



SAMSIC NEWS

03/2025



Dear Reader,

We invite you to read the third edition of Samsic News, in which we summarize the past months of our activity.

In this issue, we will show you how smart choices can significantly impact the protection of our planet, what a service review is, and what benefits it brings.

You will learn about the idea behind the Coordinator Academy, and we will present our permanent recruitment offer in more detail.

We will present you with the results of tests checking the competence of our employees in the context of forklift truck operation. And when it comes to safety, we will give you a glimpse into how our health and safety department trains employees on a daily basis.

We will also visit our staff canteens and see what is on our guests' plates this summer.

We cordially invite you to read it!

The Samsic team.

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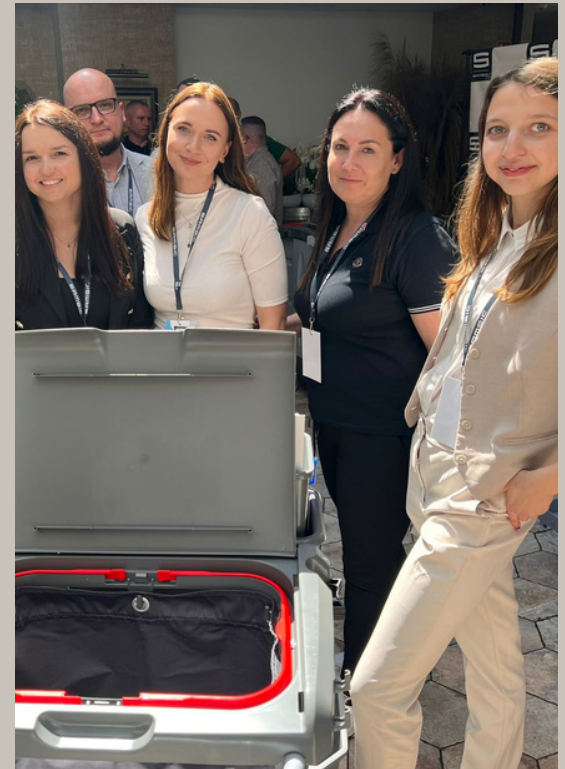
COORDINATOR ACADEMY

June saw the official launch of the Coordinator Academy program, which consisted of two intensive days of practical workshops and valuable exchange of experiences.

The first module covered personal development, building leadership skills, communication, stress resistance, and improving skills and knowledge in the areas of FM, logistics, and HoReCa.

At Samsic, our employees are our greatest asset. That is why we are committed to investing in their development, not only through external training, but also through a variety of internal workshops, sharing our knowledge and experience.

The Samsic Academy is not just about training, it is about building a strong and competent team, combining the experience of our experts to create a synergy that allows us to achieve even more, not only for our organization but also for our customers.



PERMANENT RECRUITMENT AT THE HIGHEST LEVEL

Can you imagine your company being able to respond to market changes with remarkable ease, having access to the right human resources at all times?

At SAMSIC, we know that flexibility and speed are the keys to success, which is why we have been supporting companies throughout Poland for over 18 years. We help them recruit the best candidates for key positions that drive their business forward.

WHAT MAKES OUR SERVICE STAND OUT?

- **Expert knowledge** – Samsic recruiters accurately identify talent that perfectly matches your company's expectations.
- **Extensive reach** – we use the latest tools to find the best specialists on the market.
- **Individual approach** – we focus on ensuring that candidates not only meet your competency expectations, but also fit perfectly into your organizational culture.



WHY CHOOSE SAMSIC?

- **Time and resource savings:** we handle the entire process—from precisely defining the candidate profile to selection and verification.
- **Access to the best talent:** we reach candidates who are often not available on the open job market, and whose experience and skills are exactly what you need.
- **Complete confidentiality:** we conduct all recruitment processes with the utmost discretion, protecting your company's sensitive data.
- **Fast turnaround time:** we understand that time is money, so we work efficiently and effectively.
- **Guarantee period:** in the rare event of employee turnover within the agreed period, we provide free replacement recruitment.
- **Support in team development:** with us, you gain a partner who actively supports the growth of your company.
- **We operate on a success fee basis:** this means that the fee is charged only after the candidate we recommend is hired. This guarantees you financial security and the certainty that you are paying for real success.

