

# Company Profile

## Head Office

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*System One*

## About Us

a Full Facility Services Company

System One was established in 2002 as a commercial cleaning and maintenance service company. From this time when professional facility services in Egypt was still in its infancy, we have proven our capability to provide services that meet the international standards set by our mostly multinational clients.

Our services are tailored to meet the specific needs of any facility by offering a wide variety of services, utilizing the most effective and up to date products, procedures and equipment.

Per 2020, we proudly service over 500 locations in all governorates in Egypt. And this number continuous to grow steadily.

Currently, we are the largest commercial cleaning company in Egypt, and the only one that services the entire country.

To meet the growing demand for full facility services packages, we also offer façade cleaning, building maintenance, Covid19-sanitization, pest control, landscaping / plant care, labor outsourcing with the same focus on customer care, and professionalism that System One is known for.



# Our Company Statement

Our commitment to our customers

## Mission

*Delivering Integrated Facility Management (IFM) solutions to ensure customers’ peace of mind.*

## Vision

*Our name defines Integrated Facility Management (IFM) excellence in the region.*

*A team of stars passionately delivers business success and gladly ensures our clients’ “Peace of Mind”.*

*We care for all our stakeholders, our communities and our planet.*

## Principles

We treat everyone with respect	Respect
We promise we deliver	Commitment
We do the right thing	Integrity
We start with trust	Trust
We walk the extra mile with you	Care
We play hard to win	Passion to win

## Our Services

How we can support our customers

### Commercial Site Cleaning:



Corporate Offices, Industrial, Hypermarkets, Retail outlets, Food Production Facilities, etc.

High Rise Cleaning (Spider-teams)

Housekeeping Training and Consultancy

Supply Housekeeping & Bathroom Consumables

### Full Sanitization Services



Available all over Egypt

Effective against Corona-virus

100% Safety compliant

### Building Maintenance



Electro-mechanical

Painting

Plumbing

Electrical

Carpentry

Marble Grinding and Polishing

### Executive Services



Office boys/girls

Personal Drivers



## Our Services

How we can support our customers

### Pest Control



Rodents  
Crawling  
Insects  
Flying Insects  
Site Fumigation  
All Other Types of Pest  
Control

### Flowers, Plant care & Landscaping



Supply & Care of:  
Flower Arrangements  
Indoor/Outdoor Plants and Flowers  
Landscape Design  
Landscape Maintenance

### Staff Outsourcing



From Laborers to  
Managerial Positions  
Permanent & Temporary  
Placement

### Protection Supplies



Hand-sanitizers  
Masks, face shields  
Disinfecting wipes  
Gloves

## Our Services delivery way

How we bring peace of mind to our customers

### Management & Communication

Individual account representatives are assigned to each client for personalized service. System One management will customize services to meet our clients' needs. Our customer service and management is available 24 hours a day, 7 days a week for emergencies and will respond immediately to our valued clients' needs.

In our internal and client communication IT plays a vital role. All management, including area-managers have individual email-accounts on their laptops. Site-managers are equipped with tablets. And all supervisors, and team leaders have smart phones. By using the latest communication devices all our operational leaders are instantly contactable, ensuring a prompt, and coordinated response to all situations.

### Our staff & Product

Our staff is fully and continuously trained to be courteous, prompt, and efficient. We maintain the proper skills and techniques to perform superb and detailed service tasks. Proudly, we employ over 4700 dedicated service providers, offering attractive career opportunities.

All of our products and equipment are some of the very best and latest in the market. We are also open to our customer's specific requests to use certain products. We make our customers' satisfaction our first concern.

## Our Services delivery way

How we bring peace of mind to our customers

### Health & Safety

Our team of Safety Coordinators consist on highly trained and experienced professionals. At high risks sites, we offer the possibility of posting a dedicated on site safety coordinator. In most cases, this will not be necessary, as our safety coordinators work closely with our on-site supervisors, who are trained to spot hazardous behaviors and conditions. They are in continuous contact, and if needed the safety coordinator will come to perform a risk assessment.

In addition, our safety team periodically tours all our sites, and conduct 2 checklists: 1) the Behaviour Observation System (B.O.S.) checklist, and 2) the Facility safety conditions checklist. Preventative measures on site are taken, and we also track all issues, so we can identify repeated issues across multiple sites. In such situations, Company wide safety measures are deployed.

### Quality Control & Training

Periodic site inspections are performed by our independent Q.A.-auditors to ensure that all work specifications and requirements are executed to the satisfaction of our clients.

Theoretical (Power Point & Videos) and Practical On-the-job trainings by our in-house trainers and supervisors are conducted to establish and maintain daily controls that affect work performance. System One is committed to maintaining a safe and healthy working environment for all employees and our clients.

