



**WHAT CAN WE  
DO FOR YOU?**





KR Thomas Dittrich, KR Viktor Wagner, Paul Dragoiu

## EDITORIAL

# TECHNOLOGY ON ADVANCE

From the beginning of 2020, **Paul DRAGOIU**, Managing Director of our BSS in Romania, supports the international REIWAG subsidiaries in the Czech Republic, Slovakia, Croatia and Serbia as member of the REIWAG management team. Of course, we are still available to you as a direct contact and responsible for all matters and look forward to the valuable contact maintenance.

The continuous growth of the REIWAG Group led 2023 to a record turnover of nearly **90 million Euros**. For a company in the service industry not an everyday result.

This is possible only through excellent quality. The **"Leading Company"** certificate for REIWAG as well as the recent **numerous awards** for our subsidiaries are the reward for the hard work.

Consequence, knowledge, skill and diligence led the entire REIWAG team to the successes of the past year: a headcount that has increased from 3,000 to **3,300**

**employees** in the last years. Numbers that could only be achieved through consistent, highest quality.

Our most important **strategic goal** is to ensure the long-term employment of all our 3,000 employees in Austria, the Czech Republic, Slovakia, Romania, Croatia and Serbia, but also to create new jobs!

Thereto, we hold intensive talks with representatives from politics and business. Federal Minister **Kocher** and Economic Chamber President **Mahrer** were just some of the personalities whom we were allowed to accompany in recent months for state visits, economic missions and highly informative events.

We sincerely thank you for the **intensive and successful cooperation** and assure to do our utmost to not only satisfy but also to enthuse you!

Sincerely yours,

**KR THOMAS DITTRICH**  
Managing Director

**KR VIKTOR WAGNER**  
Managing Director

**PAUL DRAGOIU**  
Managing Director



# CONTENTS

Top News	4
Development of REIWAG Group	6
Highlights from the REIWAG Group	10
REIWAG in the media	16
The REIWAG Group	20
Austria	23
Czech Republic	26
Slovakia	28
Croatia	29
Romania	30
Serbia	32
Tribute to our employees	36







# TOP NEWS

## WE ARE A LEADING COMPANY



We are very happy about the LEITBETRIEBE AUSTRIA certificate for REIWAG Facility Services!

Leading companies are awarded after a comprehensive qualification process. Those exemplary companies are committed to sustainable corporate success, innovation and social responsibility.

Our philosophy of sustainability is an important value orientation that creates trust not only for the owner, but also for employees and customers.

REIWAG has lived these values since 1903.



KR Thomas Dittrich, Mag. Monica Rintersbacher, KR Viktor Wagner

## LEADING EMPLOYER

The REIWAG Facility Services GmbH has been awarded as the "Leading Employer" Austria 2024, placing it among the top 1% of employers in the country. This recognition is based on a comprehensive meta-analysis that considers various aspects such as ESG, Diversity, Innovation, Satisfaction, Well-Being, and Family Friendliness, relying on millions of publicly available data points.



## AWARDED AGAIN: SUPERBRAND 2022/2023

After the award for 2014 and 2017 as well as 2020/2021, REIWAG was again selected as Superbrand for 2022/2023 on June 28th, 2022.

The Superbrands organization is recognized as the most respected authority on brand recognition. Superbrands are those brands that have built up a very good image in the respective market segment or in the market as a whole and offer the public concrete or at least perceptible advantages compared to their competitors.

Incidentally, the selection and evaluation of the respective brands is carried out in almost 90 countries according to the same rules. REIWAG is of course very proud of this award!





## REIWAG FOUNDATION



We are proud that a number of REIWAG employees let their children study at universities or technical colleges.

For this reason, the REIWAG Foundation was set up, because in our opinion education is the most effective means of improving the quality of life, both for those affected and for Austria.

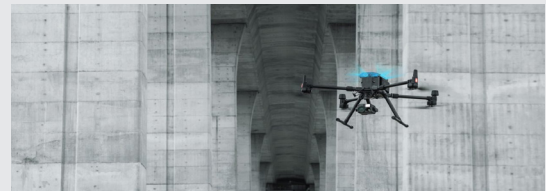
We are very pleased to be able to provide the employees concerned with a one-time grant of EUR 1,000 tax-free after checking the documents submitted.

The requirement is the submission of a confirmation of the successfully completed 1st stage of study at a university or the submission of the 2nd semester at a university of applied sciences. Another criterion is a minimum employment of 1 year at REIWAG Facility Services.

We wish all employees and the studying children continued success!

## DRONE TECHNOLOGIES ADDED TO OUR FACILITY MANAGEMENT SERVICES

Within facility management, drones are now primarily being used to provide information, especially in areas that are not easily accessible, such as rooftop equipment or building façades. Time saving measures have been improved upon, as a result of the introduction of the use of drones, by obviating the need to erect scaffolding or aerial work platforms, etc., and therefore also making building inspections safer, easier and more cost-effective.



The real-time images and videos in 4K can be displayed directly at a ground station or saved and analyzed subsequently.

## ROBOTS WILL REDISTRIBUTE NEW TASKS

Research in the field of robotics has been going on for many years in order to make life easier in many areas in the future. Nevertheless, robots will never be able to completely replace humans. However, the tasks covered by humans will probably shift.

REIWAG constantly monitors developments in the field of robotics.

The production and purchase costs of cleaning robots are still very high. In a few years, however, devices like this could already be in frequent use. The activities of our employees will then shift to higher quality services.

At the end of 2020 REIWAG Ltd Singapore was founded and became a lead investor (more than 10%) at LionsBot Singapore ([www.lionsbot.com](http://www.lionsbot.com)). LionsBot creates cleaning and UV disinfection robots and produces them entirely in-house in Singapore.



KR Viktor Wagner on business trip in Singapore. Visiting one of the most modern developers for cleaning robots.





# DEVELOPMENT OF REIWAG-GROUP

## AUSTRIA

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The Technical Facility Management sector has been achieving strong growth for years. This trend continues unchanged this year.

REIWAG recorded an enormous increase in sales compared to the same period of the previous year, which is why the team was significantly strengthened.

The REIWAG technicians are working for maintenance and repair work on heating, air-conditioning and ventilation systems throughout Austria. Higher-level services such as consultancy, project planning and optimization are taken over regularly for our customers.

In order to meet market demand, the acquisition of technical service companies is planned for future expansion. Contracts in the cleaning, reception and security services sectors are also growing strongly.



For more exciting news and important information about the Austrian companies of the Reiwag Group please continue on the following pages!

## CZECH REPUBLIC – SLOVAKIA – CROATIA – ROMANIA – SERBIA

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The Czech Republic continues to show solid business development. Last year, REIWAG **Prague** achieved sales of CZK 130 million for the first time in its almost 30-year history. The branch in Prague now looks after more than 550,000m<sup>2</sup> every day.

The branch in **Brno** continues to record sales growth.



