

Quality Cleaning Services

Introduction



Lupek Cleaning service is a company that specialises in professional domestic and commercial cleaning. The company was established in 2017 after an idea born from the need to harness synergies across the cleaning service business. The key to our success lies in our dedicated employees and processes. We have projected ourselves as a one stop cleaning services provider, optimising service delivery through a combination of one stop cleaning service solutions and tailored products at a cost-effective rate.

We thrive on building strong relationships with all our clients by giving that extra personal touch in services delivery, from individuals at residential properties to corporate clients. We have an in-depth knowledge of all areas of specialist and daily cleaning to ensure the cleaning service we offer runs as smoothly and efficiently as possible. Built on commitment, integrity and innovation, we have risen to be one of the most trusted cleaning service provider.

We offer a range of cleaning services that cater for the high demands that residential, office and industrial cleanliness and hygiene require. Our guiding philosophy that every job requires the highest level of quality and consistency while maintaining considerable flexibility to a client's unique tailored cleaning service requirements.

Our aim is to deliver a wide range of high quality cleaning service and to continually strive for higher standards. We are continually focused on developing long term relationships with our clients and are determined to satisfy every need and excel in every cleaning service expectation.

The experience gained over a period of time has enabled us to evolve to a professional cleaning service company that understands the pressures and demands of the commercial and business markets. We know cleaning service, we know the right cleaning service equipment to use, the correct cleaning service product and importantly have the desire, track record and positive working attitude to guarantee a perfect cleaning service job every time.

We also know that each cleaning service job will require special attention – and that's how we treat every client – Special cleaning service needs. Our business is based on the core foundation of the 'Old Fashioned' principles of honesty, respect, trust, and the certain knowledge that these principles have to be applied to every cleaning service job, on a daily basis.

Standards

At Lupek Cleaning service, it's our objective and our promise to deliver a professional and dedicated cleaning service at every opportunity. Towards this objective, we have diligently directed our efforts in attain accreditations from some of the most important and respected institutes around.



Introduction

Lupek cleaning service has demonstrated commitment to raising cleaning service standards through better education and training. We implement best practice guidelines to give our customers a professional and eco-friendly service.

All staff recruited by the Company are trained to the Lupek Cleaning service standard and thereafter certified internally in their designated duties once they have reached the high standard set by the Company.

To achieve a reputation in the marketplace for outstanding delivery. Allow customers to judge the quality of services provided which will always encourage, inspire and motivate our team ensuring a productive work environment. Therefore, make a noticeable difference to the businesses we serve, the communities in which we operate and the staff which we employ.

Integrity & Loyalty – Demonstrating openness and honesty at all times and building strong connections with customers and staff

Customer Satisfaction – Improving the quality and efficiency of our work and customer experience

Consistency – Be consistent with excellence

Knowledge – Fostering a culture that encourages learning and personal development.

Improving the quality and efficiency of our work



Our vision is to be recognized as the most respected professional cleaning and fumigation service provider in Kenya and to match the current standards of cleaning and fumigation in the market solely to promote hygiene and create enough employment opportunity to the unemployed.

Introduction



Confidentiality

We pride ourselves on the discreet and confidential services we offer and no information on our activities is ever passed to unauthorised or uninvolved third parties. Several of our staff have also undergone back ground and awarded certificate of good conduct checks before being allowed access to sensitive premises or situations.

Availability

We are available 24 hours a day, 7 days a week for emergency and scheduled cleaning of your premises and we are happy to inspect premises and provide free quotes for any and all cleaning needs.

Our team

Our team encompasses quality, highly skilled and professional staff. Our cleaning services crew is unique due to their depth of understanding of our customer individual needs and the depth of experience upon which we have built the best practices.

Our Approach

Provide our clients with the highest quality cleaning services delivered in a safe, professional, considerate and harmonious manner.

Provide a safe and secure working environment and monitor the health of all our employees and workforce.

Carry out all activities in a sustainable and environmentally conscientious manner.

