



Den

cleaning company

About the company

«**DEN**» cleaning company has 14 years of experience in professional cleaning services on the Ukrainian market.

Today, our company can provide our clients with full complex of services in facility management: **professional cleaning services, security services, catering and food processing services, corporate uniform production, organization of sport events** (corporate soccer tournaments, etc.).



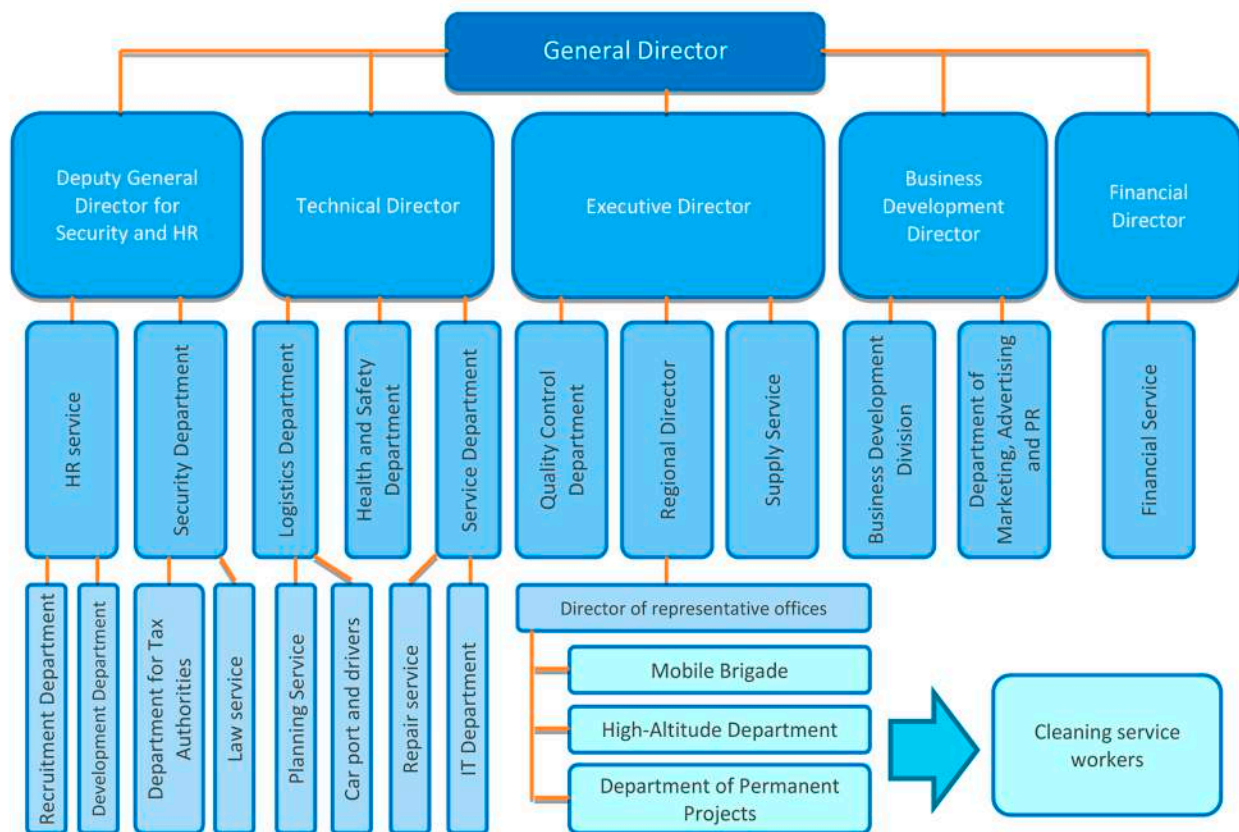
Key development stages of the company

- Year **2000** the year when **DEN** company was established.
- Year **2005** **DEN** company came onto the national market of Ukraine.
- Year **2006** the ISO 9001:2000 International Standards of quality management were introduced.
- Year **2007** the representative office was opened in Russia, in Moscow.
- Year **2009** formation of the investment portfolio in additional business lines in facility management: *security services, catering and food processing services, organization of sport events*.
- Year **2013** the new business unit for corporate uniform production was created.



