APXXO

BUILD FOR WHAT'S NEXT

EDITION 2026
PARTNER PROSPECTUS

GLOBAL FACILITY MANAGEMENT GROUP

GLOBAL FACILITY PARTNERSHIP PROGRAM

Integrated Facility Management, Cleaning & Supply Chain Network

LAUNDRY KHALAS DIVISION | CLEANING & HOME SERVICES

70+ COUNTRIES · 6,500+ PARTNER FACILITIES

WWW.APXXO.COM

CONTENTS

This Prospectus

Thirty-four pages covering the group, both partner-facing divisions, the commercial framework of the partnership programme, and the application itself.

01 THE GROUP

02 OUR DIVISIONS

03 THE PARTNERSHIP PROGRAM

04 APPLY

READING THIS AS AN OPERATOR

Pages 20 to 23 carry the model and the commercials. If you read nothing else, read those four pages.

READY TO APPLY

The application form is on pages 31 and 32, or scan the code on page 33 to apply online in three minutes.

QUESTIONS FIRST

Page 30 answers the twelve questions partners ask most often, including fees, exclusivity and payment risk.

GROUP STATEMENT

Infrastructure is a partnership business.

Every hotel that opens, every hospital ward that turns over, every airline that boards a flight depends on physical work being done to a standard, on time, in a place close enough to matter. That work is done by operators like you.

APXXO exists to connect that fragmented capacity to global demand. We do not compete with our partners and we do not buy them. We aggregate enterprise contracts across 70+ countries, then place sustained, contracted volume into independently owned facilities that meet our standards.

The economics of our industry have changed. Corporate clients now procure facility services centrally, across borders, on a single SLA. A strong regional operator can no longer reach that buyer alone. Through this programme, they do not have to.

OUR COMMITMENT TO PARTNERS

- We bring the contract. You keep the operation.
- Your facility stays yours — no equity, no takeover.
- Payment terms that respect your working capital.
- Territory protection for performing partners.

Who this document is for. Owners and directors of industrial laundries, dry-cleaning factories, cleaning contractors and facility service companies evaluating a long-term partnership with APXXO Global Facility Management Group. It sets out what we do, what we need, what we pay and how to apply.

01

The Group

A next-generation facility management conglomerate operating one unified infrastructure network across 70 countries.

WHO WE ARE

GLOBAL FOOTPRINT

IMPACT IN NUMBERS

ECOSYSTEM & VALUES

1.1 WHO WE ARE

More than a supplier.
The connective tissue.

APXXO is a global facility management group that builds, manages and scales the operational infrastructure behind hospitality, healthcare, aviation and industry.

With a footprint spanning 70+ countries, we manage the essential infrastructure that keeps industries moving — from mechanical, electrical and plumbing services through security and soft services, into our specialised vertical divisions in laundry and cleaning.

Our divisions operate as specialised brands under the APXXO FM umbrella. This ensures that while our partners focus on operational excellence, they are backed by the financial and logistical strength of a global group.

WHAT MAKES THE MODEL WORK

- **Demand aggregation.** We consolidate multi-site, multi-country contracts that no single operator could win alone.
- **Local execution.** Work is performed by vetted partners who already know their market, labour pool and regulations.
- **One standard.** A single quality management system, audited consistently in every territory.
- **One invoice.** The client receives unified billing; the partner receives predictable settlement.

THE GROUP AT A GLANCE

70+
Countries of active operation

6,500+
Partner facilities

12,000+
Corporate clients

$1.2 Billion+
Managed facility assets

INTEGRATED CAPABILITY

- Facility Operations & Management
- Industrial Laundry Infrastructure
- Cleaning & Home Services
- Supply Chain Optimisation
- Hospitality Support Services
- Healthcare Linen Systems
- Corporate Uniform & Textile Management

1.2 GLOBAL FOOTPRINT

One network.
Four regional hubs.

GLOBAL HQ

United States Hub — group strategy, enterprise contracting and treasury.

MIDDLE EAST

United Arab Emirates — regional operations centre for GCC hospitality, healthcare and worker accommodation.

EUROPE

United Kingdom — commercial contracting, compliance and EU partner onboarding.

ASIA-PACIFIC

Singapore — supply chain, procurement and APAC partner network development.

70+
Countries of active operation

6,500+
Partner facilities in network

4
Regional operating hubs

> **Why hubs matter to a partner.** Contracting, auditing and settlement happen in your region, in your timezone, under a legal entity that can contract locally. You are not managing a relationship across eight timezones.

1.3 IMPACT IN NUMBERS

Scale that fills capacity.

70+

Countries of active operation

6,500+

Facility partners

$1.2 Billion+

In managed facility assets

12,000+

Corporate clients, from hospitality to industrial manufacturing

INFRASTRUCTURE POWER

1,200+
Industrial washing lines connected globally

3,800+
Commercial laundry partners onboarded

450+
Large-scale hospital & hotel contracts supported

99.2%
On-time delivery benchmark

SERVICE LEVEL CONSISTENCY

99.9% SLA consistency across the managed network, measured monthly and published to every partner through the portal.

CLEANING & HOME SERVICES

2,100+ cleaning partners servicing 18,000+ sites across 38 countries.

1.4 THE ECOSYSTEM

Specialised brands.
One umbrella.

Each division operates with its own brand, market and technical standards — backed by shared contracting, technology and financial infrastructure.

