

# SKARO VIETNAM SERVICES & TRADING

INTEGRATED FACILITY MANAGEMENT

MAKING THE DIFFERENCE



Dear valued Customers and Partners,

SKARO had been founded 2004 in Germany and registered in January 2018 in Vietnam as SKARO VIETNAM Services and Trading. As a private, family owned company, we are able to focus on your long term goals and objectives and are not driven by short term financial targets. At SKARO, we promote a Customer- and Results-oriented culture.

Thanks for giving us the opportunity to introduce about us, share with you our core Principles, our aim and provision in providing Facilities Management services and solutions.

We are looking forward to our long-term cooperation.

Yours faithfully,



**Ludwig Graf Westarp**

*Founder CEO 1*

*MBA Asian-European Management*

*16 years experience*



**Dương Gräfin Westarp**

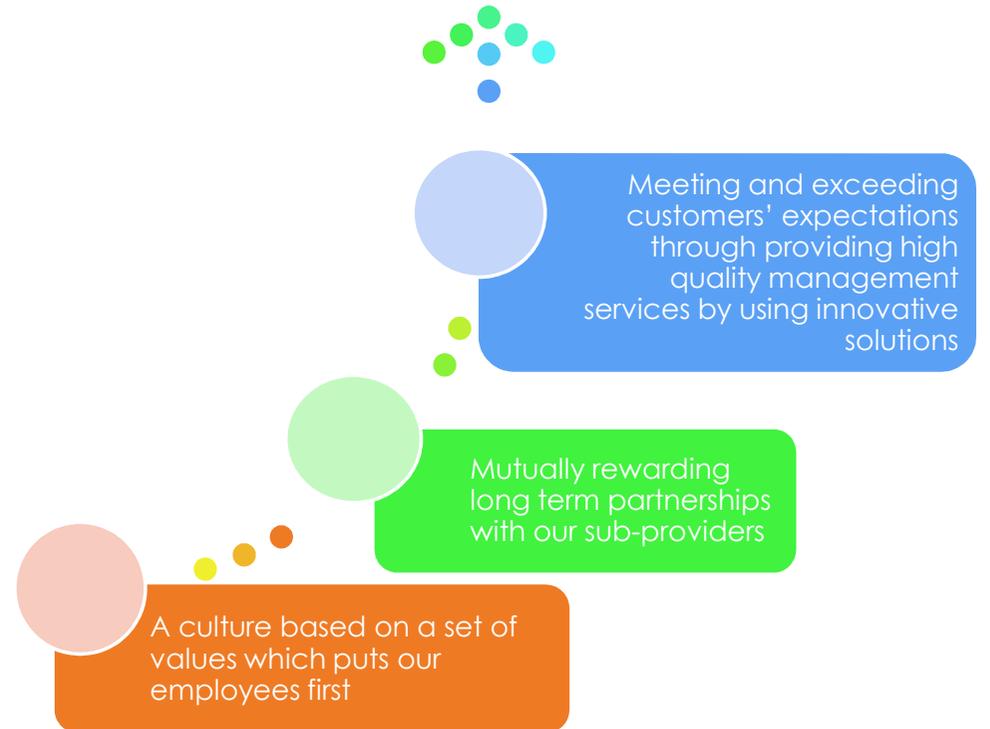
*Founder CEO 2*

*MA, Hospitality Management*

*15 years experience*

## Our Core Principles

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Futuristic Integrated Facilities Management





SKARO had been founded 2004 in Germany and registered in January 2018 in Vietnam as SKARO VIETNAM Services and Trading. As a private, family owned company, we are able to focus on your long term goals and objectives and are not driven by short term financial targets.

SKARO provides a range of Facility Management services and develops bespoke tailored solutions. These services include Technical Services, Food Services, Cleaning, Security, Landscaping, Pest Control and Facility Management coaching services. We eliminate inefficiencies and reduce costs by streamlining processes, introducing multi-skilled teams and continuously improving our services by investing in innovation.

We are proud to be member of



We are an international team with broad experience through working with global leading companies



**Ludwig Graf Westarp – Founder CEO 1** - MBA Asian-European Management-  
16 years experience in Facility & Property Management, Real Estate, Development Cooperation, Event Management



**Dương Gräfin Westarp – Founder CEO 2** - MA, Hospitality Management - 15 Years experiences in Travel industry and Hospitality Management



**Oleg Ryzhuk – Director of Business Development** - MA, BA Accounting & Finance  
25 year experiences in Electrical Manufacturing, Medium Voltage & Transformers, Factory Management



**Manuel Baumgartner – Director of Sales** - MBA Global Studies  
21 years experience Electrical, Electronic Manufacturing, Computer Software, IT services, Steel Construction industry



**Alfred Ralf Haensel – Project Management Director** - Diploma Engineer (University) for Civil Construction  
30 years experiences in Real Estate, Infrastructure, Factory as Project Manager



**Jeremy Charlier – Project Manager** - MA, Hospitality Management  
6 years experiences in Hospitality Management

# Our services

It is our great pleasure to be your smart and reliable solution provider for all what you outsource. With us, you can 100 percent focus on what you do the best: Your Core Business. We develop strategies to create for you and your employees the best work environment – a crucial success factor for your business!