OUR OPERATING MODEL



1. Submitting an application

2. Preparing advertisements and collecting applications

3. Selection and creation of a list of potential candidates

4. Meeting at the client's premises and decision-making

5. Contract finalization and onboarding

Check out our offer



VDM SERVICE TROLLEYS

SAMSIC TESTS

Are you looking for professional solutions that will ensure the highest quality of cleaning? At SAMSIC, we implement proven innovations! That is why we are proud to present VDM service trolleys, which are distinguished by their modular design. This allows them to be perfectly adapted to your needs, making cleaning work much more efficient.

VDM trucks have passed tests at our facilities with flying colors. Our employees particularly praised their ease of use and modular solutions, which make their daily tasks easier.

As a result, all new facilities will now be equipped with VDM service trucks. We invest in the comfort of our employees to provide you with even higher quality services!



ADVANTAGES VDM

- 1 Quick installation,
- 2 Modular design,
- 3 Two-bucket system = ergonomic work,
- 4 Quiet swivel wheels with brakes,
- 5 Possibility of expansion with additional modules,
- 6 ISO 9001/14001 certification.

NEW VERSION OF HOBOT

SAMSIC TESTS

In the dynamic world of facility management, striving for excellence requires a constant search for innovative solutions. With our customers in mind, we are pleased to present the latest star in the world of cleaning – the Hobot S7 Pro window cleaning robot.

This is undoubtedly a groundbreaking solution that raises cleanliness standards to a whole new level.

What sets the Hobot S7 Pro apart from the competition?

It combines advanced technology with intuitive operation. The robot is equipped with two movable polishing pads that precisely clean and polish the surface, removing even stubborn dirt. The key to its effectiveness is also the ultrasonic spraying of detergent in the form of mist, which guarantees even moistening of the surface without leaving streaks typical of traditional methods.



ADVANTAGES OF THE HOBOT S7 PRO

- 1 The double cleaning cloths move back and forth at a speed of **600 times per minute**.
- 2 **Ultrasonic spray nozzles** atomize water into a fine mist with a size of 15 μm .
- 3 **ELB™ technology** - not only detects the edges of frameless windows, but also identifies even the smallest air leaks between glass panels, ensuring safer and more reliable cleaning.
- 4 Designed for glass of any thickness and finish—mosaic glass, frosted glass, marble, walls.
- 5 HOBOT can be **controlled using smartphones** with iOS/Android systems via a connection to the app, or using the remote control included in the set.
- 6 In the event of an accidental power failure, the built-in **uninterruptible power supply** (UPS) keeps the HOBOT afloat for **20 minutes** while continuously sounding an alarm.

SERVICE REVIEW

YOUR KEY TO SUCCESS

Have you ever wondered how much potential facility management services hold? According to a December 2023 study by the Boston Consulting Group, as many as 82% of companies consider process optimization a strategic priority. On the other hand, although market research consistently shows that companies investing in systematic service reviews achieve better customer retention and higher operational efficiency, few of them decide to take bold steps towards implementing changes.

WHY IS IT WORTH IT?

Such ambitious goals must be pursued systematically. Therefore, we must ask ourselves: when is the best time to initiate a Service Review and fully exploit its potential?

Our experience shows that it is advisable in the following cases:

- **Stability and long-term cooperation:** proactively responding to challenges and building strong relationships with customers.
- **Understanding customer needs:** fully tailoring our offer to our partners' expectations.
- **Continuous improvement:** optimizing costs and resources and improving service quality.



THE PILLARS OF GOOD SERVICE REVIEW ACCORDING TO SAMSIC

At Samsic, we have developed key areas of analysis that allow us to take a comprehensive look at the services we provide and identify real opportunities for optimization. Among other things, we look at **customer satisfaction and expectations, work organization efficiency, costs** related to equipment, service quality standards, and the final summary of costs and results achieved.



Thanks to our holistic approach, our partners gain a clear picture of how our services work and receive specific recommendations for further development. They see us not only as a supplier, but above all as a committed partner who actively supports their business goals.

The dynamics of the facility management market mean that continuous improvement is not only desirable, but essential. Our Service Review is a proven method that **allows you to look** at activities carried out in this area **from a completely different perspective - that of the customer, operational efficiency, costs, or innovation.** Through in-depth, step-by-step analysis, we identify specific opportunities for action, which translates into measurable results such as increased customer satisfaction through a better understanding of their needs, increased operational efficiency and cost reduction, as well as the implementation of innovative solutions that improve the quality of services offered.

