

## PRESS RELEASE

**Düsseldorf-based multi-service provider publishes figures for the financial year 2018**

### **Family business Klüh – innovator and developer**

**Düsseldorf, 19.03.2019 – In 2018, the internationally active family business Klüh Service Management GmbH, which now looks back on more than 100 years of company history, continued to positively shape its development and future viability. With sales at around 806 million Euros, the provider of infrastructural services slightly topped its milestone of 2017.**

In the past financial year, Klüh laid the foundation for a “Centre of Digital Excellence (CoDE)” – a competence centre that identifies innovative topics early on and thus contributes to ensuring the company’s competitiveness. This includes the further development of intelligent solutions and systems such as the customer service portal “DigiService”, which ensures “round-the-clock” communication between the company and its customers. Other further developments include tools such as DigiClean®, which is employed in the field of building cleaning, or the individually designed catering app, which is already being used by thousands of diners in the company restaurants run by Klüh Catering.

Frank Theobald, Chairman of the Klüh Management Board: “We are highly motivated and see ourselves as innovators who create excellent offers for their customers. We have constantly developed over the decades, have grown with and through the needs of our customers and already proactively design solutions today for the requirements of tomorrow. This also includes our numerous digitisation projects in 2018, which serve to further optimise our processes and services for the customer.”

### **Catering and security remain on course for growth**

The sales development of the last five years shows organic growth for the Klüh Group of around 28 % and is mainly based on the success of the three core areas cleaning, catering and security as well as the international business. While the building cleaning sales on the German market remained relatively stable at 154 million Euros, the catering and security divisions in Germany showed strong growth. With sales of 136 million Euros, Klüh Catering grew by 5.4% compared to the previous year. The security division achieved sales of more than 156 million Euros in Germany, and thus an increase of 7.9% as against 2017.

## **Growth and awards, also internationally**

Almost 187 million Euros of the roughly 806 million Euros total sales are attributable to the international business, which thus contributes more than 23%. The national companies of the Klüh Group are almost all reporting positive development with double-digit growth rates. The United Arab Emirates with 71.6 million Euros and China with 58 million Euros are the highest-selling countries. In Dubai, where the Klüh subsidiary Berkeley Services has cleaned the Burj Khalifa – the world’s tallest building – for many years, the company received the appreciative award “Cleaning Company of the Year” in 2018. In China, the Klüh subsidiaries lead the care market with integrated services, and were also delighted to receive awards in 2018 for their successful work.

## **Employee development and loyalty continue to be key issues**

Klüh is among the top five most attractive employers in the industry and received the seal “Germany’s most desirable employer” from the F.A.Z. institute in 2018. The study conducted certifies that Klüh has an excellent reputation and performance as an employer in terms of economic efficiency, management, products and services as well as on the subject of sustainability. “To be a good and preferred employer for our staff is one of the leitmotifs of the company Klüh”, says the Holding Managing Director Christian Frank, who is, among other things, responsible for the area of personnel. “We want to express our appreciation to our employees by means of further development through education and training measures and also offer further Klüh-specific advantages.” Thus, personnel development is and remains a central theme which is guaranteed through the many diverse offers of our in-company, TÜV-certified Klüh Academy and Security School.

About Klüh:

*Klüh Service Management GmbH is a global multi-service provider. Founded in 1911, the company has decades of experience in the area of infrastructural building services. The departments Cleaning, Catering, Clinic Service, Security, Personnel Service, Airport and Facility Service offer both individual services as well as integrated service concepts.*

*With nearly 50,000 employees in eight nations, the company achieves sales of around 806 million Euros (2018).*

### **Contact:**

osicom GmbH | Wolfgang Osinski | Tel.: 0211 159262-60 | [wolfgang.osinski@osicom.de](mailto:wolfgang.osinski@osicom.de)

Klüh Service Management GmbH | Ivanka Pataca | Tel.: 0211 9068-232 | [i.pataca@klueh.de](mailto:i.pataca@klueh.de)