






SPAROL CLEANERS & JANITORIAL SUPPLIES




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 Sparol Cleaners & Janitorial Services

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1. WHO WE ARE



Founded in 2016, SPAROL CLEANERS & JANITORIAL SUPPLIES ('SPAROL') is an ambitious firm based in Nairobi, Kenya. The firm is providing cleaning services for corporate, commercial, domestic and individual clients. Besides providing the traditional cleaning services, we also provide gardening & landscaping services, dry cleaning, office assistance, property support and supply of cleaning tools, equipment & agents.

The firm is based on a foundation of personal service and willingness at all times to ensure the clients' needs are fully satisfied. Cleaning services is a vital component of any growing economy such as Kenya. Kenya offers attractive business opportunities and as the hub of the fastest growing

economies in the Africa, there is potential demand for professional cleaning services

Quality Service is the benchmark of SPAROL CLEANERS & JANITORIAL SUPPLIES.

We develop partnerships and provide services to meet clients' financial and operational constraints.

We are committed to develop a competitive brand known as 'SPAROL' in the cleaning services industry in Kenya, Africa and globally. As we continue developing our brand equity, we are focused to extend our service offering to include complimentary product segments with high performance experiences, which our clients and the general public is accustomed to.

1.1 Vision

To be the leader in providing one stop cleaning solutions for co-operate, commercial, domestic and individual clients.

1.2 Mission

To provide our clients with satisfactory services.

1.3 Objectives

1. To provide cleaning services to our clients within reasonable budget and timeframe.
2. To enhance comfort, prestige and productivity at work place by offering satisfactory cleaning services.
3. To carry out academic research within the fields of our operations to inform policy and decision making within the County and National Government.
4. To promote mutual trust and professional ethics.
5. To generate revenue to support job creation.
6. To promote capacity building to support industry-building initiatives.
7. To contribute towards making Kenya, a Green Country with Green Sustainable Technology.
8. To contribute to the realization of vision 2030.

1.4 Values



- ❖ **Integrity:** We embrace a culture that promotes transparency, accountability and professional ethics.
- ❖ **Team Work:** We promote respect, unity, teamwork and common sense of purpose amongst our staff.
- ❖ **Client Focus:** We are dedicated to meeting client expectations.
- ❖ **Innovations:** We encourage innovation, creativity and positive change.
- ❖ **Commitment:** We ensure quality performance, willingness and excitement in delivering our client's work.

2. PRODUCTS & SERVICES

SPAROL CLEANERS & JANITORIAL SUPPLIES provides the following five lines of services:

- Cleaning Services (General & Specialised)
- Gardening & Landscaping Services
- Janitorial and Property Support Services
- Office Assistance
- Supply of cleaning agents, tools and equipment.

As the business develops we will expand the offering to include additional complimentary segments such as landscaping and dry-cleaning.

2.1 Cleaning Services

We apply in-depth understanding of particular needs and requirements of clients through patience and cooperation. Our services are professional and environmentally friendly. We use high quality agents and latest cleaning technique.

Due to the unique nature of contracts, we strategically create teams for each contract to provide the services accordingly. Our staff applies professional approach at providing services. The employees are each individually inducted, fully trained and highly motivated to ensure the stringent standards that clients expect from are fully achieved.

We are commitment to contract supervision and continuous detailed inspections, combined with regular client and staff contact. We apply in-depth understanding of particular needs and requirements of clients through patience and cooperation. Our prices are reasonably affordable.

The scope of our cleaning services is as follows:

2.1.1 Office & Apartment Cleaning

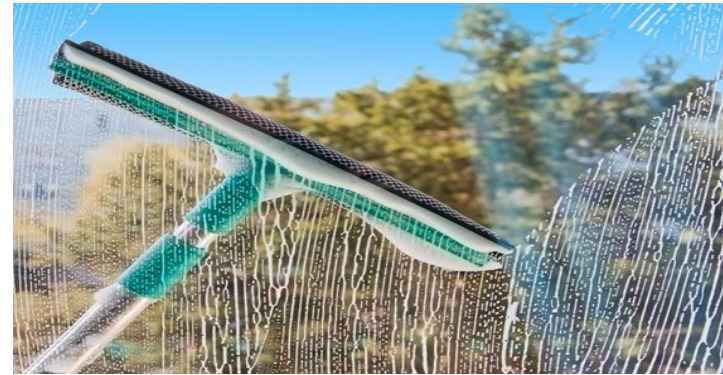


We offer comprehensive cleaning service to all types of offices from small local premises right up to corporate head offices. We also clean living-apartments; kitchen, living room, bedrooms, bathrooms, staircase etc.

