

2/2024



SAMSIC NEWS

www.samsic.pl

Dear Reader,

It is with great pleasure that we bring you the next issue of Samsic News.

Traditionally, you will find in it an overview of the most important events in the life of our company, we hope that they will become an inspiration to implement changes or initiate new initiatives within your organizations.

The second quarter of 2024 is an intensive time for Samsic dedicated to training and testing, which we will be happy to tell you about.

In this issue, we would especially like to draw your attention to the “ACTION, RESPECT - NO MOBBING” project implemented by our AJKUM Foundation.

We wish you a pleasant reading!

Samsic Team

Contents

03.

SAMSIC ON MOOW CODE
NEWEST CSR REPORT
SAMSIC

04.

SAMSIC IN GOOD PRACTICE REPORT
#SO WELL TOGETHER
SAMSIC

05.

EUROPAPAPER TRAINING
KIEHL TRAINING SERIES
FM

06.

SANZONATE TRAINING
FM

07.-08.

AND EVERY... IS NOT WORKING
FM

09.

DATA IN THE SERVICE OF EFFICIENCY
LOGISTICS

10.

CHANGES IN ACCIDENT MANAGEMENT
LOGISTICS

11.

IMPLEMENTATION OF A NEW APPLICATION
“DAMAGE REPORT”
LOGISTICS

12.

HoReCa LEADERS
HORECA

13.

“ACTION, RESPECT - NO MOBBING”.
AJKUM FOUNDATION

SAMSIC ON MOOW CODE

SUSTAINABILITY IN EDUCATION



On March 25, the University of Economics in Katowice organized the **"Moow Impact Day"** event as part of the international **MOOW CODE** project.

This project aims to promote the use of digital tools in education and prepare students for project work in a digital environment. This year's theme of the project was sustainability in education. Our company was invited to participate in this event as an expert in the field of sustainability in general.

Samsic's CEO Agnieszka Stefanowska, together with our sustainability manager Anna Rzęsa, gave a lecture on "Innovation in the Service of Business Sustainability - Theory and Practice" talking about our ESG experience.

We are proud of this recognition and appreciation of our sustainability efforts, at the same time we hope that our presentation inspired students to seek innovation.

SAMSIC CSR REPORT

RESPONSIBLE BUSINESS



[READ REPORT](#)

Today we invite you to learn more about the **"Sustainability Report 2023"**, which is a summary of Samsic's year-long activities in this area.

And in it:

- CSR STRATEGY,
- DELIVERING RESPONSIBLE AND INNOVATIVE SERVICE,
- VALUING OUR RESOURCES AND DEVELOPING TALENTS,
- PARTICIPATING IN THE PROTECTION OF OUR ENVIRONMENT,
- CONTRIBUTING TO SUSTAINABLE DEVELOPMENT,
- COMMUNITY ACTION.

BEST PRACTICES SAMSIC

REPORT OF THE RESPONSIBLE BUSINESS FORUM



For the 22nd time, the Responsible Business Forum has published its annual report READ REPORT 🌱 good practices of companies from different industries and economic sectors. The publication presents 1046 practices implemented by 266 entities.

The report is the largest review of good market practices in the area of sustainable development. We are extremely gratified that 4 SAMSIC activities, were included in this year's edition of the report:

- 1 Implementation and certification of the Integrated Management System,
- 2 Accessibility of the facility to all - diversity, acceptance and tolerance as our values,
- 3 „Eco by Samsic” - a range of environmental initiatives,
- 4 “Let's get together at work”, a training game created and tested together with our employees - a training game on the limitations and needs of people with disabilities related to the labor market.

As an additional tribute to our activities, during the inauguration of Diversity Month in Wrocław, we received the “Diversity Charter Award”. It is awarded to companies, organizations, local governments and institutions active in disseminating the values of DEI (diversity, equity, inclusion) including in particular in the area of promotion and management of diversity in the workplace.



| #SO WELL TOGETHER

More than ever, the strength of our company lies in its people. **Together we create and innovate as well as share valuable experiences.**

At Samsic, we are fully aware of the importance of the world around us. We know that a successful company is one that surrounds itself with care, attention and concern for its employees, customers, visitors and users.

