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About Us

Uniqueness and integration are the principles that guide our operations. Unique like our roots are unique, like our strategic approach, able to bring consistency to a diverse set of services. Integration refers to our ongoing relationship with all our stakeholders, who express a wide range of visions and needs.

The Sustainability Report, now in its third year, is a description of a journey built on values, goals and actions that guide us towards the implementation of our strategy **Markas 2030: sustainable growth.**

A journey to be taken together with all our people, one where we can share ideas, goals and new challenges.



Learn
more



A unique Group, a multi-service offering

ESRS 2

We are a family run business and leader in the global multi-service industry, with a long-established presence in Italy, Austria and Germany.

Founded in Bolzano, Italy in 1985 by Mario Kasslatter and Haidrun Achammer-Kasslatter, today Markas is run by the family's second generation: Christoph Kasslatter and Evelyn Kirchmaier-Kasslatter. Over time we have grown, and today we have over **13,000 workers** and five specialised divisions: **Clean, Food, Housekeeping, Logistics & Care and Facility.**

**"In the long term,
only quality matters".**

Mario Kasslatter

+13.000

workers

5

specialised
divisions

/ clean

/ food

/ housekeeping

/ logistics & care

/ facility

Right from the start, we have chosen to build our path forwards around three guiding values: **reliability, commitment and integrity.** Values that continue to guide our every action and that translate into a continuous focus on service quality and a customer-first approach. An approach inspired by the vision of our founder, who still today guides every business decision we make.

Markas Holding

Markas Holding was founded in 2018. Wholly owned by the Kasslatter family, it holds 100% of the subsidiary companies: Markas Italy, Markas Austria and Markas Germany.

 Markas Italy

Italy plays a central role for the Group since it is its main market. Markas Italy today has 7 operating sites and over 10,000 workers operating throughout the country.

 Markas Austria

Founded in 1986, today it is the second pillar of the Markas Group and one of the leading operators in Austria's cleaning industry, with 3 offices across the country and over 2,400 workers.

 Markas Germany

Founded in 2017, it is the youngest company within the Group. Currently its operations are focused in Bavaria, supported by a workforce of about 100 people. The robustness of the Markas brand, and an effective international synergy, enables Markas Germany to consolidate its presence in the market, differentiating itself with the reliability and the quality of its services offering.

2024 Financial Indicators

Value of production

€410.6m

€383.2m (2023)

Growth

42.02%

(2021-2024)

Profitability

ROE

20.3%

11.28% (2023)

ROI

16.31%

12.71% (2023)

Financial strength

Group shareholders' equity

€46.9m

€39.6m (2023)

Growth

49.29%

(2021-2024)

Interest Expense to Sales Ratio

0.70%

0.66% (2023)

Current Ratio

1.36

1.34 (2023)

Debt-to-equity ratio

1.11

1.31 (2023)

Our sites



Markas HQ



Local offices



**Food
production plant**
specialising in sous-vide
cooking (i.e. in a
vacuum)



From deep roots to a forward-looking strategy

[ESRS 2 SBM-1]

One of our main goals is to support public and private bodies through integrated services that enable customers to focus on their main business activities, optimising time and costs. We provide our employees with a dynamic and inclusive work environment, attentive to people's professional growth, promoting professionalism and a capacity for innovation in order to advance sustainable growth.

Our values



Reliability



Commitment



Fairness

Our pillars



Employees



Sustainability



Innovation

Our business model is based on a service offering designed to support our customers through five divisions.



We offer cleaning and sanitisation services, guaranteeing high quality standards and care for the environment. In 2021, we also launched our Eco Clean service, Ecolabel certified.



Hospitals, assisted living facilities, retirement homes, nursing homes, companies and offices, schools and universities, public administration



We provide large-scale catering in hospitals, assisted living facilities, schools, universities and company canteens, with tailor-made solutions for each organisation.



Hospitals, assisted living facilities, retirement homes, nursing homes, companies and offices, schools and universities



We provide room tidying and cleaning, baggage services, turndown services and special cleaning for prestigious hotels.



Hotels and accommodation



We offer logistical and other support for inpatients: internal transport, drugs management and transport, on-ward support services and patient services.



Hospitals



We provide ventilation duct cleaning, pest and rodent control, maintenance of green spaces and waste management to ensure facilities are salubrious and well looked after at all times.



Hospitals, assisted living facilities, retirement homes, nursing homes, companies and offices, schools and universities

SUSTAINABILITY AND INNOVATION

Sustainability and innovation are two cornerstones of our corporate culture. They represent an informed choice that guides our every decision and action, leveraging technological progress and focusing on environmental, economic and social impacts.

Sustainability, indeed, is part of our DNA. To make sustainability ever more central to our governance system, we set up a **Sustainability Committee** that, together with the Compliance & Sustainability Team, promotes its integration into all company operations and policies.

In a world undergoing continuous change, **innovation** for us is essential to remain competitive, resilient and sustainable. After **Markas Innovation Day in 2018**, an event to stimulate creativity and continuous improvement and involving all our people, in 2020, we set up a department focused on innovation.

In 2024, we renewed our approach, inspired by the ISO 56002:2021 standard, to integrate innovation across the company and develop new services and processes.

As part of the Markas People Academy, our training programme designed to unlock the potential of our people, we have developed a **digital training platform** that will launch in 2026 to improve learning and reduce the administrative workload.

In addition, we took part in a major hackathon at the NOI Techpark in Bolzano, Italy, presenting a challenge within the Free Software Conference (SFScon), a European event on open source software and sustainable digital innovation, involving various in-house teams.

With our international **Task-Force Robotics**, we continue to plan, launch and pursue numerous projects for the introduction of innovative solutions into our cleaning services, aimed at improving efficiency and sustainability while never overlooking the central role of our people.

Training on these tools is a fundamental part of our approach.

In 2024, with the **Digital Transformation & Project Management** team, we developed solutions to improve service quality and anticipate customers' needs.

Finally, we also worked with the academic world, taking part in initiatives such as the **Digital Leadership Club** of the University of Innsbruck to promote a culture of innovation.

Main digitalisation projects



Smart Clean



Site Monitoring System



Digital Hiring System



Markas People App



Markas People Academy: e-learning

COMPANY STRATEGY

In 2024, we began a revision of our Markas 2030: sustainable growth. This was made necessary by the need to respond in an informed and structured way to ongoing changes and to give far-sighted consideration to both internal and external factors, whether anticipated or already evident. These include: our corporate growth, the new Group structure, the increase in risk profiles, reconciling growth with the maintenance of our family identity, the rising pressure on prices, the intensifying of competition, the explosion in digitalisation, the new needs of customers dictated by a changing market, and our ongoing commitment to sustainable matters.

The aim of this path is to ensure sustainable and responsible growth, which takes account of both the interests of our main stakeholders and of our company values.

Starting from this premise, we are working to translate into concrete action the main objectives and targets that we intend to pursue and achieve over the coming years.

