

**S P A R O L**  
CLEANERS & JANITORIAL SUPPLIES



*"We provide a one stop reliable professional cleaning services to individual, corporate, commercial, domestic and industrial clients in Kenya. We are committed to the achievement and maintenance of excellence for the benefit of the client and society at large."*

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[www.sparol.co.ke](http://www.sparol.co.ke)

2019



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## 1. WHO WE ARE:



*We are based on a foundation of personal service and willingness at all times to ensure the clients' needs are fully satisfied. Quality Service is our benchmark.*

SPAROL CLEANERS & JANITORIAL SUPPLIES, 'Sparol', is an ambitious business registered in the Republic of Kenya in 2017. Sparol is committed to providing a one stop professional cleaning services package in Kenya and East Africa. We provide the cleaning services to corporate, commercial, domestic and individual clients. Besides providing the traditional cleaning services as provided by most players in Kenya, we also provide the following services:

- Laundry & dry-cleaning services,
- fumigation services,
- office assistance,
- maid services,
- property support services,
- gardening & landscaping services and
- supply of cleaning tools, equipment & agents.

*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.*

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### 1.1 Our Vision

*“To be the leader in providing one stop cleaning solutions for corporate, commercial, industrial, domestic and individual clients”*

### 1.2 Our Mission

*“To provide our clients with satisfactory services”*

### 1.3 Our Objectives

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

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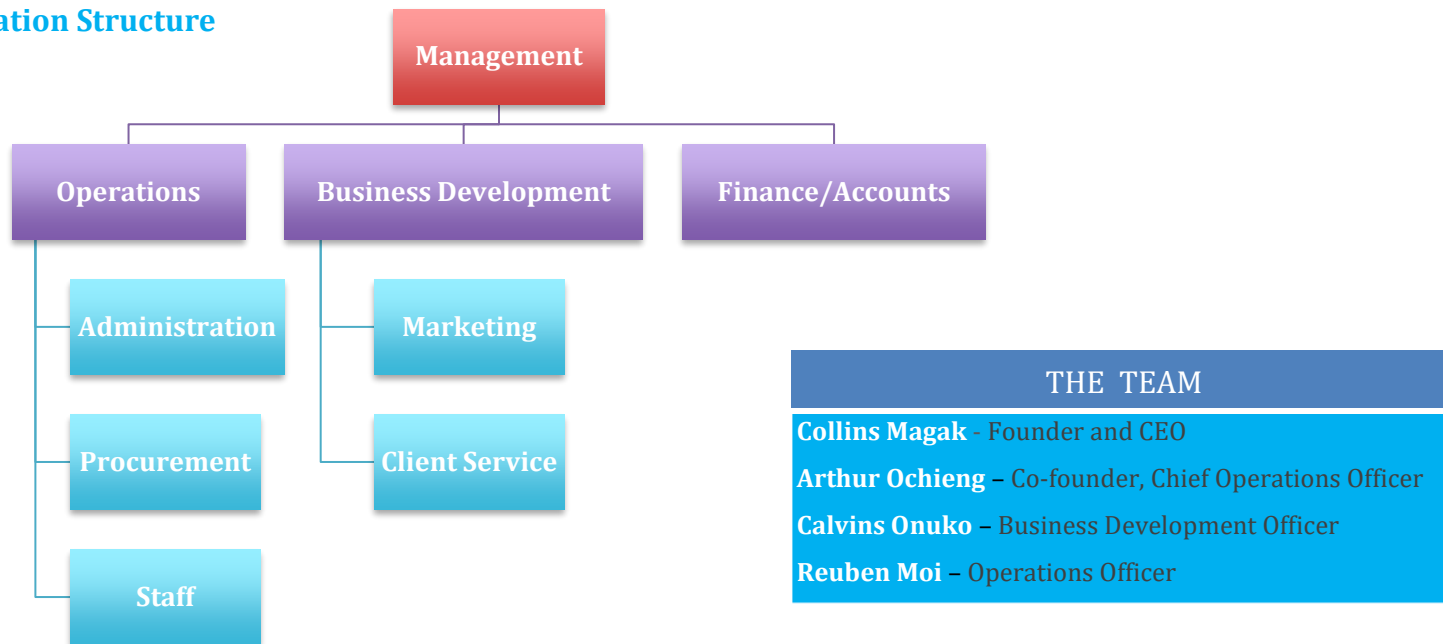
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## 1.4 Values

- ❖ **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.

