



COMPANY PROFILE · 2026

Industrial cleaning services.

Reliability. Quality. Professionalism.



80+

corporate clients

1,000+

professionally trained staff

ISO 9001:2015

certified by BVQA

WELCOME LETTER

A letter from the CEO.

Dear valued partners,

First of all, on behalf of the entire Tina Services team, I would like to extend my warm greetings and sincere thanks to all of you who have trusted, continue to trust, and will trust us as your partner.

Since our founding, Tina Services has been steadfast in its goal of becoming a leading, trusted brand in industrial cleaning and property maintenance in Vietnam. Guided by the principle that service quality and customer satisfaction are at the heart of our growth, we continually strengthen our team, invest in technology and standardize our procedures to deliver the best results for every project.

Throughout this journey, we have upheld reliability, quality and professionalism as our core values — not merely as a promise, but as the operating principle behind everything we do. We understand that a clean working environment and smooth property operations are not only a responsibility, but also the foundation of a company's reputation and brand image. That is why Tina Services is committed to providing comprehensive, flexible and safe solutions, so that our clients can focus on growing their own core business.

With a vision toward digital transformation and sustainable development, Tina Services is actively investing in operational technology, team capabilities and management systems, to keep improving our service and create lasting value for our partners.

We look forward to continuing to work with you — not just as a service provider, but as a trusted partner in building professional, clean and efficient spaces.

Sincerely,

Nguyen Xuan Thuy

Chairman and CEO, Tina Services



YOUR RELIABLE PARTNER

A trusted partner for major sites.

Tina Services was founded in November 2008 as Tina Nguyen Private Enterprise, a transport business. In November 2016, the company moved into industrial cleaning under the Tina Services brand, and it is now Tina Services Joint Stock Company.

Nearly 10 years on, we serve more than 80 corporate clients — from office buildings, shopping malls and residential complexes to schools and hospitals — with over 1,000 employees and an experienced, dedicated leadership team.

On July 26, 2026, our quality management system for industrial cleaning services was certified by BVQA as conforming to ISO 9001:2015.

80+ corporate clients	1,000+ professionally trained staff	11 cleaning and maintenance procedures	2016 the year we began industrial cleaning — nearly 10 years in the field	2 offices in Hanoi and Da Nang, serving clients nationwide
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VISION

To become Vietnam's leading brand in industrial cleaning and property maintenance, with an efficient, flexible and reliable service ecosystem for modern businesses.

MISSION

We are committed to providing high-quality cleaning and maintenance services that are professional, efficient and safe, working with our clients to build clean and sustainable workplaces.

CORE VALUES

01

Reliability.

Do what we promise, as we promised. Trust is the foundation of every long-term partnership.

02

Quality.

Delivering services to standard, under tight control, with continuous improvement to enhance the customer experience.

03

Professionalism.

Systematic operations, proper communication and dedicated service — with professional conduct as our core principle.

OUR JOURNEY

From 2008 to today.

From a transport business to an ISO 9001:2015 certified industrial cleaning company.

2008 – 2016

BEGINNINGS AND DIRECTION

- 11/2008** Founded as Tina Nguyen Private Enterprise, providing transport services.
- 11/2016** Converted into a limited liability company and officially entered industrial cleaning and property maintenance under the Tina Services brand; delivered its first project in Hanoi.

2016 – 2018

RAPID GROWTH, MARKET EXPANSION

- 04/2017** Reached 100 staff and took on several premium office buildings in Hanoi.
- 08–11/2017** Expanded to Ho Chi Minh City, Thanh Hoa (Nghie Son Refinery) and Bac Giang (a chain of shopping malls and supermarkets).
- 04/2018** Passed 350 staff and 39 sites across several provinces.

2018 – 2020

STRATEGIC PARTNERSHIPS, DEFINING OUR MARKET

- 05/2018** Signed a long-term partnership with MIK Group.
- 10/2019** Signed a long-term partnership with the AEON shopping mall chain.
- 08/2020** Signed a long-term partnership with the FPT school system.

2020 – 2022

STEADY OPERATIONS

- 11/2020** Expanded services to Hai Phong.
- 09/2021** Moved headquarters to our own office at 203 Nguyen Huy Tuong, Hanoi.
- 04/2022** Serving 60 sites with 600 staff nationwide.

2022 – present

STRONG GROWTH, NEW CORPORATE STRUCTURE

- 01/2024** Expanded services to Bac Ninh.
- 06/2024** Opened an office in Hue.
- 08/2024** Converted into Tina Services Joint Stock Company.
- 06/2025** Serving more than 80 corporate clients with nearly 1,000 staff and a seasoned management team.
- 06/2026** Central Vietnam office relocated to Da Nang City.
- 07/2026** BVQA certified our quality management system as conforming to ISO 9001:2015 for industrial cleaning services.

Looking ahead

Tina Services will continue to expand nationwide, strengthen its operational capabilities and invest in digital transformation — aiming to become a leading brand in industrial cleaning and property maintenance in Vietnam.