SKARO is confident to offer you the highest quality standard of services and being the Company with the German roots we have a strong access to the latest developments in the digitalization's solutions.



# FIELD OF ACTION





# SCOPE OF SERVICES

Futuristic Integrated Facilities Management



## MEP Services

SKARO aims to be at the forefront of the electro-mechanical & plumbing sector (MEP), delivering cost-efficiencies by prolonging the life of your assets. We manage and maintain your systems, and ensure they function at optimum level to achieve return on investment. Last but not least, we provide a safe and comfortable environment.



# MEP

Mechanical, Electrical,  
Plumbing

SKARO generates for landlords, landowners and property investors the maximum return on investment.



Our property management services cover all asset types from residential to commercial buildings including large shopping malls as well as office towers.

# Property Management

# Food & Beverage Services

*We maximize your investment and aim to buy produce locally to support the communities.*

SKARO designs and manages your restaurants, canteens and coffee shops.

From vending machines to the installation of kitchens, we provide a range of services.

Furthermore, SKARO offers exceptional services such as buffets and executive dining.

**Futuristic Integrated Facilities Management**

Improve your employees' wellbeing and satisfaction

Increased productivity & engagement



Fresher ingredients



Fewer food miles to reduce costs and negative environmental impacts

Better food quality



# Further services



## Cleaning Services

SKARO applies the most efficient cleaning tools and chemicals made in Germany. Our cleaning services are environmentally friendly and sustainable.



## Waste Management

SKARO is committed to providing waste management solutions to reduce negative environmental impacts.

We develop initiatives to divert waste from landfill, cut paper use and promote recycling.

This lowers your organization's operating costs and enhances your brand reputation.



## Landscaping

SKARO aims to provide a service you will be delighted with by modifying visible features of your land such as flora or fauna with the goal of creating beauty within the landscape.

We achieve this through our highly trained workforce, specialist equipment and creative ideas.

# Further services



## Pest Control

SKARO offers pest prevention and pest control services that are tailored to your needs.

We use environmental friendly solutions with non-toxic treatments.

Our services cover birds, rodents, mice, rats, insects, mosquitoes, termites and bed bugs.



## Security Services

SKARO identifies and implements with its Security experts the most appropriate and cost-effective CCTV system for your individual needs.



## Support Services

Front Desk

Business Travel and Distance Secretary Services: Hotel Booking, Transportation, Business Dining, Business Matchmaking etc.

Interpreter & Translator Services: German, English, Vietnamese, Spanish, Japanese, Russian and Italian

# Further Services



## Event Management

SKARO started 2004 in Germany as Event Management Agency. We cover all types of events from private to business such as Meetings, Conferences, Concerts, Exhibitions, Incentive Events, Weddings and Parties.



