



# Essential. Close. Genuine.

Executive Summary  
Sustainability Report 2022



## Essential. Close. Genuine.

We bring the future into our everyday commitment, hidden in gestures on which the lives of many people rest.

Our first Sustainability Report is a milestone on our journey towards the Markas 2030 Strategy and represents the beginning of a new phase during which our goal is to increasingly enhance our open and inclusive approach to stakeholder plurality.

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We want to continue to grow recognising and enhancing the value of our employees, improving their working environment and, consequently, the communities in which we operate.

# 01

## ABOUT US

For you, today  
and tomorrow

We are international leaders in the service sector. We stand for solid roots, innovative vision and foresight. We are a family business, led by the Kasslatter family, which continues to grow sustainably. We are Markas.



We offer major public and private institutions – such as hospitals, companies, retirement homes, universities, schools and hotels – a range of integrated services: from sanitisation to catering, from hospital logistics and care to hotel housekeeping and facility maintenance services.

### That's us in a nutshell

- 1 Family
- 3 Countries in which we operate
- 10,971 Employees
- more than 1,000 Clients
- 338 million € Turnover 2022

### Mission

Our philosophy is based on reliability, commitment and fairness: founding values that we respect on a daily basis in relation to all our stakeholders. We take care of all our clients' needs, offering a wide range of services integrated into the structure, together with high-quality solutions. Finally, sustainability is a cornerstone of our philosophy, characterised by responsible choices not only from an environmental, but also from an economic and social point of view.

### Vision

We operate internationally in the Clean, Food, Logistics & Care, Housekeeping and Facility sectors. Our clients recognise us as an industry leader in terms of quality, processes and innovative technologies. As a provider of professional services, Markas can count on qualified and motivated staff, proving itself to be a particularly attractive employer to work for.



