

Thank you, Kishore for the EHS Training, it was a great learning session for the entire team, request you to cover the pending HK staff for this training.

”

Mohan Newar
CBRE | Allstate India Pvt
Ltd.

“

Thanks for your site visit and valuable inputs towards EHS prospects.

”

Prithvi.PM Facility Manager
Corporate Real Estate -
Facilities Manyata Embassy
Business Park

“

Thank you for your time in conducting EHS audit at our location and appreciate the same.

”

Basavaraj S
Principal Manager- Admin
& Facilities
Theorem

OUR PEOPLE, OUR GREATEST ASSET

► Special Recognitions Awards - Frontline Employees



► Employee Engagement - Frontline Employees





OUR PEOPLE, OUR GREATEST ASSET

► People Development - Frontliner

Training programs initiated by L&D at DTSS

At DTSS, we believe in upskilling and aiding in updating all employees. We use our M-Trainer LMS extensively to cater to the needs of all categories of employees. M-Trainer LMS has enabled us to increase our unique employee training coverage to 80% and also to hit the target of 2.75 hrs per employee month on month. While this is ongoing, we also have curated specialised training programs for the following category of employees for their development & growth

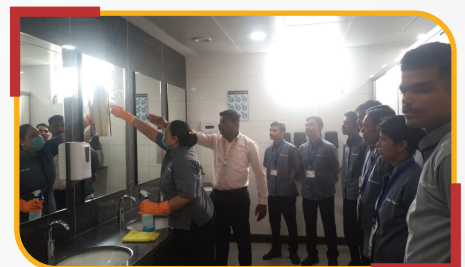
Site Training Coverage
80%



L&D C-SAT Score
4.35/5



Total Man Hours Training
6,61,956



► Our Training Programs



ARISE

Program for upskilling High Potential Janitors to Supervisory role and increase operational efficiency.

154 Janitors
Certified



SMART SUPERVISOR

A Supervisory Developmental Program to enhance their monitoring & governing skills

77 Supervisor
Certified



I am a Trained staff

A Programme for Janitors to increase operational efficiency

10,094 Employees
Certified



OUR PEOPLE, OUR GREATEST ASSET

Employee Engagement - Back-Office Employees



2
RNR SESSIONS

90
PEOPLE
RECOGNIZED



ESG Certifications

- ▶ Manoj Kumar Kapil
- ▶ Rajesh Kalimuthu
- ▶ Sakti Prasad Panigrahy
- ▶ Sameer Suryakant Bhosale
- ▶ Stephenson Francis
- ▶ Annam Veera Satish Raju
- ▶ Kishore Nallipogu
- ▶ Thippesh Shivarudrappa
- ▶ Prashanth Kumar
- ▶ Malleshappa A R





OUR PEOPLE, OUR GREATEST ASSET

► Onboarded 12 Management Trainees after 3 months of rigorous on job training



► Annual Conference 2025





OUR PEOPLE, OUR GREATEST ASSET

► People Development - Back-Office

Topic	Numbers of Sessions
Great Managers' League® Summit 2025	1
POSH Training	15
Disaster Management	1
Growth Hacking for Sales & Gen AI Workshop	1
AI Training	1
Learning Friday – Communication Skills	2
Learning Friday's - Excel Training	1
Core Value Session - Trust Always	1
Core Value Session - Outstanding Service	1
Functional Induction	6
Management Trainee Induction program	1

► Don't POSHhhh, Speak Out!



Internal Committee Members



Pragati B
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Ashmi J
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Sweta H
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OUR PEOPLE, OUR GREATEST ASSET

SEWA

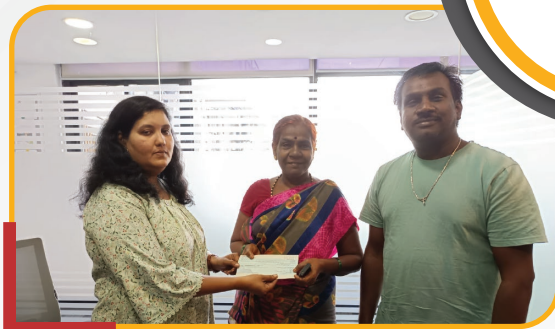


₹35.50 Lac

RELEASED

16

**FAMILIES
SUPPORT**



Sarvam

sarvam

All employees of DTSS can now access the below services with Sarvam

- ✓ **Get upto ₹50,000 loan at interest rate of only 1.25% per month, fully digital process**
- ✓ **Free doctor consultation on phone**
- ✓ **Queries related to PF/ESIC without any additional fees**