مغسلة خلاص
LAUNDRY KHALAS

INDUSTRIAL LAUNDRY INFRASTRUCTURE

Hotel, hospital, aviation and uniform linen at industrial scale. The backbone division of the partner programme.

www.laundrykhalas.com

APXXO CLEAN

CLEANING & HOME SERVICES

Commercial cleaning, facility hygiene, specialist technical cleaning and a growing residential home-services network.

www.apxxo.com

FACILITY OPERATIONS

MEP, HVAC, security, landscaping and soft services delivered under integrated FM contracts.

SUPPLY CHAIN

Procurement, textile sourcing, consumables and equipment financing for the partner network.

HOSPITALITY SUPPORT

Housekeeping support, stewarding and back-of-house services for hotel groups and resorts.

HEALTHCARE LINEN SYSTEMS

Barrier-controlled processing, traceability and infection-control compliant logistics.

CORPORATE UNIFORM

Uniform programmes, sizing, repair, rotation and end-of-life textile recovery.

WORKER ACCOMMODATION

Large-scale camp and staff accommodation servicing for industrial and construction clients.

1.5 VISION & VALUES

How we operate.

VISION

To become the operating system of the world's facility services industry — the layer through which enterprise demand reaches independent operators, reliably and profitably, in every market we enter.

MISSION

To unify fragmented facility infrastructure into one accountable global system, raising standards for clients and revenue for partners at the same time.

Operating values

PARTNERS ARE NOT VENDORS

We do not squeeze the operators we depend on. Sustainable partner margin is a design requirement of every contract we sign, not a residual.

THE STANDARD IS THE STANDARD

One quality management system, applied identically in every territory. Audits are announced, documented and appealable.

TRANSPARENCY BY DEFAULT

Partners see their own performance data, dispute logs and settlement status in the portal. No hidden scorecards.

LOCAL EXPERTISE WINS

We do not import operating models into markets we do not understand. Partners shape delivery within the standard.

Compliance and conduct. All partners are required to meet APXXO standards on labour practice, wage protection, worker accommodation and environmental handling of chemicals and water. These are audited and are grounds for termination if breached.

02

Our Divisions

Two partner-facing divisions carry the programme: industrial laundry infrastructure, and cleaning and home services. Both are open for partnership now.

LAUNDRY KHALAS

CLEANING & HOME

TECHNICAL FM

SUPPLY CHAIN

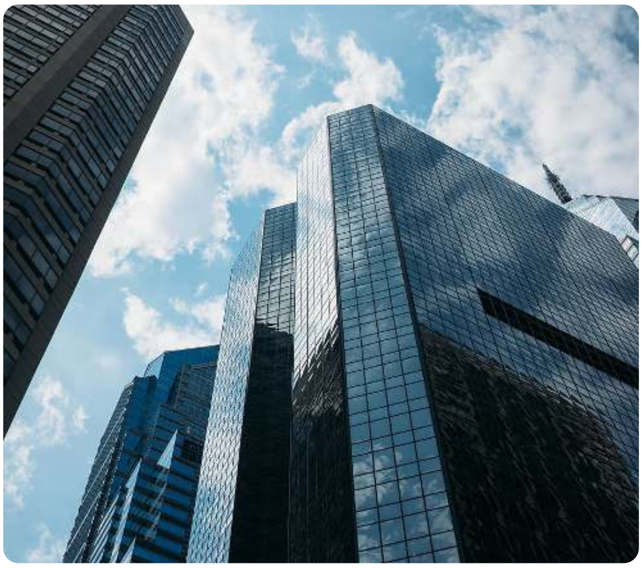
2.1 INDUSTRIAL LAUNDRY DIVISION

We do not process laundry.
We engineer supply chains.

Laundry Khalas is the industrial laundry backbone of APXXO, built to unify fragmented laundry infrastructure into one global system. We build, manage and scale laundry ecosystems worldwide through strategic partnerships with high-capacity laundries, dry cleaners and industrial operators.

To meet the demand of our enterprise B2B portfolio, Laundry Khalas is expanding its **Facility Partner Program** across every region in which the group operates.

Division web	www.laundrykhalas.com
Partner enquiries	partners@laundrykhalas.com
Network	3,800+ laundry partners · 1,200+ washing lines
Contracts supported	450+ hospital & hotel contracts



THE PROBLEM WE SOLVE

Enterprise buyers need one accountable counterparty across many cities. Independent laundries cannot bid for that scope, and lose the volume to consolidators.

WHAT WE CONTRIBUTE

The contract, the client relationship, the SLA framework, the technology and the working capital cycle.

WHAT YOU CONTRIBUTE

Processing capacity, trained labour, plant reliability and adherence to one shared quality standard.

2.2 LAUNDRY SERVICE CATALOGUE

What we put through your plant.

The volume placed with a partner facility is contracted, forecast monthly and scheduled — not spot work.

SERVICE LINE	TYPICAL ARTICLES	CYCLE	CLIENT TYPE
Hotel & resort linen	Bed linen, towelling, F&B napery, pool towels, spa robes	Daily	5-star groups, resorts
Healthcare linen	Ward linen, theatre textiles, scrubs, barrier-controlled items, patient wear	Daily, barrier-segregated	Hospital networks, clinics
Aviation textiles	Cabin blankets, headrest covers, lounge linen, crew uniform	Rotational	Airlines, airport lounges
Corporate uniform	Staff uniform sets, chef whites, hi-vis and industrial workwear	Weekly rotation	Corporate, F&B, industrial
Dry cleaning	Executive garments, formalwear, delicate and specialist textiles	On demand	Corporate accounts, hospitality
Worker accommodation	Bulk bed linen, towels and coveralls for staff camps	Weekly bulk	Industrial, construction, energy
Facility textiles	Mats, mops, microfibre systems, cleaning textiles	Scheduled swap	Integrated FM contracts