Malvazinky Rehabilitation Clinic, Prag - REIWAG Catering





Retail Park Liptovský Mikuláš

REIWAG is one of the market leaders in **Croatia**, especially when it comes to looking after the largest shopping centers. In addition to technical maintenance, cleaning, reception services, green maintenance, winter services and all other services requested by the customer are carried out professionally. As in previous years, sales growth was again achieved.



**Serbia** is becoming more and more interesting for international investors. Several large funds are constructing office buildings and logistics parks. The REIWAG subsidiary has been characterized by significant annual sales increases since it was founded in 2016. In the meantime, customers are looked after in all FM areas (technical, commercial, infrastructural). Atrium, one of the market leaders in facility and property management, was recently taken over by 68%. Atrium manages a number of residential buildings and the Galerija shopping center in the flagship project "Belgrade at the Waterfront".

In **Slovakia**, the REIWAG branch is growing continuously, also through the acquisition of a cleaning company. With technical maintenance, property services as well as reception and cleaning activities, we look after an area of more than 441,000 sqm every day. In addition, all branches of Kooperativa throughout Slovakia are looked after. Sales more than doubled compared to the previous year.



City Center One, Shopping Center

**Romania.** As the market leader, our subsidiary BSS supports customers throughout Romania. 80% of the services take place in the area of technical facility management. Founded in 2003, more than 800 employees work according to the highest standards for our customers. Every year we can report "all time high" sales in Romania. We are very proud of the award by the Romanian Chamber of Commerce as the best national large facility management company in the category 'Building Management', as well as 'Facilities Management Company with the highest turnover' in Romania.



Belgrade Waterfront





# ON THE PULSE OF TIME

The automation trends in facility management (FM) are diverse and constantly evolving. In this day and age, facility management is an important part of running a business as it helps streamline processes and improve efficiency.

## SUSTAINABILITY

A growing awareness of sustainability and environmental protection also influences facility management. Building operators are increasingly relying on sustainable solutions such as energy-efficient technologies and environmentally friendly cleaning solutions.

## DIGITALIZATION

Advances in technology enable better monitoring and control of buildings and assets through the use of IoT solutions, AI and other digital technologies. The management of data and documents is also becoming increasingly digitised.

# SINGAPORE





## FLEXIBILITY

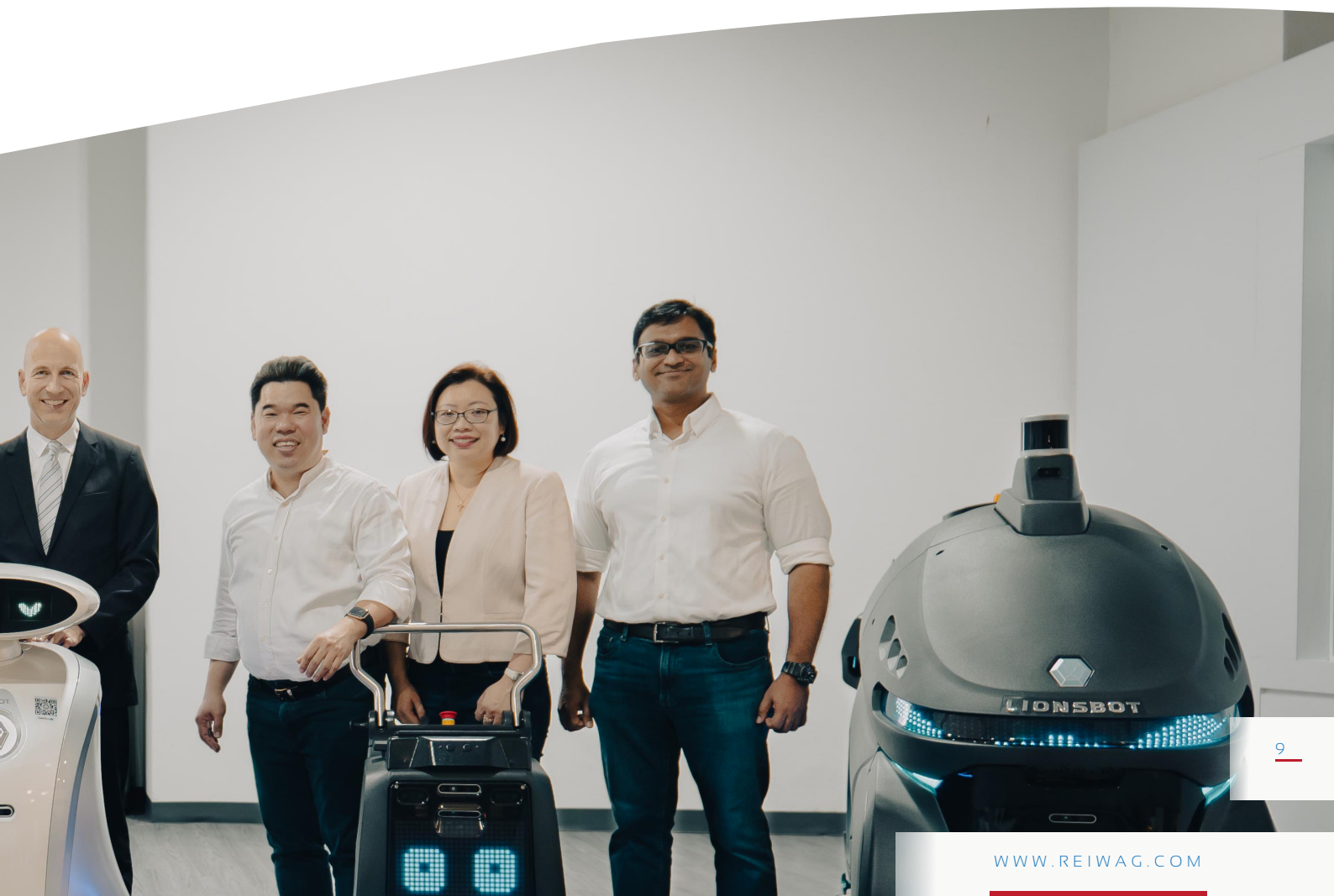
With the increasing spread of flexible working models such as remote work and coworking spaces, buildings and facilities must also be adapted accordingly to meet changing requirements.

## CUSTOMER FOCUS

Customers increasingly expect personalized and individual facility management solutions that are tailored to their specific needs.

## HEALTH AND SAFETY

Especially in the current context, the health and safety of users of buildings and facilities is a key issue. Facilities management must take measures to increase hygiene and safety standards and create a safe working environment.





# HIGHLIGHTS FROM THE REIWAG GROUP

## REIWAG RELIES ON E-MOBILITY

The car fleet of REIWAG Facility Services GmbH was recently expanded by 2 electric cars. Specifically, 2 Dacia Springs were purchased.

The official vehicle handover took place in April 2022 to the REIWAG management KR Viktor Wagner and KR Thomas Dittrich.