Apply in DTSS Mitra



5.90 Lakhs Distributed to **39** Employees

► Leadership Message

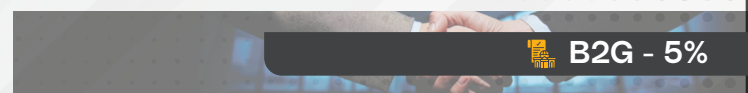
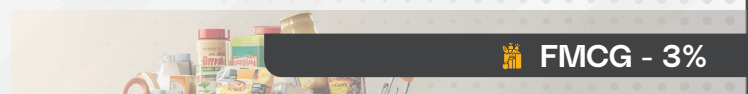
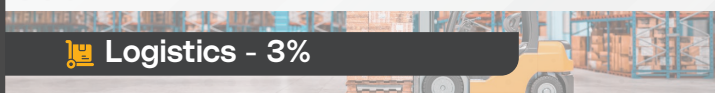
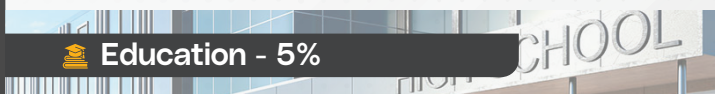
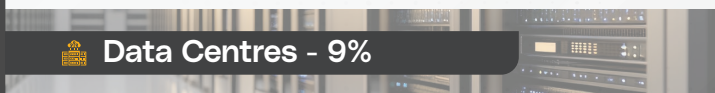
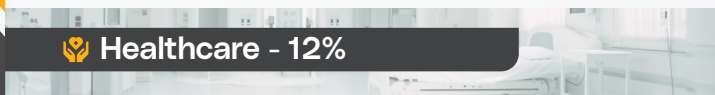
As we step into the first half of the year, I take immense pride in how our teams continue to demonstrate resilience, collaboration, and customer-centricity across every function. Our journey so far reflects the power of relationships – both with our clients who trust us, and with our teams who go the extra mile every day to deliver on our promise.

The road ahead is filled with opportunities to strengthen our leadership in the facility management industry by driving innovation, operational excellence, and value creation. Let's continue to stay focused on understanding our customers' evolving needs, leveraging data and technology to deliver superior solutions, and working as One Team, One DTSS!

Together, let's make this year not just about growth in numbers, but growth in impact – for **our people, our clients, and the communities we serve.**



► Industries We Serve



► Inauguration of E-City office

State-of-the-art equipped training room accommodating up to 50 employees



► Client Testimonials recognizing frontline employees

A TOUCH OF CARE THAT MADE A LASTING IMPACT



Ms. Jayashree Halder

“ I found a **housekeeping lady** named **Jayashree Halder** who is exceptionally **good**. Half of the patients feel cured just by her **actions and care**. ”

- Tarushrita Mukherjee.

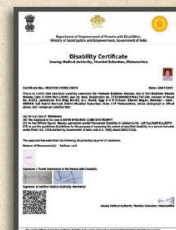
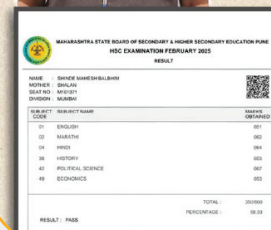
BREAKING BARRIERS, ACHIEVING DREAMS!



Meet Mahesh Shinde, a janitor who is specially abled team member has recently achieved something remarkable - he completed his HSC proving that with **determination** and the **right support**, anything is possible.



Mahesh Shinde
Specially Abled Employee, DTSS





DTSS BUSINESS

▶ 20k followers on LinkedIn



Followers on **LinkedIn**

Today, we have something truly special to celebrate

We're now a 20,000-strong LinkedIn family!