PLANT CAPABILITY WE DEPLOY AGAINST

- High-capacity tunnel washers and industrial washer-extractors
- Automated folding, ironing and finishing lines for linen and uniform sets
- Dry-cleaning lines qualified for high-end corporate accounts
- Barrier-wall configurations for healthcare-grade processing
- Redundant power and water systems supporting 24/7 uptime

LOGISTICS WE OPERATE AROUND IT

- Dedicated loading bays for APXXO fleet vehicles
- Route planning and consolidated collection windows
- Sealed cage and trolley systems with item-level accountability
- Contingency routing to a secondary partner during plant downtime
- Regional buffer stock to absorb seasonal peaks

2.3 SECTORS WE SERVE

The client roster behind the volume.

We manage facilities for some of the world's most demanding sectors. Partners gain indirect access to a client base they could not contract with individually.

SECTOR	CLIENT PROFILE	WHAT THE PARTNER GAINS
Hospitality	Global 5-star hotel groups and luxury resorts	High-frequency daily volume with predictable seasonality
Healthcare	Multi-city hospital networks and medical research centres	Long-tenure contracts with the lowest churn in the portfolio
Aviation	International airlines and airport lounges	Rotational textile programmes and premium finishing margins
Corporate	Global manufacturing plants and worker accommodation	Bulk baseload volume that fills off-peak shifts
Industrial	Fortune 500 headquarters and campus operations	Blended linen, uniform and facility textile scope
Residential	Managed communities, serviced apartments and private clients	Retail-margin work routed through the home services network

DEMAND PROFILE PLACED WITH PARTNERS

Contracted enterprise volume is deliberately blended so that a partner facility is not exposed to a single sector's seasonality. A typical mature partner receives a mix of daily hospitality linen, long-tenure healthcare volume and bulk accommodation work that absorbs night-shift capacity.

2.4 CLEANING & HOME SERVICES

The second partner network.

Alongside laundry, APXXO contracts cleaning and hygiene services across commercial, industrial and residential portfolios — and is onboarding partner contractors in every region.

2,100+	**18,000+**	**40,000+**	**38**
Cleaning partner contractors	Sites under cleaning contract	Operatives deployed across the network	Countries with active cleaning operations

Why cleaning and laundry belong together

Buyers of facility services increasingly procure hygiene as one scope. A hotel group wants linen, housekeeping support and public-area cleaning on one SLA and one invoice. A hospital wants ward cleaning, waste handling and barrier-controlled linen from a single accountable party.

By running both divisions on one contracting and technology layer, APXXO bids scopes that single-service operators cannot — then places each component with the specialist partner best equipped to deliver it.

PARTNER TYPES WE ONBOARD

- COMMERCIAL CLEANING CONTRACTORS
- FACILITY HYGIENE COMPANIES
- SPECIALIST TECHNICAL CLEANERS
- HOME & RESIDENTIAL SERVICE PROVIDERS
- PEST CONTROL OPERATORS
- WASTE & SANITATION CONTRACTORS

THREE SERVICE TIERS

- **Commercial & facility** — offices, retail, healthcare, industrial and public buildings under recurring contract.
- **Home & residential** — managed communities, serviced apartments, villas and private households.
- **Specialist & technical** — deep cleaning, disinfection, facade, duct, kitchen and post-construction work.

Partners may be onboarded into one tier or all three, depending on licensing, equipment and trained headcount.

2.5 COMMERCIAL & FACILITY CLEANING

Recurring scope.
Contracted headcount.

Daily and periodic cleaning delivered under multi-year facility contracts, with defined manning, measured outputs and SLA-linked performance.

SERVICE	SCOPE	DELIVERY PATTERN
Office & corporate cleaning	Workstations, meeting rooms, washrooms, pantries, common areas, waste rounds	Daily manned + periodic
Retail & mall cleaning	Concourse, food courts, back-of-house, washroom attendance, escalator and glass	Multi-shift, 7 days
Healthcare cleaning	Ward, clinical and non-clinical zones, colour-coded systems, clinical waste handling	Continuous, protocol-driven
Industrial & warehouse	Production floors, machine surrounds, mezzanines, loading yards, scrubber operation	Shift-aligned
Hospitality support	Public areas, back-of-house, stewarding support, housekeeping augmentation	Daily + on-call
Education & institutional	Classrooms, laboratories, halls, sanitary blocks, term-break deep cycles	Daily + seasonal
Washroom & hygiene systems	Consumable replenishment, sanitary disposal, air care, dosing systems	Scheduled service visits

MANNING MODEL

Contracts specify manning levels, shift patterns and supervision ratios. Partners are paid against the contracted establishment, not against unpredictable ad-hoc callouts.

MEASURED OUTPUTS

Cleaning quality is scored by scheduled inspection against a published checklist, with photographic evidence logged in the partner portal.

CONSUMABLES

Chemicals, machinery and consumables can be procured through APXXO group supply at network pricing, or supplied by the partner.

2.6 HOME & RESIDENTIAL SERVICES

Retail demand, wholesale routing.

Residential work carries higher margin per hour but is expensive to acquire. APXXO routes aggregated residential demand into partner capacity so that acquisition cost sits with us, not with you.