Contact us if you would like to learn how analyzing key areas within the Service Review can bring specific benefits to your company.

CUSTOM SERVICES

DISINFECTION OF CARGO TRAILERS

In July 2025, we launched a project for one of our customers involving the disinfection of truck trailers. The service is provided at distribution centers operated by Samsic.



61

AVERAGE NUMBER OF DISINFECTED TRAILERS PER WEEK

10-15 min

DISINFECTION TIME FOR 1 TRAILER

“

Disinfecting truck trailers is important for maintaining hygiene and safety in transport, especially when transporting food or other sensitive cargo. Our disinfection process includes cleaning and comprehensive disinfection of the interior surfaces of cargo trailers.

”



ROBERT MARCHEWKA
Contract Manager

ADVANTAGES OF SYSTEMATIC DISINFECTION OF LOADING TRAILERS:



Ensuring sanitary safety.



Extending the shelf life of transported products.



Reducing food loss and waste.



Protection against pests.



Full compliance with strict legal standards.



Strengthening the brand's image and credibility.

VERIFICATION OF COMPETENCE IN OPERATING LIFT TRUCKS

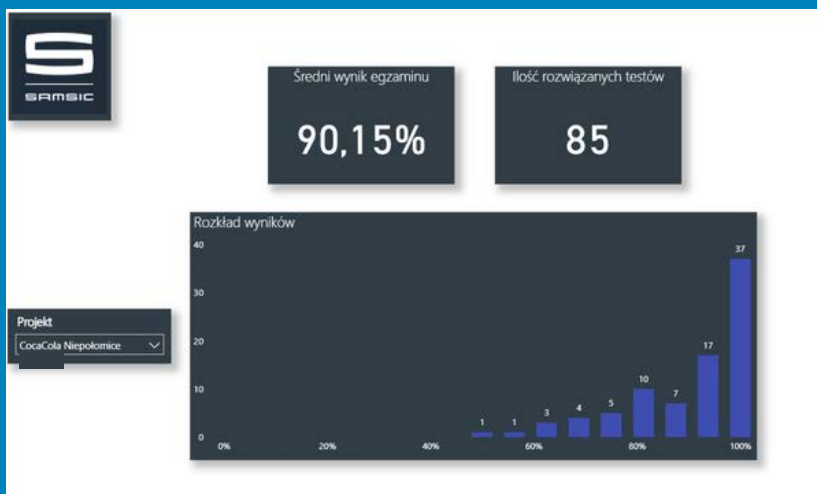
SUMMARY OF RESULTS

Samsic, as a partner committed to safety and high quality of service, conducted its annual validation of forklift truck operating skills in August this year at the warehouse of our long-standing customer in Niepołomice.

The entire procedure was aimed at refreshing knowledge on the safe use of forklift trucks and confirming the practical skills of persons holding UDT (Technical Inspection Authority) licenses.

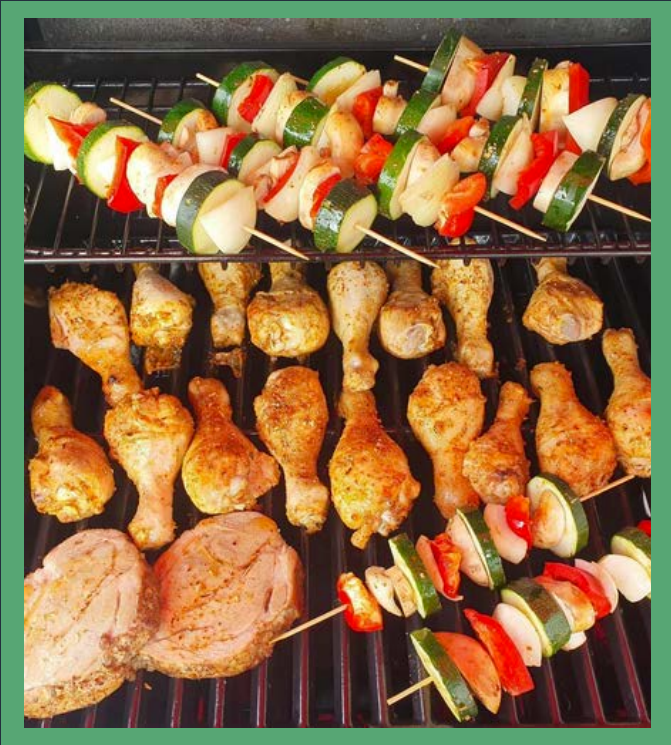
What was the process like?

