



# SAMSIC NEWS

Dear Reader,

It is with great pleasure that we bring into your hands the first 2024 edition of Samsic News.

Traditionally, you will find here an overview of the most important events in the life of our company, which we hope will inspire you to implement changes or launch new initiatives within your organizations.

We started the new year with innovation so in this edition, as part of "Samsic tests," we will present you reports on tests of autonomous robots conducted at our customers' facilities.

We also have for you a handful of important environmental information coming from our employee restaurants. You'll also learn about our latest consumer satisfaction survey solution.

We invariably invite you to read on!

*Samsic Polska Team*

## Contents

### 03.

Samsic Poland 2024 strategy

SAMSIC

### 04.

Samsic CSR

SAMSIC

### 05.

Cleanliness at the highest level -

Samsic in .KTW II

FM

### 06.

Samsic tests - Zaco X1000

FM

### 07.-08.

Samsic tests - LIONSBOT R3 SCRUB

FM

### 09.

TORK training

FM

### 10.

Consumer satisfaction survey - "Rate the dish" application

HORECA

### 11.

Eco commitments SAMSIC BISTRO

HORECA

# SAMSIK 2024 STRATEGY

The beginning of the year is a time for new openings and challenges, not only those present in our private lives, but also those in business. So it is worthwhile to have clear directions, be fully aware of them and ambitiously strive to achieve them.

That's why in early January we invited the management team and our Samsic Poland office to a strategy meeting to present our company's goals for the next 12 months. In 2024, we will holistically **take care** of the well-being of people, the working environment and our business partners. And all in the spirit of respect for the environment and compliance with our CSR and ESG policies.



## CLIENT

We focus on relationships. We care about satisfaction, improving the efficiency and well-being not only of our customers, but also of their employees. We maintain strong partnerships with our customers, business partners and interasurias.

## BUSINESS

We are committed to flexibility, innovation and accountability in our services. We provide customized solutions to improve the efficiency of our clients' operations. We take full advantage of market opportunities and improve our competitiveness with this.



## PEOPLE

People are our greatest value. We care about their development and involvement. With a **"WE CARE"** attitude, we promote respect, empowerment openness.

## CSR/ESG

We are actively involved in environmental protection and community development. We provide responsible and environmentally friendly services and help our customers achieve their sustainability goals.



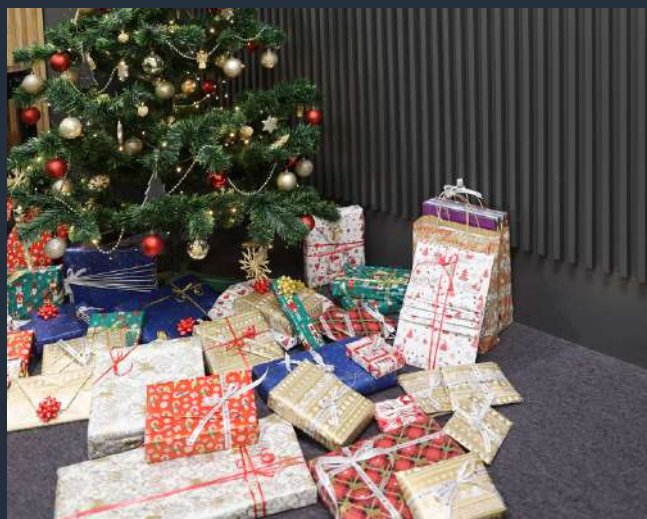
# SAMSIK CSR

## CHRISTMAS FULL OF MAGIC



During the magical Christmas time, Samsic Poland employees decided to give a special gift to children in need. Commitment to charity events, "Bauble for children from the Orphanage" and the donation of games and coloring books for small oncology patients of the Górnośląskie Centrum Zdrowia Dziecka, brought not only joy and smiles on their faces, but also showed that the community and the heart shown are crucial for our company, especially during the Christmas time.

The first of the campaigns, "**Bauble for children from the Orphanage**" turned out to be an extremely emotional experience. Together with our business partner, we participated in an initiative aimed at fulfilling the dreams of children from the Ruda Śląska Orphanage. The wishing baubles were full of little ones' humble wishes and dreams. Each bauble hid not only a letter with the child's wish, but also gave us the opportunity to get to know them themselves. At the end was the great undisguised joy of the girl whose wish we had the pleasure of fulfilling.