FOUNDER

Nguyen Xuan Thuy

Chairman and CEO, Tina Services

Mr. Nguyen Xuan Thuy founded Tina Services and took the company into industrial cleaning in November 2016. Before that, he was General Director of Pan Services Hanoi (Pan Pacific) from 2004 to 2016 and one of the key people who built the Pan Services brand in the industrial cleaning market.

POSITION

Chairman and CEO

EXPERIENCE

12 years leading Pan Services Hanoi (Pan Pacific, 2004–2016)

EDUCATION

Master of Science, Mechanical Engineer
Graduated from East Ukrainian National University, Lugansk, Ukraine

TINA SERVICES

Founder; took the company into industrial cleaning in November 2016

“We look forward to continuing to work with you – not just as a service provider, but as a trusted partner.”

NGUYEN XUAN THUY, LETTER FROM THE CEO

WHY CHOOSE US

Why choose Tina Services?



01 Proven quality

Our quality management system is certified by BVQA to ISO 9001:2015. An experienced management team and workforce, tight quality control and modern technology. Our services are trusted by major brands.

02 A professional service mindset

Professional from procedures to people: customer care, site supervision, uniforms, conduct and manners. Our staff are thoroughly trained and behave to service standards.

03 Reasonable costs

Optimized productivity, modern equipment and lean procedures reduce long-term costs while keeping service quality stable and transparent.

04 Standard-compliant equipment and chemicals

Specialized machinery from reputable brands and safe, environmentally friendly chemicals ensure effective cleaning and extend the life of your property.

05 Comprehensive, flexible service

All industrial cleaning service lines, flexibly designed around each site, so clients deal with fewer contractors and can focus on their core business.

ONE SPECIALTY · FOUR SERVICE LINES

Industrial cleaning services.

Routine cleaning, deep and periodic cleaning, property maintenance and building exterior cleaning — for office buildings, shopping malls, residential complexes, schools, hospitals and factories nationwide.



01 / 04

Routine cleaning

Day-to-day cleaning on the client's premises. The scope of work and frequency are tailored to each site after an on-site survey.

SPECIALIZED CHEMICALS

Floor cleaners · Glass cleaners · Toilet bowl cleaners · Deodorizers and multi-purpose cleaners

APPLIES TO

- Office buildings
- Shopping malls, supermarkets
- Residential complexes, apartments
- Schools
- Hospitals, medical centers
- Factories, workshops, industrial parks
- Sports centers, showrooms

MAIN TASKS

- Cleaning offices, lobbies and corridors
- Restroom cleaning
- Glass cleaning
- Mopping, machine scrubbing, vacuuming

RELATED PROCEDURES

- Wet mopping
- Dry mopping
- Machine scrubbing
- Vacuuming
- Glass cleaning
- Restroom cleaning
- Office cleaning



02 / 04

Deep and periodic cleaning

In-depth cleaning on a periodic schedule, or whenever the site needs it.

SPECIALIZED CHEMICALS

Degreasers · Cement removers · Carpet cleaning chemicals

APPLIES TO

- Buildings, factories
- Shopping malls
- Apartments, residential complexes

SERVICES INCLUDED

- Scheduled or ad-hoc deep cleaning
- Carpet cleaning
- Sofa cleaning
- Grease and cement stain removal

RELATED PROCEDURES

- Machine scrubbing
- Vacuuming
- Glass cleaning
- Restroom cleaning
- Office cleaning
- Carpet cleaning



03 / 04

Property maintenance

Keeping surfaces like new and extending the life of materials, with machinery and procedures specific to each surface type.

SPECIALIZED CHEMICALS

Natural stone floor polishes · Natural stone restoration compounds · Metal polishes

APPLIES TO

- Natural marble and granite floors
- Technical floors, vinyl floors
- Metal fixtures

MAIN TASKS

- Polishing and maintaining natural stone floors
- Cleaning and coating technical and vinyl floors
- Treatment and polishing of metal fixtures

RELATED PROCEDURES

- Marble floor maintenance
- Granite floor maintenance
- Vinyl floor coating



04 / 04

Building exterior cleaning

Work at height by rope access, gondola platforms or aerial lifts, keeping glass and building exteriors clean and bright.

SPECIALIZED CHEMICALS

Glass cleaners · Cement removers · Multi-purpose cleaners

APPLIES TO

- Glass curtain walls of office buildings
- Exteriors of apartment and high-rise buildings

METHODS

- Rope access
- Gondola platforms
- Aerial work platforms

RELATED PROCEDURES

- Glass cleaning
- Rope access
- Gondola operation

SURVEY AND QUOTATION PROCESS

01

Tina Services gets back to you

A dedicated staff member calls or emails you to understand your needs.

02

On-site survey appointment

We assess the area, surfaces, foot traffic and specific requirements.

03

Plan and quote

Specific staffing, equipment, chemicals and schedule; transparent pricing.

Request a survey: +84 903 401 200 · tina@tina.vn · tina.vn/en/contact

CAPABILITIES

Capabilities and technology.