Our mission is to make people feel comfortable in any space: at work, in shopping malls, in banks, in stadiums or hospitals... Cleaning, security, reception, technical work.... As Samsic, we provide a wide range of services. However, we provide our customers with something more - well-being, a friendly environment and peace of mind.



PRODUCT TRAINING EUROPAPIER AND KIEHL

THE LATEST MARKET SOLUTIONS

This is our next training meeting, in which we learn about the latest trends and market solutions.

The experienced team of Europapier and Kiehl's organized a product workshop for our company giving us a powerful dose of knowledge and inspiration.

The high dynamics in the facility sector and the constant increase in competitiveness make it crucial to use the right technologies and equipment to guarantee the highest standards of cleaning services.

However, without the right knowledge and knowledge of the latest trends, it can be very difficult to provide a high-quality yet competitive service.

That is why in our company we are constantly improving the qualifications of our employees, gaining new skills and knowledge. This is undoubtedly helped by training and the use of experience of professional partners.



KIEHL TRAINING SERIES

ENVIRONMENTALLY FRIENDLY CLEANING PRODUCTS

This year, as Samsic, we have set ourselves a very ambitious task - by the end of Q2 2024, we are switching from existing chemicals to those supplied by Kiehl's in all the office facilities we serve.

Why?

Because **Kiehl's** provides environmentally friendly, more efficient products, and we as a company can benefit from the expertise of the manufacturer, who is willing to participate in site visits and professionally select the preparations for the given surface.

So since January, we have been conducting an intensive series of training sessions for all our employees based on an in-depth understanding of the products, their advantages and properties.



SANZONATE TRAINING

CHEMICAL FREE SOLUTION - TAKE CARE OF THE ENVIRONMENT WITHOUT USING CHEMICALS

Caring for the environment and searching for solutions that promote it is our domain.

In our work we strive to use fully ecological means, so we are happy to use innovative solutions that allow us to be in harmony with nature. Without a doubt, such a solution is the AquafLOW Sanzonate ozonated water generator.

At a training conducted by our internal Excellence department, Samsic employees learned how the generator works, what kinds of cleaning products it can replace, the benefits of its use, and at the end everyone took part in practical exercises.



Sanzonate benefits:



Significant reduction in the use of cleaning agents and their negative impact on washed surfaces (erosion and destruction of floors, stickiness and slipperiness).



Additional sanitizing effect (elimination of unpleasant odors), ease of use and optimized cleaning process.



Very high cleaning and disinfection efficiency - 99.999% reduction in the test for germicidal disinfectants according to EN 1276 standard.



Positive impact on the environment, reducing carbon footprint (packaging, wastewater, etc.).

AND ALL... IS NOT WORKING

CAN A WRONGLY MANAGED FM REDUCE THE MARKETABILITY OF A PROPERTY?



Jakub Peruń
Operational Director at SAMSIC

Have you ever wondered how inadequately implemented and designed facility management (FM) services can affect the market position of your facility? How a mismatch between services and a building's life cycle can translate into your bottom line? How does overlooking innovative solutions affect the perception of a property? All of these aspects undoubtedly affect the perception of a commercial property by potential buyers, so it is worth considering them in the context of considering the life cycle of a facility.

It is hard to disagree with the thesis proposed at the outset, but it would be fair to put it in contrast to the discussion of rational expense management. **Although we often defend against it, we inherently strive to achieve the best possible results with relatively low expenditures** - both in the context of our private and professional lives. How then to find a compromise? **How to build the attractiveness and utility of real estate while maintaining economic balance?**

One response to these needs may be to **pay attention to potential improvement processes and suggestions from integrated service providers**. Most often, they provide work that is perceived as essential, but non-key, with the consequence that their voice does not always reach a wider audience of investors or managers. As a company delivering just such services, we realize that our opinion in the investment process will not be the decisive one, **but at the same time we are convinced that it will allow investors to gain real benefits.**