Our daily cleaning systems are individually designed and tailored to suit the requirements of all building types and customer demands. Our supervisors ensure that each site is continuously cleaned and presented to the highest standards

We provide all washroom services. Besides normal cleaning of the washrooms, we maintain the janitors and sanitizers. We also provide toiletries and toilet rolls.

2.1.2 Wall & Window Cleaning



We offer window and wall cleaning for all types of buildings and premises using primarily water fed systems. We also have the ability to provide abseil, cradle and mobile platform cleaning where required. Window cleaning is done by both our own directly employed window cleaners and specialist sub-contractors where necessary.

Risk Assessments are completed prior to all works and all operatives are fully trained and current in all Health & Safety regulations.

2.1.3 Carpet, Mattress & Upholstery Cleaning

We use both traditional water extraction cleaning as well as rotary mop cleaning and dry powder in cleaning carpets and upholstery. We provide both regular maintenance and specialist once off deep cleans with appropriate Method Statements for each fabric.

Plans are in place to start providing full laundry services to clients.

2.1.4 Floor Cleaning & Maintenance



A correctly maintained hard floor not only enhances appearance, but also extends the life cycle and replacement timescale. Our hard floor maintenance is carried out by employees who receive additional specialised training and by sub-contractors.

We use various specialised products and can service various floor types ranging from Terrazo, Marble, Limescale, Vinyl to wood block and non-slip Altro. Our floor services include floor sanding and vanishing.

2.1.5 General Cleaning



We offer various levels of cleaning to domestic, commercial and industrial clients. We have specialised teams to carry

out high level cleans, party cleaning, post-construction cleaning, pre-occupation and exit cleans.

We offer both in situ and specialist removal cleaning services for both blinds and curtains. These range from dusting to full cleaning and repairs for blinds, specialist cleaning and re-hanging of curtains and nets.

2.1.6 Electronics Cleaning



We offer both once off deep cleaning and regular maintenance contracts for electronic gadgets. We clean VDU, PC, Keyboards, Telephones and Communication Server Rooms. Full Risk Assessments & Method Statements

are provided and specialist teams are dedicated to these cleaning processes alone.

2.1.7 Waste Management & Recycling



2.1.7.1 Recycling

We manage a full range of recycling and waste management systems ranging from static bailers, skips and wheelie bins down to pre-paid waste bags and sacks, which allow for mixed recycling for ease of use and sorting off site.

2.1.7.2 General Waste



We offer a full range of waste management systems ranging from static bailers, skips, bins and sacks, removed daily via our waste management provider. We offer events clean up and site clearance.

2.2 Gardening & Landscaping Services



Due to rising ecological awareness, we advise our clients to recognize the importance of unique and environment friendly landscaping practices. Landscape is a unique field where aesthetically pleasing as well as environmentally beneficial man-made landscapes are created. Our main aim is to encourage the development of such engineered landscaping in buildings, parks and any developmental areas across Kenya so that we can contribute towards making Kenya, a Green Country with Green Sustainable Technology.

We design, implement and manage Planters, Roof Gardens, Vertical Gardens, Horizontal Gardens, Live Walls and Live Fences. As part of gardening, we provide irrigation and replacement services for both indoor and outdoor gardens and plantations.

2.3 Janitorial & Property Support Services

We assist property owners with the administration procedures required in the day-to-day maintenance of the property. This includes the following tasks:

1. Taking and processing repair requests from tenants

Preparing repair reports accurately and intelligently, including eliciting more precise or descriptive information from a tenant to inform the best course of action and to allow a well-targeted works order and repair visit from a contractor, where required. The contractor in liaison with our staff deciding upon the best course of action in response to more complex and unusual matters.

2. Processing works orders from inception to invoice payment

We liaise with other relevant agencies/bodies where the property owner shares responsibility or works collaboratively with them.

3. Data Management

Recording changes to Stock Condition data arising from repairs and planned maintenance activity accurately.

4. Processing contractor accounts

Raising a well-targeted order, prioritized in line with established guidelines, to the appropriate contractor and on the correct budget code.

Matching orders to Invoices submitted by contractors, vetting the same in collaboration with other Section staff and processing payment.