KR Thomas Dittrich, KR Viktor Wagner

## THOMAS DITTRICH AWARDED WITH TITLE "KOMMERZIALRAT"



**KR Thomas Dittrich** has been senior executive for our company since 1989. As Managing Director of the Austrian parent company REIWAG Facility Services as well as many subsidiaries, has been instrumental in the expansion of the group of companies to the current size of 3,300 employees and an annual turnover of nearly EUR 90 million! For valuable services to the Viennese economy, Federal President Dr. Alexander van der Bellen has decided to award Mr. Thomas Dittrich, Managing Director of the REIWAG Group, the professional title "Kommerzialrat" (abbr. "KR").



## GOOD CONTACTS TO POLITICS AND BUSINESS

Following an invitation of Federal Minister Van der Bellen and other high-ranking representatives of the Austrian Federal Government, KR Wagner recently took part in several

delegation trips and business forums.



LionsBot visit at President Mahrer



Univ.-Prof. Dr. Martin Kocher Federal Minister for Work ; KR Viktor Wagner



Federal Minister Dr. Alexander Van der Bellen; KR Viktor Wagner



DI Walter Ruck (President WK Wien); KR Viktor Wagner



Dr. Harald Mahrer - President of WKO und KR Viktor Wagner



KR Viktor Wagner; Dr. Johannes Hahn – EU Commissioner

## 2016: VISIT OF AUSTRIAN FEDERAL PRESIDENT DR. HEINZ FISCHER

State visit to Prague: We had the great honor of welcoming the former Austrian Federal President Dr. Heinz Fischer and his wife Margit in Prague. As part of the close cooperation between Austria and the Czech Republic, the Federal President's visit took place on the occasion of two company anniversaries of the REIWAG Group.

*KR Wagner:*

*"The great interest of Dr. Fischer in the achievements of our company was surpassed only by his warmth towards all those people present."*



KR Thomas Dittrich; Dr. Heinz Fischer – former Austrian Federal President; KR Viktor Wagner

## DECORATION OF HONOUR IN GOLD FOR SERVICES TO THE REPUBLIC OF AUSTRIA

Dr. Reinhold Mitterlehner, at this time Austrian Vice Chancellor and Federal Minister, presented the Decoration of Honour in Gold for Services to the Republic of Austria to Mr. Viktor Wagner.

Mr. Viktor Wagner was nominated personally by the former Austrian Federal President Dr. Heinz Fischer for this award during his state visit to Prague.

Federal President Dr. Heinz Fischer attached great importance to a strict standard when applying for this award: the Decoration of Honor should only be awarded to those who have performed outstanding work of public utility and services for the Republic of Austria.



Vice Chancellor (ret.) and Federal Minister (ret). Dr. Reinhold Mitterlehner, KR Viktor Wagner

## VIENNA'S BEST FAMILY COMPANY

"Die Presse", together with Bankhaus Spängler, BDO and the Chamber of Notaries, honored the best family company in Austria. The award for the best family company 2022 in Vienna went to REIWAG Facility Services GmbH.





## BEST CREDIT RATING: CONFIRMED BY KSV 1870

# KSV1870

According to Austria's leading credit reference agency KSV 1870, the TOP 10 companies of the cleaning branch have turned out flawlessly, but the majority of the companies have credit standing problems:

# dun & bradstreet

Bisnode / Dun & Bradstreet also attest REIWAG an excellent credit rating:

The D&B score is a fantastic 100/100. The D&B ranking shows 4A 1 (risk indicator 1) and thus the lowest possible default risk!

## SOME OF OUR NATIONAL AND INTERNATIONAL AWARDS

Competition analysis for national and international awards show it again and again: REIWAG is at the forefront of all assessed criteria such as sales growth, creditworthiness, workplace procurement, innovation, continuity, creativity and customer orientation!

Our latest award is the certification as a member of LEITBETRIEBE AUSTRIA, which is granted to only the most successful companies in Austria. In addition, we are very

proud to be among the most dynamic TOP 500 companies in Europe for the sixth time. Both, REIWAG and the Czech subsidiary KOMWAG a.s. have been awarded several times as SUPERBRAND.

Hidden Champion Austria, Entrepreneur Of The Year and awards from the State of Vienna and the Republic of Austria complete a pleasingly long list.



Goldenes Ehrenzeichen  
für Verdienste um die  
Republik Österreich



Goldenes  
Verdienstzeichen  
des Landes Wien





After the Wiener PrivatKlinik has been a customer of REIWAG for many years and has always been very satisfied with the work done over the years, we would like to emphasize that the employees of REIWAG also play a very important role in a clinic in relation to our patients in the hospital have interpersonal realm.

Normally, cleaning work takes place when offices or hotel rooms are not being used by customers.

But this is precisely the challenge in a hospital, since the patients are in the room 24 hours a day and of course want to communicate with everyone they have contact with.

Here we really appreciate that REIWAG has always used the same employees very stably in the Vienna private clinic for many years and that they are also seen on all wards as members of the nursing team and the hotel component.

A healing environment, also in the "interpersonal relationship" is very important for the patients in the context of our "TOTAL QUALITY HOSPITAL" philosophy of the Wiener PrivatKlinik.

Even in the last three years of the pandemic, the employees of the company REIWAG were very motivated and careful that the corona guidelines and hygiene regulations could be observed.

One must also not forget that there were no corona-related closing days in the Vienna private clinic and therefore the REIWAG team was able to do their work very well as usual.

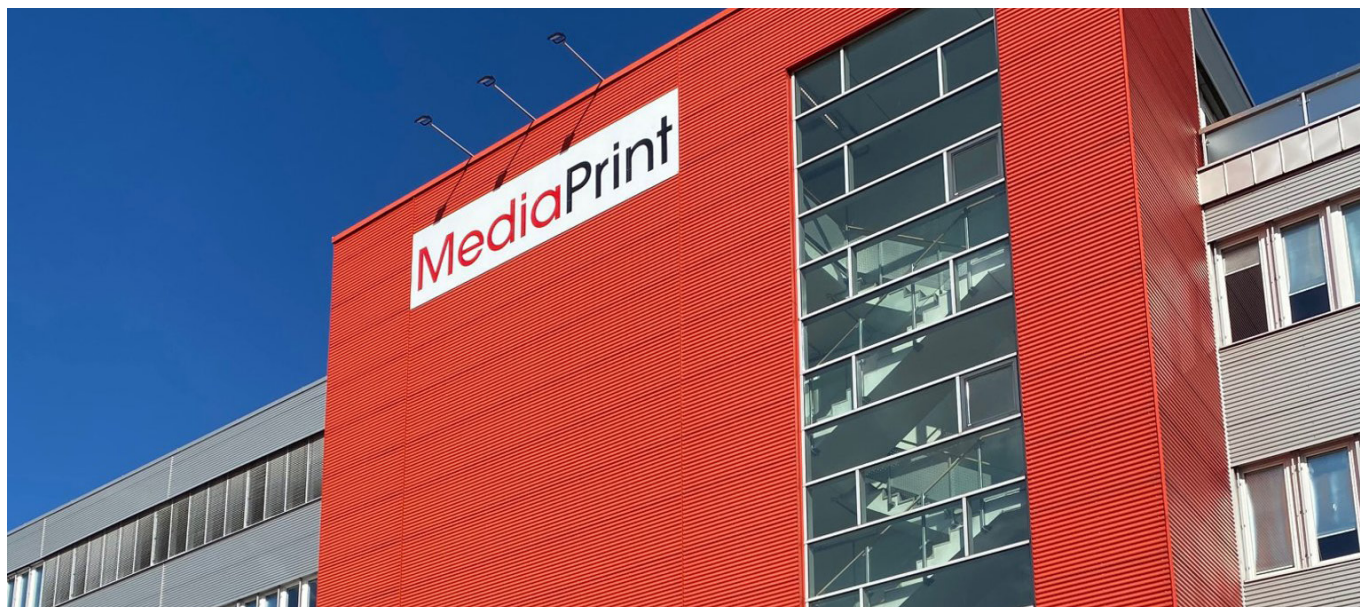
We look forward to further good cooperation in the future.