### Values



Reliability



Commitment



Fairness

### Pillars



Employees



Sustainability



Innovation

# 02

WHERE WE ARE LOCATED  
AND WHAT WE DO

One family,  
three countries



Markas HQ

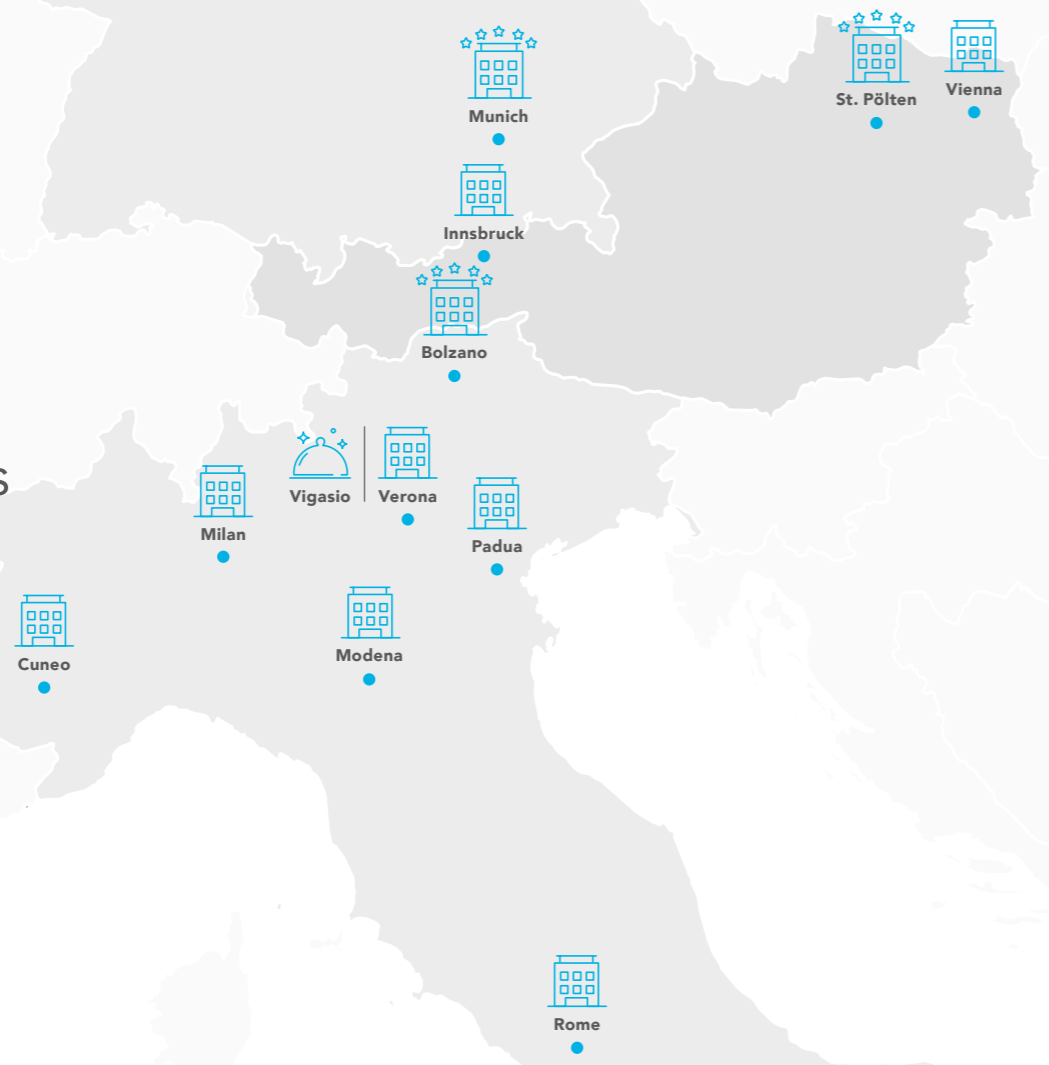


Local offices



**Food production plant**

(specialised in the sous-vide cooking system, whose preparations are used in Markas kitchens)



## Our business focus

### Clean

Cleaning and sanitising services and Eco Clean environmentally friendly cleaning service



Hospitals and nursing homes



Retirement homes



Businesses



Schools and universities

### Housekeeping

Room tidying and cleaning; porter and baggage service; turndown service



Hotels and hotel chains

### Food

Catering for the social and healthcare sector, food services for schools, management of corporate canteens and dining facilities



Hospitals and nursing homes



Retirement homes



Businesses



Schools and universities

### Facility

Cleaning of aeraulic ducts; pest and rodent control; cleaning and maintenance of green areas



Hospitals and nursing homes



Retirement homes



Businesses



Schools and universities

### Logistics & Care

Transport of patients; transport of biological materials and drugs; auxiliary services in wards; management of pharmaceutical stocks; social welfare services



Hospitals and nursing homes

# 03

## COMMITMENT

Growing, innovating, being innovative: our idea of sustainable development

Our business model has always been open to change. We look to the future with a conscious foresight: our 2030 business strategy considers innovation and digitisation as key pillars for building sustainable development.



Read more about the topic



## Our commitments and contribution to sustainable development



Resilience of the business model



Design of the service



Research and development - innovation and digitisation



## The results we have achieved

### Markas Ideas

a challenge for all the employees; 69 ideas collected of which over 70% came from workers based in our clients' premises

### Oracle HCM

automation and digitisation of processes related to human resources

### Markas WOW

"Controlling", first project launched in 2022

## The challenges we undertake



Resilience of the business model

### KNOWLEDGE MANAGEMENT

Establishing knowledge management within the company: acquisition, development, transfer, retention and use of knowledge



Design of the service

### ANALYSIS OF MATERIAL CONSUMPTION AND EFFICIENCY

Developing an intelligent cleaning system to increasingly reduce consumption and emissions



Research and development - innovation and digitisation

### DIGITISATION OF THE RECRUITMENT PROCESS

Managing, through specialised software, all data and information regarding the recruitment and hiring of employees, in order to optimise corporate organisational well-being and analysis

# 04

## STRATEGY

### Giving work a shared value

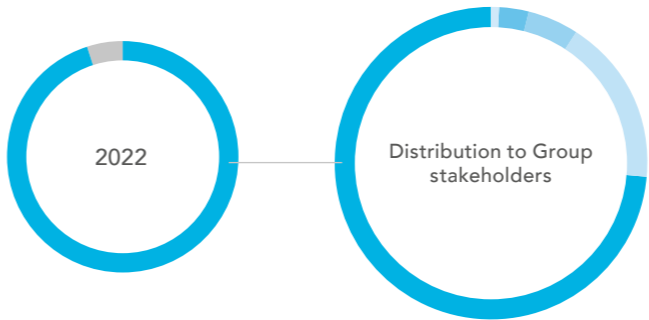
We believe that – in the long run – growing sustainably requires a willingness to innovate and be innovative in order to keep up with the times and technologies and offer adequate responses to the needs of clients, employees, communities and the environment.



### Generated and shared value

We want to contribute our value to the development of people, communities and territories. A significant part of the value we generate is redistributed to priority stakeholder categories.