Equalized rate

Competition in the market for top-rated commercial real estate is at a very high level. Designing spaces that meet the expectations of even the most demanding tenants, paying attention to the aesthetics and ergonomics of the interiors, and providing amenities for employees - these are the criteria that have been setting trends in the market in recent years. When the stakes are so much more evenly matched, **additional aspects begin to gain in importance to improve the positioning of a given property.**

Here, the **dialogue between FM service provider and investor/manager is extremely important**. It translates directly into the quality of the services provided, the application of innovative and modern solutions, and ultimately **allows tangible benefits**. It seems advisable, therefore, already in the first phase of the design of a given facility to seek knowledge from FM providers, who, in essence, always become the first recipient of a given property.

A realistic assessment

From Samsic's observations as a provider of integrated business services, **it appears that investors are currently focusing on the end result, skipping the analysis phase in their plans and seeking answers to often mundane questions**. Will this type of flooring be optimal for maintenance? How will its appearance change in 5, 10, 15 years? What cleaning technology should be used to preserve the visual and functional properties of the surface? We repeatedly note that spectacular facades, high-gloss finishes, materials and decorative elements that affect the positive perception of users are very difficult to maintain. Consequently, their use is associated with an increase in maintenance expenditures. Often we have to deal with less durable materials that wear out faster or flare their original shape, aesthetics, or simply do not stand the test of time and become obsolete when a trend passes.

In such cases, it is extremely helpful for the investor or designer to consult with the company that will carry out the cleaning or technical maintenance service on the site in the future. They will allow a **realistic assessment of the advantages and disadvantages of using the materials in question, and help determine their aging process in the long term**. So that together we can find a tailor-made solution.

In this process, it should be crucial for the investor to obtain information from the service provider - as an experienced partner and expert - regarding expected maintenance costs, the likelihood of damage or even, for example, in the case of flat surfaces, minimizing the risk of accidents. In our opinion, only a dialogue with experts will avoid wrong assumptions already at the design stage, which in the future translates into more efficient and cost-optimized work of Facility Management service providers.

Intelligent space planning

Another area where cooperation between an investor and a business support service provider can bring tangible benefits is in the scope of space planning. **Here, both investors and architects often focus only on the proper layout of the space in terms of tenants, while overlooking the importance of technical infrastructure.**

Although its role is not crucial to the core functions of the property, **it helps greatly in creating a prestigious image of the facility.** After all, a well-thought-out location of rooms intended for cleaning service providers, supply storage rooms, the proper layout of all kinds of connections or ensuring the proper parameters of exit ramps makes, for example, cleaning services implemented in a way that is invisible to the end user, or, conversely, adapting the space for cleaning works can strengthen the perception of the office space as innovative and modern.

How not to go out of business (i.e. loss to competitiveness)

Finally, the low level of investor awareness not only of the range of services provided by suppliers securing the various service lines, but also of the added value that comes from including them in the design process, in our opinion, adversely affects the future operational performance of the facility.

An analogous situation occurs in the further life cycle of the property. **Failure to seek out new technological solutions or fear of implementing them results in a loss of competitiveness in the market** and the deployment of outdated technical and utility infrastructure. Compared to more innovative "rivals" such a property enters a phase of stagnation. While reduced investment in the short term can be seen as a kind of savings, this comes at the expense of, for example, the implementation of innovative solutions, which in the long term makes the property no longer attractive to tenants.

Sometimes small innovations are enough. Therefore - from the investor's point of view - a suitable source of low - cost innovative solutions should be experienced facility management service providers, whose goal is to provide a service in itself, as well as added value for clients. **This value can manifest itself in the use of modern hardware solutions, the implementation of IOT technology**

based on various types of sensors and sensors, or the **use of interactive tools in the daily management of team and contract work.** This translates directly into both the financial aspect of maintaining the property and the global image of the facility promoting modern, useful solutions. In our experience, most often small, interesting and visually interesting innovations have a very positive impact not only on the comfort of users, but also on the positioning of the facility in the market.