KommR Dipl.KH-Bw. RN WINKLER, MAS, MBA  
Vorstand  
Wiener PrivatKlinik HOLDING AG



KommR Dipl.KH-Bw. RN.WINKLER, MAS, MBA





# MediaPrint



Ing. Erich Manhardt

The cooperation with REIWAG has existed for more than 35 years and has never "aged".

A particularly valuable fact is the social leadership skills of the REIWAG management. The great appreciation shown to the employees is an essential factor for the sustainable and stable personnel situation.

Many of the employees employed by REIWAG at our locations have been with us from the start and are an integral part of our team.

The flexibility and performance is proven again and again in day-to-day business and confirms our successful business relationship.





# REIWAG IN THE MEDIA



KRON

## REIWAG: ROBOTS, BUT ALSO HELPERS FROM NEPAL

Wagner recently invested millions in developing cleaning robots in Singapore and holds an 11% stake in Lionsbot, a robot manufacturer. Despite technological advances, Wagner's company and many others in Austria are reaching growth limits due to labor shortages. To counteract this, he brings in workers from Nepal and Sri Lanka.



Als Unternehmer mit Vollgas unterwegs: Reiwag-Besitzer Viktor Wagner, 77, beschäftigt international über 3300 Mitarbeiter.

KR Viktor Wagner

## START-UP FALLBEISPIEL AUS SINGAPORE FÜR ÖSTERREICH

Die laufende Südostasien-Arbeitsreise hat Arbeits- und Wirtschaftsminister Martin Kocher (ÖVP) samt Delegation von Indonesien weiter nach Singapur geführt. Neben Gesprächen mit den dortigen Ministerpendants gab und gibt es Firmenbesuche an Ort und Stelle, etwa bei der voestalpine. Heraus stach der Besuch beim Start-up Lionsbot. Beim Hersteller "intelligenter" Reinigungsroboter ist auch die heimische Reiwag investiert - und Kocher wurde dort kurzfristig zum Reinigungsfachmann.



Credits BMAW / Enzo Holey

reinigung  
aktuell

Reinigung Aktuell, 13.06.2021

## DINNER WITH VIKTOR

The inspiration for the setting of this interview was Louis Malle's film "Mein Essen mit André" (1981), but the restaurant we chose was not a French one in New York, but the Plachutta in Vienna. My guest, KommR Viktor Wagner, founder and head of the REIWAG group of companies, is practically the doyen of the industry, a gentleman of the old school and is considered a master networker.

Text: Christian Wolfsberg

Read the interview at <https://www.reiwag.com/news/presse>



Christian Wolfsberg and KR Viktor Wagner  
Managing Director REIWAG Facility Services Group





Kronenzeitung, 10.02.2024

## REIWAG TURNS UP WITH DEAL IN ROMANIA

Year after year, the family business Reiwag ensures spectacular successes: In 2023, the group (Facility Services) not only achieved a turnover of €90 million, but also recently concluded a remarkable deal: In Romania, Reiwag was able to take over Skylux SRL as the market leader. This is on electrical installations, especially fire alarm systems and video surveillance systems, and fits perfectly with the growth strategy. Previously, Reiwag had to outsource such tasks, but now they can be done in-house.



Founder Viktor Wagner: "The acquisition gives us additional strength."



Heute Zeitung Digital, 09.06.2021

## BRAND NEW NEWS

WORLD NEWS: ROBOTS KEEP VIENNA FITNESS CENTER CLEAN

Maybe they were inspired by Star Wars robot R2-D2. In any case, the "LeoBot" machine type is manufactured in Singapore by the robotics company "LionsBot", in which the traditional Viennese company REIWAG has a major share. It not only makes its own way silently through the premises, but also avoids moving objects using high-tech sensors. The charging time of the "LeoMop" mopping attachment is two hours and the water consumption of 600 ml per hour is very low compared to competing products. In the "Today" interview, REIWAG boss Viktor Wagner explains what his "Franziska" can do, why she is environmentally friendly and where she can be used.



Entertainer Alfons Haider interviewed Franziska the robot for "Heute".



Die unabhängige Immobilienredaktion, 30.09.2021

## REIWAG FACILITY SERVICES RECEIVED LEADING COMPANIES AUSTRIA CERTIFICATE

The facility management specialist REIWAG Austria was again certified as a leading Austrian company.

After a comprehensive qualification process, exemplary companies are recognized as leading companies that are committed to sustainable corporate success, innovation and social responsibility. The certificate was handed over by Leitbetriebe Austria managing director Monica Rintersbacher to the REIWAG managing director KR Viktor Wagner and his assistant at the Leitbetriebe summer festival.



Monica Rintersbacher, KR Viktor Wagner und Melanie Wachter

## BEST REFERENCES IN AUSTRIA AND ABROAD

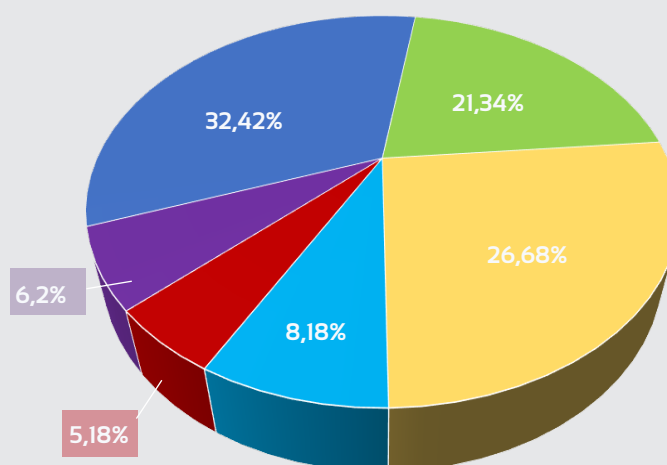
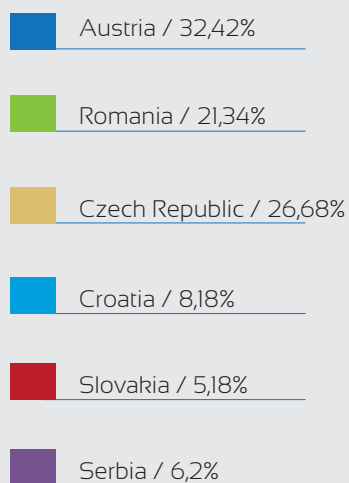
REIWAG group is operating in Austria, Czech Republic, Slovakia, Croatia, Romania and Serbia. Overall, nearly 3,300 employees are working in our team. REIWAG Austria currently employs people from 34 different nations.

