

Company
presentation



DAKO professional team



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About Us



Rafal Jaskula,
DAKO Professional Team
Managing Partner

DAKO Professional Team is an international cleaning company.

We provide comprehensive services for real estate facilities in Poland and Russia. Our customers include world leaders in their industries: OBI, ABB, SEGRO, KPMG, Radisson, Marriott, Hilton and many others. We also provide services for the facilities of such well-known management companies as Apleona HSG Facility Management, CBRE, Knight Frank, Becar Asset Management, Pro-FM.



Our Mission

We create clean environment for comfortable life and work. Thanks to our excellent quality, we become a role model for our competitors, and as a result, we improve the level of cleaning in all countries of operation.



History

18 YEARS OF EXPERIENCE in cleaning services market



2006

DAKO company founded, St. Petersburg office established



2008

Moscow office established



2011

Sochi office established



2013

DAKO brand enters Polish market



2014

Providing services for Olympic facilities



2017

The winner in the Best Cleaning Company of the Country competition by the Russian Union of Cleaning Companies



2018

Strategic partnership with Becar Asset Management



2019

Franchise launch

Future

Smart Approach

Many years of experience in the industry gave us an opportunity to identify the most important things that affect the provision of quality services in cleaning. We combined all this into a single smart system of work called
SMART CLEANING SYSTEM



Speed

We quickly respond to the requests and needs of our customers



Management

We keep full control over the situation, regardless of the size of the site thanks to well-adjusted business processes



Access

We are open in matters of technologies used and organization of processes: we give our customers access to all information



Range

We cover most of the customer's needs at the facility thanks to a wide range of services



Technology

We use modern IT solutions for organizing the work and monitoring its results: we reduce costs and increase efficiency



Geographic Footprint





DAKO professional team

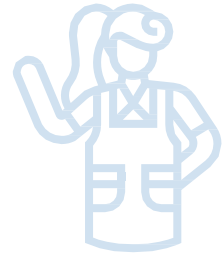


Services

The DAKO Professional Team company entered Russia's market of cleaning services in 2006 and is now represented in Moscow, St. Petersburg, Kazan, Rostov-on-Don, Yekaterinburg, Nizhny Novgorod. We provide services for premises of all categories of purpose: production, office spaces, trading enterprises, hotels, sports venues and socially significant facilities. The total area of serviced facilities is more than 5 million sq.m.



1



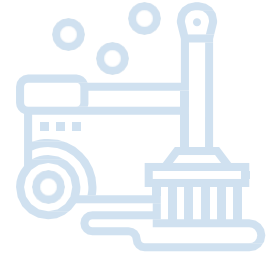
Staff

Our staff is well-proven and professionally trained. The specialists start working only after an internship under the guidance of an experienced mentor. For each facility, our employees prepare task sheets and instructions for using the necessary equipment, carefully complete a set of professional detergents suitable for the task; carefully select sanitation products that meet customer's requirements.

We employ
more than **3,000**
people



2



Comprehensive Site Care

Auxiliary mechanisms are additionally used to clean up hard-to-reach places. We work with manufacturers of cleaning equipment of the highest quality, manufacturers of first-class detergents and sanitation products. We count on well-proven partners who give us only the best products, reliable service and timely deliveries.

The suppliers of our company are:



We operate

400 *units*

of floor cleaning equipment

For cleaning the facilities we use modern equipment and tools featuring high efficiency and ergonomics.



3



Adjacent Area and Work at Height

In summer season, we take care of green spaces and lawns, providing them with watering, timely pruning branches and trimming grass. In winter we regularly clean snow, check the condition of sidewalks and roads to make sure there is no glaze ice.

We also carry out work at height with the help of specialized equipment and with the involvement of industrial climbers. Depending on the location and specifics of the served site, we provide cleaning of glazings and facades from dust and local pollution, washing after construction and repair work.