- Employees with UDT (Technical Inspection Authority) qualifications received a link to an online test in their individual accounts in HRappka.
- The questions were prepared in several languages to reflect the national diversity of the team.
- The test was multiple choice and covered basic safety rules, daily equipment operation, and emergency response.
- The pass mark was set at 80% correct answers.



For individuals who have not completed training, **Samsic organizes training workshops** focused on both theory and practical forklift skills, with a view to ensuring their safety and comfort at work. The classes will take place at the end of September and will be led by our experienced trainer, **Marek Serafin**.

SUMMER AT SAMSIC BISTRO



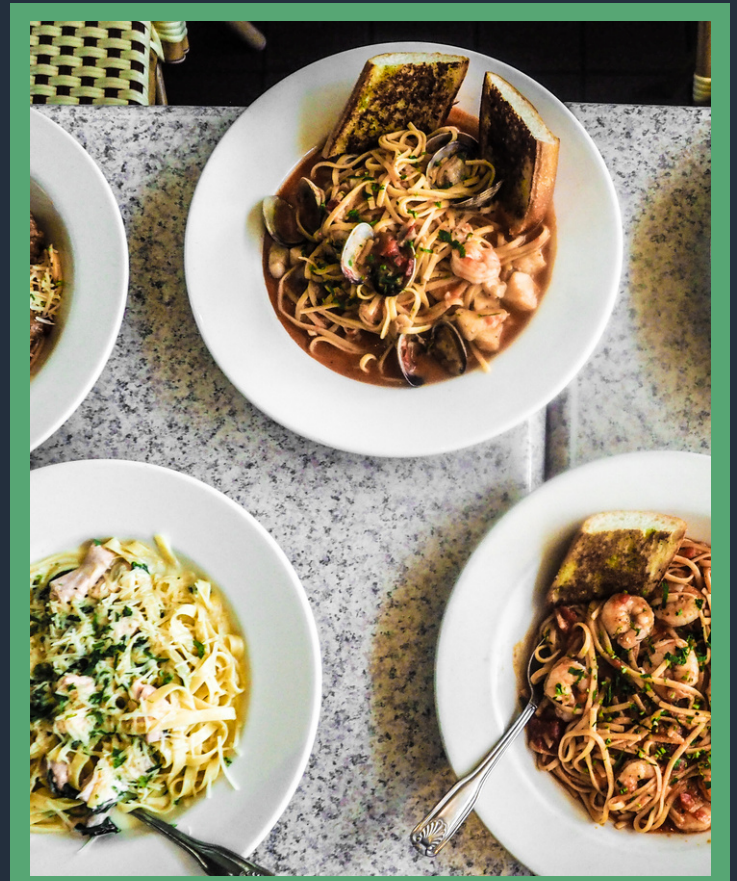
Are you wondering how best to ensure your employees' comfort on hot days? At SAMSIC, we know that the answer lies in a rich and varied catering offer! That's why we're expanding our summer menu in our company canteens.

We have prepared a summer menu in all of our 11 staff restaurants, which includes refreshing drinks such as iced coffee, tea, delicious ice cream, and light, seasonal dishes. As usual, there will also be fragrant grilled sausages.

Do you have ideas for additional summer offerings for your establishment? We are here for you! Feel free to contact the Samsic Bistro kitchen manager. Together, we will create a unique, personalized menu that will perfectly complement your company's offerings.

Imagine an Italian feast full of sunshine and tradition, available to your employees! In this holiday atmosphere, our staff restaurant teams in Gliwice and Sosnowiec decided to prepare a special menu inspired by Italian cuisine, full of aromatic classics such as crispy pizza, exquisite pasta, melt-in-the-mouth desserts, and many other dishes that transported our customers' palates straight to the heart of Italy.

The regular theme days organized by our team prove that a staff restaurant can be a place not only for meals, but also for genuine enjoyment. Stay tuned for more—more theme days are coming soon!