Due to the international network more and more companies rely on the services of their best-known REIWAG group:

### Excerpt from the references for Technical Facility Management










## PERCENTAGE SHARE OF SALES IN REIWAG-GROUP





## SERVICED AREA IN THE INDIVIDUAL COUNTRIES

Currently the equity-financed REIWAG services group, which operates in Austria, the Czech Republic, Slovakia, Romania, Croatia and Serbia, manages more than 7.2 million square meters daily!

	Country	Company	gegründet serviced areas in sqm	
	Austria	REIWAG Facility Services GmbH	1903	2.043.000
	Czech Rep	REIWAG Facility Services s.r.o.	1991	662.000
	Slovakia	REIWAG Facility Services SK s.r.o.	2004	405.000
	Romania	BSS Building Support Services s.r.l.	2006	2.460.000
	Croatia	REIWAG Facility Services d.o.o.	2006	650.000
	Serbia	REIWAG Facility Services d.o.o.	2016	802.000
				<b>7.022.000 (a)</b>
	Czech Rep	KOMWAG a.s. Services: waste management, street-cleaning, cleaning of pedestrian areas, green servicing, etc.	1996	92.272.000 (b)
(a)		approx. 1.734 football fields		
(b)		approx. 22.710 football fields		

From: April 2024



# THE REIWAG GROUP

## OVERVIEW OF REIWAG SERVICES



### INFRASTRUCTURAL FACILITY SERVICES

- » Cleaning services
- » Special cleaning
- » Public transport cleaning
- » Reception services
- » Backoffice-Service
- » Mail services
- » Janitor services
- » Garden maintenance
- » Winter services



### TECNICAL FACILITY MANAGEMENT

TFM building technology:

- » Management
- » Maintenance, inspection, repair
- » Fault management
- » Warranty tracking
- » Documentation
- » Information management
- » Reconstruction, renovation
- » Fire protection
- » Energy management



### PROPERTY MANAGEMENT

- » Administration for rental agreements
- » Interface lessor - tenant
- » Operational cost account
- » Management of general expenses
- » Billing & dunning
- » Reporting
- » Communication with authorities
- » Handling of supplier contracts
- » Preparation of tender documents
- » Moving management



### THE COMPANY

REIWAG was founded in Vienna in 1903 and is still family owned. KR Viktor Wagner is owner and managing director in third generation.

KR Thomas Dittrich has been managing director of Reiwag for over 30 years.

3.300 employees are daily in action for our clients in Austria, Czech Republic, Slovakia, Croatia, Romania and Serbia.





# 7 GOOD REASONS TO TRUST REIWAG FACILITY SERVICES



01

## EXCELLENT REFERENCES

Many customer relationships are existing for more than 40 years.

02

## LOW FLUCTUATION

Our employees appreciate REIWAG and we appreciate the loyalty and seniority of our employees. The huge number of employee's jubilees testifies it.

03

## HIGHEST SOLVENCY

The ranking of KSV 1870 confirmed REIWAG the best credit rating of all comparable companies.

04

## HIGHLY AWARDED

Tested by a variety of national and international organizations and approved: REIWAG is certified member of LEITBETRIEBE AUSTRIA, Europe's Top 500, Austria's Hidden Champion and Business Superbrand. KR Viktor Wagner is pleased with the title Entrepreneur of the Year. The award for the best family business 2022 in Vienna went to REIWAG Facility Services GmbH.

05

## FULLY FLEXIBLE

We are committed to the goal of making our customers' wishes fulfilled. This is the basis of nearly 120 years of success.

06

## QUALITY MADE TO MEASURE

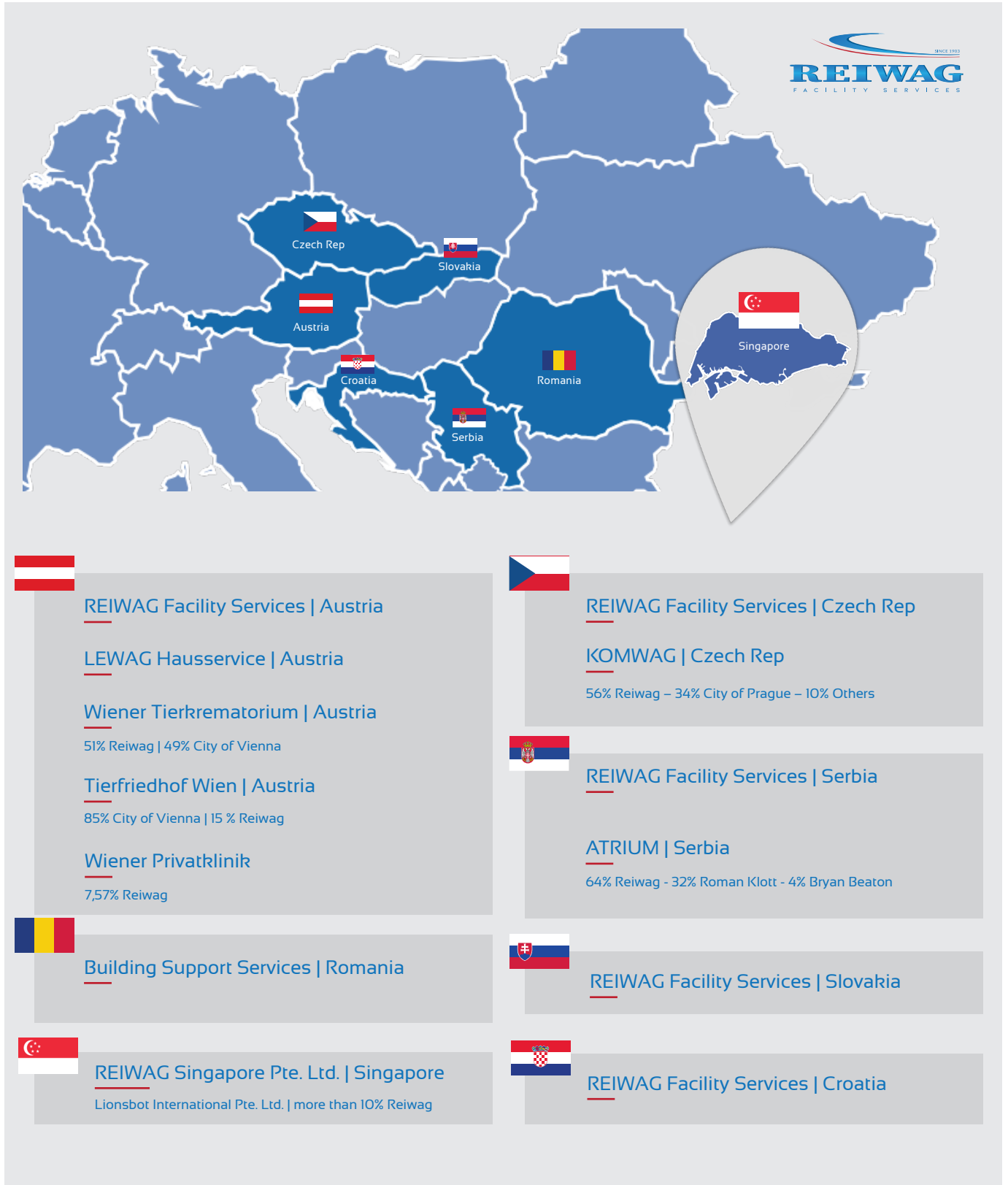
Fabulous assessments by our customers reflect the quality of our services! Perfect quality is paying off for customers, for our employees, for REIWAG.

