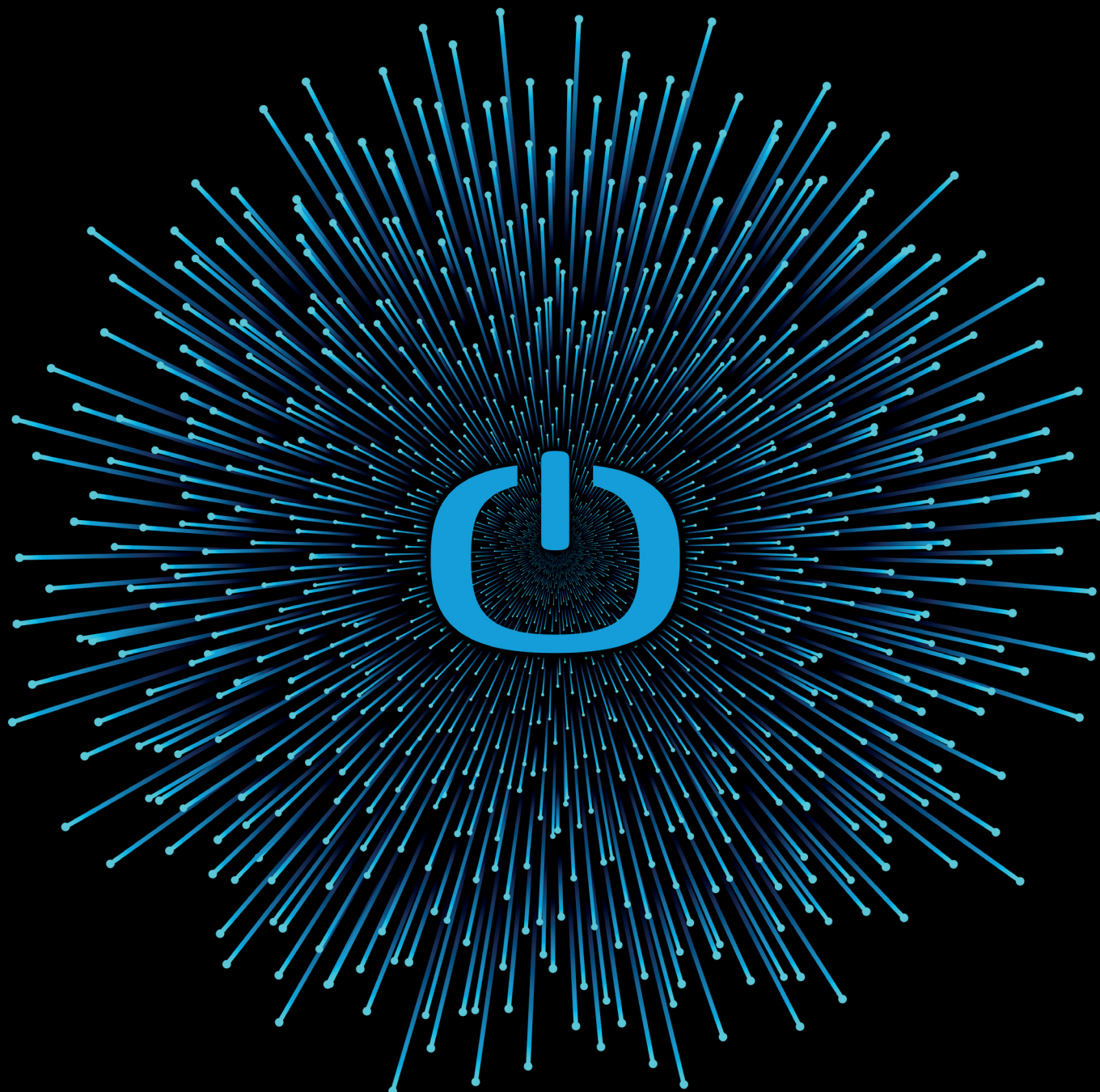




VERMOP

VERMOP **ONe**

THINK DIFFERENT



| CLEANING RE-IMAGINED!