Company structure

The structure of corporate management of **DEN** cleaning company corresponds to international standards. The high level of management allows to quickly make balanced solutions to achieve efficient operation and sustainable development (Pic.1).

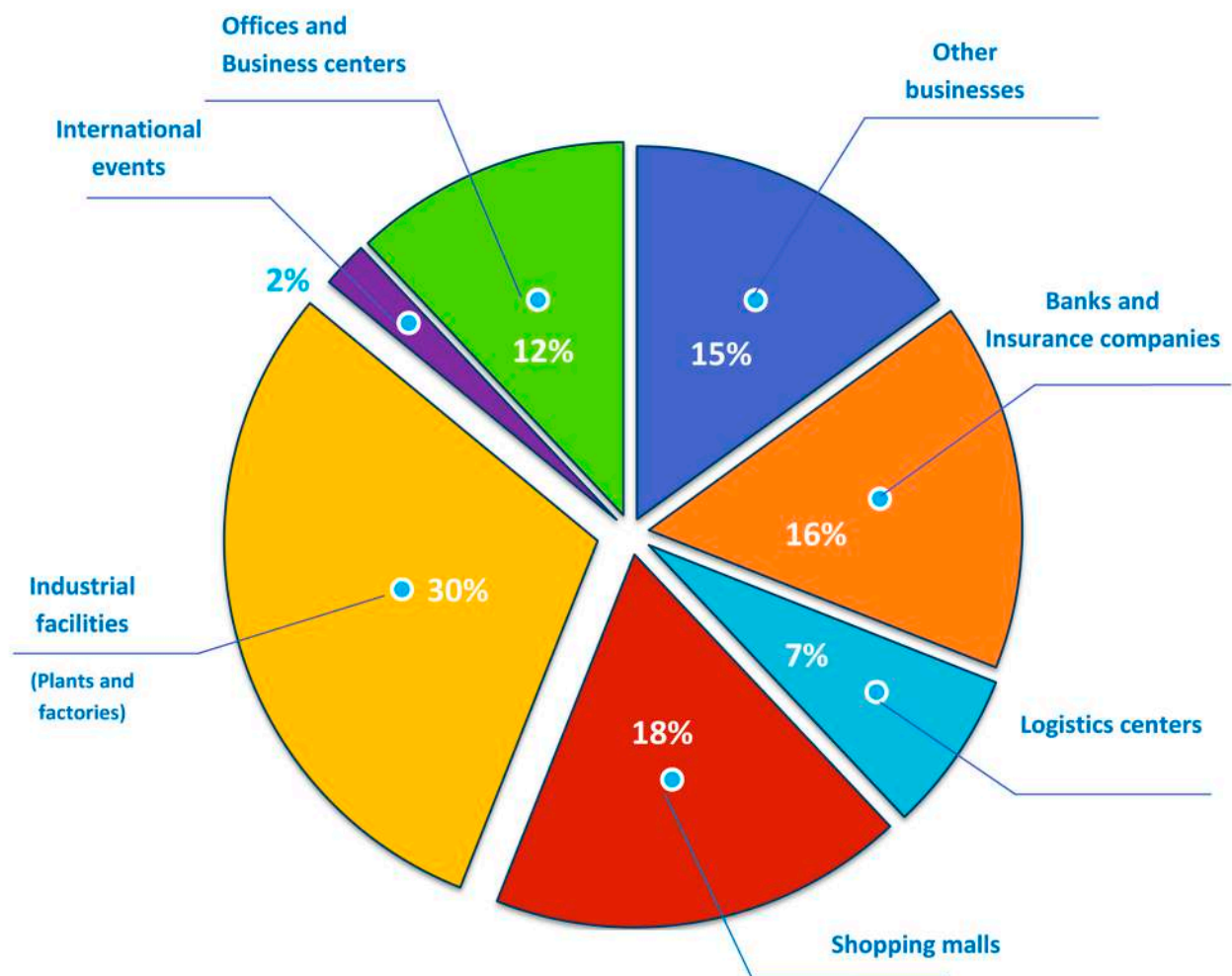


Pic.1. Organization structure chart of **DEN** cleaning company



Clients segments and recommendation guidelines

DEN accounts are representatives of different areas of the Ukrainian business. Branch segmentation covers production facilities, shopping malls, supermarkets and shops, logistics centers, cinemas, railway stations and trains, banks, insurance companies, offices and business centers, international mass events etc. (Pic.2).



Pic.2. Client segmentation of **DEN** cleaning company



Our clients



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Our clients

Industrial facilities

- Tobacco company
"British American Tobacco Ukraine";
- Tobacco company "Japan Tobacco International";
- Public company "Kremenchug city milk plant"
(Kremez TM);
- OJSC "Milk plant Galakton";
- CJSC "Karl Marx Confectionery factory" (Roshen);
- PAC "Bershad Milk Plant";
- PAC "Efes-Ukraine" (Sarmat TM);
- CJSC "Kremenchug Confectionery factory";
- OJSC "Vinnitsa Confectionery factory";
- CJSC "Mariupol Confectionery factory" (Roshen);
- CJSC "Liquor-vodka plant Khortitsa";
- PJSC "Plant of cartonboard packaging "Elopak-Fastov";
- PJSC "Plant of cartonboard packaging production
"Blits-Pak";
- CJSC "Plant of cartonboard packaging "Blits-Print";
- Univest Marketing company plant of cartonboard;
- LLC "Kerch track switch Plant";
- PAC "Kyiv Energo".

Shopping Centers and Supermarkets

- Shopping and leisure center "Univermag Ukraine";
