



bk Group
beyond the edge.

bk SERVICE GUIDE

 | **SERVICE GUIDE**

- 03 WELCOME TO bk Group
- 04 OUR SERVICES
- 05 THE WORKFLOW OF OUR SERVICE
- 06 CONTACT
- 07 CONTACT CODE
- 08 THE bk Group APP
- 10 TOUR PLAN
- 11 CHECK LIST
- 12 CONFIRMATION OF EXECUTION



Environmental protection is one of the greatest challenges of our time. We must all live up to our responsibility towards the environment, our fellow human beings and future generations.

That is why bk Group is committed to sustainability.



WELCOME TO bk Group

Your partner for Facility Management. Beyond the edge.

YOUR SERVICE GUIDE

The bk Service Guide is your guideline for the communication with us.

This manual with helpful information, instructions and sample templates guarantees safe, efficient and targeted communication concerning collaboration with us, as well as the smooth execution of the services for your property.

LET US INTRODUCE OURSELVES

In more than two decades, bk Group has made a name for itself throughout Europe as the market leader, due to reliability, expertise and innovative 365° object solutions.

We offer you all-in facility management everywhere in Europe and at the same time, we meet all the requirements regarding technical quality standards, certified warranty services and legal regulations.

We are not only your experts for complex technologies, intelligent problem solving and reliable support, we also speak the language of your country. With our help, everything runs smoothly and without complications for you.

THIS IS WHAT WE STAND FOR

We convince our clients with reliability, passion and professionalism.

We offer you unique added values that exceed your expectations and give you security and confidence. We have got you covered.

You no longer have to worry about anything, except your property and your customers.



» *When you put your passion and enthusiasm into something that is very important to you, this will result in outstanding products and solutions. You can only achieve excellence if you love what you do. And everybody for whom you do it will benefit from this.* «

Gerold Wolfarth | CEO bk Group

OUR SERVICES

Our comprehensive services ensure a trouble-free operation of your property thanks to periodical service appointments including regular maintenance visits.

We only work with our own staff and according to the strict quality standards of the bk Group.



ONGOING MAINTENANCE AND INSPECTIONS

Depending on our contract with your headquarters, either our own service technicians or specialist partner companies execute the following maintenance services and inspections:

- » Maintenance of air-conditioning / ventilation systems and air curtains
- » Maintenance of roller shutters / automatic doors
- » Inspection of electrical installations
- » Inspection of fire extinguishers
- » Inspection of ladders and steps
- » Inspection of first aid kits



CHARGEABLE SERVICES

Before we carry out any chargeable services, the bk Group will send a quote to your headquarters. Once it has been approved, we will schedule the works with you.

For example:

- » Repairs of air-conditioning / ventilation systems and air curtains
- » Renovations
- » Installation of additional equipment
- » Paint work for entire walls or rooms
- » Renewal of entire floor surfaces
- » Relocations
- » Installation or exchange of electrical systems
(additional air-conditioning unit, new lighting system, etc.)



QUALITY

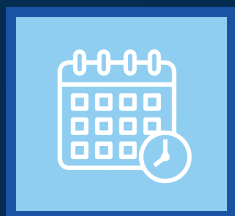
Our Service Technicians and the Project Manager responsible for your stores have high technical qualifications and service readiness. They undergo constant training measures to guarantee the overall quality of our services and achieve our common goal of "inspiring the customer every single day".

THE WORKFLOW OF OUR SERVICE

To make your planning easier, there is a clearly defined workflow of the regular service visits at your site.

During each visit, we will carry out routine maintenance tasks, but also additional repairs according to your wishes

REPAIR AND MAINTENANCE WORK EXECUTED BY OUR SERVICE TECHNICIAN



Your headquarters will receive a monthly itinerary from bk Group before the beginning of the following service month. You will see the precise day of the visit to your site in this itinerary. This day may vary by +/- 1 day. This way you will be able to prepare yourself for the Service Technician's visit and plan your own schedule accordingly. The visits will take place approximately every

 days

 weeks

A sample of the itinerary is included on page 10.