Being open to discussions

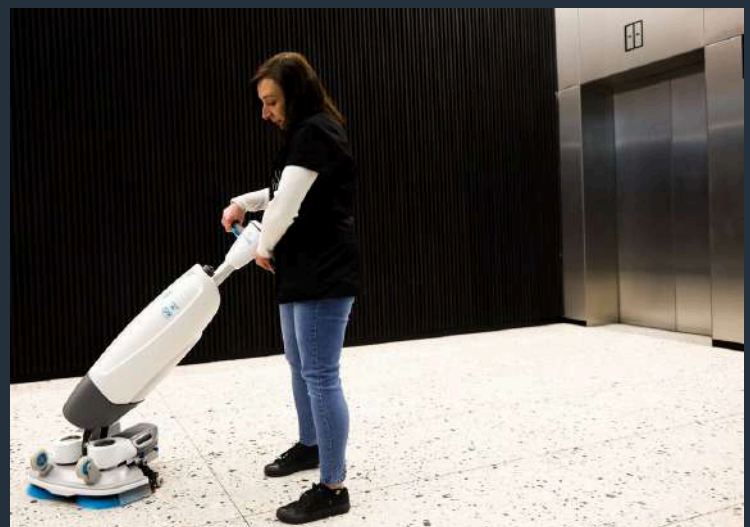
Therefore, handing over part of the initiative to implement innovations to FM service providers, being open to partner discussion in this regard, and constantly looking for tools to improve the quality and efficiency of work according to us significantly affects cost optimization, despite the initial effort. Innovation allows **more efficient management of human resources, materials and facility equipment, so we can realistically reduce potential waste, as well as possible drops in productivity.**

An added benefit from the partnership between FM service provider and manager/investor is the implementation and subsequent enforcement of aspects related to the **ESG** area. As a socially responsible FM service provider, we are **able to realistically help** the investor meet the requirements necessary **to achieve the desired certification.**

The implementation of the environmental, social responsibility and corporate governance elements, supported by measurable indicators, becomes a separate service line, so to speak, that we are able to provide. And yet, these days, tenants pay special attention not only to the convenient location of the property, but also to its environmental, wellbeing, safety and comfort aspects.

FM as a process of continuous improvement

So back to the question posed at the outset: **Can misguided and unconsulted Facility Management lower the market potential of a managed property in the future? My answer is yes.** Facility Management is a process that is an indispensable part of the real estate management cycle, at every stage of its operation, and properly conducted brings a number of real benefits to the investor. **At Samsic, we base our activities on the idea of continuous process improvement, which is why we are convinced that achieving perfection is only possible through a partnership between investors, designers and service integrators.**



Article available
in the May issue

[Real Estate Magazine](#) and [Obiekty.org](#)

DATA IN THE SERVICE OF EFFICIENCY

CLIENT.BUSINESS.PEOPLE.

Modern business environment requires not only effective management strategies, but also the ability to work effectively with people. A key part of this process is providing employees with the right environment and tools to improve their motivation, engagement and development. In this context, the presentation of real-time data plays a key role, enabling immediate feedback that can significantly improve performance within the team.

In line with this idea, we have **implemented a performance measurement system** at the warehouse facilities we operate on a daily basis. Using monitors, we display real-time KBIs (Key Business Indicators), i.e. the real results of our work at a given facility. This allows our client, as well as our team, to check progress and monitor it in real time while striving for the best possible results.



1

Immediate feedback: Presenting real-time data allows employees to receive immediate information on their performance.

2

Increase motivation: Visibility of results and direct information on progress can significantly motivate employees.

3

Improving communication: When results are available in real time, communication between employees and management becomes smoother.

4

Improved resource management: With real data, managers can more quickly identify areas that need additional support, training or intervention.

5

Transparency in evaluation: The real-time presentation of results promotes transparency in the evaluation of each employee's performance.

6

Identifying problems quickly: Systematic analysis of the data allows for quick detection of any anomalies or performance declines, which is key to early response and prevention of longer-term production or operational problems.

