



ecostilla

OFFICE AND BUILDING CARE

Agenda

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Introduction

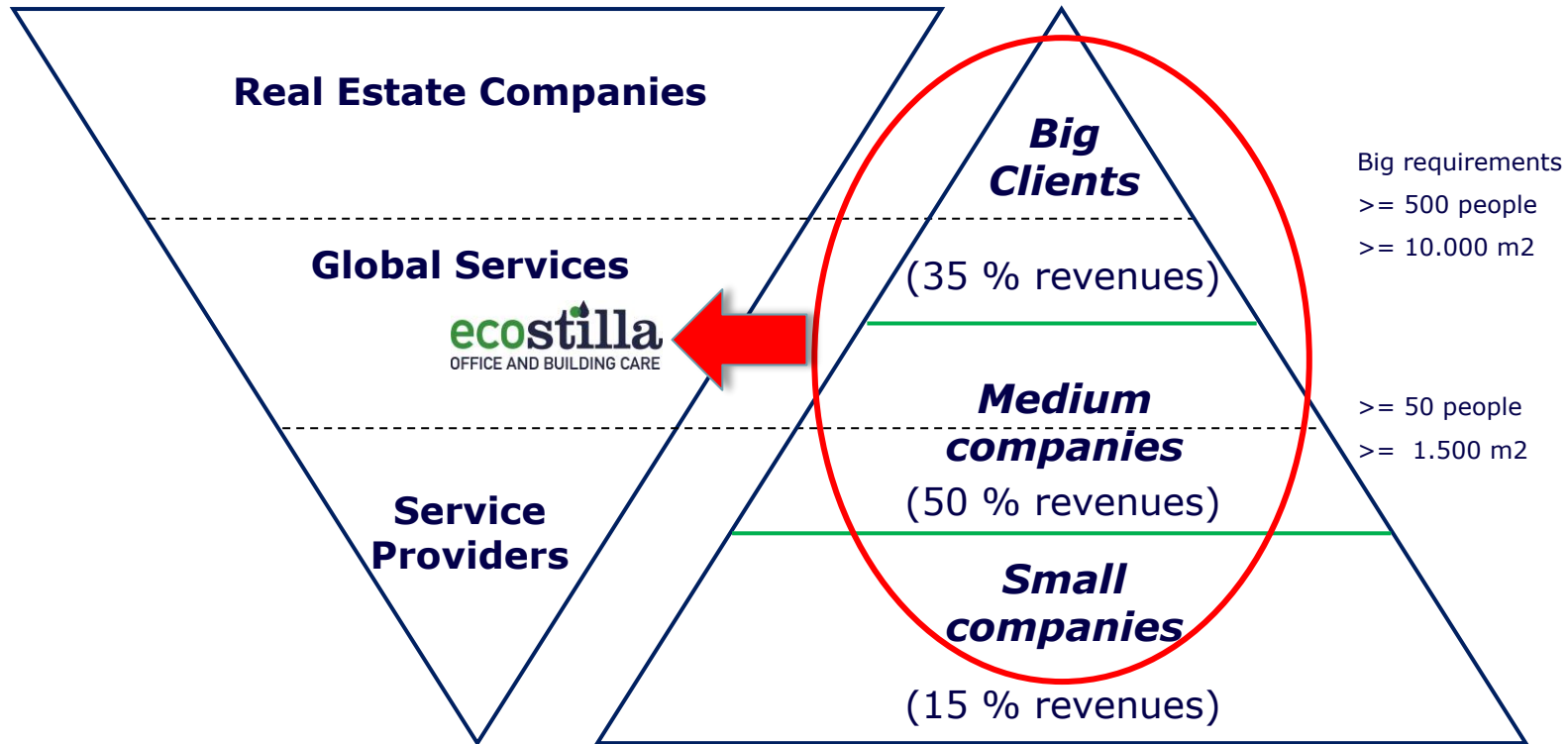
- Ecostilla is a company working in the General Services area since 30 years.
Ecostilla was born in 1991.
- Ecostilla is working all around Italy, mainly with private companies, covering - among the others - all the main cities (Milano, Torino, Genova, Bologna, Firenze , Roma, ...), in addition to several customer small sites.
- Accuracy, pragmatism, flexibility and the consulting approach are the main values throughout Ecostilla delivers its day by day services.
- Ecostilla has implemented the following ISO standard certifications:
 - UNI EN ISO 9001 : 2015
 - UNI EN ISO 14001 : 2015
 - UNI ISO 45001 : 2018
- In May 2015 the Board of Directors of Ecostilla approved for the first time the *Organizational, Management and Control Model* pursuant to Legislative Decree no. 231 of 2001.