a brand of
 **FREUDENBERG**

VERMOP **ONe**
THINK DIFFERENT

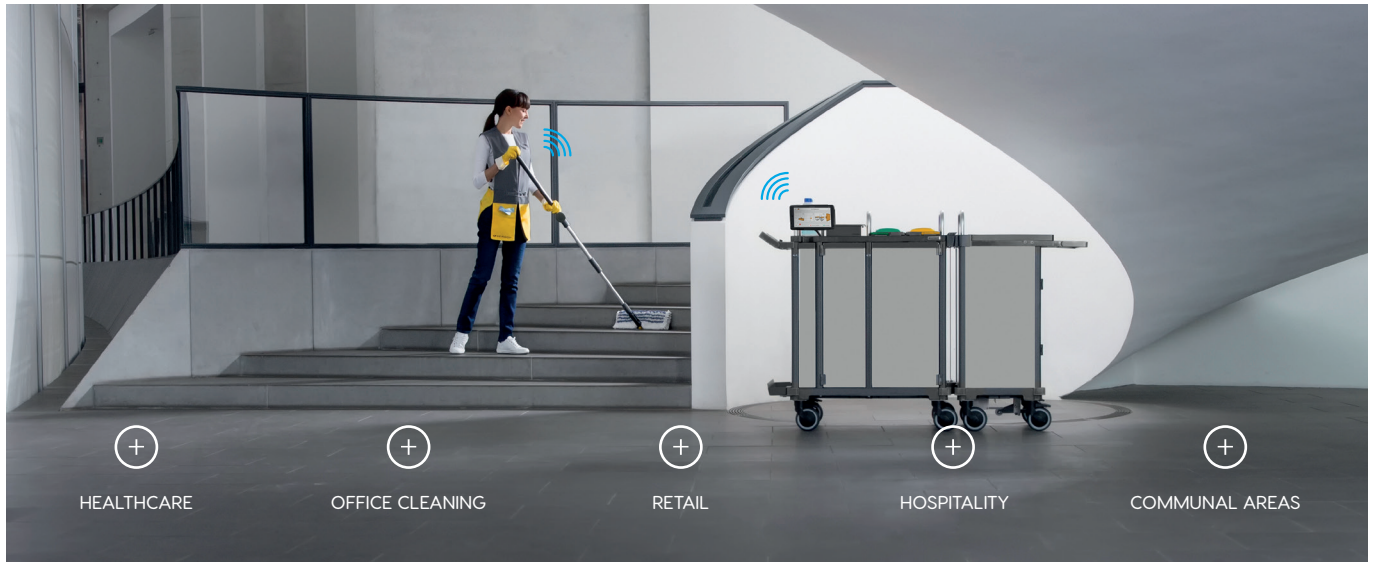


As one of the leading international manufacturer of professional cleaning systems, **VERMOP** is your reliable partner who will not only support you as a product provider, but also generally in your everyday work activities and organisation to enable you to continue to operate successfully in the market in future.

VERMOP ONe grew out of this approach!

CLEANING RE-IMAGINED

INNOVATIVE TECHNOLOGY INTELLIGENTLY NETWORKED



Service providers in all cleaning sectors are facing new challenges from the increasing demands on safety and hygiene standards and the growing shortage of skilled workers.

Substantial adjustments must be made in terms of the deployment of personnel, the transparency in all work processes and the organisation to ensure that customer's demands for efficiency and cleaning quality are satisfied at all times.

The transparency of work processes and avoiding costly errors are a guarantee of quality and cost-effectiveness.

Cleaning companies must waste no time in preparing for the future if they wish to ensure a profitable business! **VERMOP One** takes you as a service producer to the next level of modern cleaning, and enables you to achieve:

- Improved cleaning processes and results
- A flexible and effective deployment of personnel
- Digital transparency and documentation of all processes

VERMOP One – Think different

VERMOP One combines the product world of ergonomic cleaning equipment (TOOLS) and cleaning machines (POWER) with the associated software (SOFT).