[CONTACT US](#)

TREE FREE

CLEANLINESS THAT PROTECTS OUR PLANET

Our company believes that excellent service goes hand in hand with environmental responsibility. That is why we follow the latest solutions and engage in projects aimed at minimizing our impact on environmental degradation. **One such project is Tree Free.**

The Tree Free project is based on the revolutionary idea of **completely eliminating trees from paper production**, replacing them with fast-growing plants such as **miscanthus and bamboo**.

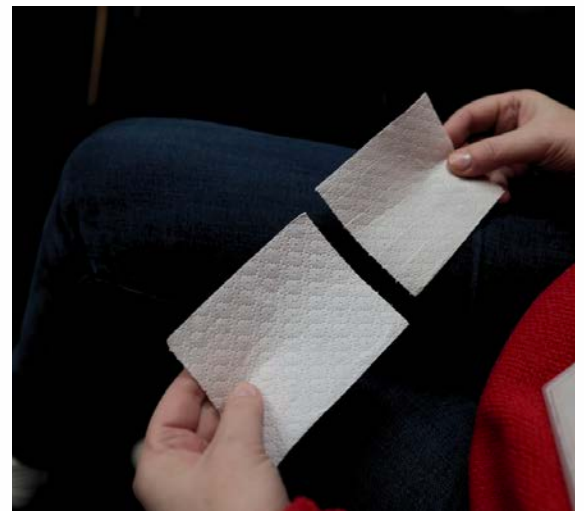
It is a simple yet groundbreaking solution that aims to protect forests and reduce the negative environmental impact of traditional cellulose production. Instead of cutting down mature trees, which are a key element of the ecosystem, renewable raw materials are used.

MAIN PRINCIPLES OF TREE FREE

- ➔ **Protection of forests and biodiversity:** by choosing alternative raw materials, we actively combat deforestation and protect the natural environment.
- ➔ **Reducing our carbon footprint:** thanks to their rapid growth, miscanthus and bamboo absorb significantly more carbon dioxide from the atmosphere than traditional trees. Their cultivation does not require intensive fertilization or pesticides, which further minimizes the negative impact on the climate.
- ➔ **Supporting sustainable development:** the Tree Free project is an example of a circular economy. It uses plants that grow back after harvesting, without the need for replanting. It is a stable and ethical source of raw material that supports global efforts towards sustainable development.

The Tree Free project is more than just a choice of products—it is a choice of values that are close to our hearts.

Want to learn more about Tree Free products?
Contact your coordinator for details about the offer.



E-LEARNING MODULE

HEALTH AND SAFETY TRAINING

We are delighted to announce that we have launched an internal online training platform, created specifically with our safety and development in mind.

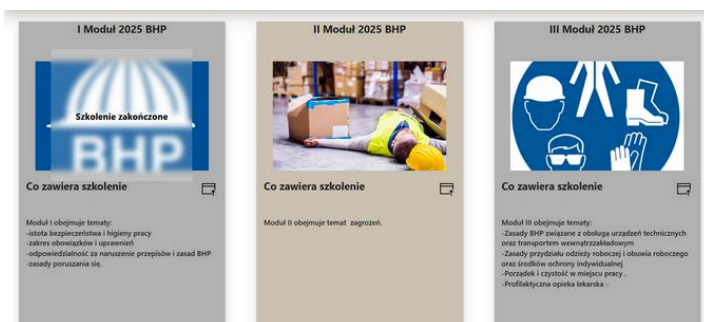


Occupational health and safety



Thanks to it, each of us can at any time:

- take part in remote training courses,
- go through individual thematic modules,
- test your knowledge in short tests after each panel.



This solution will prove useful not only during employee onboarding throughout Poland, but also as a regular reminder of the applicable rules, supporting our safety in everyday work.

We are confident that the new platform will facilitate the acquisition and consolidation of knowledge and, above all, contribute to increasing the safety of all our employees.

Our training courses cover the most important health and safety issues, such as:

- ✓ first aid rules,
- ✓ occupational health and safety,
- ✓ hazards in the office and on our clients' premises,
- ✓ safety in warehouses and outdoor areas,
- ✓ fire safety and evacuation procedures.



We would like to express our immense gratitude to our health and safety team, who have worked tirelessly to produce professional, short training videos that convey knowledge in a clear and accessible way.

Thank you!

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 on-site coordinator, and we will prepare a comprehensive offer and implementation plan for you.

LET'S STAY IN TOUCH



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