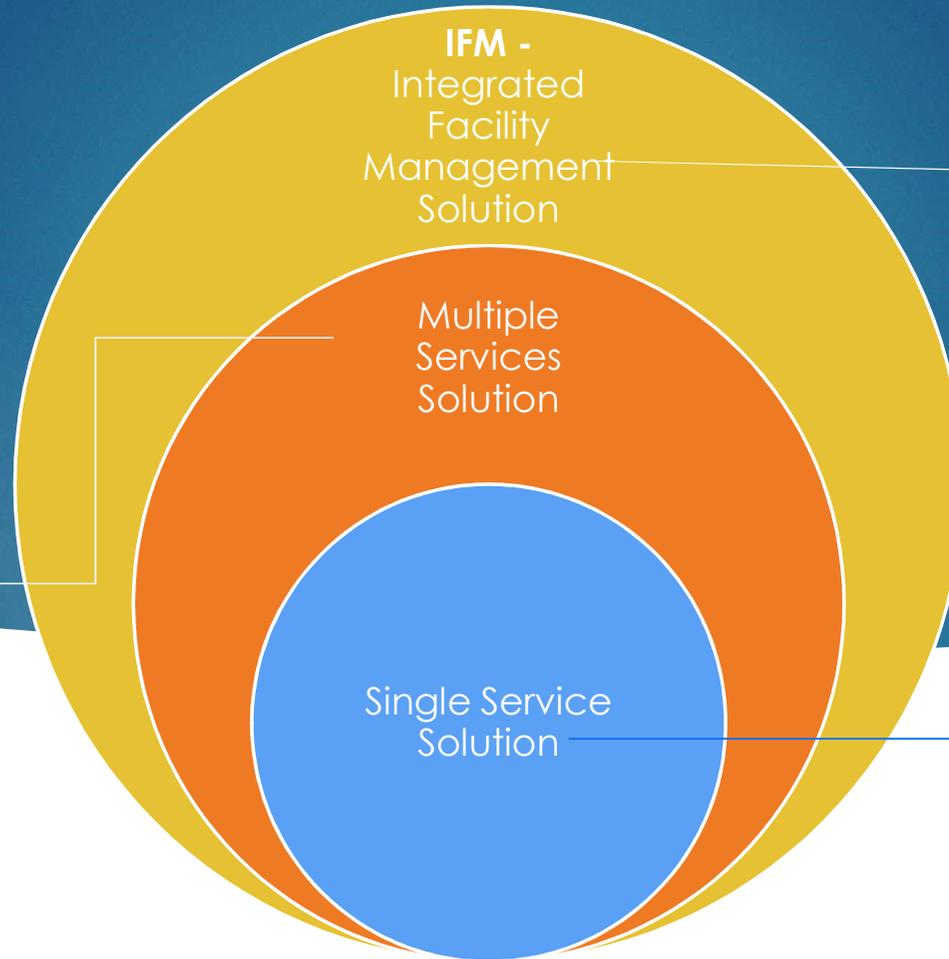
## IT Services

We support you to design, plan, deliver, operate and control information technology.

## Special Service

Upon your request

# Three Services Solutions



IFM – the responsibility of all supporting services is in one hand

A bundle of services can be tailored according to your requirements

Single Service



# THE ADVANTAGE OF INTEGRATED FACILITIES MANAGEMENT

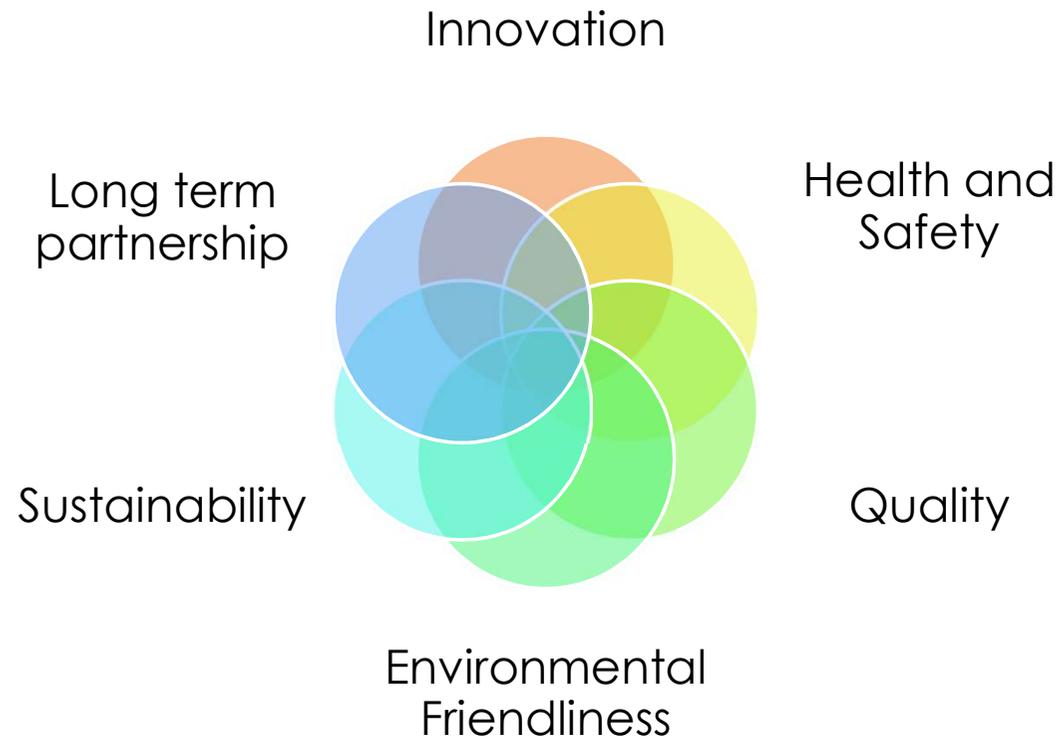
Working with SKARO Integrated Facilities Management (IFM), the responsibility of all supporting services is in one hand.

We manage administration, operations, innovation, integration, service deliveries, training and provide strategic support.

Instead of having several external service providers, everything is integrated in one solution.

IFM creates value through outsourcing and integrating services. Besides providing a more cost- and time-effective service delivery, SKARO increases the job satisfaction and loyalty for our clients' employees due to improved service quality and proactive facilities management.





# OUR PILLARS



# Work Flow





# Thank you

*We are looking forward to our long-term cooperation*

## **SKARO VIETNAM**

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