- Shopping and leisure center "Kvadrat
Gnata Yuri";
- Shopping and leisure center "Kvadrat Troieschina";
- Shopping mall "Evroport";
- Shopping and leisure center "Ukraine" (Kharkiv);
- Shopping and leisure center "Avrora";
- Shopping mall "4 ROOM";
- Shopping and leisure center "Lavina";
- Retail chain "Izuminka";
- Supermarket chain "Perekrestok";
- Supermarket chain "Eldorado";
- Supermarket chain "Amstor".

Transport and logistics companies

- Railway stations Priluki, Poltava - Kievskaya;
- Ukrainian speed railway company;
- Hyundai Rotem Intercity+ trains;
- Logistics Center Plyus Roshen;
- Logistic company "Kuehne + Nagel Ukraine";
- Office and warehouse complex "Yuta-Service";
- Warehouse complex "Mary Kay".

Financial institutions

- PJSC "Nadra Bank";
- PJSC "OTP Bank";
- PJSC "Eurobank";
- CJSC "VAB Life";
- PJSC "Ukrsibbank";
- CJSC "Privat Bank".

Office and Business Centers

- Business center "Leonardo";
- Business center "Eco Tower";
- Office of "IBM" company;
- Office of "Schneider Electric Ukraine";
- Office of "ABICOR BINZEL";
- Office of OJSC "Priluki" (Kyiv);
- Business center "Status" (Kremenchug);
- Office of "XXI century" company;
- Office of CJSC "Sumitech Ukraine";
- Office of "Peugeot-Citroen Ukraine";
- Office of "Saipem-Ukraine" company;
- Office of "TV-Radio channel "Ukraine";
- Office of "OTP-Factoring";
- Office of "Rehau" company;
- Office of OJSC "Poltava telecommunication
systems";
- Office of "Volia" telecommunication
company;
- Office of OJSC "Kharkov telecommunication
systems";
- Office of "Hudson Ukraine";
- Office of "Hardex" company;
- Representative office of "Sandoz D.D."
company in Ukraine;
- "Kronwerk Cinema Ukraine";
- OJSC Insurance Company "Ukrainian
Insurance Group".