## 1.5 Organization Structure



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## ABOUT THE TEAM



**COLLINS MAGAK**  
 Founder & CEO

Collins Magak is the founder and CEO of SPAROL CLEANERS & JANITORIAL SUPPLIES. Collins is a businessman with a lot of interest in the hospitality, real estate, hygiene & sanitary services. Mr. Magak holds a bachelor's degree in Construction Project Management from the University of Nairobi. Collins also holds HVS Certification in Hotel Valuations & Appraisals by HVS Global Hospitality Services.



**ARTHUR OCHIENG**  
 Co-founder, COO

Arthur Ochieng is the co-founder and Chief Operations Officer (COO) for SPAROL CLEANERS & JANITORIAL SUPPLIES. Arthur is a businessman and a consultant in Finance & Investment. Arthur holds a bachelor's degree of Commerce, (B. Com), from Jomo Kenyatta University of Agriculture and Technology. He is a results-driven professional with a lot of experience in Finance and Business Administration.



**CALVINS ONUKO**  
 Business Development Officer

Mr. Onuko is the Business Development Officer (BDO) for SPAROL CLEANERS & JANITORIAL SUPPLIES. Calvins 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 construction site in Runda.



**REUBEN MOI**  
 Operations Officer

Mr. Moi is the Operations Officer (OO) for SPAROL CLEANERS & JANITORIAL SUPPLIES. Mr. Moi has a wealth of experience in property support services and real estate sales & marketing. He has over eight years providing property support services for Watamu Court Properties. His areas of excellence include housekeeping, undertaking the daily administrative tasks for built property and general property support.

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## 2. PRODUCTS & SERVICES

We have categorized our services in five (5) operational divisions namely:

1. **Cleaning and Hospitality Division**
2. **Gardening & Landscaping Division**
3. **Property Support and Pest Control Division**
4. **Supplies Division**
5. **Laundry & Dry-Cleaning Division**

### 2.1 Cleaning & Hospitality Division

This division handles all general and specialist cleaning services, waste management services, office assistance services, maid services, ironing services and training services.

#### 2.1.1 Cleaning Services

1. **Domestic Cleaning:** This involves cleaning people's homes including the kitchens and bathrooms, through vacuuming and dusting. Other services, such as washing of furniture, clothes, other movables and ironing can also be provided upon request by the client.
2. **Commercial Cleaning:** This involves cleaning business premises, such as offices, malls, industries, stalls and shops, usually outside of working hours when the premises are closed or during low-traffic hours.

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**3. Specialized Cleaning:** This involves a range of different cleaning tasks, for example, window cleaning, carpeting cleaning, graffiti removal, car wash, electronic cleaning, sofa and upholstery cleaning etc.

The scope of our cleaning services for the above categories covers the following specific areas:

#### 2.1.1.1 Office & Commercial Cleaning

We offer comprehensive cleaning service to all types of offices from small local premises right up to corporate head offices. Our office cleaning solution includes the following: Cleaning common areas, restrooms, hallways, kitchens, breakrooms, stairwells, elevators, meeting spaces, reception, lobbies and private office space; Floor stripping and waxing; Carpet cleaning; Dusting of computer areas, corners, blinds, and hidden areas; Removal of garbage, wastes, recycling, etc. Disinfection of common touch areas – knobs, buttons, railings Freshening the air – making it smell fantastic; General janitorial services and more. We collaborate with our clients to develop a cleaning plan that exceeds their expectations.



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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.

For the washrooms, besides the normal cleaning, we also maintain the janitors and sanitizers; we also provide toiletries and toilet rolls.