The holistic approach combines cleaning processes and administrative tasks in a digital process.

Efficiency and disruptions in cleaning processes are flagged up and can be consistently improved.

VERMOP One enables all employees, from the cleaning personnel to the property management to the management, benefit from effective and easy handling of all processes, including:

- Time recording, duty scheduling, documentation and billing
- Ticket system for complaints and special operations
- Access to cleaning and dose instructions
- Communication with the team

All the processes are managed digitally via smartphone, tablet or desktop PC.

Quick and secure access. Total service

To make it easier for you to get started, we will assist you from the outset: from the analysis to the concept through to the installation service and product advice. You can also rely on fast and secure availability with logistics "made in Germany".

READY? THEN START NOW THE FUTURE OF CLEANING!

GAME-CHANGER VERMOP ONE

| THIS WILL REVOLUTIONALISE YOUR EVERYDAY WORKING LIFE



The economic surveys conducted by the Ifo Institute have found that over 49% of companies recently reported an acute shortage of skilled labour.

According to Stefan Sauer, an expert from the Ifo Institute, the situation is likely to become even more serious in the medium and long term.

☞ The shortage of skilled workers, particularly in the cleaning industry, is higher than ever and will continue to grow. As the CEO, it is my duty to actively address this development, because without my cleaning staff, literally nothing happens!

My top priority is therefore to retain my skilled workforce and to integrate new cleaning staff effectively and quickly. To ensure this, the workplaces must be well equipped and the cleaning staff should not be overburdened. Because only professional and motivated cleaning staff achieve results that convince my customers to continue working with us.

My success factor is enthusiastic customers, who remain loyal to our company in the long term, and maximum efficiency with optimised costs in all our areas of activity.

This improves the routine working life for you as a manager or CEO:

The web portal offers a comprehensive overview of all the processes along the value chain and thus ensures maximum control.

- Control of the value chain enables us to constantly optimise costs
- Long-term protection of customer orders
- An attractive work tool for all employees achieves an effective staff retention



CEO
Thomas



Cleaning Staff
Olga

☞ Cleaning work is often very strenuous. Not only is it extremely physically demanding, but workers are often required to improvise and take a different approach. My activities, areas or properties often change at short notice within my daily routine.

I would like a tool that can provide me with optimal support on questions regarding dosage, applications or new work tasks without a language barrier and without me having to ask the group leader.

This improves your everyday work as a member of the cleaning staff.

The digital cleaning plan can be viewed in the Infotainer on the cleaning trolley and is available daily at all times or in real time with all the current changes. The cleaning trolley becomes a paperless zone. Checklists and work instructions are easy to understand with pictograms, can be accessed in many languages and will help you immediately.

Working with the ergonomic and efficient **VERMOP ONE** equipment makes it easy to achieve a consistent cleaning performance which does not incur excessive stress or fatigue.

Downtime due to illness is demonstrably reduced, with impeccable cleaning results.

- Language neutrality through simple, pictorial representation and accessible multilingual options
- Easy to use and time-saving access to instructions, application videos and checklists with the Infotainer on the cleaning trolley
- Work is less tiring with the ergonomics offered by the **VERMOP ONE** TOOLS and the networking of the **VERMOP ONE** product world



Group leader /
Supervisor Tanja

My time is precious! In addition to my actual cleaning work, I spend a lot of my time issuing instructions to my existing team or training new colleagues. The multilingual nature of many employees often makes things difficult for me. It is not uncommon for us to literally communicate using our hands and feet. It would make my everyday work easier if the training and instructions were simpler and smoother - with no language barriers.

