



HouseHold

Facility Management

Company Profile

HouseHold 4YOU Kft.

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"If you want to be successful in any walk of life, you must know the ropes."



HouseHold FM, our company was incorporated in 2013. Our main business activity is the professional operation of malls, shopping centers, office buildings, industrial facilities and condominiums, which also includes offering surveillance solutions for buildings, planning and implementing security and fire protection systems, cleaning, gardening and procuring work by qualified tradesmen.

Our company has taken out a **liability insurance policy** with UNIQA Biztosító Zrt. against liability claims up to **HUF 50,000,000**.



Our clientele

The main objective of our company is to achieve customer satisfaction; to this end, we tailor our services according to our customers' needs. We seek to establish good rapport with our customers based on our helpful customer service.

Our team

We take all reasonable efforts to hire the best possible staff for HouseHold 4You Kft. We facilitate the personal and professional development of our staff members by creating good working conditions, providing specialist equipment and training, offering competitive compensation packages and rewarding quality work. We expect meticulous work in return.



Natural and social environment

Relying on our state-of-the-art equipment, we strive to meet the strictest environmental standards while making an increasing number of corporate social responsibility-related commitments.

Service portfolio, Manned property protection

Property protection means property protection services that offer our customers business alternatives at a high professional standard.

Our consistent quality management, training and business policy implemented across all our operations guarantees the high standard of our services. Our services fully comply with



both national legislation and the professional standards in force in the EU.

BUSINESS PHILOSOPHY

In co-operation with our customers, we develop complex bespoke future-proof security solutions that fully satisfy the needs and support the business processes of our customers.

The geographical reach of our operational group's activities and our operations covers Hungary's entire territory.



Our objective is to protect human life and values, cultural and intellectual assets as well as valuables using perfectly lawful means and methods.

For us, 'successful operation' is not just another slogan, because we continually monitor and measure the added value that we contribute to our customers' success.

Our company fully conforms to all the conditions set out in Act CXXXIII of 2005 on the rules of personal and property protection activities and private investigation as amended several times and has the expertise, human resources and tangible assets needed for personal and property protection at its disposal.

Services related to manned guarding of property:

- Protection of facilities, industrial and commercial premises
- Personal protection
- Event protection
- Site security services
- Concierge and front of house services
- Cash-in-transit services (escort, shipment, guarding, processing and storage)
- Security patrolling of public spaces
- Private investigation and debt recovery



Service portfolio, Security technology

The Security Technology Unit of our Property Protection Division offers security technology solutions for condominiums, gated communities, institutions, industrial and logistics space, commercial outlets as well as the adjacent areas and parking lots and provides remote surveillance for systems put into service.

Relying on the extensive expertise of our team, we undertake the designing, installation, handover and post-handover maintenance of systems and performing all the activities related to installation. The systems that we install meet customer needs in a flexible manner.



We only install TÜV-, CE- and/or MABISZ-certified equipment in accordance with the recommendations of the Association of Hungarian Insurance Companies, Decree 28/2011 of the Minister of the Interior and the MSZ EN 5013x standards. We do not install systems, not even at the explicit request of our customers, that fail to meet the technical standards that we deem appropriate for property protection and operational security purposes.

Although we install mainly electronic alarm, smoke and carbon monoxide detection systems, the installation of automated electronic gate openers and physical access control systems is also included in our portfolio.



Remote surveillance solutions range from the surveillance of traditional systems through the GPS tracking of vehicles to remote surveillance for social and technical purposes.

Systems are designed and operated by specialist staff members holding a degree in electronics.

Similarly to manufacturers, we generally give a year's warranty on the systems installed. Customers may, however, request an extended (2- or 3-year) guarantee period if they decide to enter into a maintenance contract for full support.

In the case of failures, we make all reasonable efforts to restore the soonest possible operability of the system. Our experts responsible for trouble-shooting receive specialist training and have the best available technology at their disposal (e.g. pagers, specialist equipment, spare-parts) in order that trouble-shooting can be facilitated.



Service portfolio – IT

Fast changes in info communication needs are urging companies and institutions to outsource the work processes that are not closely related to their core activities. By so doing, they can allocate their resources to their core activities thereby optimising their operation.

Our company has gained its expertise in information, data and operational security mostly in the Hungarian market. We seek to familiarise ourselves with our customers' IT operation and processes and customise our IT services accordingly. Our IT operation services provide immediately available and scalable resources and tried-and-tested processes with a predictable and transparent cost structure.

Provided in the whole of Hungary, HouseHold 4YOU Kft.'s information, data and operational security services range from complete outsourcing (operation by outsourced employees) to installation, configuration, trouble-shooting, maintenance, planning, consultancy and made-to-order development.

Outsourcing projects may include the outsourcing or hiring of both human resources and assets. The outsourcing of keeping a record of assets and that of planning and implementing technology upgrades are likely to reduce internal costs.

Our expertise covering IT and information security as a whole enables us to provide services at a high professional standard. Services can be ordered and measured and their delivery can be checked in a breakdown by service level.

IT operation services and service level agreements specifying quality are arranged in accordance with the ITIL methodology, which guarantees that the services provided meet the needs and suit the internal processes of our customers.



Service portfolio – Operation

Our company can be hired to operate gated condominiums, communities, institutions, industrial and logistics spaces, shopping malls and office buildings.

Facility management is a complex task comprising all the activities that support the operation of real properties and the core activities of companies and institutions.

Besides carrying out their core activities, organisations also need to purchase support services without which they cannot achieve their main objectives.