7

Increased responsibility: Employees, seeing the direct impact of their work on the company's overall performance, often demonstrate greater responsibility and autonomy in decision-making.



CHANGES IN ACCIDENT MANAGEMENT

CHANGES IN SAFETY MANAGEMENT

For Samsic, employee safety is of highest priority, which is why we recently updated our workplace safety management procedures. The update took place at all facilities operated by our company.

In an effort to continuously **improve working conditions and increase employee safety**, we have introduced a new strategy based on analyzing the causes of accidents using the an Ishikawa

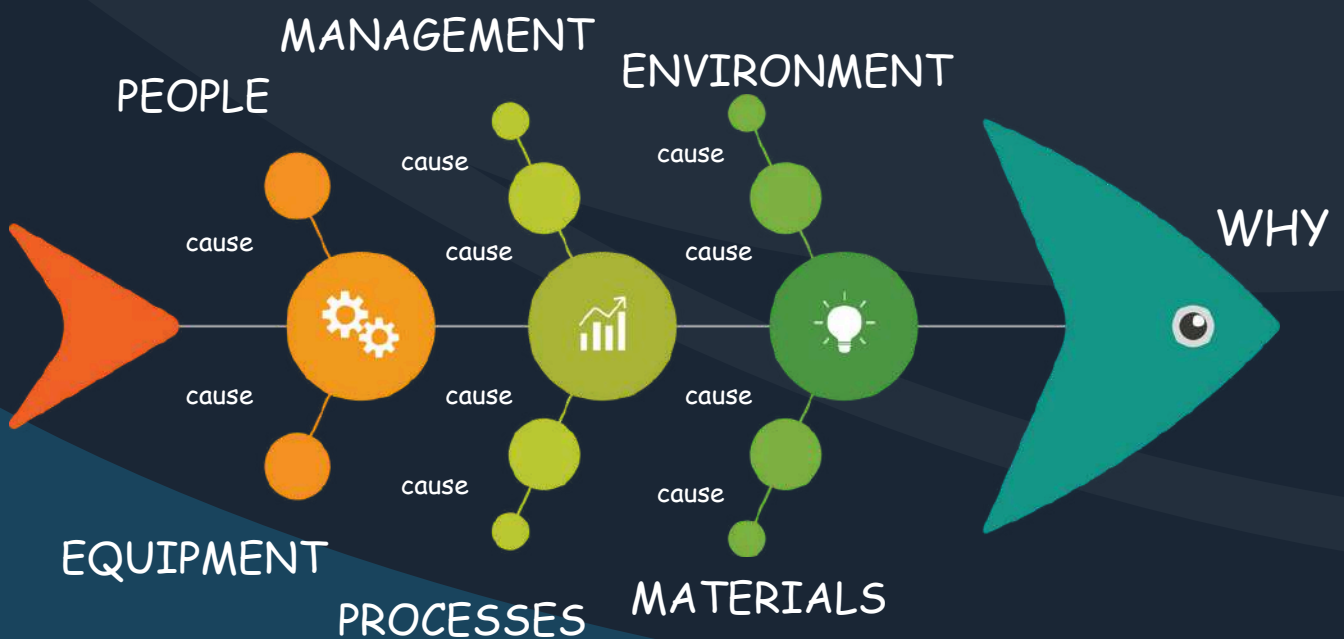
diagram.

The new methodology allows us to focus on specific tasks and responsibilities to identify sources of problems and eliminate hazards. Our goal is to transform every potentially hazardous area into an accident-free zone.

This change is the result of our commitment to ensuring of our commitment to the highest standards of safety and concern for people's health.

With the new strategy, we are more effective in preventing accidents and responding to non-standard situations, which contributes to operational efficiency and customer satisfaction.

Rest assured that we are constantly striving to improve our processes to better meet your expectations and needs.