This improves your everyday work as a group leader:

The Infotainer on the cleaning trolley enables personnel to find all the important checklists, safety instructions, cleaning and work instructions and informative application videos, which really help a new employee quickly integrate into the everyday work processes and practices. The design using pictograms makes it possible to understand even difficult work steps while eliminating language barriers.

- Control the cleaning progress in real time
- Rapid induction/training on complex topics through simple operation and an extensive document pool on the cleaning trolley Infotainer
- Checklists for compliance with customer requirements and quality standards

My biggest problem is when my working day starts and the customer is already calling me to say that the cleaning staff are not yet on site and the property is unoccupied. In these situations, it would be a great help to have a real-time overview of the start of my cleaning staff's round and could therefore respond quickly without having to make lengthy telephone calls. In addition to staff shortages, emergencies or special operations in day-to-day business often arise. Here too, a tool that helps me create a schedule quickly and flexibly would be useful.

In conversations with my customers, I have to fully document the services provided and the times. I need extensive checklists that I can access and inspect at any time to ensure the quality of cleaning in the properties. I often lose track of all the tasks and lists, which wastes a lot of time.

This improves your everyday work as a building coordinator:

The **VERMOP One** enables you to view the status of cleaning tours in real time, retrieve target and actual cleaning times, and create and manage tickets for special operations. This is extremely efficient in terms of time.

The proof of performance provides detailed information about services provided and ensures the smooth processing of data (e.g. for billing). The quality checklist is created automatically based on the activities carried out and ensures quality management and eliminates complaints.

- High responsiveness and flexibility in escalation management, through short communication channels, optimised deployment planning and effective deployment of personnel
- Organisation of tasks and properties and items as well as ensuring execution
- Maximum data overview, control and flexibility - in real time.



Property Manager
Michael



Technical Manager
Rainer

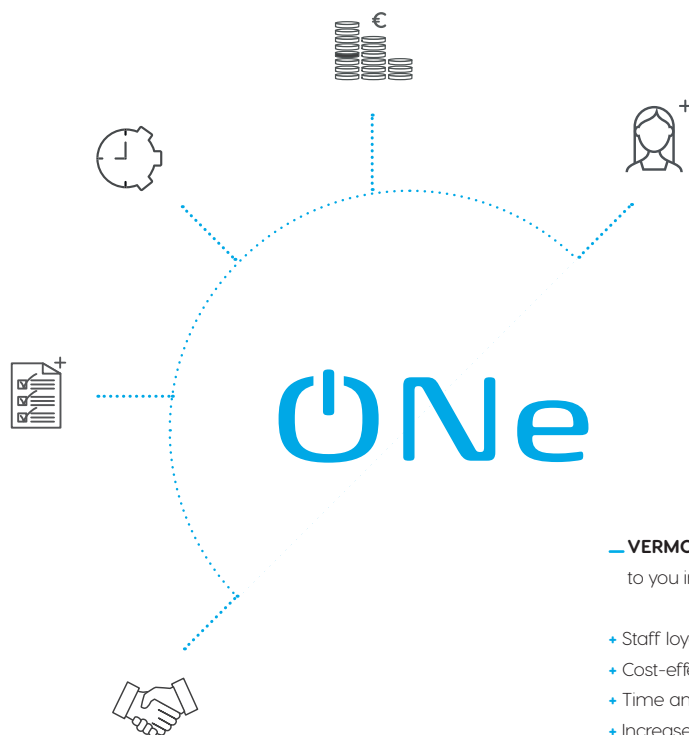
For me, it is essential that my employees have a tool which they can use in a structured and seamless process. I must be able to rely on processes and require total transparency about all services provided to ensure the quality of the customer's cleaning work. If something is not working in the property, I need to be informed immediately so that I can provide a proactive response.

This improves your everyday work as a technical manager:

The web portal provides a comprehensive overview of all the customer processes at the press of a button. The data is verifiable in real time and, combined with smart analysis tools, offers you maximum transparency and security in scheduling and control. From your desk or from any mobile device.