HOME SERVICE LINES

- **Regular home cleaning** — scheduled weekly, fortnightly or monthly visits
- **Deep cleaning** — full-property intensive cleaning, seasonal cycles
- **Move-in / move-out cleaning** — handover-standard turnover work
- **Sofa, carpet & mattress cleaning** — extraction and shampoo systems
- **Curtain & upholstery care** — take-down, processing and re-hanging
- **Kitchen & appliance deep clean** — degreasing, oven and extraction
- **Window & glass cleaning** — internal and low-rise external
- **Laundry & ironing at home** — routed to Laundry Khalas partner plants
- **Disinfection & sanitisation** — certified fogging and surface treatment
- **Handyman & maintenance** — minor repairs bundled into service visits

WHERE THE DEMAND COMES FROM

- Managed residential communities and owners' associations
- Serviced apartment and branded residence operators
- Property managers and short-let portfolios
- Corporate staff housing and executive relocation programmes
- Direct consumer demand through digital channels

PARTNER REQUIREMENTS — HOME SERVICES

Residential work is customer-facing and reputationally sensitive. Partners in this tier must additionally hold valid trade licensing for residential service, insured and background-checked operatives, uniformed presentation standards, and the ability to accept scheduled jobs through the partner portal with same-day dispatch confirmation.

Cross-division routing. Home laundry and curtain work collected by cleaning partners is processed through Laundry Khalas partner plants in the same territory — two partners, one client, one invoice.

2.7 SPECIALIST & TECHNICAL CLEANING

Higher skill.
Higher rate.

Project and compliance-driven work, tendered separately from recurring contracts and placed with partners holding the required certification and equipment.

DEEP CLEANING & RESTORATION

- Scheduled deep-clean cycles for hospitality and healthcare
- Hard-floor stripping, sealing, burnishing and restoration
- Carpet extraction and textile floor care programmes
- High-level and inaccessible-area cleaning

DISINFECTION & INFECTION CONTROL

- Certified fogging and electrostatic surface treatment
- Outbreak response and terminal cleaning protocols
- Touch-point programmes with verification swabbing
- Documented chemical traceability for audit

KITCHEN & EXTRACTION SYSTEMS

- Commercial kitchen deep cleaning to insurance standard
- Duct, canopy and extraction degreasing with certification
- Grease trap servicing and waste-oil handling
- Compliance documentation for environmental health

FACADE, DUCT & TECHNICAL

- Facade and external glass cleaning, rope and cradle access
- HVAC duct cleaning and indoor air quality treatment
- Water tank cleaning, chlorination and potable certification
- Post-construction and handover cleaning at scale

CERTIFICATION LED

Placement in this tier requires evidence of technician certification, method statements and valid third-party insurance for the specific work type.

PROJECT BASED

Work is tendered as projects with defined scope and completion criteria, priced per project rather than per manned hour.

EQUIPMENT SUPPORT

Where a partner lacks specific plant, APXXO can assist with equipment financing under the capital support programme.

2.8 TECHNICAL FM & SUPPLY CHAIN

The wider group scope.

Laundry and cleaning sit inside a broader integrated facility management offer. Partners with technical capability can be onboarded into these scopes as they mature.

TECHNICAL & HARD SERVICES

- **MEP maintenance** — mechanical, electrical and plumbing planned and reactive works
- **HVAC services** — chiller, AHU and split-system maintenance and energy optimisation
- **Fire & life safety** — system inspection, testing and compliance certification
- **Building fabric** — civil, carpentry, painting and finishes maintenance
- **Energy management** — metering, consumption analytics and reduction programmes

SOFT SERVICES

- Manned guarding and electronic security systems
- Landscaping, irrigation and external area upkeep
- Waste management, segregation and recycling programmes
- Pest control and environmental hygiene
- Front-of-house, concierge and helpdesk services

SUPPLY CHAIN & PROCUREMENT

The group procurement function exists to lower partner input costs. Network pricing is extended to onboarded partners on the categories that drive their unit economics.

- Textile and linen sourcing at group volume pricing
- Laundry chemicals and dosing systems
- Cleaning consumables, machinery and spares
- Uniform manufacture and sizing programmes
- Equipment financing and structured payment plans

WHY THIS MATTERS TO A LAUNDRY OR CLEANING PARTNER

Input cost is where partner margin is won or lost. A partner buying chemicals, textiles and consumables at group pricing improves contribution margin on the same contracted revenue — before a single additional order is placed.

03

The Partnership Program

How the model works, what it pays, what we require, and how a facility moves from first contact to active partner status.

THE MODEL | COMMERCIALS | REQUIREMENTS | ONBOARDING

3.1 HOW IT WORKS

Where your facility sits in the chain.

The single most important page in this document. Read it before anything else.

01
Enterprise demand
Hotel groups, hospital networks, airlines and corporates contracted centrally, multi-site.

▸

02
Aggregation
Consolidated, forecast and broken into territory volume blocks with defined SLA.

▸

03
Your facility
Allocated to the partner in that territory. Your plant, your team, one shared standard.

▸

04
Logistics & QC
Collection, delivery and QC on APXXO systems, tracked item-level in the portal.

▸

05
Settlement
Client invoiced centrally; partner settled on contracted terms regardless of client payment.

WHAT THIS CHANGES FOR YOU

- **Acquisition cost falls to zero.** No tendering, no sales team, no marketing spend.
- **Utilisation rises.** Baseload volume fills downtime and night shifts that carry cost without revenue.
- **Revenue becomes predictable.** Contracted monthly volume replaces spot work and seasonal collapse.
- **Credit risk is transferred.** Exposure to APXXO on defined terms, not to fifty end clients.