### 2.1.1.2 Wall & Window Cleaning

We offer window and wall cleaning for all types of buildings and premises using primarily water fed systems. We have invested in the ability to obtain and use abseil, cradle and mobile platform cleaning for high-rise structures. Window cleaning is done by both our own directly employed window cleaners and specialist sub-contractors where necessary. Risk Assessments will be completed prior to all works and all operatives will be fully trained and current in all Health & Safety regulations.



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### 2.1.1.3 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.



### 2.1.1.4 Floor Cleaning & Maintenance



A correctly maintained hard floor not only enhances appearance, but also extends the life cycle and replacement timescale. We provide both floor cleaning services and floor maintenance services such as floor sanding and vanishing. We use specialized products/agents that can service various floor types ranging from Terrazo, Marble, Limescale, Vinyl to wood block and non-slip Altro.

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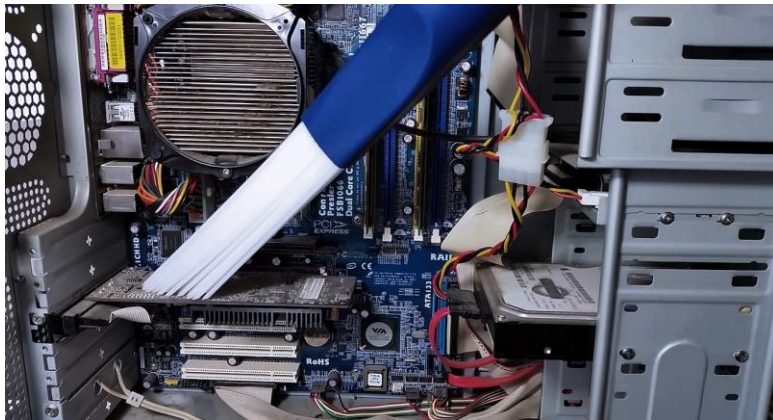
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### 2.1.1.5 Home Cleaning

We provide premium home/house cleaning service in Nairobi and surrounding areas at flexible hours to accommodate our clients. We offer regular scheduled cleaning service to ensure the homes/houses remain clean and hygienic. Our staff are trained on house cleaning to enable clients to rely on us and return to us.



### 2.1.1.6 Electronics Cleaning



We offer both once off deep cleaning and regular maintenance contracts for electronic gadgets. We'll clean VDU, PC, Keyboards, Telephones and Communication Server Rooms. Full Risk Assessments & Method Statements will be provided, and specialist teams are dedicated to these cleaning processes alone.

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### 2.1.1.7 General Waste Management

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



### 2.1.1.8 After-Party Cleaning



Parties are joyous occasions and always an event to remember. We assist clients with the smooth functioning of their party/function. We all know that it doesn't matter if a party maybe big or small – because it all holds special value to each of us. We shall be there to help clients on the day with the decorating, pre-party cleaning, assisting in serving and the post-party cleaning.

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### 2.1.1.9 Move In/Move Out Cleaning

Moving is usually a stressful and busy time in one's life. Making sure the home is super clean before putting things away, setting up your bedroom furniture and using the bathrooms and the kitchen for the first time can be an important phase of the moving experience. Households don't want to trust just anybody to handle this for you. We do all the deep cleaning, scrubbing and scraping until all the surfaces are as clean as possible.



### 2.1.1.10 Post Construction Cleanup



We provide the final, thorough and detailed cleaning that's needed after construction debris has been removed. We use the most advanced products and methods to make the property shine. In addition to the basic cleaning services, we also perform specialty cleaning services, such as window cleaning and floor finishing, as stated above.

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### 2.1.2 Office Assistance

This is basically office maid service. We provide high quality cleaning services to the office premises as elaborated in the section 'Office/Commercial Cleaning'.

We also maintain cleaning stock levels by notifying administration when materials are running low.

On hospitality side, our staff prepare and serve the staff and clients in the offices with tea and snacks and food and also do clean-up of the utensils and all the rooms.



