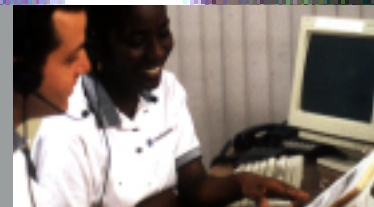


Carlisle Holdings Limited Annual Report 1999  
A transatlantic leader in business services



# CarlisleGroup

Commercial Cleaning  
Metal and Marble Restoration and Maintenance  
Engineering  
Landscape Management  
Pest Control  
Aviation  
Specialty Services  
Specialized Security Services  
Staffing Services

## Corporate Profile

Carlisle Holdings Limited, formerly named BHI Corporation<sup>1</sup>, operates in three service businesses: facilities services, staffing services and financial services. OneSource, a leader in the outsourced facilities services sector in North America, provides cleaning and value-added building and maintenance services to more than 10,000 commercial, institutional and industrial accounts. OneSource, formerly ISS, has 160 offices and 39,000 employees. In the United Kingdom and the Republic of Ireland, Carlisle has three areas of operation: LI Group and Capitol Security Services, which, respectively, provide cleaning and specialized security services, and Carlisle Staffing Services, comprising Recruit and Abacus, which provide staffing services. The group's combined operations have annualized revenues of more than \$1 billion and some 51,000 full and part-time employees. The parent company also operates a financial services business whose main operation is The Belize Bank.

## Our Clients

Through our North American operations, Carlisle provides facilities services, principally to owners and managers of all types of commercial real estate. Property owners represent a wide range of industries, including office complexes, manufacturing and government facilities, schools and universities, golf courses, entertainment complexes, airports, shopping malls and retail establishments. In the United Kingdom and the Republic of Ireland, in addition to cleaning services, we provide specialized security services and staffing services to a wide variety of private and retail clients. On both sides of

the Atlantic, our clients have very high standards. They expect high-quality service and comprehensive and customized solutions for their facilities, whether they're overseeing a single site or many properties across the country. We have the resources to deliver what they expect day-by-day, site-by-site, including unparalleled service expertise, a national network of offices, standardized processes, state-of-the-art technology, and a highly trained and safety-conscious workforce.

## Our Services

Since our initial acquisition of ISS (OneSource), Carlisle has continued to acquire companies that extend our already broad range of services and give our clients the benefits of one-stop shopping.

Our current services include:

**Commercial Cleaning:** In addition to traditional janitorial services, OneSource provides periodic services such as carpet care, window cleaning, general floor maintenance and recycling. In the United Kingdom, the LI Group provides specialized contract cleaning and ancillary support services to retail clients.

**Metal and Marble Restoration and Maintenance:** OneSource keeps metal and marble in lobbies and public areas looking as beautiful as the day they were installed. We also offer restoration painting, wood care and pressure washing of building facades.

**Engineering:** OneSource provides preventative maintenance, equipment repairs and replacement for all types of heating, ventilation and air

conditioning operations. We also manage control systems and water treatment operations.

**Landscape Management:** Standard services include maintaining grounds, landscaping and all interior plantscapes. However, OneSource also provides seasonal plantings, snow removal and maintenance of golf courses and sports turf.

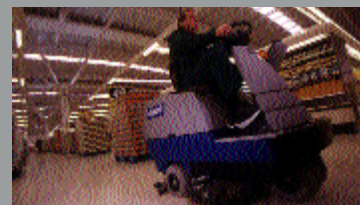
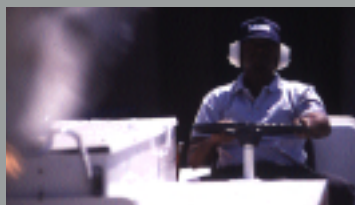
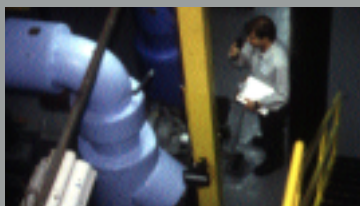
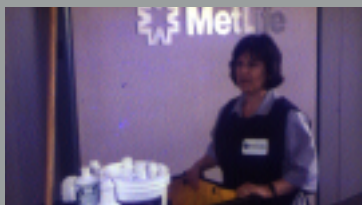
**Pest Control:** To keep insect, rodent, reptile, bird and other animal problems under control, OneSource offers regular maintenance and one-time treatments.

**Aviation Services:** OneSource provides clean and safe environments for the aviation industry, including fleet appearance services, aircraft ramp handling services, passenger terminal services and janitorial and facility maintenance services for airlines, airports and aircraft.

**Specialty Services:** OneSource provides housekeeping and porter services, mailroom and distribution services, as well as special one-time services like water damage recovery and holiday decorating.

**Specialized Security Services:** In the United Kingdom and the Republic of Ireland, Capitol Security Services provides specialist security services, mainly uniformed guarding.

**Staffing Services:** Carlisle Staffing Services provides temporary and permanent staff recruitment services to a wide range of businesses in the United Kingdom and the Republic of Ireland.



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<sup>1</sup>BHI Corporation and the UK-listed Carlisle Group merged effective June 1, 1999, to form Carlisle Holdings Limited.

Carlisle Holdings Limited, a transatlantic leader in the services sector, is expanding rapidly by acquisition as well as through organic growth. With our market expertise, strong operational cash flows, and experienced management team, we are committed to profitable growth and to maximizing shareholder value as we enter the new millennium. Carlisle Holdings Limited operates throughout North America and in Europe in three service businesses: facilities services, staffing services and financial services.

**Carlisle**Group