On the day of the visit the Service Technician will check in with you before he starts with his work. Please hand him the check list of required repairs (Check List). The Service Technician will deal with all issues of the repair check list. In addition, he will independently inspect your property concerning repair and maintenance needs according to the service summary and execute any other necessary works.

You can find a sample of the repair check list on page 11.



After finishing his tasks the Service Technician will submit a "confirmation of execution" to you and ask you to sign it.

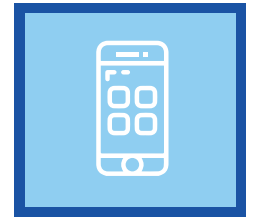
Please check all items on this list together with the Service Technician and confirm the execution of the repair works with your signature. A copy will be made available to you electronically.

You can find a sample of the confirmation of execution on page 12.

CONTACT

Are you someone who would rather make a short phone call, do you prefer writing an email, or would you like to process your requests and orders online through an app? No problem! It is up to you:

In the traditional way by phone, in written form by e-mail or via the bk App.



OUR SERVICE HOTLINE FOR ANY CASE OF NEED

Your free **Europe-wide 24h service hotline** for all matters concerning your property!

00800 - 98 01 5000
or **+49 9843 98 01 801**

Upon request, please enter your 3-digit contact code. You will then be forwarded directly to your personal Project Manager who will process and coordinate your request. Our Project Managers are available during our office hours Monday – Friday between 08:00 am and 05:00 pm (CET).

In case of urgent repairs and damage requiring immediate action, your responsible bk Group Project Manager will initiate and coordinate all measures, if necessary after consultation with your head office, and will keep you updated on the current status of your order.

In cases of an emergency, e. g. if the lockup security of your property is no longer guaranteed or there is danger to people, furnishings, goods or the building itself, the bk Group's 24-hour service is always there for you. Outside business hours, our Competence Centre is in charge of our Service Hotline, and will be handling all your concerns and initiating all necessary measures.



CONTACT CODE

Always at hand for quick contact with your bk Project Manager.

The contact code ensures that you, as a customer, reach the responsible Project Manager or their proxy directly on the phone. The contact code is not necessary for tickets or other ways of communication.

YOUR PERSONAL CONTACT CODE:

Contact Code

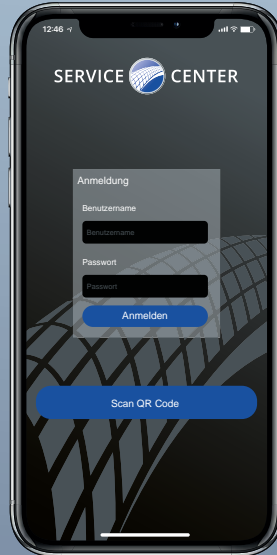


But of course, you may also just send us an email during the regular office hours, to: **info@bk-group.eu**



THE bk Group APP

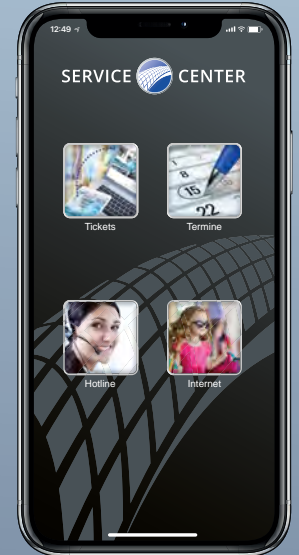
For your digital communication with us: **bk Group Mobile.**



Enter your your bk.ServiceCenter access data to log in.



With a click on the name of your site, this site will be assigned to your app. This fixation can only be modified by a new installation.