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### 2.1.3 Housekeeping & Maid Services

Sparol seeks to ensure that people's lives are no more cumbersome. Life can be played just once, so it's important to make sure it is enacted well. Our maid and housekeeping services showcase qualities like dependability, professionalism, quality service and the commitment to have the client always content from within. Forming part of our housekeeping and maid services include:

- **Dusting and polishing furniture, shelves and appliances**
- **Sweeping and moping floor**
- **Cleaning rugs, carpets, upholstered furniture using vacuum.**
- **Sorting clothing and other articles**
- **Bed making, routine bedding and linen changes upon request**
- **Arranging the clothes in the wardrobe if necessary**
- **Dusting blinds and window sills**
- **Clean and disinfect bathroom**
- **Scrubbing the bathtub, toilet bowl and shower**
- **Wiping mirrors**
- **Cleaning all shelves and closets**
- **Cleaning and sanitizing sink, and counter tops**
- **Cleaning waste bin and replace garbage bag**
- **Washing and disinfecting floor**
- **Replacing toilet tissue**
- **Cleaning wall tiles at reachable areas**
- **Changing Towels (If necessary)**

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### 2.1.4 Ironing Services

*Yes, we understand that ironing is not something we all have time for.*

First impression may just be the last impression. It may be for a business meeting or a social night out or maybe just a causal meet with friends – ironing our clothes is always required for them to look crease free and elegant.

We offer ironing services daily, weekly or even monthly if that is what a client would prefer.



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## 2.2 Gardening & Landscaping Division

Due to rising ecological awareness, we do 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.



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## 2.3 Property Support and Pest Control Division

### 2.3.1 Property Support

We assist property owners with both cleaning and the administration procedures required in the day-to-day maintenance of their property. In Kenya, this task is always combined with the overall cleaning of the property. There is a common term 'caretaker' in Kenya's real estate market, which refers to the janitor/property support staff; his roles form part of our property support services. Our property support services include the following:



## 1. 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.

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## 2. Taking and processing repair requests from tenants

Involves 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 decide upon the best course of action in response to more complex and unusual matters.

## 3. Processing works orders from inception to invoice payment

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

## 4. Data Management

Involves recording changes to stock condition data arising from repairs and planned maintenance activity accurately.

## 5. Processing contractor accounts

Involves; 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.

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## 6. 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.

## 7. General Administrative Tasks

Involves:

Recording case information against specific Work 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.

Printing and issuing letters, inspection requests, orders, questionnaires and any other documents as requested by the staff/tenants.

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### 2.3.2 Pest Control Services



The common pests in this East Africa region are always the bedbugs, termites and cockroaches. We provide fumigation services to both institutions, industries, commercial properties and to households. We customize management programs to suit any residential property based on budget and desired results. We use only approved products that are safe around the inhabitants.

### 2.4 Supplies Division

Our Supplies division undertakes supply and distribution of cleaning agents, tools and equipment. We strive to supply companies and organizations spanning from the Industrial, Commercial, Banking, 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 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.



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## 2.5 Laundry & Dry-Cleaning Division



The establishment of this division is underway; the operations will be launched in a few months.

### 3. OUR APPROACH TO SERVICE DELIVERY

We note that the key to success for any organization is to care about the needs of its clients; as such we approach service 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.

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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 all services. The employees are each be individually inducted, be fully trained and be 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 are keen to apply in-depth understanding of particular needs and requirements of clients through patience and cooperation.

Our management team has unrivalled commitment to the success of the business.

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#### 4. 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.

#### 5. ENVIRONMENTAL CONSCIOUSNESS

We appreciate the corporate responsibility 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.

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## 6. HEALTH & SAFETY

We have 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.

## 7. QUALITY ASSURANCE

We 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.

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## 8. BUSINESS LOCATION AND FACILITIES

The Head Office for SPAROL CLEANERS & JANITORIAL SUPPLIES is located at Watamu Court, 2nd floor, on Olerai Road, off Magadi Road, Rongai, Kenya. Presently, we are seeking to identify an ideal office space within Nairobi CBD for easy accessibility. 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.

## 9. OUR CLIENTS & PARTNERS



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