

Vision – where we are going

“We shall take an active part in ensuring things go well for our customers.”

Assignment - who and what we are for

Customers

It is our task to deliver products and services with a high degree of service to the municipality's core operations. Apart from products of high quality at competitive prices, the customers will be offered unique solutions that may contain both our own and purchased services.

Members of staff

We reward creativity, flexibility and result-orientated efforts that help our customers to be successful. Our members of staff will not just develop in their own profession; they will also prioritise skills development within the customers' operations. We are working to ensure that staff composition contains diversity with regard to skills, age, gender and cultural background. Special attention must be paid to this when recruiting. We promote a good working environment and a healthy lifestyle.

The owner

Through our competence, we will ensure the demands of our owner, the City of Malmö, regarding long-term administration and development. The advantages of having our own competence for service production will result in safeguarding the owner's demands for the development of unique services for the City of Malmö core operations in competition with the market offering.

Sustainable society

In all our activities, we will strive for sustainable development in Malmö. The development must not only work from an ecological perspective, it must also be socially desirable and economically feasible. We want to be exemplary in this work, and to inspire other stakeholders to follow us. “We care!”

How to contact us

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IT service

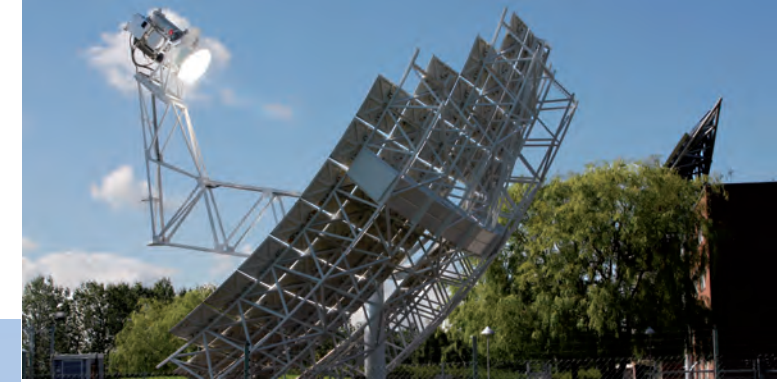
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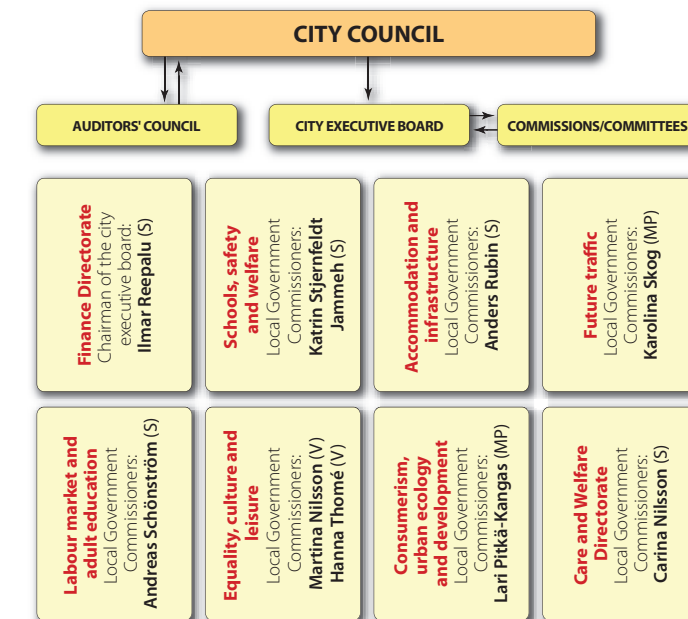
Department of Internal Services



Facts

The Department of Internal Services takes care of the service operations carried out by the municipality. The Administration is divided into six business areas with 1,200 employees distributed over 70 professional categories. In 2010, the Service Administration had a turnover of SEK 2.7 billion.

THE CITY OF MALMÖ'S POLITICAL ORGANISATION



Municipal Technology. . .

. . . will meet the need for a well-functioning urban environment, and offer local, environmentally adapted and financially effective total solutions for operation, maintenance and care of streets, parks and real estate, as well as emergency work and technical services. Municipal Technology works in the following areas:

Service which includes a metal works and workshop that repairs and maintains everything from small machines and cars to trucks and special vehicles. This also includes the Resource centre, with warehousing, machine rental, traffic environment (road closures, road painting, signage and fuel). Responsible for the leasing of vehicles through Visab.

Property works with the operation and maintenance of properties, building and electrical services, telephone and computer installations and thermal imaging.

Transport includes haulage and intermediation.

Land care looks after parks and street cleaning. The staff also carry out planting work and decorations in Malmö.

Ground facilities carries out maintenance work on streets, pathways, cycle paths, squares and parks in Malmö. The unit also handles winter clearance with snow ploughing and ice removal.

Municipal Services . . .

. . . offers the administrations and citizens of Malmö fast, accurate and cost effective services in various areas.

Customer centre serves as a convenient portal between customers and providers. The Customer centre is responsible for handling problem notifications, questions and comments. Telephone +46 (0) 40 34 17 77.