Push notifications and tickets immediately alert you of any problems your employees have, and guarantee you a rapid response at the press of a button!

- Process stability and security
- Monitoring as a quality insurance tool
- A proactive response to problems



— **VERMOP ONE** offers advantages to you in every respect:

- + Staff loyalty and motivation
- + Cost-effectiveness
- + Time and process management
- + Increased quality
- + Customer satisfaction

THIS IS HOW VERMOP ONE WORKS

CLEANING HAS NEVER BEEN EASIER

VERMOP ONE provides tailor-made solutions that can be integrated into your work processes to enable you to plan and scale the work activities. Digitalisation is efficiency and need not be at all complicated. This is exactly the claim that **VERMOP ONE** fulfils by combining the product worlds. The Infotainer software components and the web portal with the corresponding app are deemed a "cockpit" for all employees to facilitate control, analysis and the retrieval of documents and plans.



— The edited cleaning plan and the completed additional tasks in the Infotainer are sent to the software and can, for example, also be viewed on mobile devices by the group or technical management.

INFOTAINER

May we present: Olga's new personal assistant!

The **Infotainer** is permanently installed on the cleaning trolley, and will be a constant and reliable partner for the cleaning staff in the future. It has never been easier to document times and to support and train cleaning staff.

Instead of printing out paper printouts on the trolley, cleaning progress can be viewed here and services including times can be documented. The digital cleaning plan is stored room by room in pictograms that are easy to understand.

Special tasks can also be sent directly to the **Infotainer** and completed and confirmed as quickly as possible.

Important information such as skin protection protocols, safety instructions or application videos also provide cleaning staff with detailed support such as: e.g. information on the correct cloth colour to use. This is within the scope of occupational health and safety and compliance with all hygiene regulations. The focus is on user-friendliness. Because only those who appreciate their work tools will use them consistently and correctly.

Advantages

- Communication of special operations in real time
- Intuitive operation, multilingual and no language barriers with pictograms
- Expandable document pool
- Secure documentation

NETWORKED PRODUCTS

Motion sensors on the cleaning devices and machines send the duration of the movement time to the Infotainer via a wireless connection, which is assigned to the room displayed there and the respective performance. All the cleaning round data sent from the Infotainer can be further processed at a later date using the software.

The VERMOP cleaning devices easily enable cleaning staff to achieve more ergonomics in their everyday work. For example, the SCANDIC X handle, combined with the right application, prevents among others, carpal tunnel syndrome. The innovative product portfolio is designed for maximum cleaning efficiency and user-friendliness.

The digital documentation of completed work steps safeguards against unjustified complaints for example. The networked warning sign, for example, leaves no doubt as to when and where it was placed.

Advantages

- High-performance, well designed cleaning machines
- Ergonomic equipment reduces staff absence from work
- Paper and full documentation via wireless transmission

VERMOP ONE WEB PORTAL

The interactivity of **VERMOP ONE's** networked product world enables all the information and processes to be stored in the cloud, and then accessed and used via the web portal or app.

The CEO, property manager and team leader can access cleaning protocols and detailed evaluations in the **web portal**. The resulting analysis makes blind spots visible and proposes a range of optimisation options.

The room book serves as a basis in the web portal and as an operating level for all employees and shows the property with its individual list of services. It is easy to understand and simple to use. Cleaning staff also benefit from the large pool of information and documents.

Advantages

- Optimal overview of all the relevant data and the cleaning status of the property
- Monitoring to enhance quality
- High level of transparency, resulting in extensive analysis and evaluation options
- Document and data pool can be expanded individually

VERMOP ONE APP

For up-to-date information on what's happening in the property any time, any place!

The **VERMOP ONE app** is the mobile version of the web portal and is in no way inferior to it in terms of transparency and interactivity. Rather, it is an add-on to the web portal and with one click, enables the mobile retrieval of data and a rapid response.