Why Choose Lupek Cleaning Services

1. Adherence to the occupational health and safety act
2. Fair allocation of equipment to all sites
3. Regular site visits by senior management and area supervisors
4. Competence rating
5. Customers have the opportunity to request for customized services
6. Immediate response to client's queries
7. Regular inspection program
8. Effective operations



Our Products

Laundry Services

- **Commercial Laundry Services** – Hospitals, Hotels, Apartments, Schools, Beauty Salons, Spas, Sports Club, Factories etc
- Domestic Laundry Services
- Wedding Gowns
- Duvet Cleaning
- Ironing and Steaming Services



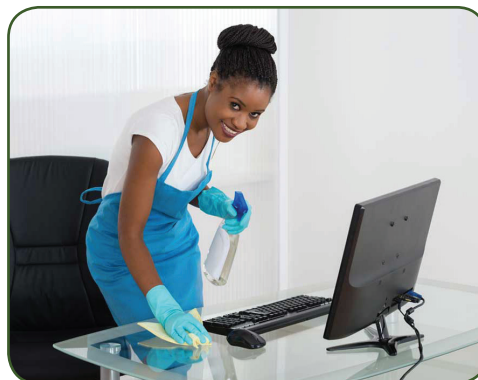
Domestic Services

- Apartment/Home Cleaning
- Home Spring Cleaning
- Carpet & Upholstery Cleaning
- Sofa Set Cleaning
- Mattress Cleaning
- Detailed Car Cleaning
- Floor Sanding and Varnishing
- Fumigation and Pest Control
- Gardening, Landscaping and Ground Maintenance
- Swimming Pool Cleaning
- Detailed Car Cleaning



Commercial Services

- Executive Office Cleaning
- Commercial Property Cleaning
- Gardening, Landscaping and Ground Maintenance
- Events Clean up
- Swimming Pool Cleaning



Our Products

- Floor Sanding and Varnishing
- Detailed Car Cleaning
- Garbage and Waste Management Services
- Post Construction Cleaning
- Sanitary and Washroom Solution
- Support Staff and Tea Services



Homecare Training

- Basic training
- Quality assurance
- Paint rectification
- Carpet cleaning: wet extraction, stain removal, dry powder extraction
- Basic safety assurance
- Fumigation process
- Tea/kitchen services



Cleaning equipment supply

- Microfiber Cloth
- Abrasives
- Brushes
- Brooms
- Trolleys



Hygiene Supplies

- Towel dispensers and hand dryers
- Toilet roll holders
- Soap dispensers
- Air fresheners and sanitizer
- Consumable toilet requests (paper towels, toilet rolls, liquid hand soap)



The Management of Lupek Cleaning service is committed to cleaning services of the highest professional quality for the benefit of our clients. This is achieved through our established and effective quality assurance procedures and practices which are tailored as necessary to the expectations of individual clients.

Outstanding service and quality is at the forefront of our company philosophy. This is maintained through:

- Careful staff selection and recruitment policy
- Experience in human ease and potential
- Onsite – supervision and management
- Leadership capabilities
- Regular communication with clients
- Immediate response to client`s needs
- Inspection checklist programs

Quality is provided through the development and maintenance of our quality assurance system which directs the extent and detail applied in individual projects

The Quality System is supported by the high level of commitment to quality in work for our clients by management, and staff. This statement is issued to reflect our commitment to quality in all facets of Lupek Cleaning Services' operations.

Quality System Structure

The quality documentation for Lupek Cleaning Services is contained in three sections:

Section 1

The Company Quality Policy

Section 2

The Company Procedures containing the company's operational procedures and all pertinent forms, charts and lists.

Section 3

Other Quality Related Documentation including:

- a) Work Instructions
- b) Job Descriptions of Personnel
- c) Master Document Register

Procedures

Procedures contain all necessary operational details, including:

- Purpose and scope of the procedures
- References
- Responsibilities of personnel involved in the procedure
- Definitions of terminology considered unique to the company's operations
- Controls which are implemented to ensure the procedure is carried out properly
- Inspections and testing
- Special practices



Workplace Health and Safety Policy

Good safety practices are the Company's primary concern of all projects. For this reason Lupek Cleaning service has given prime consideration to the development and implementation of a safety and loss control program.

