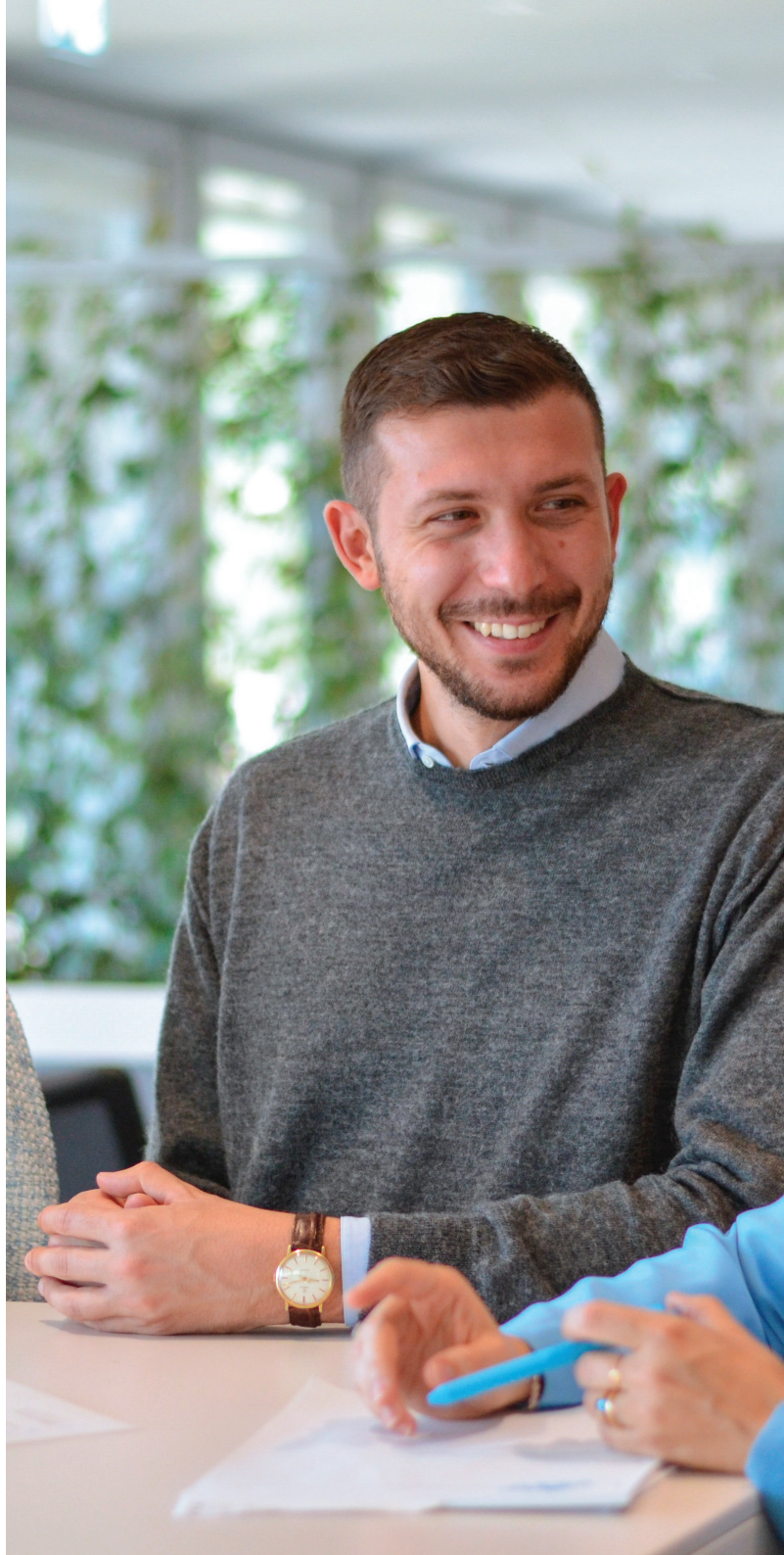




# Better every day

Executive Summary  
2023 Sustainability Report



**Better  
every day**

We cherish our work,  
from the small, often  
unseen gestures,  
to the big impact they create.  
Every day  
feels like the first time,  
a challenge  
to always do better,  
to be better for  
people, the communities  
and the environment.