The market positioning

- In the context of the choices made by Ecostilla, the reference sector takes on particular relevance, where the difficulties are mainly related to the real value of the service vs the perceived value, which is often very low and subject to drastic operational and economic reductions.
- For this reason, the intent of the company is to pursue a "healthy" commercial line, with specific attention to consistent customers, growing and open to comparison with new solutions and / or technologies. The size and turnover quickly achieved in recent years have led Ecostilla to select only dimensionally important customers, avoiding small businesses.
- In this context, Ecostilla prefers to move in the private sector, avoiding obvious risks of sectors such as government or retail; in the same way, the demand from the public and private health sector has always been sought.
- The recent period, with the Covid-19 emergency, has required Ecostilla as well as many other operators to have a strong ability to adapt to customer requests: on the one hand, the organizational choices that led to the request for layoff for employees operating on contracts closed, reduced or suspended, conversely, operations have undergone a change in the approach to the proposed solution, with particular attention to the safety of the client and external personnel.

Positioning on the market

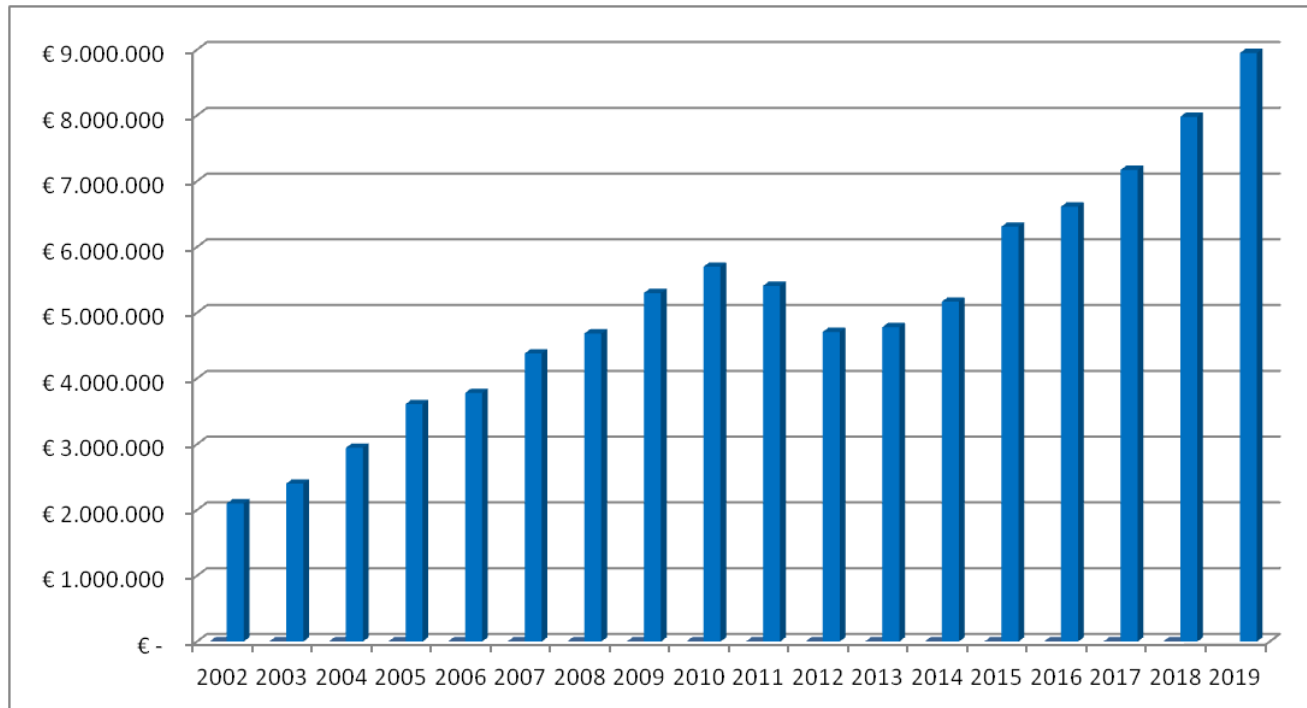
The operators



The market

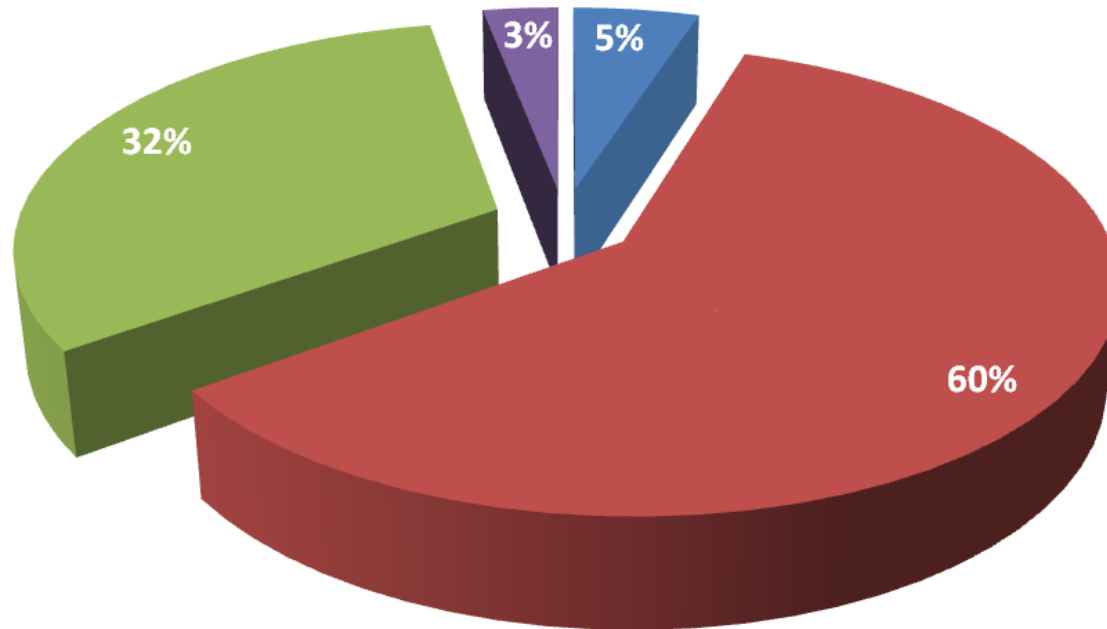
Revenues trend