5. Giving advice and guidance to tenants and Potential tenants

We advise tenants on matters concerning building maintenance & repair, on appropriate courses of action, where either the customer has a responsibility to act themselves or where other agencies are the proper channel for their request.

6. General administrative tasks

Recording case information against specific Works Orders or Inspections to ensure a good continuity of information for others dealing with the same issue at another time. Recording date information accurately against orders, inspections, notes etc.

Maintaining up to date records, filing systems etc. Prints and issues letters, inspection requests, orders, questionnaires etc. as required copies, scans, distributes, files etc. various documents as requested by other staff in the Service.

7. Providing Cleaning and Housekeeping Services

Housekeeping involves cleaning, maintenance and beautification of any premises and is one of the most important and regular features in our daily life. We keep the establishment clean, well maintained and presentable at any given moment of time.

2.4 Office Assistance

Our staff provide high quality cleaning services to the office premises, which includes tasks such as vacuuming, mopping, dusting, emptying bins, and polishing surfaces as follows:

1. Offices and Corridors

- ❖ Dusting/polishing all surfaces including equipment
- ❖ Vacuum cleaning for carpets

2. Kitchen & Toilets

- ❖ Wiping all surfaces
- ❖ Sweeping and mopping the floors
- ❖ Cleaning sinks, taps, draining board and basins
- ❖ Cleaning toilets

3. Stairs

- ❖ Brushing and mopping internal stairs and stairways

4. Cleaning Stock Level Maintenance

- ❖ Notifying administration when materials are running low

5. Preparing and Serving Staff/Clients with Tea/Snacks

2.5 Supply of Cleaning Agents, Tools and Equipment

This division will undertake supply and distribution of cleaning. We aim to supply companies and organizations spanning from the Industrial, Commercial, Educational, Hotel and Leisure industries.



Our aim is to be the largest distributor of cleaning agents, tools and equipment in East Africa. With this regard, we shall also offer the following services:

- ❖ Advice and help in placing orders.
- ❖ Site-specific, custom-built order forms.
- ❖ Safety Data Sheets on all the chemicals that we supply.

3. APPROACH TO SERVICE DELIVERY

We care about the needs of our clients; as such we approach delivery from an engineering perspective as a problem-solving exercise. Our service offering is based on efficiency concepts, which ensure ultimate client satisfaction. Our services are professional and environmentally friendly. We use high quality agents and latest cleaning technique.

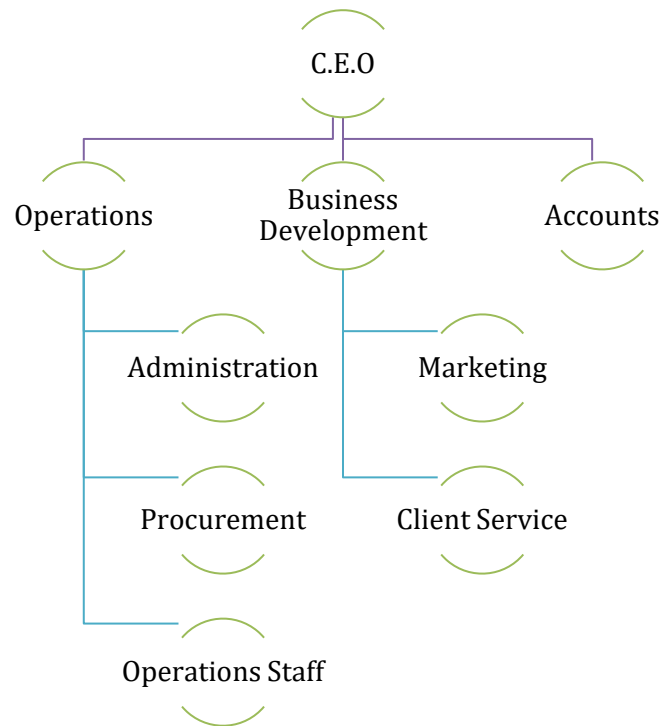
Due to the unique nature of contracts, we strategically create teams for each contract to provide the services accordingly. Our staff apply professional approach at providing services. The employees are each individually inducted, fully trained and highly motivated to ensure the stringent standards that clients expect from are fully achieved.

We are committed to contract supervision and continuous detailed inspections, combined with regular client and staff contact.

We apply in-depth understanding of particular needs and requirements of clients through patience and cooperation.

4. BUSINESS BACKGROUND

Our Corporate Organogram



Mr. Collins Magak is the Founder and CEO;
Mr. Calvins Onuko is the Operations Manager;
Mr. Reuben Moi is the Operations Assistant;
Ms. Jackline Rhobi is the Marketing Officer.