07

## PERFECT NETWORK

Memberships and functions in the prestigious domestic and foreign interest groups ensure that we are always on the most current state of knowledge about the latest developments in the sector.

## COMPANIES OF REIWAG GROUP



• AUSTRIA • CZECH REPUBLIC • SLOVAKIA • ROMANIA • CROATIA • SERBIA • NORTH MACEDONIA • Singapore •



# AUSTRIA

## REIWAG FACILITY SERVICES GMBH since 1903

REIWAG, founded in 1903 in Vienna, offers real estate owners optimal possibilities for cost savings through nationwide services in Austria and registers permanent order growth especially with the "ALL BY ONE" service.

All over Austria more than 2 million square meters are serviced daily by our qualified employees.

More than 9,800 customer reviews in the previous year certified our highest quality standards: the average shows the outstanding grade of 1.14 for our services and employees!

For real estate owners and real estate users, the optimal management of their buildings is a special asset and contributes significantly to the increase in value:

Technical Facility Management: High-quality real estate has modern and complex technical facilities that often serve not only the comfort but also the safety of the people. Our

employees ensure the smooth operation of the technical building equipment. Through our 24/7-on-call service, our technicians repair timely and sustained disruptions around the clock.

Infrastructural Facility Management: Whether building cleaning, reception, security or catering - our services are geared to the consistent preservation of value and the increase in attractiveness of the property being serviced. 365 days a year.

Commercial Facility Management: In the management of real estate, we focus on both qualitative and cost-relevant aspects. Building management must not only save money, but must secure and increase the income of the property in the long term.

We also have a branch in Linz, Graz, Salzburg and Innsbruck.



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0660/9007212

Our customers include many important austrian and international companies, such as the major insurance companies like Vienna Insurance Group, Allianz, Wüstenrot and Zurich.



More and more companies entrust REIWAG with

## TECHNICAL Facility Management

REIWAG is service provider for Technical Facility Management: We operate, maintain and repair technical systems for customers from a wide variety of industries in six European countries.

As a professional provider, we ensure the necessary functionality of the technical systems and carry out the legally prescribed maintenance and checks. Depending on your needs, we would be happy to support you in Technical Facility Management as a service partner with all technical services. We provide you with high-quality services from professional maintenance and inspection to

troubleshooting, up to modernization and repairs. Trust in REIWAG - we are your reliable and high quality partner in the field of heating, cooling and ventilation technology for your commercial property.

In addition to international groups, such as VAMED, Allianz, and Xerox our company also services John Harris Fitness, WKÖ branch offices, the logistics center in Hagenbrunn and the medical service center MED22 in the field of Technical Facility Management.



Medical service center MED22



Logistics center Hagenbrunn



John Harris Fitness

REIWAG is responsible for the management of the entire building automation, safety technology and all access systems. Larger individual projects such as renovations, conversions but also relocations, as well as the renewal of the entire IT structure were successfully implemented for our customers.

### Our success factors for our customers



24/7- On-call service



Short reaction time and high flexibility



High quality technical services



Reliability and courtesy



Central organization and one contact person



Nationwide service network also with partner



# LEWAG HAUSSERVICE GMBH

since 1987

# LEWAG

IHR RUNDUM HAUSSERVICE



# DIE LEWAG IST DA!

With proven experience and a new momentum we are serving and maintaining the common area properties of our clients.

LEWAG specializes in cleaning, maintenance and upkeep of the common areas of large and small residential complexes. LEWAG's success and reputation as a "quality service provider" is easy to explain: Customer enthusiasm with convincing services of the highest quality, innovative solutions and individual service. One motto of LEWAG employees is: "We want to inspire our customers".

LEWAG counts more than 80 property management companies among its customers, for whom around 180 properties are looked after in the areas of house service, winter service and green service. The LEWAG team is

at your disposal for special cleaning and extraordinary services such as removal of pigeon droppings, garage cleaning, clearing out and much more.

All LEWAG vehicles are equipped with GPS tracking devices, which made transparent and optimized deployment planning possible.

Customer satisfaction, quality, reliability and personal contact are our focus. The LEWAG team is always there for you!



*„The bond with the LEWAG company means a lot to me. The customers, employees and supervisors are great.“*

**Remzi Kojuncu,**  
since 30.05.1995 in our LEWAG-team



*„I like being part of the LEWAG team. We stick together and the working atmosphere is excellent.“*

**Hidir Turan**  
since 02.07.2007 in our LEWAG-team



*"The variety in my tasks is very important to me. From the care of green areas to special cleaning to winter service, I have been a happy member of the LEWAG team for over 18 years."*

**Esad Turanovic,**  
since 30.08.2004 in our LEWAG-team



## Mitarbeitererehrung

Sahin Cansever, joined on March 23, 2004 – 20 years anniversary, 2 generation, father retired from LEWAG.

# CZECH REPUBLIC



REIWAG FACILITY SERVICES S.R.O. since 1991



**Paul DRAGOIU**

Managing Director CEE/SEE

since 01.04.2015



**Zuzana MIZEROVÁ**

Managing Director

since 01.03.1999



**Lucie RYBOVÁ**

Authorised Representative

since 16.09.1996



**Ing. Lucie TUŠEROVÁ**

Authorised Representative

Branch Manager Brno

since 01.03.2004

In 1991 KR Viktor Wagner started to expand his service company REIWAG Facility Services GmbH in former Czechoslovakia. It was called "East Pioneer".

As early as 1999, the range of services was extended to technical services. Experience that has been retained over the years in the company: For both CEO Zuzana Mizerová and authorized representative Lucie Rybová have been the contact persons for our customers throughout the Czech Republic for more than 20 years. Ing. Lucie Tušerová has been providing customer satisfaction for over 20 years in the Brno branch, which was founded in 2002.