WHAT STAYS ENTIRELY YOURS

- Ownership of your company, plant and equipment
- Employment of and authority over your workforce
- Your existing direct clients and retail business
- Your brand, premises and operating decisions

This is not an acquisition, franchise or equity transaction. APXXO takes no shareholding in partner facilities and charges no joining or franchise fee.

DIVISION OF RESPONSIBILITY

APXXO IS RESPONSIBLE FOR	THE PARTNER FACILITY IS RESPONSIBLE FOR
Winning, contracting and retaining the enterprise client	Processing the work to the agreed specification and turnaround
Volume forecasting, allocation and shortfall protection	Declaring available capacity and honouring accepted volume
Client invoicing, credit risk and partner settlement	Employing, training and supervising the operational workforce
Quality framework, audit and dispute adjudication	Plant maintenance, utilities, licensing and insurance

3.2 WHY PARTNER

Partner benefits.

- **3x - 10x increase in B2B order volume** for a typical mature partner
- **Corporate clients assigned directly** to your facility by territory
- **Zero marketing cost** acquisition model
- **Aggregation handled centrally** — no tendering burden on your team
- **Long-term facility exclusivity zones** for performing partners
- **Predictable monthly revenue** under contracted volume commitments
- **Logistics and demand planning** provided by APXXO
- **Group procurement pricing** on textiles, chemicals and consumables
- **Capital support** toward qualifying equipment upgrades

OPTIMISED CAPACITY

Fill your downtime and underutilised shifts with contracted industrial loads instead of carrying fixed cost against idle plant.

TECHNOLOGY INTEGRATION

Use our proprietary FM software to track logistics, quality control and invoicing without buying your own systems.

GLOBAL STANDARD

Elevate your facility to international ISO-aligned and APXXO-certified standards, at our cost, with our auditors.

How the volume uplift figure is derived. The 3x - 10x range reflects observed outcomes across onboarded partners over their first 24 months, and varies materially by territory, plant capacity and starting utilisation. It is an indication of range, not a forecast or guarantee for any individual facility.

3.3 COMMERCIAL FRAMEWORK

How the money actually works.

Most partnership documents avoid this page. We include it because commercial ambiguity is the main reason good operators walk away from programmes like this.

TERM	BASIS
Revenue model	Partner retains 100% of processing revenue. APXXO earns on aggregation and contract management, billed to the corporate client - never deducted from partner payouts.
Pricing structure	Rate card agreed per service line at onboarding — per kilogram, per piece, per manned hour or per project depending on scope. Rates are fixed for the contract year.
Rate review	Annual review indexed to documented movement in labour, energy and utility cost in the partner's territory. Extraordinary review available if a single input moves beyond an agreed threshold.
Volume commitment	Contracted minimum monthly volume, forecast rolling 90 days and confirmed 30 days ahead so plant and labour can be planned.
Shortfall protection	If APXXO delivers below the contracted minimum in a month, a shortfall mechanism applies so the partner is not left carrying reserved capacity unpaid.
Term	Initial term of 24 months from activation, renewing annually thereafter unless terminated on notice.
Joining fee	**None.** No franchise fee, licence fee, listing fee or deposit is charged to become an APXXO partner facility.
Capital support	Qualifying equipment upgrades required to meet APXXO standards may be supported up to 40% of cost, structured against future volume.
Procurement access	Group pricing on textiles, chemicals, consumables and machinery from activation.

THE PRINCIPLE

APXXO earns on aggregation and contract management, billed to the corporate client. Partner processing revenue is not the source of our margin — which is why our incentive is to keep partners profitable and in the network.

WHAT WE WILL NOT DO

We do not run reverse auctions between partners in the same territory, retro-discount agreed rates, or transfer client payment delay onto partner settlement.

3.4 PAYMENT & PROTECTION

Terms, territory and recourse.

SETTLEMENT TERMS

Standard terms	30 days from validated month-end statement
Accelerated terms	14 days available on qualifying volume, subject to agreement
Currency	Settled in partner's local currency where the regional hub can contract locally
Client payment risk	Carried by APXXO. Partner settlement is not conditional on end-client payment.
Disputes	Logged in the portal with photographic evidence; undisputed balance is paid on time regardless.

TERRITORY PROTECTION

Performing partners are granted an exclusivity zone of approximately **25 km** around the contracted facility for the service lines they hold. Within that zone APXXO will not onboard a competing partner for the same service line while performance thresholds are met.

PERFORMANCE THRESHOLDS

Exclusivity and volume allocation are linked to measured performance. The thresholds are published, not discretionary.

97%
Minimum quality score to retain zone exclusivity

99.2%
Network on-time benchmark partners are measured against

PARTNER RECOURSE

- Audit findings are documented, evidenced and formally appealable
- Rate disputes escalate to the regional hub within a defined window
- Underdelivery of contracted volume triggers the shortfall mechanism
- Termination requires notice and a cure period, except for compliance breach

Exit. On termination, partners retain all equipment, staff and their own direct clients. Client relationships introduced by APXXO remain with APXXO, subject to the non-solicitation term in the partnership agreement.

3.5 PARTNER REQUIREMENTS

Operational excellence at scale.

We are seeking established operators, not start-ups. The following sets out what a facility needs to enter assessment.