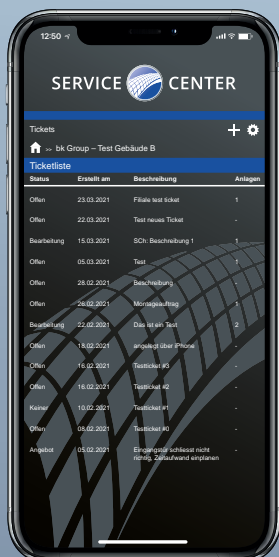
In the main menu, you have the possibility to create new tickets, view upcoming visits for your property, contact your Project Manager directly and visit the mobile website of bk Group.



The bk.ServiceCenter

The bk Group Mobile App is part of our online portal bk.ServiceCenter
<https://bk-sc.bk-services.eu/>

In order to make all information about your current requests (tickets) available to you everywhere, you will receive access to our bk.ServiceCenter. All your requests are centrally registered in the bk.ServiceCenter. In addition, your visit and maintenance dates as well as the status of your tickets (requests) are visible. Furthermore, you will find all maintenance protocols and visit reports concerning your property. You can view this information at any time.



Clicking on the „Tickets“ tile will take you to the general ticket overview. Here you can select and edit the tickets that have not yet been completed. You can also add new tickets by clicking on the plus symbol.



When creating a ticket, enter a description of the request and a short comment. You can add attachments to the ticket using the „Gallery“ or „Paperclip“ buttons.



You can view the next visit date of your bk Group technician via the „Appointments“ tile.

INSTALLATION AND REGISTRATION

Download the app „bk Group Mobile“ from your respective app store and enter your data. After your registration, you can easily create tickets (requests), add pictures to the tickets, monitor the ticket workflow and ticket status after you login. In addition, you can see when the next service technician visit will take place. Or contact our telephone support with just one click - your personal bk Group Project Manager will be happy to assist you.



Do you have Apple iPhone or iPad? In this case, go to the Apple App Store. <https://www.apple.com/de/ios/app-store/>



Do you have an Android-based smartphone or tablet? In this case you will find the app in the Google Play Store. <https://play.google.com/store>

EXAMPLE ITINERARY



EXAMPLE ITINERARY

Cost Center	Date	Client Name	Postcode	City	Street	Store
1	02.09.2021	Client UK	DA9 9SN	London	CC Lower Guild Hall	MK-UK-0001
2	14.09.2021	Client UK	E20 1 EL	London	CC Stratford City	MK-UK-0002
3	30.09.2021	Client UK	W12 7GF	London	Ariel Way	MK-UK-0003
4	02.10.2021	Client UK	TN24 0SD	Ashford	Ashford Designer OC	MK-UK-0004
5	02.10.2021	Client UK	CH65 9JJ	Cheshire	Cheshire Oaks Designer Outlet	MK-UK-0005
6	23.10.2021	Client UK	HA9 0TG	Wembly	Empire Way	MK-UK-0006
...

Possible differences +/- 1 day

MODÈLE TOURPLAN

Centre de coût	Date	Client Nom	Code postal	Lieu	Rue	Filiale
1	02.09.2021	Client FR	68000	Colmar	C.Cial des clefs	MK-FR-0001
2	14.09.2021	Client FR	21000	Dijon	CC Toison d'Or	MK-FR-0002
3	30.09.2021	Client FR	57000	Metz	8 En Chaplerue	MK-FR-0003
4	02.10.2021	Client FR	54000	Nancy	C Cial St Sébastien	MK-FR-0004
5	02.10.2021	Client FR	06000	Nice	CC Nice Etoile	MK-FR-0005
6	23.10.2021	Client FR	75013	Paris	Centre Commercial Paris Italie	MK-FR-0006
...

Différences éventuelles +/- 1 jour

MUSTER TOURENPLAN

Kst.-St.	Datum	Kunde	PLZ	Ort	Straße	Filiale
1	02.09.2021	Kunde DE	10789	Berlin	Tauentzienstraße	MK-0001
2	14.09.2021	Kunde DE	10789	Berlin	Tauentzienstraße	MK-0002
3	30.09.2021	Kunde DE	60313	Frankfurt	Zeil	MK-0003
4	02.10.2021	Kunde DE	66482	Zweibrücken	Londoner Bogen 10-90	MK-0004
5	02.10.2021	Kunde DE	46047	Oberhausen	Centro Oberhausen	MK-0005
6	23.10.2021	Kunde DE	50672	Köln	Schildergasse	MK-0006
...