With its branches in Prague and Brno, REIWAG was able to position itself nationwide as a full-service provider in the area of technical and infrastructural facility services. In total, the two branches already serve more than 690,000 m² daily.



20 year employee anniversary of Pavel Pašínský





# KOMWAG A.S. since 1996



since 01.10.1991

**Jaroslav STRUŽKA**Managing Director  
Chairman of the board

since 01.07.2003

**Ing. Jan PETRUŽÁLEK**Technical Director  
Deputy Chairman

The KOMWAG office building, which opened in 2015, was awarded with a Czech architecture prize.

In 1996 the public limited company KOMWAG a.s. (KOM for Kommunal - WAG for Wagner) was founded as a joint venture with the city of Prague: a small company with outdated machines in a dilapidated office building in Prague 2 was transformed into a modern, successful service company, which today employs more than 230 people. The orange colored vehicles with blue inscriptions are on the way in the West and South Bohemia as well as in some cities of Moravia.

Since its foundation the company has been run by Jaroslav Stružka as managing director and chairman of the board; for more than fifteen years he has been assisted by the technical director and deputy chairman Ing. Jan Petružálek. The annual turnover has increased significantly and has already exceeded CZK 395 million.



Ing. Jan Petružálek, Jaroslav Stružka, Fed. Pres. Dr. Heinz Fischer (ret.),  
KR Václav Wagner, KR Thomas Dittrich



KOMWAG a.s. was awarded as Czech SUPERBRAND several times. Proof that the KOMWAG brand is well-known in the Czech Republic, offering excellent quality.

# CROATIA



## REIWAG FACILITY SERVICES D.O.O

— since 2006



since 01.04.2015

**Paul DRAGOIU**

Managing Director CEE/SEE

**Mag.Ing.Mech. Ivan MARUNICA**

Managing Director



since 06.11.2023



since 09.10.2006

**Sandra SKRBIN**

Authorized Representative

**Fatima Dizdagic**

General Manager



seit 24.05.1994



City Center One



In Croatia, REIWAG is still the **market leader** in facility management for **shopping centers**. In addition to technical maintenance, cleaning, reception services, green maintenance, winter services and all other services requested by the customer are carried out professionally.

As in the last few years, the development is positive. The growth is mainly due to a good development in the area of technical facility management.



# SLOVAKIA



**REIWAG FACILITY SERVICES SK S.R.O.**  
since 2004



since 01.04.2015

**Paul DRAGOIU**

Managing Director CEE/SEE



since 07.12.2020

**Mag. Martin ZEMAN**

Country Manager



KOOPERATIVA poisťovňa

Encouraged by the success story in the Czech Republic and in demand from international customers, REIWAG Facility Services has also been operating in Slovakia since 2004. With technical maintenance, property services as well as reception and cleaning activities, we look after an area of more than 405,000 m<sup>2</sup> every day. Since the extremely positive business development of the past few years has brought with it a massive increase in all areas of the company, a new office was moved into a modern office building. Fortunately, around 120 Kooperativa branches

throughout Slovakia are supported. A purchased company was able to be fully integrated and what is particularly noteworthy is a major order from a multinational company, where the technical maintenance is carried out not only in Slovakia but with a SUB partner in Germany. Sales have more than doubled in the last year. Nowhere else in the European Union are two capitals so close to each other.

# ROMANIA

**BUILDING SUPPORT SERVICES S.R.L.** since 2003



**Paul DRAGOIU**

Managing Director

since 01.04.2015



**Silvia TANCOT**

Managing Director

since 25.07.2005



**Radu BIRGOVEANU**

Managing Director

since 12.06.2013

Europe House, Bukarest

As the market leader in technical facility management, BSS supports customers throughout Romania. More than 680 employees look after almost 2.5 million square meters daily.

BSS - Building Support Services SRL was founded in 2003 and has built a national reputation in local Real estate and facility management market acquired. Most recently, 1st place as the best large company nationally in the 'Management of Buildings' category, awarded by the Romanian Chamber of Commerce.

The variety of services includes real estate and accounting management, technical and infrastructural facility management, the complete range of cleaning activities, special, legally regulated and supporting services.

## Facility Management of the future

The Smart XpertEye Advanced glasses is a high-tech device that enables remote assistance and connects the technician on site in real time with the requested experts in special operations. The implementation of this technology has several advantages, as it ensures immediate intervention under the supervision of authorized personnel who oversee the entire process.

The scope from XpertEye Advanced Glasses is very versatile and goes beyond the technical field. This is an important asset with great potential for the BSS equipment portfolio, setting new, higher levels of efficiency in facility management processes.



**BCR**

**FM LOGISTIC**

**CEZ ROMANIA**

**IMMOFINANZ**

**GTC**

**HORNBACH**



**Paval Holding**



**OMV Petrom**



**PORSCHE ROMANIA**



# SINGAPORE

since 2021

## REIWAG LTD.

## LIONSBOT INTERNATIONAL PTE LTD.



Lionsbot International Pte Ltd. REIWAG founded Reiwag Limited Singapore at the end of 2020 and in the course of this took more than ten percent stake in the company LionsBot – Singapore ([www.lionsbot.com](http://www.lionsbot.com)), which is considered the most innovative manufacturer of cleaning robots.

**The LeoMop** not only silently makes its own way through rooms, but also avoids moving objects using high-tech sensors. The charging time of the "LeoMop" is two hours. In addition to the cleaning qualities, the robot also has other things to offer. People walking by can marvel at the LeoMop singing or telling jokes.

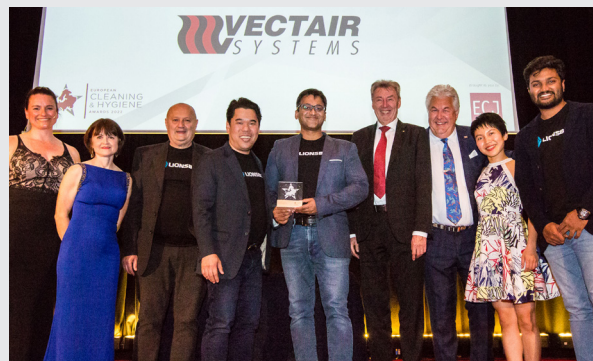
**The REX - King of Robots**, currently the world's best cleaning robot, was used for the first time in Austria on March 2nd, 2022. In the Millennium City he makes his rounds and we admired it a lot. Lionsbot products use significantly less water than traditional scrubber driers.



On May 28th, 2022, Lionsbot received the EUROPEAN CLEANING & HYGIENE AWARD 2022 in the category "Technological Innovation of the Year" for the Leobot app in the Hotel Le Plaza in Brussels. This event was organized by the European Cleaning Journal.