LAUNDRY PARTNERS — PLANT CAPABILITY

- High-capacity tunnel washers or industrial washer-extractors
- Dry-cleaning specialised lines for high-end corporate accounts
- Automated folding and finishing for linen and uniform sets
- Redundant power and water systems ensuring 24/7 uptime
- Dedicated logistics and loading bays for APXXO fleet vehicles

CLEANING PARTNERS — OPERATIONAL CAPABILITY

- Trained, directly employed operative headcount with supervision structure
- Valid trade licensing for the service tiers applied for
- Machinery appropriate to contracted scope, maintained and documented
- Chemical handling, storage and COSHH-equivalent controls
- Capacity to mobilise a new site within an agreed lead time

PREFERRED PARTNER PROFILES

- Industrial laundries
- Hotel laundry units
- Hospital laundry contractors
- Large-scale dry cleaning factories
- Textile processing units
- Commercial cleaning contractors
- Facility hygiene and specialist cleaning companies
- Residential and home service operators

CORPORATE & COMPLIANCE REQUIREMENTS

- Registered trading entity with audited or certified accounts
- Valid public liability and employer liability insurance
- Documented labour practice: contracts, wage protection, accommodation standards
- Environmental compliance for water discharge and chemical handling
- No unresolved regulatory enforcement against the facility

3.6 TECHNOLOGY

The partner portal.

Every partner receives access to the APXXO operating platform at no licence cost. It is the single interface for work, quality, disputes and money.

WORK & SCHEDULING

- Inbound volume forecast, rolling 90 days
- Confirmed job and collection schedules
- Route and vehicle arrival visibility
- Capacity declaration and blackout windows

QUALITY & COMPLIANCE

- Item-level tracking and textile accountability
- Inspection checkpoints with photographic evidence
- Audit findings, responses and appeal status
- Certification and document expiry tracking

COMMERCIAL

- Live rate card and contract documents
- Self-serve statements and settlement status
- Dispute logging with evidence attachment
- Procurement ordering at group pricing

INTEGRATION, NOT REPLACEMENT

The portal is designed to sit alongside whatever a partner already runs. Facilities with existing plant management or ERP systems can exchange data through the APXXO integration layer rather than rekeying. Facilities running on paper can operate entirely within the portal.

- No licence fee to partners
- Mobile access for supervisors and drivers
- Multi-user roles with permission control
- Data export in standard formats, at any time

WHY WE INSIST ON IT

Enterprise clients buy accountability as much as service. Item-level traceability is what allows APXXO to guarantee zero-loss textile accountability to a hospital or hotel group — and what protects a partner from an unevidenced claim.

Disputes without evidence are not chargeable to a partner. The tracking system exists to protect both sides of the transaction.

3.7 QUALITY & STANDARDS

One standard, every territory.

All partners operate under APXXO Global FM Protocols.

OPERATING PROTOCOLS

- ISO-aligned operational benchmarks
- Digital tracking of all laundry and service cycles
- Quality inspection checkpoints at defined stages
- Sustainability-driven processing methods
- Chemical and water optimisation systems
- SLA-based enterprise contract framework

KEY PERFORMANCE TARGETS

- 99.9% service level agreement consistency
- 99%+ delivery accuracy
- <24–72 hour turnaround, region dependent
- Zero-loss textile accountability systems
- 99.2% on-time delivery benchmark
- Documented corrective action within 48 hours of finding

Audit cycle

STAGE	FREQUENCY	CONDUCTED BY	OUTCOME
Onboarding audit	Once, pre-activation	APXXO technical team	Certification or remediation plan
Routine quality inspection	Monthly	Regional quality officer	Score published to partner portal
Client-driven inspection	As contracted	Joint APXXO and client	Contract compliance record
Compliance & labour audit	Annual	Independent assessor	Pass, corrective action, or termination
Recertification	Annual	APXXO technical team	Renewal of APXXO-certified status

Audits are not a pretext for rate pressure. Findings are technical, documented and appealable, and are handled separately from commercial discussions.

3.8 SUSTAINABILITY & ESG

Resource cost is partner margin.

Enterprise clients now tender on environmental and labour criteria. Partners who cannot evidence performance on both are progressively excluded from the market.

WATER

Reclamation and reuse systems on tunnel lines, discharge quality monitoring, and consumption benchmarking per kilogram processed.

ENERGY

Heat recovery, load-shifting to off-peak tariffs, and equipment efficiency assessment during the onboarding audit.

CHEMICALS

Automated dosing to eliminate overuse, biodegradable formulation where available, and full chemical traceability records.

TEXTILE LIFECYCLE

- Repair-before-replace programmes for linen and uniform stock
- Grading and downcycling of retired textiles into cleaning cloth
- End-of-life recovery routed to recycling rather than landfill
- Client-level reporting on textile life extension achieved

LABOUR & SOCIAL STANDARDS

- Written contracts and wage protection for all operatives
- Accommodation standards where partners house workers
- Working hours and rest-day compliance monitoring
- Grievance channel accessible to partner staff

THE COMMERCIAL ARGUMENT

Water, energy and chemical consumption are the three largest variable costs in an industrial laundry after labour. Every efficiency measure in this programme reduces partner cost per kilogram at the same time as it improves the client-facing ESG position.

APXXO supports qualifying efficiency upgrades through the capital support programme, up to 40% of cost, because the saving accrues to the partner and the compliance credential accrues to the network.

3.9 ONBOARDING JOURNEY

Seamless integration.

From application to active partner status in approximately 10 weeks, subject to audit outcome and contract execution.

STAGE 01
WEEK 1

Application & screening

You submit the partnership application in this document or online. The regional partner team screens licensing, capacity and service fit, and confirms whether your territory has open capacity.

STAGE 02
WEEKS 2–3

Facility audit

The APXXO technical team conducts a site and capacity assessment: plant condition, throughput, utilities, labour, compliance documentation and logistics access. You receive the findings in writing.