Has Olga already started her cleaning round? If not, you can respond proactively and reschedule the round before the customer calls and complains! You can also see cleaning tasks and cleaning progress at a glance.

Would the company Hensler like to have its meeting room cleaned at short notice? No problem!

Additional tasks or complaints can be assigned to the cleaning staff using the ticket system. The further processing of the data for analysis or accounting purposes can also be carried out easily and efficiently, similar to the web portal.

Advantages

- User-friendly operation, simple, quick interaction possible
- Easy quality check procedure
- Photos can be stored for documentation purposes
- Generate and process tickets in real time
- Automatic push notification for peculiar seeming processes

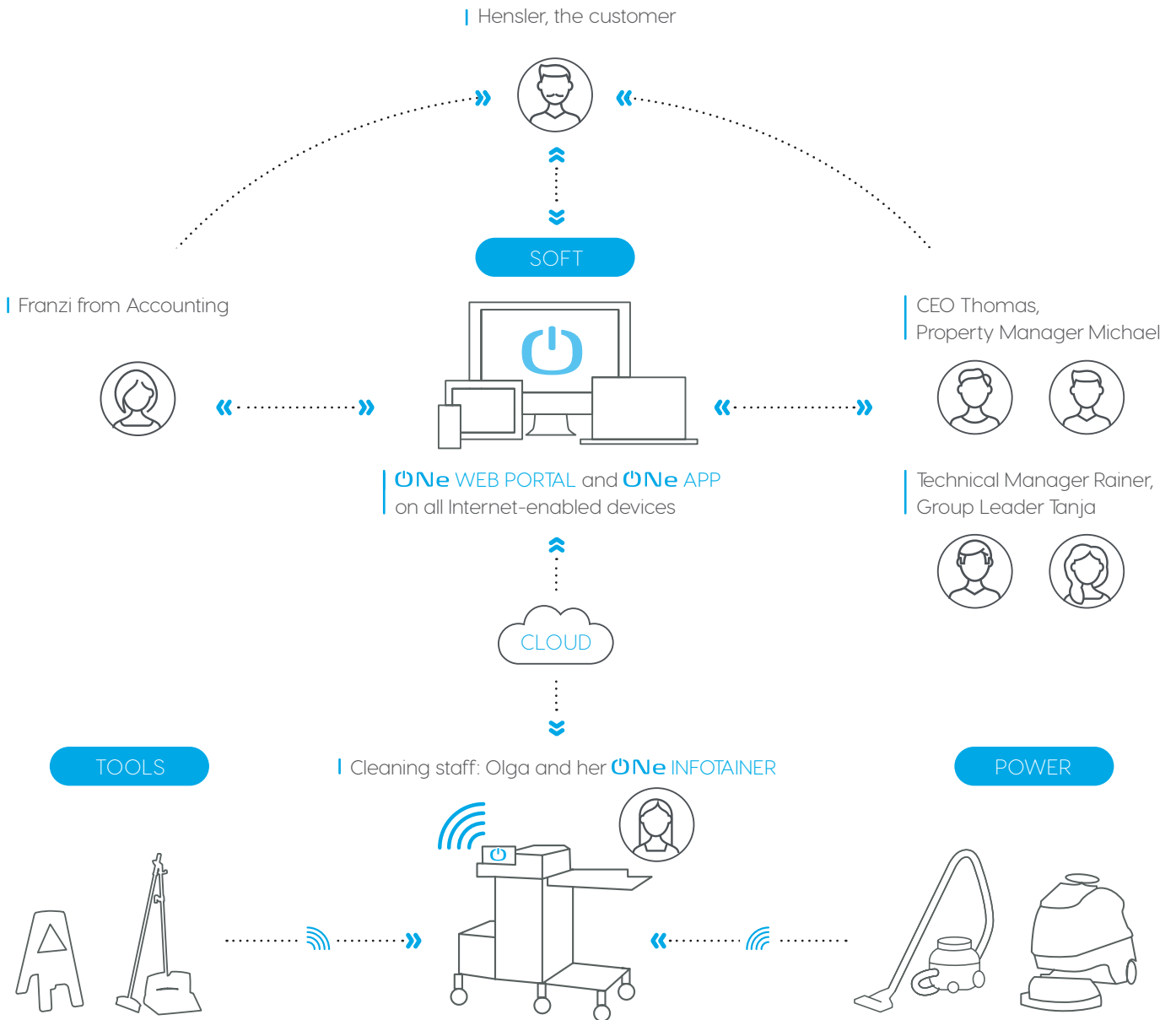


- Everything at a glance with the web portal: creating room data sheets, recording of cleaning time, proof of performance, documentation, quality checks, ticket generation and much more

CONNECTED VIA VERMOP ONE

NETWORKED AT EVERY LEVEL

The cleaning of tomorrow should generate **less effort for you in administration and organisation and offer maximum flexibility**. From cleaning to billing, you and your employees benefit from the intelligent connectivity of **VERMOP ONE**.





The EQUIPE cleaning trolley with its Infotainer and the many combination options becomes the most important cleaning partner.

Our brochure available on our website under Downloads contains more information about the EQUIPE cleaning trolley.



GET OFF TO A FLYING START WITH VERMOP ONE

| MORE EFFICIENT CLEANING IN JUST A FEW STEPS

The **Vermop ONE** service concept also sets new standards in service and training. We're here for you! You receive a service from a single source, from the presentation of the concept through the entire installation and training cycle.

The **VERMOP ONE** experts work closely with you and those responsible in your company to develop the implementation of the **VERMOP ONE** product world in your properties. The specific focus is on future process optimisation, increasing efficiency and user-friendly implementation within your team of employees.

01 — Initial discussions

In an initial consultation, we jointly analyse the general conditions for cleaning tasks, cleaning processes and potential challenges, including e.g. safety or quality standards in your properties.

02 — Advice and concept

We take a holistic approach to individual requirements, and work closely with you to develop a tailor-made overall concept for your company and your customer projects.

Based on this information, we define the overall requirement for the essential products, services and the work processes.