**System One is ISO 9001:2015 certified for Quality Management. We received an outstanding audit score during the J.C.I. hospital Accreditation process at Wadi ElNeel.**

## Our Services delivery way

How we bring peace of mind to our customers

### Machine Maintenance Department

This department has managed to minimize down time of machines to an absolute minimum. This is top priority within System One, because we understand the central role these machines play in the cleaning process. Through our own in-house maintenance team we can perform emergency and preventative maintenance tasks either in our own workshop or on-site.

Currently, they are managing an equipment pool worth over 9.000.000 EGP.

### Warehouse & Logistics: Consumables Supplies

From our central warehouse in Mokattam, and regional warehouse in Alexandria, we are capable to supply all our sites through our own vehicles fleet. Because of this strength, we are also able to offer our clients the possibility to order a wide range of housekeeping related products at competitive prices.

### COVID-19 Support

The most eye-catching project is the Full Sanitization project for all 3200 Technical schools in Egypt during the exam period 2020. Our teams are fully equipped and trained to disinfect the entire location safely and effectively.

System One also offers site inspection and advise on COVID-19 workplace preparedness.

We can provide and install: no touch solutions (door openers, sensed water taps & dispensers, smart light and AC-solutions), Social distancing markings on floors and walls, Acrylic separators, one-way walking lanes, hand sanitizers, sanitization gates, etc.



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## Corporate Social Responsibility

Giving back to our community

System One refurbished Yakan school Sharkya, where children of many of our employees go to.

### System One supports Yakan school, Sharkya

System One Outreach to our community by refurbishing schools in the Delta for free.

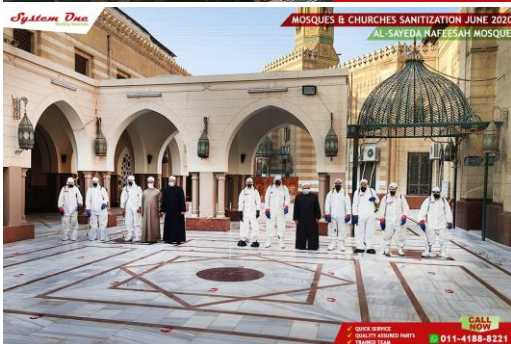
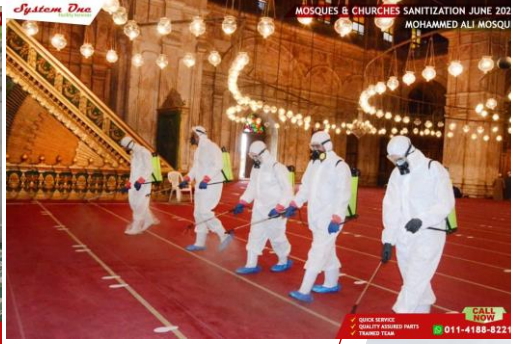
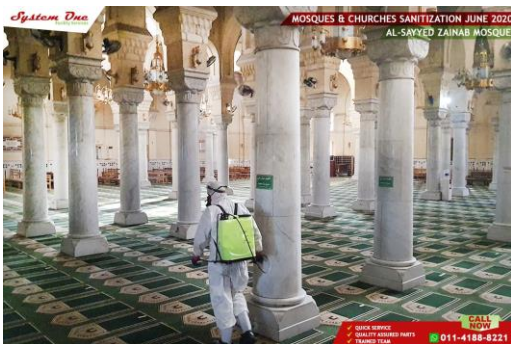




*System One*

## Corporate Social Responsibility

System One sanitized Mosques and Churches to help fight COVID-19





## Financial Services

Financial Services companies require the highest standards when it comes to the hygiene and sensory feel of their premises. The standards in the offices and branches should match the level that their employees and clients are expecting.

System One staff is trained to achieve these high quality levels, while at the same time they are aware of the importance of their personal conduct and hygiene. Of course, our staff will be instructed how to handle confidential documents.

### All Branches: 1 contract

We currently support some of our banking clients in all governorates in Egypt. Allowing them the ease and cost effectiveness to manage 1 contract, 1 invoice, and 1 point of contact for all their locations in Egypt.



CENTRAL BANK OF EGYPT  
Egyptian Banking Institute







## Retailers & Malls

Impressions are everything for the high volume visitors to these often landmark locations. From first impression when entering, till the cleanliness of the restrooms, all have to be impeccable.

System One's integrated services package can support you to deliver a first rate shopping experience for all your visitors. We think with you to account for seasonally fluctuating visitors numbers. Our flexibility to adjust our service offering to match your changing needs, allows you to optimize your cost vs. visitors ratio.

For some we do not service their malls, but the Mall management is entrusting us with their headquarters, and offices.





**Offices**

Of course, all companies have offices. A clean, well functioning workspace allows our clients to focus on what they do best: Achieve business successes for their organization. System One understands these needs, and our service is designed to provide their staff and often V.I.P. visitors a comfortable experience. Since our pioneering days early 2000's, System One has been at the forefront of high quality customer-centric cleaning concepts in Facility Services in Egypt. We deploy these concepts in strategic partnerships with leading Egyptian and International companies, supporting them with Pest Control, Building Maintenance, and cleaning.