STAGE 03
WEEKS 3–5

Certification & contracting

Onboarding into the Laundry Khalas or APXXO Clean quality management system, remediation of any audit findings, rate card agreement and execution of the partnership agreement.

STAGE 04
WEEKS 5–8

Pilot phase

Initial high-volume contract deployment against live client work, with intensive quality monitoring. Volume is stepped up as performance is evidenced. Partner is paid on full contracted rates from the first delivery.

STAGE 05
WEEK 10+

Full integration

Active status as a Core Backbone Partner for the region: full volume allocation, territory exclusivity, procurement access and portal integration complete.

10 wks
Typical application to full integration

8 wks
Pilot phase before full volume allocation

0
Joining, franchise or listing fees

3.10 PROOF POINTS

What partners report.

Representative outcomes from the onboarded network. Figures are indicative of range across the portfolio and are not a forecast for any individual facility.

HOTEL LINEN — MIDDLE EAST

An independent industrial laundry operating at roughly half of installed capacity was allocated blended hospitality and worker accommodation volume. Night-shift utilisation was the primary gain.

HEALTHCARE LINEN — EUROPE

A hospital laundry contractor was certified to barrier-controlled standard during onboarding, with the equipment upgrade partially supported under the capital programme.

CLEANING CONTRACTOR — APAC

A commercial cleaning company with strong local delivery but no enterprise sales function was assigned multi-site retail and office scope in its home territory.

WHAT PARTNERS CONSISTENTLY IDENTIFY AS THE CHANGE

- **Utilisation, not price.** The gain comes from filling paid capacity, not from higher rates.
- **Planning becomes possible.** Forecast volume allows labour and shift planning that spot work never permitted.
- **Credit exposure simplifies.** One counterparty on defined terms replaces a long tail of slow-paying accounts.
- **Standards travel.** Certification achieved for APXXO work raises the facility’s standing with its own direct clients.

References. Named partner and client references can be provided under NDA at the contracting stage, subject to the consent of the parties concerned.

3.11 PARTNER QUESTIONS

Answered directly.

Do I have to give up my existing clients?

No. Partners retain and continue to serve their own direct clients and retail business. APXXO volume is additional and is contracted separately.

Does APXXO take equity in my company?

No. There is no shareholding, no acquisition and no franchise structure. You continue to own and run your business.

Is there a fee to join?

No joining fee, franchise fee, listing fee or deposit is charged at any stage.

What happens if a client pays late?

That risk sits with APXXO. Partner settlement runs on the contracted terms and is not conditional on end-client payment.

What if my plant cannot yet meet the standard?

The onboarding audit produces a written remediation plan. Qualifying equipment upgrades may be supported up to 40% of cost under the capital support programme.

Will you place a competitor next to me?

Performing partners hold an exclusivity zone of approximately 25 km for their contracted service lines, maintained while performance thresholds are met.

Who employs the staff doing the work?

You do. Partners directly employ, manage and are responsible for their workforce, under the labour standards set out in this document.

What if APXXO does not deliver the volume promised?

The shortfall mechanism in the partnership agreement compensates the partner for reserved capacity that was contracted but not filled.

Can I join for cleaning only, or laundry only?

Yes. Partners are onboarded per division and per service tier. Many partners begin in one and add scope later.

How long is the commitment?

An initial term of 24 months from activation, renewing annually. Termination requires notice and a cure period.

Do I need to replace my existing systems?

No. The partner portal can integrate with existing plant or ERP systems, or be used standalone. There is no licence cost to partners.

What happens to introduced clients if we part ways?

You keep your equipment, staff and own clients. Clients introduced by APXXO remain with APXXO under the non-solicitation term.

Can we keep trading under our own name?

Yes. Partner facilities remain independently branded. APXXO certification marks are displayed alongside your identity, not in place of it.

How quickly does volume ramp up?

Controlled volume during the pilot phase, stepping to full territory allocation from week 10 subject to evidenced performance.

Who operates collection and delivery?

Logistics run on APXXO routing and systems. Whether vehicles are APXXO-operated or partner-operated is set per territory and priced into the rate card.

What happens in our low season?

The contracted monthly minimum applies year-round, and sector mix is deliberately blended so a partner is not exposed to a single sector's seasonality.

> **A question not answered here?** Write to partners@apxxo.com with your facility name and territory. Enquiries are routed to the regional partner team for your region.

4.1 PARTNERSHIP APPLICATION — PAGE 1 OF 2

Partner Facility Application Form

REF. GFPP / 2026
OFFICE USE ONLY

Complete both pages and return to **partners@apxxo.com**, or apply online in three minutes at **https://apxxo.com/partners/apply**. All information is treated as confidential and used solely to assess partnership suitability.

SECTION A — COMPANY DETAILS

REGISTERED COMPANY NAME

TRADING NAME (IF DIFFERENT)

COUNTRY

CITY / EMIRATE / STATE

YEAR ESTABLISHED

REGISTERED ADDRESS

TRADE LICENCE / REGISTRATION NO.