In the second campaign, we supported the little heroes staying in the **oncology ward of the Górnośląskie Centrum Zdrowia Dziecka**. Thanks to the generosity of employees, we were able to raise considerable funds, which we used to purchase gifts for the children. The beautifully packed gifts included playing board games, coloring books and stationery, which we hope will allow the youngest patients to forget about the illness, at least for a while.



The Christmas magic created by these actions not only affected the lives of children, but also made our employees realize how much we can do by joining together for the good of others. This is another step in building a society full of empathy and caring, which is one of the key values for our company.

# CLEANLINESS AT THE HIGHEST LEVEL SAMSIC IN .KTW II



It is with great satisfaction that we would like to inform about the beginning of cooperation between our company Samsic Polska and TDJ Estate, the owner of the prestigious .KTW office complex located in the heart of the Górnśląsko - Zagłębie Metropolis. As of February 1st, we will take care of comprehensive maintenance of the cleanliness of common areas in the highest office building in Silesia - .KTW II. This is a great distinction for us and confirmation that we are able to meet needs of even the most demanding customers.

In addition to providing complete cleaning services, our responsibilities will include management of a 3-level underground parking garage, maintenance of outdoor areas all

year, as well as additional specialized services.

In total, we will be responsible for a space of more than 11,000 sqm, covering common areas located on 31 floors of the Class A office building. This is not only an ambitious challenge for us, but also an opportunity to demonstrate our competence and professionalism at the highest level.

Full of commitment, we begin our cooperation with the region's most iconic office building. We believe that this cooperation will bring many benefits to both parties and strengthen our position as a trustworthy partner. We would like to thank you for your trust and we are ready for new challenges.



TDJ



.K T W

# SAMSIC TESTS ZACO X1000

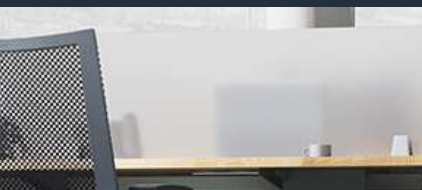


Professional cleaning robots are intelligent machines that are perfect for maintaining cleanliness in large-scale facilities. They are ideal for use in the spaces of logistics centers, manufacturing plants, sports halls, warehouses, airports, shopping malls or office buildings.

Automating routine tasks is an effective way to ease the unburden on employees, allowing them to focus on more demanding cleaning tasks.

Cleaning robots are also an excellent alternative for organizations facing a shortage of cleaning staff or high staff turnover. These intelligent machines are able to effectively take over some of the duties, taking care of the cleanliness and orderliness of the facilities.

Cleaning robots are an excellent example of automation in the cleaning sector.



The use of the latest technology contributes to a more efficient cleaning process.

At Samsic Polska, we are very well aware that service innovation is the future of the industry. That's why we are constantly testing new solutions and convincing customers to implement them. As recently as the end of 2023, we organized a presentation and testing of the **Zaco X1000** robot at one of our customers. Its functions and range of activities made the customer very impressed with the solution. So much so that he decided to implement it at his facility.

Thanks to the efforts of the entire Samsic team, we are successfully bringing innovative solutions in the form of autonomous robots to our customers' facilities. This proves our determination to provide the latest technologies and services at the highest level.



# SAMSIC TESTS AND IMPLEMENTS LIONSBOT R3 SCRUB

## Innovative cleaning robot with revolutionary autonomous cleaning system

In today's world, where the speed of life is getting faster and faster, technology is coming to the rescue by offering innovative solutions in various areas.

The LionsBot R3 Scrub is an excellent example of how advanced robotics can revolutionize the cleaning industry. Equipped with advanced functions, this small robot is perfect for a variety of places - from offices to airports.

### Compact size - Big possibilities

The R3 Scrub stands out not only as the smallest robot in the LionsBot portfolio, but also as a powerful cleaning tool. Its compact size allows it to operate effectively in small and medium spaces.

### Universality of action

The R3 Scrub stands out not only as the smallest robot in the LionsBot portfolio, but also as a powerful cleaning tool. Its compact size allows it to operate effectively in small and medium spaces.

### Full Autonomy with Docking Station

The newest docking station technology allows the R3 Scrub to operate with full autonomy. The docking station not only charges the robot's batteries, but also empties and refills the water or cleaning agent tanks. All this without the need for user intervention.