The second edition of our Sustainability report showcases the dedication we pour into our work. It details the impacts of our Markas 2030 strategy and the horizons we aim to reach alongside our stakeholders, sharing this journey together.

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We listen. We communicate.  
We design. We innovate.  
We work.  
Quality is what lasts,  
what truly matters.  
Do better. Live better.  
Better every day.

# 01

## ABOUT US

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### Made to do better

Markas: spelled as excellence  
read as care, defined by quality.  
We are a **family business** that  
has grown into a **leader** in the  
service industry.

With a far-sighted vision, we've  
consistently invested in  
**innovation** and **sustainability**,  
betting on a brighter future.

We will never tire  
of growing, because  
**we are made to better  
ourselves.**

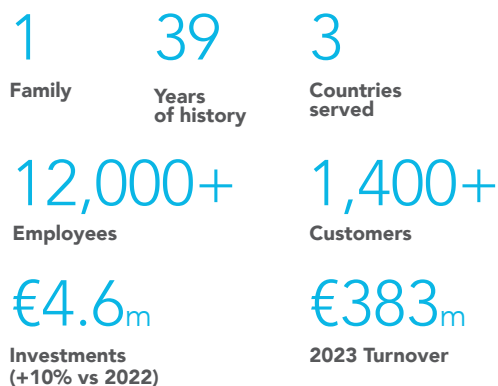




We are a reliable **partner** for large organisations, both public and private. We offer a large range of **integrated services** to companies, hospitals, nursing homes, universities, schools and hotels. We simplify our customers' work, helping them elevate their standards. We cover various fields, from sanitisation to food service, logistics and admissions, to floor staff and other dedicated services for hotels.

In each area, **quality** is our commitment.

## At a glance



## What we do: our mission

Solid roots, cutting-edge vision and far-sightedness. Our philosophy is built on reliability, commitment and fairness. These foundational values guide our daily interactions with stakeholders. We cater to the needs of our customers by offering a range of integrated services and high-quality solutions.

Sustainability is a non-negotiable aspect of our philosophy, guiding us in making responsible choices not only environmentally but also economically and socially.

## Where we are going: our vision

We operate internationally in the Clean, Food, Logistics&Care, Housekeeping and Facility sectors. Our reputation for quality, processes and innovative technologies makes us a leading company in our field. As a provider of professional services, we rely on talented and driven employees, standing out as an attractive employer.



## Our values



Reliability



Commitment



Fairness

## Our pillars



Employees



Sustainability



Innovation

# 02

WHERE WE ARE AND WHAT WE DO

Everywhere,  
with our  
signature touch



Markas HQ



Local Offices



**Food production plant** (specialised in sous-vide cooking technique, used in meal preparation across Markas' kitchens)

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# Our operations

## Clean

Cleaning and sanitisation services and ecoclean low-environmental-impact cleaning service



Hospitals  
and assisted living



Retirement homes  
and nursing homes



Companies  
and offices



Schools  
and universities

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## Housekeeping

Room cleanliness and orderliness, porter and baggage service, turndown service



Hotels  
and hotel chains

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## Food

Food service in health facilities and schools, staff canteens and company restaurants



Hospitals  
and assisted living



Retirement homes  
and nursing homes



Companies  
and offices



Schools  
and universities

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## Facility

Air duct cleaning, pest control, landscaping services



Hospitals  
and assisted living



Retirement homes  
and nursing homes



Companies  
and offices



Schools  
and universities

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## Logistics&Care

Transport of foodstuffs,  
transport of biological materials and medicinal  
drugs,  
ward support staff  
waste handling,  
medicinal drug stock management,  
social-welfare services



Hospitals  
and assisted living

# 03



## COMMITMENT

We look far into the future.  
Then we go beyond it

Excellence is just the beginning.  
We strive for the best. It's the  
horizon we set our sights on.  
Our dedication to constant  
**innovation** and continuous change  
drives us to integrate cutting-edge  
methodologies and technologies  
into our work.  
Our focus remains firmly  
on a **sustainable tomorrow**.