FOUNDER & CEO

Mr. Magak holds a bachelor's degree in Construction Project Management from the University of Nairobi. He has worked with Kagagi & Co, a Real Estate Financial Services firm and at TRIPLEOKLAW LLP as the Projects Assistant in the Financial Services Department. Collins is a results-driven professional with experience in project management, property management, process improvement and dispute resolution. His other skills include:

- ❖ Team-oriented with ability to excel independently.
- ❖ Proven capacity for team work and maintaining client relationships.
- ❖ Effective public relations and communication skills.

CELL: 0713 078 595



HEAD OF OPERATIONS

Mr Onuko holds a bachelor's degree of Education. He is also a Certified Public Accountant with over three years' experience in Finance & Accounting. He has world-class hospitality exposure having worked with Four-Points, an upscale hotel brand by Sheraton. He has also worked as a team leader at a busy construction site in the leafy suburbs of Runda. Mr Onuko is the proprietor of Milano Green Enterprises.

CELL: 0729 445 406



OPERATIONS ASSISTANT

Mr. Moi has a wealth of experience in property support services and real estate sales & marketing. He has over eight years provided property support services for Watamu Court Properties. His main roles at Watamu Court have been to assist the Landlord with housekeeping services and to undertake the administrative tasks required in the day-to-day operations of the property. Moi adds value to SPAROL by utilizing his property support skills, as well as developing cost effective operational systems for our projects.

CELL: 0725 569 328



MARKETING ASSOCIATE

Ms. Rhobi has a wealth of experience in public relations having undergone rigorous training and worked with Tianshi Health Products Company (K) Ltd, a subsidiary company of TIENS Group, a Chinese global firm. Ms. Rhobi also has experience in housekeeping having worked on individual basis in various establishments. She studies Business Management at Kenya Institute of Management (KIM).

CELL: 0746 539 338

THIS MANAGEMENT TEAM HAS UNRIVALLED COMMITMENT TO THE SUCCESS OF THE BUSINESS.

4.1 Business Location and Facilities

Our office is located at ACK Garden House, on 1st Ngong Avenue, off Bishops Road, Nairobi, Kenya. Our friendly and helpful staff is always on hand to offer advice and answer any queries that one might have. Our operating times are: Monday - Saturday: 8am – 5.00 pm.

5. WHY USE SPAROL

- Our staff apply professional approach at providing services. The employees are each individually inducted, fully trained and highly motivated to ensure the stringent standards that clients expect from are fully achieved.
- We are commitment to contract supervision and continuous detailed inspections, combined with regular client and staff contact.
- We apply in-depth understanding of particular needs and requirements of clients through patience and cooperation.

- The management team has unrivalled commitment to the success of the Business.
- Our prices are reasonably affordable.

6. TRAINING



SPAROL as a corporate body follows a strict code of conduct with regard to the training and education of all employees. This is achieved by the use of handbooks, pictograms combined with practical training and testing. Individual training records are kept for all staff.

All operatives wear individually sequentially serial numbered identification passes and logo uniforms.

7. ENVIRONMENTAL CONSCIOUSNESS

SPAROL appreciates the responsibility as a service organisation to protect the environment by considering the long and short-term effects of our business in relation to the environment.

We ensure that all current environmental regulations and policies as laid out by NEMA are complied with and are implemented to minimize our environmental impact.

8. HEALTH & SAFETY

SPAROL has a strict code of conduct for the adherence of Health & Safety for the protection of our employees, clients and the public.

We ensure that we are continually up to date with the latest Health & Safety regulations and procedures, which are stringently adhered to by all tiers of management and employees.

We maintain a comprehensive register of both method statements and risk assessments to cover all aspects of the cleaning that we provide.

Employees from their first day of employment, through induction, handbooks and pictograms are made aware of our culture of Health & Safety and the importance that it plays with regard to both themselves and the client.

Every product that we use is further supported by both KEBS and company safety assessment forms.

9. QUALITY ASSURANCE


SPAROL operate a stringent Quality Policy Management System that is tailored to the individual client, whilst maintaining the strict standards of ISO 9001:2000.


We carry out weekly quality inspections across all sites, which are recorded and integrated into our documented quality procedures. This ensures we provide a consistent




high level of service, which meets our quality objectives against our prescribed key performance indicators.


10. CONTACT US

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