TRAINING FIRST, WORK SECOND

Management principle: **Training** → **Control** → **Enforcement**, with training always the top priority. We run a rigorous in-house training program, from cleaning techniques to communication and service etiquette.

- Staff are thoroughly trained in industrial cleaning, work at height, fire safety and occupational safety.
- Supervisors hold at least a college degree and specialist certificates in service management and professional skills.
- Regular on-site training, continuously updated to real conditions.



11 STANDARD CLEANING PROCEDURES

FLOORS

- 01 Wet mopping
- 02 Dry mopping
- 03 Machine scrubbing
- 04 Vacuuming

GLASS

- 05 Glass cleaning

RESTROOMS

- 06 Restroom cleaning

OFFICES

- 07 Office cleaning

NATURAL STONE

- 08 Marble floor maintenance
- 09 Granite floor maintenance

VINYL FLOORS

- 10 Vinyl floor coating

CARPETS

- 11 Carpet cleaning

EQUIPMENT

Nilfisk · Nilco · Fimap · Karcher

- Scrubber-dryer, ride-on
- Scrubber-dryer, walk-behind
- Single-disc machine, scrubbing and polishing
- Vacuum cleaner, wet and dry
- Double mop wringer trolley, clean and dirty water buckets
- Trolley for tools and waste
- Multi-purpose cleaning cart with a full tool set
- Wet mop for daily wet mopping
- Window squeegee kit with washer and extension pole

CHEMICALS

Cleaning chemicals from Ecolab (USA) and Goodmaid (Malaysia), imported through Saraya Vietnam. Manufacturer and importer documentation and certificates are provided to clients on request.

TECHNOLOGY

Mobile app on site: attendance, site logs, shift handover reports, supply requests. Business management on AMIS; internal communication on Google Workspace.

INDEPENDENT CERTIFICATION

ISO 9001:2015, certified by BVQA.

CERTIFICATION BODY	BVQA
ACCREDITATION	VICAS 019 · IAF MLA signatory
CERTIFICATE NO.	2026-QMS-26068
VALIDITY	26/07/2026 – 26/07/2029
SCOPE	Industrial cleaning services



Scan to verify the certificate on IAF
CertSearch

FOUR LAYERS OF QUALITY CONTROL

LAYER 01

On-site supervision

Service supervisors check work quality on the spot and coordinate staff at the site.

LAYER 02

Customer care

A customer care officer is responsible for each contract, holding regular check-ins with the client and collecting feedback on service quality.

LAYER 03

Quality management

The quality management team carries out periodic quality inspections at every site.

LAYER 04

Board of Directors

All reports go directly to the Board of Directors over the internet, in real time.

SERVICE COMMITMENTS

Systematic quality control

ISO 9001:2015 quality management system, with four layers of control from the site to the Board of Directors.

Consistent service standards

11 standard procedures; staff are trained in procedures before starting at a site.

Full social responsibility

100% of employees have long-term labor contracts with full social, health and unemployment insurance.

Public liability insurance for clients

We carry public liability insurance while providing services to our clients.



CLIENTS

80+ corporate clients.

A selection of featured clients, by type of site.

OFFICE BUILDINGS



Petrovietnam Tower



PVcomBank Tower



MSB Tower



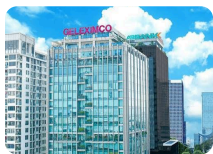
The Marc 88 Tower



Vietnam Social Security Building



Vietnam Airlines Corporation



Geleximco Building



Fville 3 Building

SHOPPING MALLS



AEON Mall Ha Dong



AEON Xuan Thuy



AEON Mall Hai Phong Le Chan



AEON Hue



AEON Da Nang



AEON Thanh Hoa

SCHOOLS



FPT Polytechnic College



Wellspring School



FPT Schools



Thang Long Number One



The Matrix One



The Nine Apartments

RESIDENTIAL COMPLEXES

Factories



Kyocera Factory



Tay Yen Tu Eco-Spiritual Tourist Area



Tuan Chau Hanoi Resort

Tourism and Leisure

Corporate Offices



PwC Office



Vietjet Air Office



MIK Experience Office

Sites in Hanoi, Hai Phong, Bac Ninh, Thanh Hoa, Hue, Da Nang and many other provinces. See photos of our projects:

tina.vn/en/projects



CONTACT

Contact us.

TINA SERVICES JOINT STOCK COMPANY

Tax code 0103038527

HANOI OFFICE

V3.6, Tower A, Imperia Garden, 203 Nguyen
Huy Tuong Street, Thanh Xuan Ward, Hanoi
Phone +84 24 7303 9797

CENTRAL VIETNAM OFFICE

60B Nguyen Phuoc Thai Street, An Khe
Ward, Da Nang
Phone +84 24 7303 9797, ext. 200

HOTLINE, ZALO

+84 903 401 200

EMAIL

tina@tina.vn

WEBSITE

tina.vn

FACEBOOK

facebook.com/tinaservices.vn



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Your Reliable Partner