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## How we contribute to sustainable development



### Customer satisfaction and brand image



### Research and innovation



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## The results we have achieved

### Guaranteed quality, anywhere

We standardised and harmonised our operating processes globally to ensure the same quality, efficiency and coherence across all our office sites

### Robotic task force

Exploring of cutting-edge technologies in the Clean sector to introduce machines that enhance efficiency and safety in human operations

### Markas Lab Ideas

In the second edition of our challenge, we collected 151 ideas from employees, marking a 119% increase over the 2022 edition

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## How we are striving for better

### Digitalise processes for contract site personnel

By introducing digital procedures to manage our personnel working on our contracted jobs, we will enhance efficiency and operational transparency

### Update the Sustainability Plan to 2024

Updating our company strategies and initiatives for environmental, social and economic sustainability ensures our continuous commitment to sustainable development goals

# 04

## STRATEGY

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### Sustainability, a value-driven choice

As **leaders** in this sector, we understand our power to redefine standards.

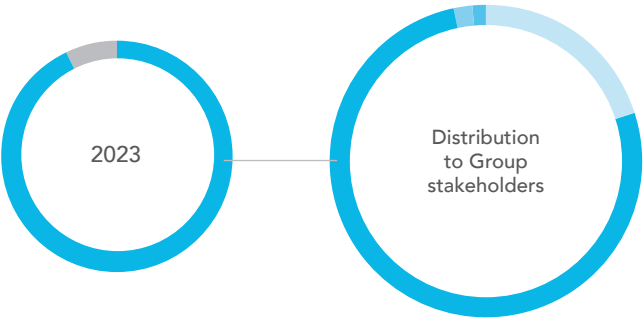
We **think big**,  
with the courage of innovators,  
a mindset for change  
and a vision for far-sighted choices.  
Our strategy is to build  
**sustainable growth**.



What we do contributes to the **well-being of the communities** we are part of. Our daily commitment directly **impacts** people's **quality of life** and creates economic value, which is largely shared with our primary stakeholders.

**Economic value generated and distributed to stakeholders in 2023**

Markas Group



€390m  
Economic value generated

93%  
364,625,408 euros  
Economic value distributed

7%  
25,544,254 euros  
Economic value retained  
(Economic value generated  
- Economic value distributed)

76.73%  
279,794,236 euros  
to personnel

20.16%  
73,492,718 euros  
to suppliers

1.71%  
6,241,936 euros  
to shareholders and lenders

1.36%  
4,974,364 euros  
to the Public Administration

0.03%  
122,155 euros  
to the local community

The pillars of our actions



Employees



Sustainability



Innovation



Merging business and sustainability



2030  
Strategy



2022-2025  
Sustainability Plan



Contribution to sustainable development



# 05



## VALUES

### A clear commitment: no shortcuts

Our actions express who we are:  
**reliable, passionate and ethical.**

We don't believe in shortcuts.  
Every step we take is driven by  
our desire to positively impact  
people's **quality of life** and the  
well-being of local communities.  
**Corporate social responsibility**  
is in our DNA.





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## How we contribute to sustainable development



**Governance and ethical business conduct**



**Human rights and personal integrity**



**Data security and protection**



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## The results we have achieved

### Unified Whistleblowing System

We have expanded our whistleblowing system to include all Group subsidiaries, ensuring better management and analysis of reports

### Launch of the Governance, Risk and Compliance project

We have established a new model to ensure we consistently and promptly address all compliance activities, conduct related risk analysis and monitor corporate governance in accordance with current regulations

### Multifactor Authentication

Access to our servers is protected by a geolocation-based 2-factor authentication system, linked to the position of our employees

### SOC installation

The security of our IT systems is ensured by a 24/7 monitoring system

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## How we are striving for better

### Drafting the System Procedure document

Establishing clear guidelines for updating our Code of Ethics and corporate compliance management model