We're thrilled to share that the **DTSS family** has crossed **20,000 followers on LinkedIn**, a proud milestone that reflects the **strength, trust, and unity** we've built together.

This isn't just a number

It's a growing community of frontline heroes, dedicated leaders, and passionate professionals and each one of you has played a part in this journey.

Thank you for being the reason behind this success, for living the values of DTSS, and for inspiring the world to see who we truly are.

Here's to many more milestones together!

► Our Vision 2030 Goals



Triple
monthly
billing to
₹300 Cr



Attain largest
market share
in top **15 cities**
of India



Improve
EBITDA
from
4% to 7%



Expand
Technical Services
to grow
solution share



Generate 20% revenue
through Cross-Sales &
Multi-Service offerings



VISION
2030
» MARKET SHARE » SOLUTIONS

► Our Commitment

To be **India's #1 Brand** in **IFM** with **10% Market Share**

► Our Mantra

COMMUNICATE | COLLABORATE | CHANGE
We Pledge to Transform Services to Solutions!

► SISCORE – Core Business Management Platform



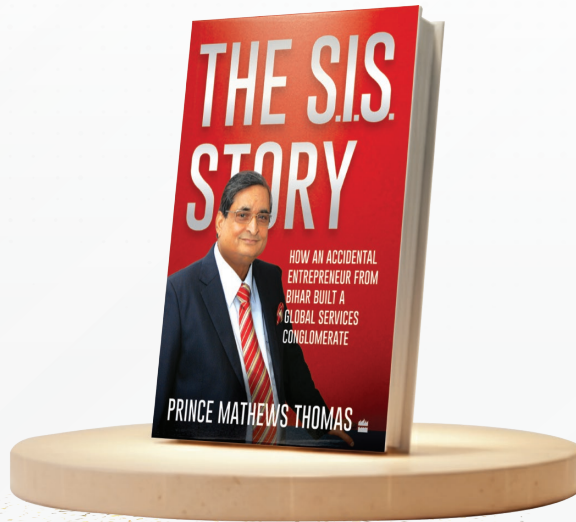
SISCORE serves as the organization's central business operating system, managing the complete service delivery lifecycle—from client onboarding and manpower deployment to billing and revenue recognition. It drives consistency, transparency, and efficiency across operational and financial processes.

DTSS successfully implemented our group's proprietary ERP platform, SISCORE, in its entirety effective April 2025.

► 51st Founders Day & SIS Book launch



Delhi



Ecity Office - Bangalore



Gujarat



HO



HSR



Hyderabad



Kolkata



Mumbai



Mysuru



Noida



Pune



Tamil Nadu



Whitefield Branch

CUSTOMER FEEDBACK SURVEY

JAN'25 TO JUL'25
SURVEY FEEDBACK



885
Customers

850
(96.0%)
Feedbacks
Received



Call For Improvement



DTSS fell short of expectations during a recent crisis.



Manpower shortage has caused dissatisfaction at some sites.



Additional training is required to ensure duties are performed safely and efficiently.



Compliance and payroll processes need greater accuracy and consistency.

Let's take this as an opportunity to improve.

Every piece of feedback is a chance to strengthen our commitment to excellence. Together, let's ensure our customers experience the dependable, quality service that defines DTSS.

OUR TECHNOLOGY

- **Aarambh** - Onboard Aadhaar & PAN verified employees, maintaining statutory compliance.



50,000+

Employees
Onboarded
Successfully



SCAN QR CODE

- **Mitra** - Download ID card, salary slips, raise grievances & concerns, apply for personal loan & be updated on company announcements.



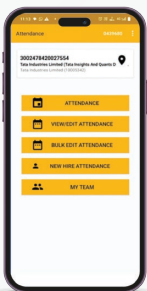
SCAN QR CODE

1L+

Downloads From
Playstore



- **E-Attendance** - Ensure accurate, transparent & tamperproof records, defining complete control in manpower deployment.



48,500

No. of Attendance
Uploaded Daily



SCAN QR CODE

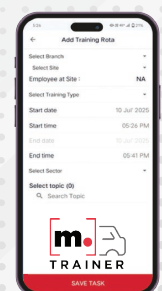
- **M-Trainer** - Standard & engaging training modules to enhance skills, improve service quality & deliver consistent results.