International mass events

- International song contest "Eurovision-
2005";
- Local Organizational Committee of
Euro 2012;
- European Football Championship
Euro 2012;
- UEFA Champions League
Trophy Tour.



Recommendation letters

High level of cleaning quality and consistent high quality of service are proved with a big quantity of recommendation letters from key accounts of **DEN** cleaning company, which are our loyal customers for years.



Our equipment

Floor cleaning and sweeping machines



Floor polishers and vacuum cleaners



Cleaning equipment



Professional chemistry



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Providing the Quality of Service

The quality of our cleaning service corresponds to the highest European standards. We have a special QoS control department which provides regular monitoring and assessment of the main technical and organizational processes.

To provide the high quality and for assessment of the actually accomplished works, we have quality control logs and special check-lists which are filled in on the serviced objects (Pic. 3).

CHECKBOOK OF OBSERVATIONS						
No	Customer's comments	Responsible person of the customer Date Signature	Removal of remarks by responsible person of the Cleaning company	Responsible person of the Cleaning company Date Signature	Customer adoption of works	Responsible person of the customer Date Signature
1	2	3	4	5	6	7

CHECKLIST FOR CLEANING TOILETS			
Date_____			
Administrator of the change_____			
Cleaner_____			
Time	Signature	Time	Signature
6.00		14.30	
6.30		15.00	
7.00		15.30	
7.30		16.00	
8.00		16.30	
8.30		17.00	
9.00		17.30	
9.30		18.00	
10.00		18.30	
10.30		19.00	
11.00		19.30	
11.30		20.00	
12.00		20.30	
12.30		21.00	
13.00		21.30	
13.30		22.00	
14.00		22.30	

Pic.3. Check-lists



Awards

DEN company is on the top positions in the ratings of cleaning companies of the country, according to the *National business rating of the Chamber of Commerce and Industry of Ukraine* and the *Economic Growth Committee*, according to the data of the *Ukrainian statistical offices*.

High technological effectiveness of our cleaning is also confirmed by our victory at the leading specialized contest in cleaning "Cleaning master" (Pic.4).