### Smart navigation and safety

The technology that the R3 Scrub robot has allows it to intelligently navigate the surrounding. When the robot encounters an object, it automatically detects it by starting the procedure. This ensures that the robot navigates efficiently and safely through various types of rooms.



“

*The LionsBot R3 Scrub is a modern solution for companies looking for efficient, easy to use and comprehensive cleaning equipment. Its innovative functions, such as the ability to use different cleaning technologies or full autonomy thanks to the charging dock, make it a key element in the future of the cleaning industry.*

# LIONSBOT R3 SCRUB ROBOT TEST SUMMARY

Autonomous cleaning robots, such as the LionsBot R3 Scrub, represent a revolution in cleaning. Our expert Radoslaw Pieczonka will talk about a few of them.



IF YOU ARE INTERESTED IN SOLUTIONS RELATED TO AUTONOMOUS ROBOTS WE ENCOURAGE YOU TO CONTACT US

## RADOSŁAW PIECZONKA

Excellence Center Project Manager

Tel.: 048 722 140 702

E-mail: [radoslaw.pieczonka@samsic.pl](mailto:radoslaw.pieczonka@samsic.pl)

- ▶ **Working at night without lighting:**  
The LionsBot R3 Scrub robot, has demonstrated the ability to work effectively at night without the need to turn on additional lighting. This not only saves electricity, but also makes optimal use of cleaning service time.
- ▶ **Saving resources:**  
Indeed, the robot reduces water and chemical consumption. Tests have shown that the robot contributes to cost reduction not only in the area of water, but also in the area of expensive chemicals.
- ▶ **Energy efficiency and safety:**  
Thanks to the use of modern technology, the robot works not only efficiently and economically, but also safe.
- ▶ **Environmental benefits:**  
The R3 Scrub impresses with its sustainability performance. Continuous operation for up to 3 hours on just a 2-hour charge, water savings of 85%, and minimal waste water discharge all contribute to reducing environmental impact.
- ▶ **Environmental compensation:**  
The LionsBot producer declares that it will plant one mangrove tree for each robot purchased.
- ▶ **Sound comfort:**  
The LionsBot R3 robot is remarkably quiet during operation, which positively affects the comfort of users and the environment.
- ▶ **Health and Safety:**  
Let's remember that autonomous robots support workers, especially where human labor would be insufficient, taxing on health or dangerous. In this way, they increase health and safety in areas that require special attention.
- ▶ **Improving working conditions:**  
Autonomous robots, such as R3 Scrub, not only make daily work easier, but also ease the unburden on employees, reducing their involvement in cleaning processes and therefore increasing equality of opportunity also in use for people with disabilities.



# TORK TRAINING

## EXPANDING HORIZONS THROUGH NEW TECHNOLOGIES AND GREEN INITIATIVES



"Intensive training with Tork: We learn about innovative solutions for our company!"

Improving the competence of our employees is the key to Samsic's success. That's why we gladly participate in training courses that improve our knowledge so that we are able to provide our customers with the highest level of service. In the past time, our company had the opportunity to participate in a professional training organized by Tork. At the workshop we had the opportunity to learn even more about not only products but also analytical solutions offered by Tork.

At the end of the training, all participants took part in a challenging quiz to test the knowledge they had obtained. We are pleased to announce that the winner was our colleague **Grzegorz Glanc** - *Facility Manager*.

Training like this without a doubt allows us to better understand the possibilities and learn about the newest solutions offered by our partners.

### Scope of training:

**Towel paper dispensing systems:** we learned about systems that not only improve efficiency, but also support sustainable hygiene practices.

**Types of paper:** we explored the knowledge behind the types of paper, with a full description of their performance and quality.

**Toilet paper dispensing systems:** we took a look at toilet paper dispensing solutions that not only increase efficiency, but also promote hygiene.