Mögliche Abweichung +/- 1 Tag

MODELLO PIANIFICAZIONE DELLE VISITE PERIODICHE

Codice Negozio	Data	Cliente	CAP	Città	Via	Filiale
1	02.09.2021	Cliente IT	40122	Bologna	Via Marconi	MK-IT-0001
2	14.09.2021	Cliente IT	00012	Guidonia Montecelio	CC Guidonia	MK-IT-0002
3	30.09.2021	Cliente IT	46100	Mantova	La Favorita	MK-IT-0003
4	02.10.2021	Cliente IT	30100	Mestre	CC Auchan	MK-IT-0004
5	02.10.2021	Cliente IT	89066	Pellaro	CC Porto Bolaro Carrefour	MK-IT-0005
6	23.10.2021	Cliente IT	00148	Roma	CC Casetta Mattei	MK-IT-0006
...

Modifica possibile +/- 1 giorno

MUESTRA PLAN DE VISITAS REGULARES

Centro de coste	Fecha	Cliente	C.P.	Cuidad	Calle	Filial
1	02.09.2021	Cliente ES	08007	Barcelona	C/ Passeig de Gracia	MK-ES-0001
2	14.09.2021	Cliente ES	08304	Mataro	CC Mataro Park	MK-ES-0002
3	30.09.2021	Cliente ES	08430	Barcelona	CC La Roca del Valles	MK-ES-0003
4	02.10.2021	Cliente ES	28232	Madrid	CC Las Rozas Village	MK-ES-0004
5	02.10.2021	Cliente ES	28702	San Sebastian de los Reyes	C/ Salvador de Madariaga	MK-ES-0005
6	23.10.2021	Cliente ES	07002	Palma de Mallorca	San Miguel	MK-ES-0006
...

Posibles desviaciones de +/- 1 día

EXAMPLE CONFIRMATION OF EXECUTION

Confirmation of execution



Customer: _____

Store: _____

Address: _____

Store number: _____

Cost center: _____

Date: _____

Entrance

Facade _____

Outdoor logos _____

Windows / Shop windows _____

Awnings / Shades / Venetian blinds _____

Door mats _____

Electrics

Salesroom lighting _____

Shop window lighting _____

Back Office / Storage room lighting _____

LED lighting _____

Emergency and escape route lighting _____

Electrical equipment _____

Change timer setting _____

Air conditioning / ventilation system

Air conditioning _____

Ventilation system _____

Air curtains _____

Check of the temperature settings _____

Interior finishing

Floor coverings _____

Ceilings _____

Wall surfaces _____

Sealing joints _____

Furniture / Fittings _____

Mirrors _____

Door and gate systems

Roller shutters _____

Glass folding doors _____

Automatic doors _____

Entrance door _____

Locks _____

WC / kitchen / sanitary

Toilets / WC _____

Sinks _____

BackOffice / stockroom / side rooms

Stockroom shelves _____

Other works _____

Miscellaneous

First aid kit _____

Article surveillance / Anti-theft protection _____

Other works _____

Summary

Work completely finished? _____

Comments _____

The store personnel confirms the performed work and accepts the outstanding work.

Date, Customer signature

Service Technician signature

365° object solutions & services

info@bk-group.eu | Service-Hotline 00800 9801 5000 / +49 9843 9801 801 | www.bk-group.eu



RESPECT



EDUCATION



RELIABILITY



OPEN-MINDEDNESS



DIRECTNESS



ESTEEM



HONESTY



SUSTAINABILITY



bk Group
beyond the edge.

HEADQUARTERS

bk Group
Baukreativ-Strasse 1
91628 Endsee
Germany

Phone: +49 9843 9801 0

info@bk-group.eu
www.bk-group.eu