### Computerising the Due Diligence System

Implementing digital procedures for partner assessments to enhance transparency and prevent crimes like corruption, fraud and money laundering

### Defining a Business Continuity Policy

Creating a comprehensive document that outlines how we will guarantee business continuity in the face of adverse or risky situations for IT services

# 06



## PEOPLE

### Breaking free from clichés, we unlock potential

People, our first resource  
Every one says it, and we wholeheartedly agree.  
But we don't stop there.  
For us, they are a source of constant **inspiration**, motivation for **mutual** improvement, the **driving force behind our growth**, and our connection to the present and the world around us.  
We've grown together with our people and will continue to grow with them.



# How we contribute to sustainable development



## Diversity, Equity and Inclusion



## Worker well-being



## Occupational health and safety



# The results we have achieved

12,000+\*

employees



96

different nationalities



83%

female presence



84,798

hours in remote work



63,253

hours of training provided



# How we are striving for better

## Second Satisfaction Survey

In Autumn 2024, we will conduct the Markas People Survey to gain deeper insights into the needs of our employees working at our offices and contract sites

## Markas People Seeds

An employee training project focused on offering real opportunities for personal and professional advancement

## Creation of an in-house coaching team

Training tutors to help employees integrate their skills and interests

## Boosting the visibility of personnel at contract sites

Through an innovative portal we will highlight the organisational chart and the unique contributions of each team on site

\* This number includes both direct Markas employees and leased employees.

# 07



CUSTOMERS, PARTNERS, COMMUNITY

## Added value for all

Our customers' **full satisfaction** is our primary goal. But it's only the beginning. Our ongoing efforts to improve service **quality** and **safety** contribute to the **community's growth**.

We aim to be a central part of the local area's development, weaving **strong** and **deep relationships**, and **adding value** every step of the way.



Learn  
more





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## How we contribute to sustainable development



### Product and service quality and safety



### Supply chain sustainability



### Support of the local community



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## The results we have achieved

### 1 Million euros for employees

To contribute to their stability and their families

### The Evolution of SmartCare

The customer communication platform offers new features for more accurate activity monitoring and more transparent and sustainable management

### Food safety

Training sessions dedicated to employees to promote a culture of food safety, complemented by informative insights

### Digital traceability

All-digital traceability of foods at the Vigasio plant, from meal production to booking

### Supplier qualification

The supplier qualification process has been further developed with the introduction of a dedicated software.

### SWAP agreements

To protect against price fluctuations in the energy market, we've adopted SWAPS, a financial solution that ensures price stability and certainty

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## How we are striving for better

### SmartClean: long-term excellence

Digitalising our cleaning and sanitising services to control activities in real time and ensure conformity, traceability and continuity of service

### Unique and customisable menus

Optimising the alignment between our culinary offerings and customer needs, increasing satisfaction and reducing food waste

### Innovative catalogue management

Keeping product catalogues constantly updated to simplify menu replacement, ensure food safety, maintain regulatory compliance and control costs in response to raw material market instability



## ENVIRONMENT

# Less is more

### Responsibility.

It's a guiding principle that sets our work apart, driving us to **maximum resource efficiency**. Responsibility means **reducing waste** production and minimising reliance on non-renewable energy sources to **help protect the environment**.



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## How we contribute to sustainable development



### Fight against climate change



### Waste management



### Resource management



### Biodiversity and protection of ecosystems



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## The results we have achieved

### Lights off

We switched off all signs and lights at our Markas offices across Italy for a full day

### Greener even in our vehicle fleet

Additional electric vehicles have been purchased for employees to use for business travel, and they have also been included in Food contracts

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## How we are striving for better

### ISO 50001 certification

We are certifying our energy management system to enhance efficiency

### Sustainable mobility: a home-to-work commute plan

To reduce the environmental impact of employee commuting, the Mobility Management system will develop a plan to manage home-work commutes more efficiently and sustainably

### Energy Manager

For more effective and efficient management of electrical energy, the Energy Manager will organise and structure a new Energy Management office to monitor our energy use.



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