More than

3 mln m²

**of well-groomed lawns, clean
sidewalks and roads**

*Throughout the year, we are engaged
in comprehensive maintenance of the
territory adjacent to the facilities.*



4

Specialized and Seasonal Work



**Facade
washing**



**Removing complex
contaminants**



**Carpeted floor
washing**



**Cleaning textile
surfaces**

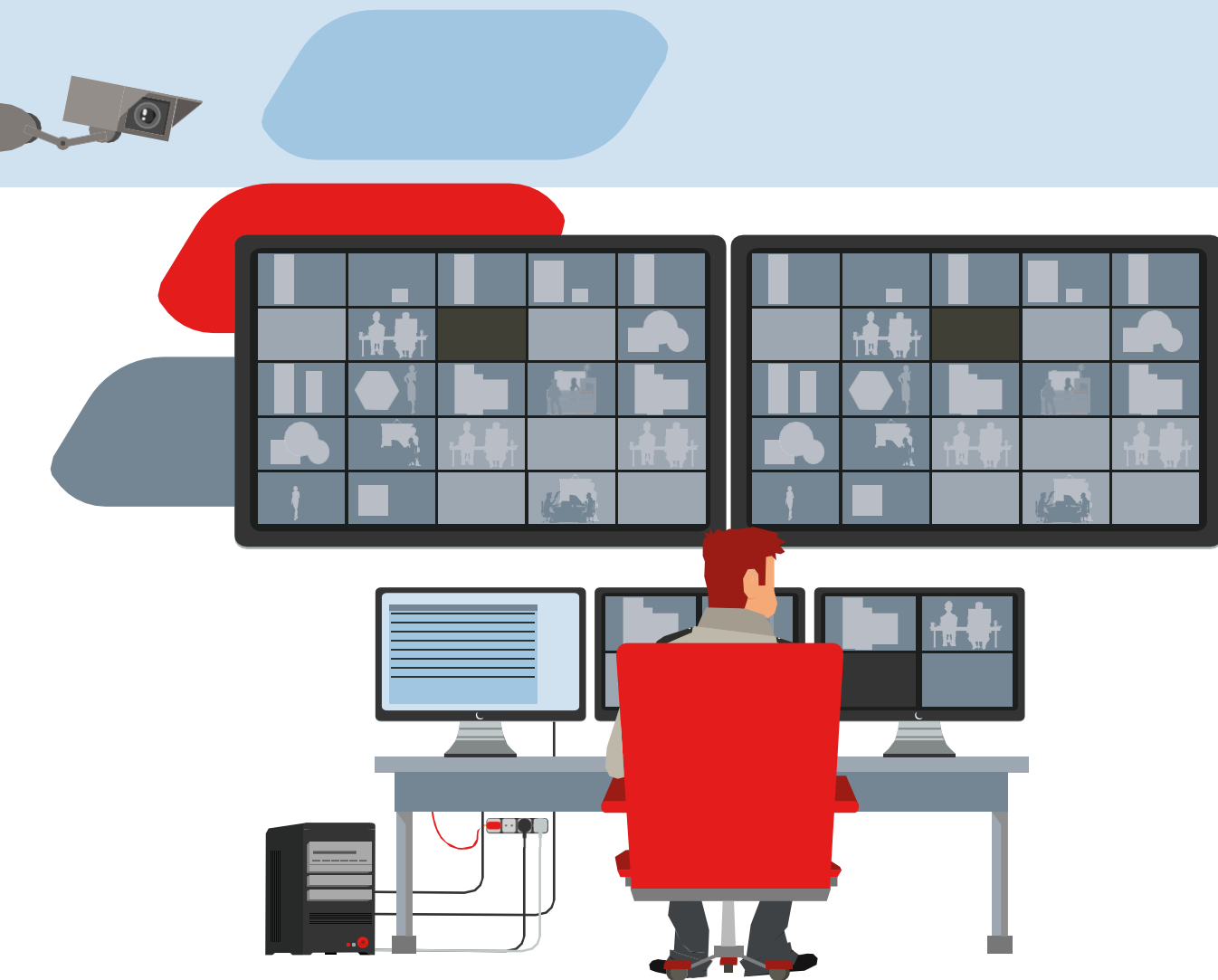


**Polymerization,
crystallization,
polishing of stone
flooring**



**Cleaning after repair
and post-construction
cleaning**

... and other types of
work.



DAKO professional team



Technologies and Advantages

DAKO Professional Team uses various technological solutions at your facilities that give you a clear advantage.