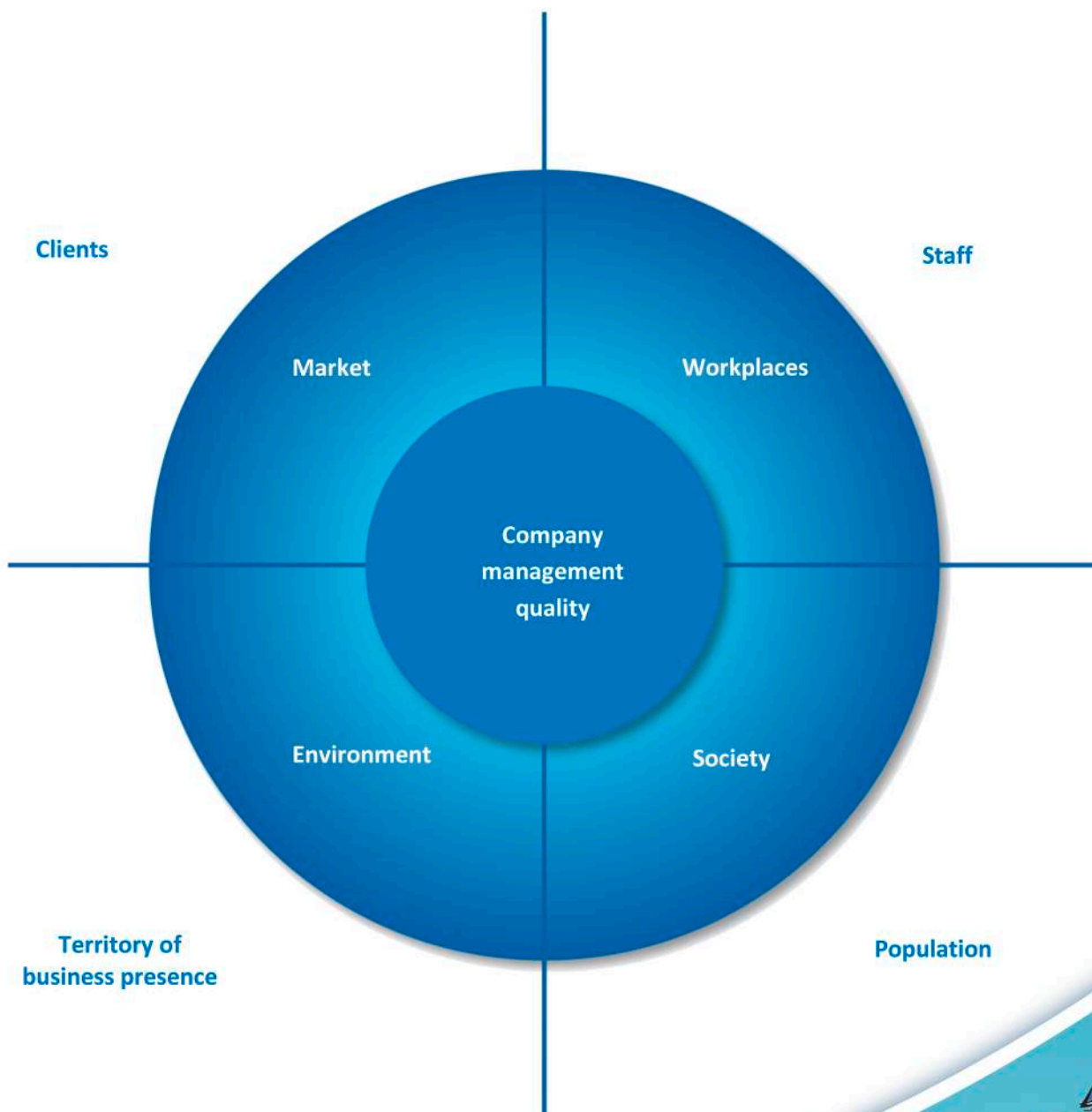
Pic.4. Official letters and awards for the Quality of Services



Corporate management

The scope of company Corporate Social Responsibility includes activity management in ecology, labor safety, staff development & development of mutually beneficial relations with all major interested parties.

The established system of corporate management allows us to efficiently cooperate with the main interested parties (stakeholders) and to quickly gather information for the market environment changes (Pic. 5).



Pic.5. Concept of **DEN** corporate management



Interaction with the interested parties (stakeholders) and the Program of active partnership

DEN company builds the coherent communication with the main interested parties and adheres to all standard commitments connected with the responsible business operation.

In 2012 the company joined the international system of socially responsible companies **Sedex**. Our goal is to publicly provide information on implementation and improvement of responsible business practice.



Client orientation

Client orientation is achieved through:

- definition of the needs and expectations of the client, its budget limits;
- accomplishment of the agreed requirements in order to increase the client's satisfaction level;
- regular measurement of the client's satisfaction level;
- constant self-improvement and corporate education of the cleaning staff.

The advantages of the specialized cleaning services from our company are defined by the following factors:

- High Quality of Service;
- The cost of the service doesn't exceed your possible expenses to keep your own cleaning service;
- Our specialists can execute exclusive and difficult specialized works;
- High operational efficiency.

DEN company adheres to the established requirements to the quality and safety of cleaning, all used equipment and technical facilities. For cleaning works we use only equipment and chemistry, certified according to the corresponding ecological standards in Ukraine. This concerns universal washing machines, vacuum cleaners, chemistry for the floor and window cleaning.



ISO certificates



DEN company is one of the first Ukrainian companies that was certified according to the International standard ISO 9001:2000 «The system of quality control».



ISO 9001:2000 certification allows us to effectively distribute the labor resources and guarantees the continuous operation of the business processes, reducing risks, connected with the human factor.

The company staff is instructed and systematically has additional qualification education and examinations on cleaning equipment and use of specialized chemistry.

As a result the company has a high effectiveness level which is proved by the corresponding awards.