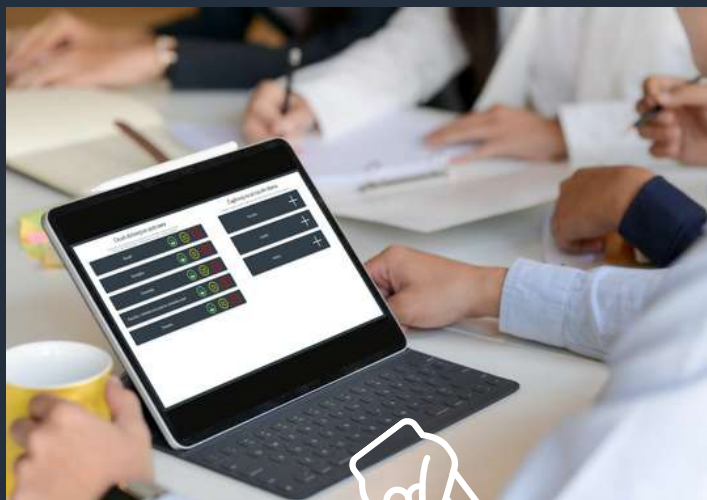
**Performance comparison:** we conducted tests comparing the performance of Tork products versus traditional solutions. This allowed us to accurately assess their effectiveness.

**Tork Paper Circle:** we learned about Tork's newest service to collect used towel paper from customers' facilities. This is aimed at creating a closed product circle.

**Tork Vision:** we learned more about the system of traffic measurement (we wrote about it in the previous issue).

# NEW APPLICATION "DISH RATING"

Our Samsic Optimization and Samsic Bistro team is pleased to announce the successful implementation of a new application that will improve significantly the communication between the catering team and customers of the employee restaurants we operate. The **"Dish Rating"** application, developed using PowerApps, is designed to provide feedback on the dishes we serve, helping to improve the menu and satisfy the tastes and preferences of our customers.



Kaczka z ziołami oraz puree ziemniaczane



The **"Dish Evaluation"** application is a tool available on tablets placed in our employee restaurants. Thanks to this interactive solution, we are able to react quickly to the changing preferences of our guests and catch any imperfections appearing in our offerings. All this makes Samsic's canteens an even more attractive place for fans of good cuisine.

## APPLICATION FUNCTIONS

1

**Food Rating:** Customers can now easily rate the dishes that are on the menu that day. For this, they use a three-stage system of icons - "smiley faces." This quick and intuitive tool allows them to express their opinion on the taste and overall satisfaction of a given dish.



2

### Preferred dishes suggestion:

The app also gives customers the opportunity to suggest dishes they would like to see appear on our menu. They can vote for them from within the same app.



3

**Rating Analysis:** Our Samsic Bistro team has real-time access to incoming ratings and suggestions which allows us to quickly identify the best rated dishes and those that may need some adjustments. This is an ideal tool to continuously improve the quality of the services we offer.

# SUGARCANE OUR ECO FRIEND

One of our commitments at **Planet 2030** is to help build a better, more and biologically sustainable world. This idea has been deeply embedded in each of our activities, we are constantly focusing on an ecological approach and taking care of our planet. Therefore, following the changes in the market, we have decided to introduce sugarcane lunch boxes (disposable packaging) in our employee restaurants, which are great as an eco-friendly alternative to styrofoam and plastic lunch boxes.



## WHY ARE WE DOING THIS?



**Sugar cane** is a compostable and ecological material, a friend of the environment, and has high tolerance and resistance to moisture. Such boxes are taste-neutral and have good thermal properties.



**Market changes**, since the beginning of the year, regulations have been in effect in Poland aimed at reducing the use of single-use plastic containers. They were introduced by three regulations, which are the result of the EU's single-use plastics (SUP) directive. A charge will be added to every plastic cup and take-out dish from now on - exactly the same as it was with commercials a few years ago.



**Eco changing consumer habits**, about **200,000 tons** of single-use plastic products enter our market every year. Among them are cups and takeaway packaging. We want to change habits because we see what a danger excessive plastic production poses to the environment. As a company that follows the spirit of CSR/ESG, we are looking for solutions that benefit not only our customers, but also the environment.



**JOIN US AND CHANGE YOUR HABITS TO BE MORE ECO-FRIENDLY!**

# TRUST TO OUR SPECIALISTS

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 and we will prepare a comprehensive offer and implementation plan for you.

## LET'S KEEP IN TOUCH



+48 32 251 08 40



ul. Astrów 10, 40-045 Katowice



[oferty@samsic.pl](mailto:oferty@samsic.pl)



[www.samsic.pl](http://www.samsic.pl)