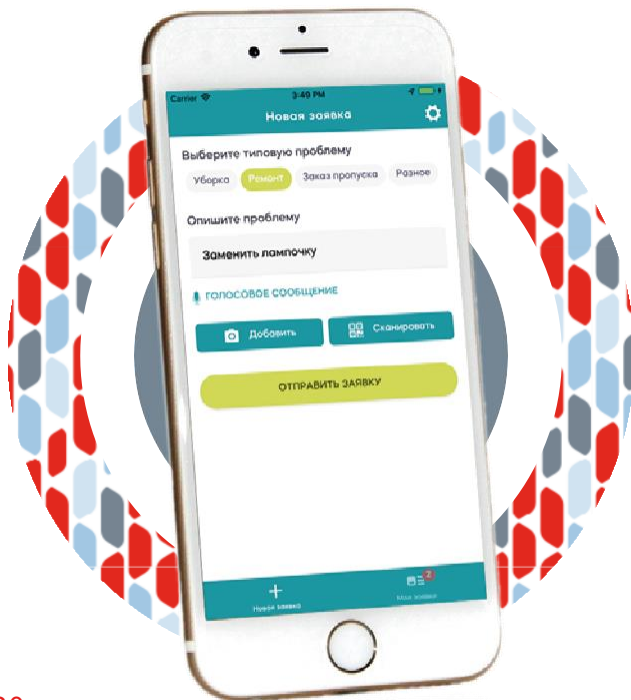
The transition to digitalization of all possible processes today, including the introduction of time tracking using NFC tags and QR codes, helps to build work at the facility at a qualitatively new level.

KAIZEN FM



Thanks to KAIZEN FM, every customer stays in touch with us 24/7. This is an application in which the customer can inform us of problems that have occurred at the facilities.

The application allows you to read a QR code of the specific area, take a photo, write a message or leave a voice message to explain where our help is needed. Due to the fact that the request arrives instantly to the phone of the person in charge, we respond to it within a few minutes.



In touch **24/7**

Feedback
on your problem
in just

3 minutes



iQonnect by Vileda Professional

The iQonnect mobile application allows you to centralize and optimize cleaning management processes on site. The app makes it possible to control the working hours of employees, receive information about what is happening on sites in real

time, takes into account work plans and schedules, quality and claims management, and more. Managers work with documents 24/7 using a tablet or smartphone.



The software allows you to provide customers with complete information about what is happening at the facilities in real time in your account.

According to Vileda Professional forecasts

SAVINGS

on administrative
expenses reach

15%

Control over
the facility

24/7

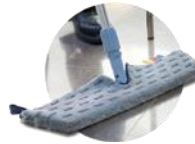
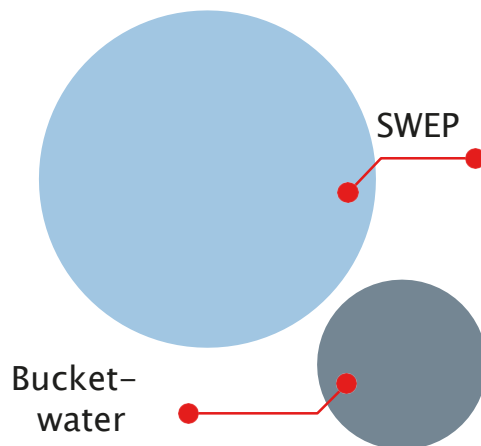


SWEP System by Vileda Professional

This is an integrated technology of preliminary preparation of mops and napkins. The mops are damped in a detergent solution and are used only for a specific area of one room. We have introduced **SWEP system** at **80%** of our facilities; its main advantage is an increase

in the speed and quality of cleaning. The increase in speed allows to reduce labor costs: at some facilities, savings on payroll reach 20%. Improvement of quality helps to achieve a perfectly clean surface, which is especially important in autumn and winter.

3 times more cleaned area
in 1 hour using **SWEP system**



With SWEP technology, employees manage to clean three times more area in an hour as compared to using the “bucket-water” method, because there is no need to spend time for squeezing the mop and to change water constantly.

SAVINGS
on payroll
reach

20%



Color Coded Mops

A coding system ensures separation of cleaning equipment by sectors in order to prevent cross-contamination. A color is used as an identifier for belonging to a certain area.



Red

Cleaning of toilet rooms



Yellow

Surface disinfection



Green

Cleaning of kitchens and food areas



Blue

Cleaning of common areas, corridors or flights of stairs.



We at DAKO use color coding absolutely for all sites and wash mops and napkins separately according to their code.

Professional Detergents and Equipment

We have our own vast fleet of medium and large cleaning equipment from leading manufacturers. This allows us to efficiently perform work and promptly respond to

urgent customer requests. Auxiliary mechanisms are additionally used to clean up hard-to-reach places.



Up to
22,000
m²/hour is the
EFFICIENCY
of the specialized equipment
used by DAKO



Quality Control System

The task of quality control system is to ensure that employees at the facilities follow both our internal standards and agreements with customers.