## Oil & Gas / Industrial

This type of cleaning often is needed in hazardous areas in industrial facilities such as factories, warehouses, and other types of industrial facilities. It requires on the job site-specific training, and learning all about safety. There might be special equipment for an industrial cleaner to use, or specific chemicals to use in doing their jobs. We ensure our staff are always protected by taking the proper safety measures.

Then there are challenges of working around the heavy machinery and the safety risks that are involved, such as paints, lubricants, metal shavings. Or machinery sensitive to things like dust and dirt, and cleaning them will be essential.

Another big challenge when cleaning industrial sites is the staffing areas. Factory workers will often get dirty, and contaminate locker rooms and cafeterias. Good housekeeping scheduling is essential to plan for peak traffic times in the staffing areas.





## Consumer Products

Food & Beverages production sites & warehouses require close cooperation with our clients' Quality Departments, and demands our strict adherence to agreed cleaning products, pesticides and where exactly to use which to avoid any cross-contamination. We understand the risk of having to scrap an entire batch of products.

Moreover, our on-site supervision, aided by our training team will focus more on personal hygiene of our workers at such locations. We provide all the warm clothing, if work inside the cooling rooms is required. We have also done food ingredients storage tanks cleaning, planned to be executed in a safe way, that passed laboratory swab testing.

For Coca Cola we service all their facilities in all governorates in Egypt.





## Call Centers

Call Centers don't look much different than regular offices, but there are critical characteristics that if not understood and managed properly can cause a failure in service delivery. Call agents typically work in a high pressure environment, where call time is measured in seconds, so we couldn't afford to make an agent wait in front of a closed bathroom during cleaning. Also, the recreational areas have to be in top-condition, allowing the agents to relax and recharge during their breaks.

Also, often the call agents' occupancy is 24/7, which means we have had to develop ways to do a Deep Clean while at the same time the call center is in full operations. For obvious reason, we make sure to keep noise to a minimum.







## Medical / Pharmaceutical

A fast growing market, where quality and above all hygiene is of business critical importance. We are always on the look out for cross-contamination situations, and we create training modules, specifically for this purpose.

Our staff are trained to recognize safety hazards, because of the presence of bio-hazard waste, dangerous raw materials, medications.

### J.C.I. accreditation at Wadi ElNeel hospital

At the Wadi El Neel, we, as the housekeeping company, received a very high score from the Joint Commission International (J.C.I.) accreditation auditors for our processes, visual aids, and knowledge of our staff on hospital safety hazards, and what to do to reduce the risks. J.C.I. is considered the gold standard in global health care.





## Global Real Estate Services Management

The global trend for multinationals is looking for 1 party to manage all their facilities all over the world. The largest two such Real Estate Services Management companies are Jones Lang LaSalle (JLL) & Coldwell Banker Richard Ellis (CBRE).

We are proud that for both we are their preferred housekeeping supplier in Egypt to service their global clients. We are aligned with their way of working, and their systems, and we know how to meet their expectations to keep their clients satisfied.

Under their contract we service Australian Ambassador Villa, HSBC, Citibank, Honeywell, Pfizer, Syngenta, TetraPak, Mars, Mondelez, GE, Ericsson, Syngenta, Honeywell.







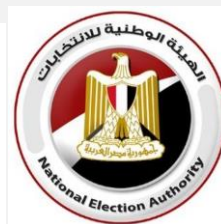
## (Semi-) Governmental & Education

Governmental entities are becoming important clients for System One. We notice an increase in demand from the public sector for the same service level as is custom in the private sector.

One of our biggest Housekeeping client is Cairo International Airport – Terminal 1, where we also have on-site a large fully-trained Work at Heights team, H.R.-representative, first aid & safety supervision.

In Cairo and Alexandria, we are servicing the British Council. And in the New Capital, we service Canwell university, where multiple Canadian Universities share a state of the art campus. Every day thousands staff, teachers, and students frequent these locations, where time-schedules dictate the rhythm of cleaning during class hours.

### HURGHADA INTERNATIONAL AIRPORT TERMINAL (1)





## Convention Halls

System One has entered in a fixed partnership for cleaning and pest control with Jolie Ville Sharm Elsheikh International Convention Center to support them before and during major conventions in Sharm Elsheikh and in Aswan.

We have worked at high profile events, where global NGO, political and business leaders meet to discuss matters that have world wide impact. The absolute highlight was the LAS-EU summit, where President Sisi hosted all the Arab and European leaders, which got global coverage in all media.



**Business for Africa  
and the World**

SHARM EL-SHEIKH, EGYPT, 8 - 9 December 2018



**ITUWRC**  
SHARM EL-SHEIKH 2019

28 October - 22 November  
Sharm El-Sheikh, Egypt

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# Thank you

For more information on how we may serve your company,  
please contact us:

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