- More than **1M sqm, 100+** clients all around Italy
- **8** years: average of the contract duration
- Around **350+** resources regularly employed
- Revenues from Cleaning and Integrated Services regularly growing



Revenues stream

Revenues by category *as of date*



■ Daily Maintenance ■ Cleaning ■ Integrated Services ■ Other

Services

○ Cleaning

- Civil ordinary cleaning
- Bathrooms cleaning
- Extermination/pest control
- Carpet cleaning
- Floor waxing
- External building cleaning (windows and wall)
- Disinfection
- Gardening
- Industrial cleaning

○ Daily Maintenance

- Electric/phone systems
- Sanitary systems
- Office and building light restructuring
- Small maintenance

○ Cleaning of Data Centre

- Floor and under floor cleaning
- Cabinet/racks deep cleaning
- Ceiling cleaning
- Air filters disinfection
- Pest control

○ Integrated Services

- Reception
- Daily concierge and caretaker
- Nightly concierge and caretaker (not armed)
- Office Boy
- Corporate mail service centre
- Warehouse management
- Moving
- **Concierge service for employees**
- Conference centre support (meeting rooms, audio, video)
- Company cars management support
- Shuttle and pony services
- Fairs and convention assistance

○ Aeraulic¹ plants disinfection

- Traditional disinfection
- Ventilation cleaning
- Ventilation circuit disinfection
- Workspace areas disinfection
- Disinfection supply included
- Disinfection monitoring (*ante* & *post* evaluations) by lab controls

¹ *aeration + hydraulic plants*

Main Clients