The Traffic Monitoring Centre (TÖC) deals with transport service matters and handles orders of passenger transport services, such as transport for sick and disabled persons and child care transport. TÖC also handles the administrations' business travel by taxi.

The Debiting Unit handles fees, such as for child care and elderly care on behalf of the district councils within the City of Malmö.

The City of Malmö's telephone switchboard is one of the country's largest telephone switchboards, with around 8,000 lines.

The Scanning Unit receives and scans the City of Malmö supplier invoices for further electronic processing, and also provides archival services with the digitisation of contracts and similar documents.

Post and Courier runs the Malmö municipality's internal and external post and courier operation.

Service and Coordination coordinates assistance and support functions, such as office services, porter services, reception, digital copying and graphic design. Coordinates services of various kinds, such as removals, systematic fire protection work and shopping to customers in the City of Malmö.

Municipal Properties. . .

. . . manages the City of Malmö's properties for schools, child care, elderly care, culture and leisure. Municipal Properties is a pro-active and forward-looking partner and supports customers in reaching their goals through offering operationally adapted and cost-effective premises. With our insight into customers' operations, together we can create indoor and outdoor environments that promote stimulation and well-being based on strict environmental requirements and good architecture.

The property portfolio totals 1.6 million square metres. Municipal Properties has an annual turnover of SEK 1.3 billion. Energy and environment issues are prioritised in our daily work. Municipal Properties' main goals include reducing the amount of energy consumed, replacing with renewable energy, and utilising energy more efficiently.

School Restaurants. . .

. . . prepares and serves around 40,000 school lunches, 1,000 breakfasts and 6,000 snacks every day. We are responsible for the school restaurants in 85 schools, both primary and secondary. School Restaurants also delivers food to elderly care, pre-school and independent schools. The turnover in 2010 was SEK 219 million. We conduct an active dialogue with students through surveys and food councils regarding food quality, the environment and service. Under the motto "More than a meal" we serve meals that are varied, delicious and healthy. Meals are tailored to specific target groups and for individuals. Organic ingredients are widely used, with almost half of the foodstuffs purchased com-

prising these ingredients. We also offer ideas for improving restaurant environments, fun themes, customised solutions, and specialist competence.

Jobs in Malmö (JobbMalmö). . .

. . . has operations in which the work centre is part of the City of Malmö's labour market initiatives for persons with work disabilities. Through various work rehabilitative initiatives, the work centre is involved in strengthening participants' potential for self-sufficiency. The assignment includes the development of new forms of employment for people who have difficulty entering the regular labour market. Jobs in Malmö also includes the Work and Integration Center (AIC), which is Malmö's platform for working and integration efforts, which along with other agencies is occupied in getting more Malmö residents into work. The AIC offices provide various forms of job seeker activities in Sweden and Denmark, perform job matching, assess the conditions for work and studies, internships as well as studying and careers guidance.

The work centre includes:

The Production Unit offering internships, public protected employment, and employment in service patrols and job training places for people who have been referred by the Swedish Public Employment Service, AIC office or Individual and Family Care service. Through practical work and individual support efforts, participants have the opportunity to prepare for a job in the normal labour market. Products and services are for the municipal administrations and non-profit making associations.

The Resource Unit includes several activities for performing work rehabilitation and provides individual support for the unemployed: The Rehab team, the Portal, the Transition team and IntroRehab.

The Special Unit consists of Fenix, Krami and Kvinno-krami. They are based on special methods and target groups. Long-term unemployed with psychosocial barriers to employment, young men who are currently serving prison terms and young women who are at risk of criminality. The Special Unit also cooperates with other bodies, such as the Swedish Public Employment Service, the Swedish Prison and Probation Service, Region Skåne and the Swedish Social Insurance Agency.

Activity and Investigation Unit comprises the Aktivitets Arenan and Arbetsrehab Kompassen operations. AktivitetsArenan offers engaging, motivational interventions, and job training in several steps. Arbetsrehab Kompassen is intended for people who require their work capabilities to be investigated and assessed.

IT service. . .

. . . manages, develops and provides support for the City of Malmö's IT environment and IT infrastructure.

Customer communication compiles the need for change and improvements to programmes, systems, client platforms and telephony.

Support receives and handles issues relating to platform computers or telephones.

System operation and communication provides operating services for the City of Malmö's central IT infrastructure.

Project & Development works with projects that are related to the maintenance and management, notably of existing systems, as well as projects for the development of new services.

Central operations

The Purchasing Unit is a strategic expert function for issues relating to purchasing policy, logistics and the Swedish Public Procurement Act. The Unit is responsible for pan-municipal coordinated purchasing, and for information, training and investigation operations within its area of responsibility.

Facility management, FM is principally concerned with combining the responsibility for support functions in order to achieve maximum benefit. This means the administrations can focus on their core operations.

HR service is tasked with supporting the administrations of the City of Malmö's HR work through administrative assistance, support and training.

SEF Unga will offer around sixty young people a fixed employment term of at least six months within municipal operations. The aim is to coach young people and enable them to learn about areas including administration, finance and service work.