Lupek Cleaning service safety and loss control program has three objectives:

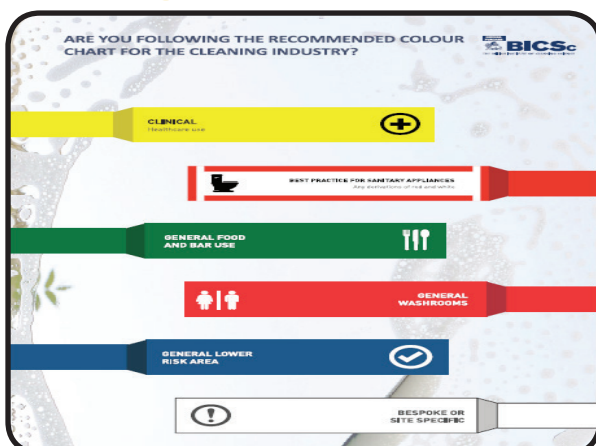
1. Provide guidelines for implementing and administering all aspects of the job site safety which will ensure compliance with the Work Health Act 1986 and Work Health (Occupational and Safety) Regulations, December 1992.
2. Avoid personnel injury, reduce equipment, material and property damage and prevent re-occurrence of such incidents.
3. Effect recommendations where appropriate for improvements in Lupek Cleaning service' Safety and Loss Control Program.

Roles and Responsibilities in Workplace Health and Safety environment

Lupek Cleaning service will provide the following key personnel on site and their roles & responsibilities regarding safety on site are outlined below.

1. **Site/Project Manager** – Overall responsible for safety on the project
2. **Site Supervisors/Foremen** – These staff members are responsible for supervisory safety on the project and implementing the company's Occupational Health Safety and Rehabilitation procedures,
3. **Workplace Health and Safety Officer** – is responsible for assisting the Site Supervisor to develop and implement the Occupational Health Safety and Rehabilitation procedures,
4. **First Aid Officer** – responsible for First Aid and providing advice, assistance and participating in the planning for first aid procedures and facilities including coordinating and monitoring compliance with safe work procedures,
5. **Workers/Employees** – workers are responsible for health and safety in addition to reporting accidents/incidents, complying with safety and health instructions given by the employer or site management on site,

Cleaning Service Colour code



Our Corporate Clients



Bome Insurance Agency



Bevetech Engineering Services



FlightStop Limited

Curio Gene Limited

Our Social Responsibility



Lupek Cleaning service has grown over its 4 year history from humble beginnings in Nairobi and in that time has continued to ensure that it complies with its obligations to the community.

Lupek Cleaning service understands its role as a medium sized employer operating with its footprint in multiple estate within the Nairobi county environs, and that it must take an approach to business that is not only focussed on the delivery of a profit to its shareholders, but must incorporate, broad based economic, ecological and social factors.

Lupek Cleaning service sees its role as being a contributor to the community on a scale that is possible from a company that has a wide client base and a consequential capacity to influence people to make good choices when disposing waste and nurturing the environment

As major supporters of the cleaning and fumigation services sector and are extremely interested in the promotion of good environmental choices by our customers. We offer alternative service that has a beneficial impact on the environment, low Volatile Organic Compounds, recycled and recyclable products, using equipment that is supplied with the view that it lowers energy consumption in the usage cycle, extensively filters particles released into the air, etc.

Lupek Cleaning service founding director and CEO is a member of the Friends of Karura Forest, thus gaining the opportunity to influence the professionalization of the cleaning industry, guiding and supporting policies that are aligned to safe guarding our environment through the use of more ecologically sustainable product.

The social benefits have included Lupek Cleaning service having provided knowledge acquiring opportunity to young people who would like to venture in cleaning and fumigation service businesses in the sector, by personal mentoring, arranged professional coaching and customer service engagement who could otherwise not afford such services.



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 **Lupek**
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