On-site inspections **are regularly conducted**. The inspection algorithm is carried out in a software tool specially created for this, which allowed us to completely move away from paper workflow. Inspection of facilities is carried out on the basis of electronic checklists, to which the controlling employee can attach photo reports, text comments and even audio recordings.



If a discrepancy in quality is found, the controlling manager requests the site manager to eliminate it.



**Our company has
its own quality
control department**

Our Customers

Radisson

ibis

park inn

Marriott

FOUR SEASONS

WAWELBERG
HOTEL

Hilton
HOTELS & RESORTS

Holiday Inn

SOKOS HOTELS

SOHO
NOHO

SELGROS
cash & carry

ЛАНСКОЙ
СОБРАНИЕ ИНТЕРЬЕРНЫХ РЕШЕНИЙ

Mercedes-Benz

YOKOHAMA

nokian
TYRES

BRIDGESTONE

ВТБ

Райффайзен
БАНК

АЭРО
офисная
мебель

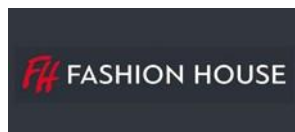
Бизнес Центр
ЛИНКОР

Зенит
1925

VERTICAL

СИБУР

ПИТЕРЛЭНД
ОКУНИТЕСЬ В ШОППИНГ





DAKO professional team



Portfolio

We have an impressive portfolio of high-class facilities for various functional purposes: A and B+ class business centers, premium residential complexes, industrial facilities, shopping centers, as well as about 3,000 hotel rooms in Moscow and St. Petersburg.

Among our customers are dozens of representatives of businesses from Central Europe and Russia who have already managed to assess the level of professionalism! and responsibility of DAKO.

Portfolio: Retail property



- 1 VEER MALL shopping&entertainment center**
📍 Russia, Yekaterinburg, Kosmonavtov prosp. 108D
- 2 Piter Raduga shopping&entertainment complex**
📍 Saint Petersburg, Russia, Kosmonavtov prosp. 14
- 3 VESNA! shopping&entertainment complex**
📍 84th km of Moscow Ring Road, Moscow, Russia

Portfolio: Business Centers and Office Buildings



1 Comcity office park

📍 Moscow, Russia,
Kievskoe Shosse 6 building 1,
2 km from Moscow Ring Road

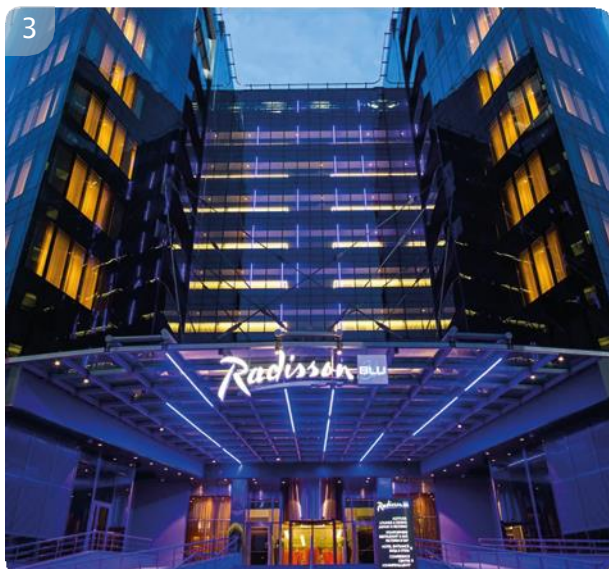
2 Airportcity multi-use complex

📍 Saint Petersburg, Russia, Startovaya street 6

3 Romanov Dvor business center

📍 Moscow, Russia, Romanov Pereulok 4

Portfolio: Hotels and Restaurants



1 Four Seasons Hotel

📍 Russia, Saint Petersburg,
Voznesensky Prospekt 1

2 Vertical apartment hotel

📍 Russia, Saint Petersburg,
Moskovsky Prospekt 73

3 Radisson Blu Moscow Sheremetyevo Hotel

📍 Mezhdunarodnoye Shosse 1 A,
Khimki, Moscow oblast, Russia

Portfolio: Manufacturing Plants



1 ABB plant

📍 Poland, Warszawa
Żegańska 1

2 Mareven Food Holdings Ltd.

📍 Russia, Moscow oblast,
Serpukhov region,
Ivanovskoye village,
Severnoye Shosse 31

2 Heraeus Electro Nite plant

📍 Sosnowiec, Poland
Kombajnistów 2

Portfolio: Residential Property



1 Shuvalovsky residential complex

📍 Russia, Moscow, Lomonosovsky prospect
29, building 1

2 Mosfilmovsky residential complex

📍 Russia, Moscow, Mosfilmovskaya
Street 88, buildings 1–5

3 Samotsvety residential complex

📍 Russia, St. Petersburg,
Smolenka River Emb. 3,
buildings 1,2

Customer Feedback



OBI Polska Hypermarket Chain

We have been working with the company for many years — DAKO serves 10 of our hypermarkets in Poland. The cleaning company's specialists clearly fulfill all the tasks assigned to them, and the management is always ready for cooperation and is highly professional.