The **R3 Scrub PRO** is brand new on the market – the most effective and compact robot for daily cleaning. The large display can be stored with greetings or the name of the company. The R3 drives itself to the charging station, where it automatically empties the dirty water, fills up with fresh water and charges the battery.



# SERBIA



**REIWAG FACILITY D.O.O.** since 2016



**Paul DRAGOIU**

Managing Director CEE/SEE

since 01.04.2015



**Zoran BOGDANOVIC**

Managing Director

since 05/2022



Swarovski

The subsidiary was established in Belgrade in 2016. The range of services includes complete technical maintenance and infrastructural facility management. At the end of last year, 64% of the company Atrium, one of the market leaders in the Serbian facility and property management market, was taken over.

Both companies are growing rapidly and are already attracting customers from a wide variety of industries:

- Complete facility and property management for the A-class office building market
- Technical facility management for a first-class hotel in Belgrade
- REIWAG provides all technical maintenance and cleaning for one of the largest furniture stores in the world in Belgrade

The international integration of REIWAG in many SEE and CEE countries offers the security of uniformly high quality standards, especially for international clients. International know-how offers the best basis for optimal cooperation on site!



Radisson Collection Belgrade & New Mill Office Building



# SERBIEN



**Paul DRAGOIU**  
Managing Director CEE/SEE



**Zoran BOGDANOVIC**  
Managing Director



**BRYAN BEATON, MBA, MRICS**  
Managing Director

## Reiwag acquired majority stake from leading property manager Atrium d.o.o. in Serbia

REIWAG Facility Services GmbH, headquartered in Vienna, acquired 64% of the shares in the real estate service provider Atrium in Serbia at the end of 2022.

The new partnership will enable significant growth of REIWAG's services in Serbia and enhance the company's capabilities in real estate-related services such as brokerage, facility management, cleaning services and technical maintenance.

REIWAG's majority stake gives Atrium access to knowledge centers and training opportunities, as well as REIWAG's strategic collaboration with LIONSBOT, the world's leading manufacturer of cleaning robots made in Singapore.

Atrium is an integrated real estate service provider founded in 2005 by Roman Klott. The company currently employs about 250 people and manages luxury large commercial and residential properties such as Belgrade Waterfront, Galerija Shopping Mall and Belgrade Office Park. The company was also among the first to receive a Serbian building management license.

## WIENER TIERKREMATORIUM GMBH since 1992

## TIERFRIEDHOF WIEN GMBH since 2010

REIWAG Facility Services GmbH is the majority shareholder with 51% of Wiener Tierkrematorium GmbH.

For more than 30 years, the Viennese animal crematorium has accompanied animal owners and their beloved pets on the most difficult path together. The dignified farewell to a pet, which is now a full member of the family and has accompanied people on their life path as a partner and friend, has become increasingly important in recent years.

In 2011, with the new construction of the building and the cremation facility, an even more dignified and modern ambience was created in which pet owners can say goodbye to their pets in peace and personally. It is also the only animal crematorium located directly in Vienna.

The Vienna animal crematorium offers individual cremations, but also cheaper collective cremations as an alternative, in which the ashes are buried in one of our communal urns at the animal cemetery in Vienna.

However, 95% of all customers want an individual cremation where - as the name suggests - the pet is cremated alone. Here - in addition to the utmost care and sense of responsibility - the dignity of the animal and transparency towards the pet owner are placed in the foreground. You can be personally present at the cremation and accompany the pet on its final journey.

The team around managing director Melanie Wachter is available personally on site, by phone and now also via social networks with advice and action when it comes to the worthy farewell of a beloved four-legged friend. Because the last way you go together.



The Tierfriedhof Wien is the first on Viennese soil and has provided all animals with a dignified final resting place since 2011.

In a park-like area opposite the Vienna Central Cemetery, your four-legged friend can be buried in a grave or in an animal urn (in graves or in an urn wall).



On the telephone number +43 (0)1/ 523 46 79 the Viennese Animal Crematory (wtk) as well as the Viennese Pet Cemetery (tfwien) can be contacted 24 hours a day.

**Further information can be found at [www.wtk.at](http://www.wtk.at) und [www.tfwien.at](http://www.tfwien.at)**

# COMPANY ANNIVERSARIES

## 40 YEARS REIWAG LINZ

On January 12th, 2023 we celebrated the 40th anniversary of REIWAG in Linz.

Not to be missed were Mr. KR Viktor Wagner (Managing Director REIWAG), Mr. Robert Liggett (Facility Manager - with REIWAG for more than 14 years), Ms. Sladjana Vujakovic (Division Manager - with REIWAG for almost 7 years) and Mr. Paul Topeiner (Branch Manager - with REIWAG for almost 18 years)



## LEWAG HOUSE SERVICE CELEBRATES 35 YEARS

100% REIWAG subsidiary LEWAG Hausservice celebrates 35 years of successful company management - award for entrepreneurial performance.

LEWAG Hausbesorgerservice GmbH was founded on January 26, 1987. In October 2022, LEWAG Hausservice GmbH was presented with the certificate of thanks and recognition for 35 years of successful company management by the Vienna State Guild of Monument, Facade and Building Cleaners. Thank you very much!



## 30 YEARS WIENER TIERKREMATORIUM

On October 11, 2023, Wiener Tierkrematorium GmbH was presented with a certificate by the Vienna Chamber of Commerce in gratitude and recognition for 30 years of successful corporate management.

Ms. Managing Director Melanie Wachter, who has worked for the company for over 15 years and took over management 11 years ago, is very proud of the award.

A big thank you goes to the excellent team behind the Vienna animal crematorium.







# TRIBUTE TO SOME OF OUR EMPLOYEES

It is always a touching and enjoyable experience when every 5 years our employees are honored by our managing directors for their many years of excellent work in the REIWAG team. Last year our two managing directors, KR Viktor Wagner and KR Thomas Dittrich, visited a large number of employees at their workplace with the Division Manager responsible for the customer in order to congratulate personally!

The fact that representatives of the client like to attend our employee honors, very often give a solemn speech in a festive setting, sometimes even accompanied by gifts, shows the high acceptance of our employees. The large number of our honors is proof of the pleasingly low labour turnover in the REIWAG service group. If employees even stay until their retirement, we see it as an award for our entire team!



20  
YEARS

Dedic Admira | Kunde: Witago



15  
YEARS

Cansever SAHIN | Kunde: Wirtschaftskammer für Statistik



20  
YEARS

Bhrem Kloric | Kunde: Wiesental



30  
YEARS

Rihanovic Andja | Kunde: Haus Wieden



SEVERAL  
ANNIVERSAIRES

Herr KR Viktor Wagner, Herr Gerald Losert (25 Jahre), Herr Petar Cokic (15 Jahre), Herr Heinz Huber (10 Jahre), Herr Christian Kreutzer (20 Jahre), Frau Brigitta Frischer, Frau Marion Berger, Herr Ingo Hörnecke | Kunde: Aquila Hausmanagement

For reasons of space, we can only highlight a few of our many employee honors here.