IMPLEMENTATION OF A NEW APPLICATION "DAMAGE REPORT"

DIGITIZATION OF DATA IN AN INDEPENDENT APPLICATION

In the past quarter, our Asset Management and Excellence departments developed and implemented a new digital application - **"Apartment Damage Notification."**

This application was created to enable our employees to effectively manage the housing assets in Samsic's portfolio.

What does this mean in practice?

Via the application, an employee who rents an apartment can report any irregularities that occur in his residence at any time and place. This could be a power failure, household appliances or cleaning problems caused by co-tenants.

Thanks to this, we are able to support our tenants on an ongoing basis and solve the inconveniences they report.

Our main goal, and at the same time the idea behind the creation of the app, is to take care of the comfort of our employees, not only at their workplace, but also at their place of residence.

The expanded version of the application is also a useful tool to help our team perform periodic audits of residential premises. By being able to record significant issues that need improvement, we are able to ensure that our residents continually improve the standard of the accommodations we offer.



LEADERS AT CONFERENCE

GASTROTARGI SMAKKI 2024

On March 20-22, the EXPO XXI Hall in Warsaw hosted the second edition of the largest trade fair event dedicated to the HoReCa industry.

Gastrotargi SMAKKi, as it is referred to, brought together nearly 100 top-class exhibitors and industry producers. In addition to the fair itself, the organizer prepared a number of accompanying events, including **SMAKKi Invest Day**, **SMAKKi ON THE BAR**, **Coffee Festival** and an event that was of particular interest to our team, namely **HoReCa Industry Leaders**.

Top chefs and female chefs, managers, owners of hotel facilities and restaurants were invited to the panel discussion, which was the main part of the event. They talked about the future of the industry, the role of women in its development and how to inspire and motivate them to act. Femm HoReCa is about POWER, STYLE AND SUCCESS, and by meeting with outstanding personalities, participants were able to see how many women in the industry have it in them.

“

Panelists shared with us their ideas and experience in this dynamic and challenging market sector. We were able to listen to inspiring speeches by Jolanta Naklicka-Kleser, among others, dr. Irena Eris, Dr. Joanna Heidtman, Cristina Catese. We listened about passion, strength and determination to succeed and to make the price of that success as low as possible.

Jolanta Kaczyńska
Contract Manager



"ACTION, RESPECT - NO MOBBING!"

Today we would like to share with you a project that we are particularly proud of! We present the result of Samsic's cooperation with the Anna and Józef Kumorek Ajkum Foundation within the framework of the implemented system for counteracting undesirable phenomena in the workplace.

During the 2.5-year partnership program "You Act Respectfully - No Mobbing!" our Ajkum Foundation specialized in the topic of counteracting undesirable phenomena in organizations. The project was co-created with the Bona Fides Association and its financing came from a grant of the Active Citizens-National Fund program, financed by the so-called Norwegian and EOG Funds.

The project surveyed more than 500 people employed by NGOs. On the basis of the interviews, a Report containing implementation recommendations for employers was developed. In addition, we prepared and made available free of charge the E-book "Stop mobbing in NGOs", ➡ [READ REPORT](#) in which you will find model procedures for counteracting mobbing and discrimination, taking into account the legal form of organizations that are employers.

In addition to the vast amount of knowledge, this project also aroused in us a mission that we would like to pursue with business from now on. We are opening ourselves up to this cooperation in order to help companies build fairer workplaces, in line with CSR policies and the whistleblower protection bill adopted by the Council of Ministers in April 2024 - the whistleblower protection bill. Among other things, this law obliges whistleblowing employees to be protected from retaliation such as bullying or unequal treatment.

If your team needs support in preparing an internal anti-mobbing policy and legitimate short training on recognizing undesirable phenomena like bullying and discrimination - contact us! We will be happy to help.



Agata Gnat

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LET'S DO IT TOGETHER!

If you are interested in our solutions and would like to test them or implement them in your organization, don't hesitate any longer!

Contact our office or your Site Coordinator and we will prepare a comprehensive offer and implementation plan for you.

LET'S KEEP IN TOUCH



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SAMSIC TESTUJE - ELIS

PODNOŚIMY STANDARD HIGIENY W TOALETACH

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