Janusz Wangin, Facility Manager

2020



Zenit Football Club Sports Base

Our company has been working with DAKO for five years. Over the years of working with us, the cleaning company's specialists have established themselves as experts with a high level of professionalism, ready to find a solution in the most difficult situations in favor of the customer.

Kristina Fentsik, Senior Administrator

2020



Ford Motor Company, Leningrad Oblast

Thanks to the correct organization of work at the facility and full compliance with the technology for the implementation of the processes, the work was carried out with high quality and in the shortest possible time. This is very important for our partnership, since the work did not disrupt the functioning of the plant. The company has established itself as a reliable, punctual partner that fulfills even the most complex requirements.

Andrey Shirokiy, Head of the Buildings
and Internal Systems Maintenance Section

2017



Nokian Tyres, Leningrad Oblast

Our cooperation has been going on for more than 5 years. Over this time, the company accounted well for itself — all work is carried out on a professional level. The partners are always ready to provide additional services not included in the current contract. The facility staff is very responsive and ready to help in any task they have.

Tatiana Matveeva, Office Administrator

2018

Customer Feedback



Karelia Art Hotel

Karelia Art Hotel has been working with DAKO since 2017. Over this time, the cleaning company has established itself as a reliable partner with a flexible and individual approach to each customer. We thank DAKO for the close cooperation and recommend them as a professional company providing a full range of cleaning services.

Yulia Kopteva, Head of Service Department

2020



Piter Raduga shopping&entertainment complex

Over 10 years of cooperation, DAKO employees have confirmed their professional status, competence and activity in solving assigned tasks. The team shows consistently high results in the provision of services, corresponding to the level of quality and speed of work. We especially note the ability of the team to search for non-standard solutions in work. We sincerely hope that long-term partnerships will continue to develop, and cooperation will become an indicator of fruitful work between our companies.

Stephen Anthony German, Director of the Managing Company

2020



Four Seasons Hotel

As the Head of the Food Block Cleaning Service, I am completely satisfied with working with DAKO. Requests are fulfilled accordingly, issues with replacement of employees are resolved promptly, all employees are hired according to the law. The cleaning manager at the facility is always in touch, maintains relationships with all employees, is always aware of all issues and is simply a great person.

Sofya Litskevich, Head of the Food Block Cleaning Service

2020



Maris Properties

Professional. Efficient. Since 2006 till the present day!

Evgenia Skachkova, Director of the Management and Operation Department

2020



Apleona HSG Facility Management

Apleona recommends DAKO as a reliable partner. Our long-term cooperation is professional and comprehensive, DAKO performs its services reliably and on time.

Dorota Lewandowska, Facility Manager

2020



Professional Facility Management

We thank DAKO Professional Team for their professionalism and flexible approach to working at the facilities that we serve together. We invited DAKO to serve residential complexes, and we can confidently say that we were not mistaken. We are constantly working on a new level of customer service and the quality of services provided, DAKO actively contributes to this in relation to automation of work, personnel control, application of modern technologies and an individual approach to customer needs. Variability in solving emerging issues and the possibility of prompt changes make it possible to optimize processes and respond in a timely manner to the actively changing request of residents and tenants, which significantly depends on both seasonality and the life cycle of buildings.

Armen Sarukhanyan, General Director

2020



ABB, Łódź

DAKO is our reliable partner and provides high-level services. The company takes its responsibilities seriously and with full commitment. Work is carried out very carefully and accurately, right on time.

Błażej Jagiełło, Facility Manager

2020



Kinostar de Lux

Due to the correct organization of work at the facility and full compliance with the technology of the processes, the work is performed with high quality and in the shortest possible time. Over the years, DAKO has established itself as a reliable, punctual partner that performs even the most complex tasks. We recommend DAKO as a reliable contractor for cleaning services.

Boris Trifonov,
General Manager of the cinema

2018



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Let's get to work