The **VERMOP ONE** software enables you to include profitability forecasts for your property(ies) and to implement the first optimisations.

03 — Implementation in your company

The **VERMOP ONE** software can be used immediately and is pre-set to the developed, individual concept.

The **VERMOP ONE** experts will assist you on site with the implementation of the entire system which will enable you to get off to a smooth start.

- Professional installation and integration of the system (SOFT) by the **VERMOP ONE** experts
- Induction of the CEO, property manager and technical manager into the functionalities of the **VERMOP ONE** world, (web portal, app, analysis tools)
- Initial instruction of the group management and cleaning staff in the functionalities of the Infotainer, app and the web portal
- First rounds conducted together to optimise work processes using **VERMOP ONE**

After a few weeks we sit down with the project team and reflect on the initial results. Together we assess and determine what adjustments need to be made for further optimisation.





Even if you start small with **VERMOP One**, you can exceed your limits! Each test project can be expanded and upgraded to include additional projects.

04 — Process support

The best system only achieves the best results if users can operate it correctly and efficiently! It is therefore crucial to take you and your employees with you throughout the entire process and to support you accordingly.

Your entire team will receive practical instructions during an introduction to the system in the installation phase to make it easier for them to start their everyday work. The **VERMOP** experts are your contacts during all the implementation phases, who will actively support you and your employees.

Countless suppliers and contacts are now a thing of the past. Our collaboration means less administration and work for you in your day-to-day business - everything from a single source.

Advantages for you, results you can achieve with VERMOP ONE:

- Rapid installation and implementation by our experts
- Full integration of all stakeholders ensures the success rate
- Develop sustainable resources in terms of time, money and personnel
- Future optimisation potential remains open

05 — Training

Stay still and you go backwards! We therefore support and encourage you and your employees with individual training and further education as the collaboration progresses:

- Practical product and application training
- Digitalisation workshops – company-related and individual
- Process optimisation workshops

Add on:

- Joint creation of room books
- Configuration of cleaning plans based on the areas you have set out

ADDED VALUE WITH VERMOP ONE

| CUSTOMER SATISFACTION THAT CAN BE MEASURED



Data privacy. Safe is secure!