SCAN QR CODE

1MN+

Hours of Learning
Rendered Successfully



OUR TECHNOLOGY

► Deployed Robotic Cleaning Solutions at Rajiv Gandhi Govt. Women & Children Hospital, Puducherry.



Our cleaning solutions secures **1st Rank in Swachh Bharat Competition**

► DCW Limited



Project **HVAC Modernization**

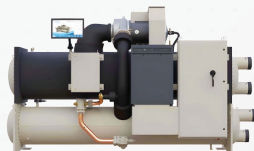
A Benchmark in Energy Optimization & Innovation

The Challenge

Outdated HVAC | High Energy Costs | No Smart Monitoring

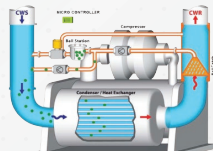
Proposed Solution

Outdated HVAC | High Energy Costs | No Smart Monitoring



► 5x630 TR Magnetic Bearing Chillers

► Zero CapEx – Funded by Energy Savings



► Auto Tube Cleaning (ATCS)



► IoT-Based Chiller Plant Manager



► VFD Pumps & Cooling Towers

The Impact

► Guaranteed Energy Savings worth INR 5.35 CR annually

► Comprehensive AMC & O&M contracts

► Cooling capacity of 2500 Tr with 95% uptime

► Operating lease model solution

► Significant reduction in Energy, Water, and Fuel consumption



Net-Zero Carbon emissions by 2040

100% renewable electricity for Head & Regional offices by 2030

Appoint 1% differently abled employees

35% of women workforce by 2030

Embed sustainability in our business, operations, and cultural values

Compliance rate with data protection regulations



► Industry Recognitions



CBRE recognition



6th Rank in GPTW 2025



Arogya world Bronze Medal



IFM Company of the Year



LEARN, ADAPT & GROW

▶ Bringing 5S to Life @ DTSS!

Because an organized workspace means an organized mind!

Have you ever noticed how a tidy desk instantly makes you feel more focused? That's the magic of 5S — a simple yet powerful Japanese methodology that can transform the way we work, think, and deliver excellence every single day.

At DTSS, where efficiency and quality define our service DNA, embracing the 5S approach helps us go beyond just “cleaning” — it's about building a culture of discipline, ownership, and continuous improvement.

▶ What is 5S?

The five S's stand for:

Seiri (Sort): Keep only what's necessary. Clear the clutter to clear your mind.

Seiton (Set in Order): A place for everything, and everything in its place!

Seiso (Shine): Clean and inspect your workspace — make excellence visible.

Seiketsu (Standardize): Create uniform practices so good habits become routine.

Shitsuke (Sustain): Maintain the discipline — make 5S a way of life, not a one-time activity.

▶ Why 5S Matters for Us at DTSS

Improves Efficiency: Less time searching, more time doing!

Enhances Safety: A clean, well-organized site minimizes risk.

Builds Team Pride: When our workplace shines, so do we.

Drives Quality: Every organized corner reflects DTSS's promise of excellence.

Fosters a Culture of Continuous Improvement: Small steps, big impact — together we evolve.

▶ 5S is not just for the workplace — it's a mindset!

When we bring 5S into our daily habits — from organizing our tools to managing digital files — we set ourselves up for success. It's how we show respect for our work, our colleagues, and our clients.

So next time you tidy up that workstation or label those files neatly, remember — you're not just cleaning; you're contributing to DTSS's journey toward operational excellence!

**Let's make 5S our everyday superpower
clean, smart, and unstoppable!**



DTSS MEETINGS MANTRAS

PHONE ~~MUKT~~, NOTEPAD ~~YUKT~~



Time is of Essence
Start on Time



Focus
Short and specific



Purpose
Stick to Agenda



Shut Distractions
Keep Phones on Silent



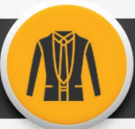
Write to Remember
Take Notes, Minutes



Respect
Others Time & View Points



Contribute
Come Prepared & Participate



Dress to Impress
Dress to Occasion



Effective
Take MoM and Circulate

THANK YOU!



LET'S CONNECT

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