#### Economic value generated and distributed to stakeholders in 2022 Markas Group



- 95%**  
324,068,585.50 Euro  
Economic value distributed
- 5%**  
17,085,350.61 Euro  
Economic value retained  
(Economic value generated - Economic value distributed)
- 74%**  
252,075,618.33 Euro  
to staff
- 19%**  
64,946,734.41 Euro  
to suppliers
- 1.1%**  
3,763,623.85 Euro  
to Public Administrations
- 0.9%**  
3,168,953.46 Euro  
to shareholders and lender
- 0.03%**  
113,655.44 Euro  
to the local community

### The pillars of our action



### Integration between business and sustainability



### The contribution to sustainable development



# 05

## VALUES

### Ethics and compliance: pillars of our actions






Every day we stay true to the values of reliability, commitment and fairness. Every day we adhere to our ethical principles. Every day we respect the applicable rules and regulations. Because corporate social responsibility is an integral part of our way of being and doing business.



Read more about the topic



### Our commitments and contribution to sustainable development

 <p><b>Responsible business management and anti-corruption</b></p> 	 <p><b>Risk management</b></p> 	 <p><b>Ethical business practices and compliance</b></p> 	 <p><b>Cybersecurity and protection of personal data</b></p> 
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### The results we have achieved

#### Cybersecurity

enhancement strategy


#### Data protection

three managers appointed in the three countries where the Group operates

#### Suppliers

software for supplier qualification

### The challenges we undertake



**Cybersecurity and protection of personal data**

#### IT TRAINING

Increasing the cyber awareness of our staff

#### DEVELOPING CYBERSECURITY AWARENESS

Self-managed training project through an online portal for acquiring cybersecurity skills



**Risk management**

#### ANNUAL FINANCIAL PLANNING SOFTWARE

Implementing a medium and long-term annual financial planning software

# 06

## PEOPLE

### Our voice

We have grown together with our people. As a family business, the care and respect of our employees have been fundamental principles of our way of operating and doing business since the very beginning, and we have built an attractive, inclusive workplace full of development opportunities.



Read more about the topic



### Our commitments and contribution to sustainable development



Equal opportunities



Talent development



Occupational health and safety



### The results we have achieved

10,971

employees

90

different nationalities

83%

female presence

74,611

remote work hours

61,974

hours of training provided

### The challenges we undertake



Occupational health and safety

#### BEHAVIOUR SAFETY

Further improving the OHS Management System through the introduction of a corporate behavioural safety protocol based on the analysis and study of the behaviours adopted by workers and taking any necessary corrective actions

#### AUTOMATIC PROVISION OF PPE

Implementing a digital mode to track PPE deliveries to workers and related checks on the proper use of PPE



Talent development

#### MARKAS CAREER PATH

Exploring employee development opportunities for cross-cutting growth

#### FAMILY AUDIT

Certification of the commitment to adopt strategies and behaviours aimed at promoting and improving the work-life balance of employees



Equal opportunities

#### LANGUAGE INTEGRATION

Italian language support for non-native speaking employees

#### INCLUSION

Recruitment of 90 people with disabilities in the next 3-5 years within Markas Austria



# 07

CLIENTS, PARTNERS, COMMUNITIES

## The value of our work

We are committed to listening and sharing our choices with our clients, partners and the communities in which we operate, driving successful, long-term collaborations.



Read more about the topic



### Our commitments and contribution to sustainable development



Service quality and safety



Client focus



Avoiding food waste



### The results we have achieved

#### Food waste

collaboration with United Against Waste to help prevent food waste

#### Business Impact Analysis

drafting of a Business Impact Analysis

#### Matilde Project

aimed at facilitating the inclusion of migrants within the community

### The challenges we undertake



Service quality and safety

#### QUALITY OF PROCESSES

Improving and extending process quality control



Client focus

#### SMARTLOGISTICS

Digitisation and streamlining of patient and material transport services



Avoiding food waste

#### CUSTOMER SATISFACTION

Extending and digitising monitoring systems

# 08

## ENVIRONMENT

### Having the least possible impact

We aim to make responsible choices not only from an environmental, but also from an economic and social point of view.



Read more about the topic



### Our commitments and contribution to sustainable development



Energy management



Management of operational waste and hazardous materials



More sustainable packaging – reduction of plastic



Use of non-food products that are environmentally sustainable



Efficiency of processes and resource utilisation



### The results we have achieved

#### Food contracts

over a third of chemicals used in our Food contracts are Ecolabel branded (Italy)

#### ETP platform

developed in collaboration with Alperia to monitor the consumption of electricity at Markas' premises and in our Food contracts

#### Ecolabel

EU Ecolabel Indoor Cleaning Services certification and 2022 EU Ecolabel award

### The challenges we undertake



Energy management

Obtaining the ISO 50001 certification adding more electric vehicles to our company fleet



More sustainable packaging – reduction of plastic

Identifying more sustainable alternatives for disposable plastic bags for sous-vide products



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