The protection of your personal data is important to us.

We therefore guarantee that no personal data is sent or stored via the **VERMOP ONE** product world and that we therefore meet all the requirements of the GDPR.

In times where expectations in terms of cleanliness and hygiene are constantly rising, the **"perception of cleaning performance"** factor plays an increasingly important role in **customer satisfaction**.

Therefore, not only should your client be satisfied with the cleaning performance, but in particular the end customer such as the guests in the hotel, visitors at the airport or the patient in the hospital.

Customer satisfaction and the company's economic success are closely related. The more you know about your customer, the more effectively you can meet their expectations, identify optimisation opportunities and operate in a more cost-effective way.

VERMOP ONE provides the tools you can use to assess customer satisfaction.

QR stickers or terminals with symbol buttons at critical points enable customers to record their feedback on the perception of cleanliness with just one click. You can intelligently link customer feedback to the **VERMOP ONE** software and analysis tools to gain valuable data for evaluation, identify areas critical for success and to act accordingly. In the event of a bad rating, a ticket is automatically generated to trigger a proactive response in the shortest possible time, e.g. by making improvements.

You therefore benefit from:

- Simple implementation
- Monitoring success through customer feedback in real time
- Quick response to critical cleaning situations
- Identify connections, act in a targeted procedure
- Increase in customer satisfaction over the long term





ONE EARTH

| KNOW WHAT IS IMPORTANT

Helping to shape the future also means taking responsibility and protecting the environment in which we want to live. **VERMOP**'s commitment to sustainable environmental protection has been certified in accordance with ISO 14001 for eight years, and its quality management was certified pursuant to ISO 9001 20 years ago.

A rising number of products from the **VERMOP ONE** system world consists of recycled material and thus also contribute to responsible environmental protection. Sustainability means much more than a reduction in CO₂.

To create a future worth living, **VERMOP ONE** represents a cut in the consumption of resources, functional and long-lasting products and the promotion of employee health, e.g. through more effective and joint-friendly use of ergonomic equipment.

One EARTH means sustainability:

- Reduction in paper processes and shorter journeys
- Streamlining of work processes
- Avoidance of environmentally damaging excessive doses
- Products and apps that are kind to the health and future oriented

VERMOP ONE: ready for the next level of cleaning

The pandemic has also demonstrated the increasing importance of quality standards and hygiene demands.

The future of cleaning is moving away from the sale of individual cleaning services towards the demand for overall service packages based on quality standards.

In this respect, you will be well prepared for the future with **VERMOP ONE**. Because regardless of the quality level your customer or their customer requires and demands, with **VERMOP ONE** you are already on the way to becoming a provider of cleaning concepts and not just selling cleaning services.

Are you ready for re-imagine cleaning?

VERMOP **ONe**

TEST IT YOURSELF!

The **VERMOP ONe** team warmly invites you to the Center of Excellence in Gilching. Here, you can experience the **VERMOP ONe** product world.

We can arrange an introductory meeting to discuss how **VERMOP ONe** can change the everyday cleaning routine of you and your employees in the future, and which system solutions will be effective in your company.

VERMOP ONe is thinking ahead, cleaning more easily and efficiently and shaping the future of your cleaning together.

Are you ready? Then start **NOW!**



- First, get to know us quickly and easily via QR code or by calling + 49 9342 878 800.

VERMOP **ONe**

THINK DIFFERENT

- Transparency creates trust
- Cost optimisation creates long-term success
- Minimizing complaints creates customer satisfaction
- One contact person creates efficiency



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15.11.24 English
Art.nr.: 19943125EN

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