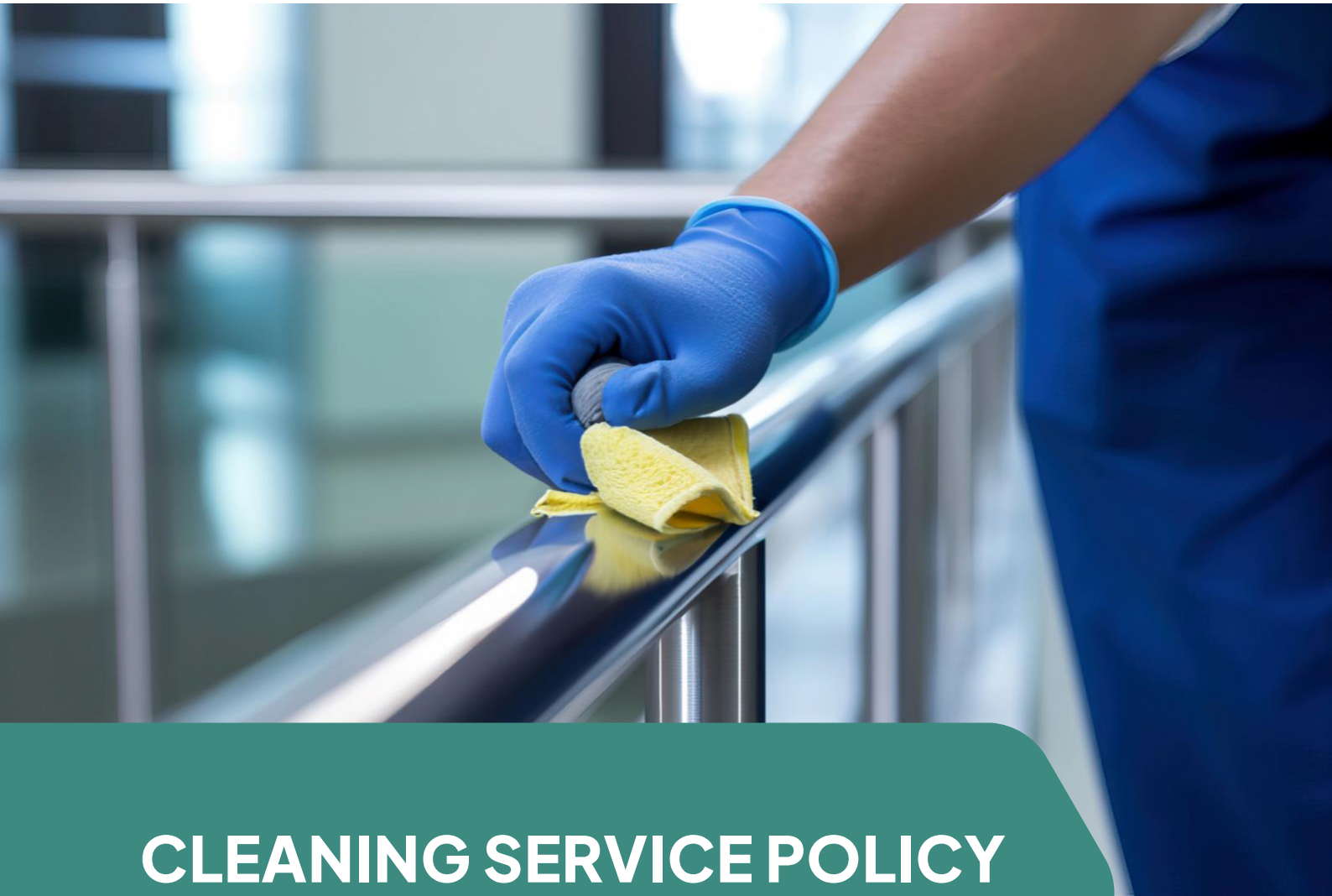




Part of the
LIWO Group



CLEANING SERVICE POLICY

OF B+N MAGYARORSZÁG KFT.



B+N Magyarország Kft. is committed to providing its cleaning services in an organized, transparent, and verifiable manner, ensuring the consistent and reliable fulfilment of customer and partner expectations. We consider cleaning to be a valuecreating service that contributes to maintaining a safe, hygienic, and fitforuse environment.

We manage cleaning services in accordance with relevant professional requirements and best practices, ensuring a structured framework for the planning, implementation, monitoring, and evaluation of the service. Through this approach, the scope, quality level, and requirements of the service are clearly defined and consistently applied.

During service design and delivery, we take into account the specific characteristics of each facility, its mode of use, and the client's requirements, and adapt the scope of tasks, as well as the applied technologies, equipment, and materials accordingly.

In line with environmental considerations, we strive to use cleaning agents free of harmful chemicals or biodegradable cleaning agentsand to prioritize solutions that minimize environmental impact and health risks as far as possible.

We attach great importance to the professional competence of our employees. We ensure that they perform their tasks with the appropriate knowledge, in accordance with established work instructions, procedures, and safety regulations. We consider continuous training and onboarding to be essential for maintaining service quality.

The quality of the service is monitored through regular inspections and evaluations. The analysis of deviations and the identification of necessary corrective measures support the continuous improvement of the service.

We strive for open communication and cooperation with our clients and partners to ensure that needs, changes, and feedback can be addressed in a timely and effective manner.

We are convinced that the conscious and regulated management of cleaning services contributes to reliable operation, increased client satisfaction, and the continuous improvement of the service.

Our cleaning service activities are carried out in compliance with applicable legal requirements, as well as the principles and requirements of the MSZ EN 13549:2001 standard.

This Cleaning Service Policy is regularly reviewed, and its contents are communicated to employees. Familiarity with and compliance with the provisions of this policy are mandatory for all employees of B+N Magyarország Kft.

Budapest, 22 June 2026