Relying on and managing such support services, they can increase operational efficiency and employee satisfaction. Our



goal is to provide comprehensive operational support at a high professional standard for our customers, paying close attention to organisational strategies.

A summary of tasks related to general and technical operation:

- Ensuring the delivery of operation-related services, making decisions if appropriate
- Performance of fire protection- and workplace safety-related tasks, maintenance of fire extinguishers and fire hydrants
- Ensuring the continuous operation of HVAC and electric power systems and related equipment as well as elevators in accordance with their intended purpose, carrying out their scheduled and unscheduled maintenance and performing troubleshooting



- Keeping the exterior and interior of buildings in good repair
- Maintenance of heating and cooling systems, energy management
- Ensuring the on-site availability of a technical caretaker and repairman
- Designing a long-term preventive maintenance plan (discussed with and agreed upon by owners), performance of the tasks set out therein
- Recommendations for purchases not included in the contract for facility operation; participation in the procurement process, support for the decision-making process
- Participation in the preparation, implementation and handover of renovation and remodelling when the need arises; doing repairs and ex post performance of work not yet performed
 - Liaising with the competent authorities, participation in licensing procedures if appropriate
- In the case of the occurrence of insured events and incurrence of damage, making the necessary administrative arrangements with the companies concerned
 - Collection, disposal and storage of communal waste
- Regular (or ad hoc) notification of owners of operational events and disturbances, the formal recording of such events and disturbances

Besides performing the above general and technical duties, we also carry out the following leasing-related tasks:

- Monitoring of the lease contracts in force and continuous inspection of meeting the conditions set out therein
- Measures related to lessee or owner remarks and complaints
- Support with leasing
- Handover and takeover procedures of leased properties



- Maintenance of existing lessee databases containing at least the following data:
 - data of leased areas and areas available for lease
 - lessee data and data of lease contracts
 - energy and public utility consumption data of leased properties and lessees
 - record-keeping of parking lots and dedicated spaces
- Compilation and discussion with owners of draft operational budgets, adherence to finalised budgets in the course of the business year and reporting on the implementation of the budget after the end of the calendar year
- Record-keeping, invoicing and recovering of operational costs
- Payment of operating costs (public utility services) under subsequent contracts, bill back invoicing
- Maintenance of public utility contracts
- Reading of public utility metres, record-keeping and financial settlement of consumption
- Exercising guarantee and warranty rights, management of related issues
- Regular pest and rodent control
- Laying down of and procuring adherence to housekeeping rules
- Entry of new data and information into and maintenance of lessee databases





Service portfolio – Cleaning technology

Our cleaning technology services cover the entire spectrum of professional building and institutional sanitation and hygiene. They enable us to satisfy the individual needs of offices, office buildings, health care and social institutions, baths, leisure centres, sports facilities and industrial and manufacturing facilities operating under extreme conditions. We also undertake to clean floors, carpets and furniture.



We only use the latest high-quality detergents furnished with safety data sheets and comply with the strictest technological requirements when delivering our services.

We do not use aggressive chemicals, hydrochloric acid, phosphate, strong lye or detergents containing chlorine. **99%** of the detergents that we use are **biodegradable**.

Modern methods, a system of complex services and dedicated equipment enable us to perform our tasks efficiently and engage in cleaning activities in an economical, environmental friendly and safe manner irrespective of the nature and size of the area to be cleaned.



Similarly to the recruitment of the guarding staff, the selection of our cleaning staff also means the application of stringent employment criteria, background and psychological checks and the assessment of expertise. We only employ reliable healthy individuals capable of performing the tasks at hand both professionally and physically. In delivering the services concerned, our staff follow the relevant technological and cleaning instructions while closely observing accident and fire prevention and workplace safety requirements.

We continually check on the quality of the work performed and record the findings in a survey logbook. It is important for us to be able to create - on a daily basis - a clean and attractive environment in respect of the areas cleaned, thereby improving customer comfort and contributing to our customers' successful daily activities.



Service portfolio - Gardening

For each order for garden construction and care we prepare an individual plan.

First, we assess the condition and age of the plants and the size and exposure of the garden concerned. Our fee comprises the provision of the necessary pesticides, nutrients in spring and autumn and the disposal of the waste generated during work. Garden care also includes the spring activation and the end-of-season winterising of irrigation systems. Each spring and/or autumn we ventilate lawn in order to prevent the growth of weeds and the spread of moss. When providing garden care and plant protection services, we pay close attention to environment protection.



We can also be consulted on the further development of gardens and the way in which such development should be implemented.

Our service portfolio also includes the care of office plants. We provide care for indoor plants weekly or monthly. It is very often the case that plants in the home or in the office are exposed to serious stress from overheating in the winter and air-conditioning in the summer. Plants usually respond to such stress differently, but on the whole badly. We can offer plants that respond well to such extreme conditions.



Gardening services

- Lawn mowing, lawn ventilation and ragweed control
- Mechanical grass cutting, brush control, felling of trees
- Felling of trees, chopping up of branches, hedge trimming, pruning and spraying
- Manual and mechanical weed control
- Mulching using pine bark mulch
- Disposal of green waste
- Park and garden construction
- Park and garden care
- Construction of garden paths and pavements, paving
- Fencing
- Construction of alpine gardens
- Construction of garden ponds
- Repairs to water supply systems
- Boring of wells for irrigation
- Installation and maintenance of and repairs to irrigation systems
- Home and office plant care

If you have any questions, please don't hesitate to ask.

Thank you for your attention.

A handwritten signature in blue ink, appearing to read 'Belényi György', with a stylized flourish at the end.

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