VAT / TRN NUMBER

COMPANY WEBSITE

SECTION B — PRIMARY CONTACT

FULL NAME

POSITION / TITLE

EMAIL ADDRESS

TELEPHONE

WHATSAPP / MOBILE

SECTION C — DIVISION AND SERVICE LINES APPLIED FOR

- ☐ Laundry Khalas – industrial laundry
- ☐ Dry cleaning
- ☐ Healthcare / barrier linen
- ☐ Corporate uniform & textiles
- ☐ Commercial & facility cleaning
- ☐ Home & residential services
- ☐ Specialist & technical cleaning
- ☐ Technical FM / MEP

SECTION D — FACILITY AND CAPACITY

NUMBER OF FACILITIES

TOTAL COVERED AREA (M^2)

PREMISES OWNED OR LEASED

SHIFTS OPERATED PER DAY

LAUNDRY CAPACITY — KG PER DAY

CAPACITY — PIECES PER DAY

CURRENT UTILISATION (%)

TUNNEL WASHERS (QTY)

WASHER-EXTRACTORS (QTY)

DRYERS (QTY)

IRONER / FOLDER LINES (QTY)

DRY-CLEANING MACHINES (QTY)

CLEANING OPERATIVES EMPLOYED

SUPERVISORS EMPLOYED

4.2 PARTNERSHIP APPLICATION — PAGE 2 OF 2

Capability
& Declaration

SECTION E — CERTIFICATION AND COMPLIANCE

☐ ISO 9001 Quality ☐ ISO 14001 Environmental ☐ ISO 45001 H&S ☐ HACCP ☐ Other (specify below) ☐ None currently held

OTHER CERTIFICATIONS HELD

PUBLIC LIABILITY INSURER & EXPIRY

EMPLOYER LIABILITY INSURER & EXPIRY

ENVIRONMENTAL / DISCHARGE PERMIT REF.

SECTION F — INFRASTRUCTURE AND LOGISTICS

DELIVERY VEHICLES (QTY)

LOADING BAYS (QTY)

BACKUP POWER (Y / N)

WATER TREATMENT (Y / N)

PLANT / ERP SYSTEM CURRENTLY USED

ANNUAL TURNOVER BAND (LAST FINANCIAL YEAR)

SECTION G — CURRENT CLIENT SECTORS SERVED

☐ Hospitality ☐ Healthcare ☐ Aviation ☐ Corporate ☐ Industrial ☐ Residential ☐ Government ☐ Education

TWO CLIENT REFERENCES WE MAY CONTACT AT CONTRACTING STAGE (NAME, SECTOR, TENURE)

SECTION H — DECLARATION

I confirm that the information given is accurate to the best of my knowledge; that the company holds valid licensing and insurance for the services applied for; that the company complies with applicable labour, wage-protection and environmental legislation in its territory; and that there is no unresolved regulatory enforcement action against the facility. I understand that submission of this form does not create a contract, and that partnership is subject to facility audit and execution of a written agreement.

SIGNED

NAME IN BLOCK CAPITALS

POSITION

DATE

COMPANY STAMP

RETURN THIS FORM

partners@apxxo.com · partners@laundrykhalas.com
WhatsApp +971 50 000 0000 · +971 4 000 0000
Acknowledged within two working days and screened by the regional partner team for your territory.

OR APPLY ONLINE

APXXO

Let’s build the future of facilities.

Join a system that will define the next decade of industrial laundry, cleaning and facility infrastructure — in your city, with your plant, under your name.

BECOME A PARTNER FACILITY

partners@apxxo.com
partners@laundrykhalas.com
+971 4 000 0000
WhatsApp +971 50 000 0000

OFFICES

Global HQ — United States Hub
UAE (Middle East) · United Kingdom (Europe) · Singapore (Asia-Pacific)

www.apxxo.com
www.laundrykhalas.com

SCAN TO APPLY

4.4 IMPORTANT NOTICE

Terms of this publication.

PURPOSE

This publication is issued by APXXO Infrastructure Operations for the sole purpose of allowing prospective partner facilities to evaluate whether they wish to enter discussions regarding the Global Facility Partnership Program. It is an invitation to apply. It is not an offer, and it does not constitute a contract, a franchise offering, a security, or an invitation to invest.

NO CONTRACT UNTIL EXECUTED

No partnership, exclusivity, volume allocation or commercial term described in this document takes effect unless and until a written partnership agreement satisfactory to APXXO Infrastructure Operations has been executed and delivered by both parties, and any conditions in it have been satisfied or waived. Submission of an application creates no obligation on either party.

COMMERCIAL FIGURES

Payment terms, exclusivity radius, volume ranges, capital support levels and onboarding durations stated in this document are indicative of the standard programme framework. Final terms are agreed per partner, per territory and per service line, and are set out in the executed partnership agreement, which prevails over this document in the event of any inconsistency.

FORWARD-LOOKING STATEMENTS

Statements regarding volume uplift, utilisation improvement or future network growth reflect observed outcomes across the existing partner network and present expectations. They are not forecasts, projections or guarantees of outcome for any individual facility, and actual results will vary by territory, plant capacity, starting utilisation and market conditions.

ACCURACY OF INFORMATION

The information in this publication has been obtained from sources generally regarded as reliable and is provided in good faith. However no representation is made and no warranty is given, express or implied, as to its accuracy or completeness. We would be glad to be informed of any inaccuracy so that it may be corrected. APXXO Infrastructure Operations does not accept liability in negligence or otherwise for loss or damage suffered by any party relying on this publication.

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APPLICANT DATA

Information submitted in the partnership application is treated as confidential and is used solely to assess partnership suitability. It is shared internally with the relevant regional partner and technical teams, and is not sold or disclosed to third parties except where required by law or with the applicant’s consent.

RESERVATION OF RIGHTS

APXXO Infrastructure Operations expressly reserves the right, at its sole discretion, to decline any or all applications, to withdraw or amend the programme, and to terminate discussions with any party at any time, with or without notice and without obligation to give reasons.