Innovative approach

In its work **DEN** uses professional cleaning equipment and chemistry from the leading manufacturers. The usage of the modern equipment allows to raise resource efficiency and to cut the cost of cleaning.

The complex approach to the cleaning organization which is used by **DEN** cleaning company, allows to accomplish the cleaning of any difficulty in the shortest time possible. This and other aspects allowed us to develop the perfect reputation and to attract many big companies, operating in Ukraine, as our loyal clients.



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HR policy of DEN cleaning company

Since 2011, in our company is implemented the Personnel Development Program which involves the following directions: Staff Health and Leisure Care, Improvement of work conditions and Raising of the professional level of the staff (Pic.6).

Our best employees' awards



Pic.6. Staff Development Program





In 2011 the Personnel Development Program of **DEN** cleaning company was represented to the National Business Case Awards for the Corporate Social Responsibility. Our initiatives were recognized the best in Ukraine in the category "Personnel Management Relationships".



НАЦІОНАЛЬНИЙ
КОНКУРС
БІЗНЕС-КЕЙСІВ
З КОРПОРАТИВНОЇ СОЦІАЛЬНОЇ
ВІДПОВІДАЛЬНОСТІ



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Corporate Social Responsibility projects

DEN cleaning company supports public initiatives. Organizing regular charity programs aimed at helping children with oncology and orphaned children has become a good tradition.

DEN cleaning company and its staff take part in charity activities of Charity funds for CA children "Crab" and "Krona", International charity Festival for the orphaned children "Towards Your Dream" and urges its partners to join our social initiatives.



БЛАГОДІЙНИЙ ФОНД
КРОНА

Міжнародна
громадська організація
Назустріч Мрії



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Ecology protection concept of DEN cleaning company

The issue of attitude of care to the environment becomes more and more sensitive and vital worldwide. **DEN** cleaning company supports the global green movement – “Go Green” and implements programs to protect the environment and increase the energy efficiency. Our company influences the environment in the following ways:

- directly – through the consumption of natural resources;
- indirectly – through products and services which DEN provides to its clients.

In its activity we neither can nor want to stay away from the presentday burning problem: the issue of global warming.

That is why in our work we try to minimize the risks of negative effect on the environment by establishing definite ecology norms of our activity and motivating our employees to protect natural resources (implementation of the program “Green office”).



Air contamination and waste operation issues

The professional activity of **DEN** cleaning company doesn't make a serious ecological impact on the environment. The major part of waste (almost 90%) is low-toxic and belongs to the least harmful toxicity class. Despite this, the company regards necessary to promote projects with minimum negative influence on ecology and also tries not to allow actions damaging the ecology of regions and the country as a whole.

The following measures are carried out for this purpose:

- The system of waste paper collection and its sending for secondary recycling;



- Company employees use on a priority basis the public transport during local business trips and while transportation of small volumes of inventory and materials.



All waste products, irrespective of types and classes of danger, are handed out to the specialized recycling organizations on a contractual basis.

The contract on Waste disposal and recycling is signed following the results of the tender. The contractor organization must apply ecologically-friendly and certified materials, as well as have the license to this activity and special polygons for the municipal waste allocation.



Energy and resources use

Primary source of electric energy for our activity is outer networks of local energy providers and systems of electric supply. The company doesn't use any alternative energy sources to provide its activity. In its work **DEN** cleaning company implements the following measures, aimed at reducing consumption of energy and other resources:

- Prior usage of the daylight;
- In the procurements, the priority is given to the energy efficient equipment, including lamps;
- Usage of Sleeping mode for the office equipment;
- Green promotion among the employees of the administrative office on ways of saving electrical energy and water, usage of double-sided printing, non-usage of conditioners within opened windows and other directions of the "Green office" program;
- Usage of modern bath and toilet equipment which consumes water inexpensively;
- Scheduled maintenance of the equipment consuming electric energy and water.

The company tries to save all its documents in electronic files. We provide trainings for the staff on keeping an electronic workflow. It doesn't only reduce paper consumption but also saves time considerably.





Contact info

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