



Integration for growth

Executive Summary
Sustainability Report 2024



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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.



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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.



02

Our approach to the Environment

Sustainability and innovation:

an inseparable pair. To build sustainable growth has required a pioneering attitude, the courage to be innovation leaders and anticipate change in an evolving market.

That is why we propose continuous change, the ability to integrate cutting edge technologies and methodologies into our work.

The future continually presents new challenges and we have developed the necessary resources to overcome them. The secret is to never stop, to have the passion and foresight, the imagination and pragmatism to always aim for new horizons.



Learn
more



The climate won't wait: it requires commitment and innovative ideas

[ESRS E1 E1-2]

Climate change is one of our company priorities. In this regard, we have established and committed to a set of policies to steer us in managing our impacts, risks and opportunities in terms of climate change.

We are careful to integrate environmental considerations into our decision-making processes to help transition towards a more sustainable and resilient business model.



The Code of Ethics

We are committed to complying with environmental regulations, adopting sustainable technologies, monitoring processes and reducing our environmental impact at each stage of our operations.



Energy Policy

We are committed to respecting energy regulations, improving performance and considering the energy and economic impact throughout the entire life cycle of goods and services.



Environmental Policy

To comply with environmental regulations, we pursue a path of continuous improvement, integrating sustainability principles into all our services and purchasing processes. This strategy takes shape through the EMAS Statement and the pillars of our environmental policy: ongoing commitment, training of employees, responsible resource use and well-informed purchasing decisions.



Procedure for identifying environmental and sustainability aspects

In Italy and Austria we follow a common procedure that helps us to identify the most material environmental and sustainability matters, on which we base our targets and action plans. The Quality Health Safety & Environment Director of the respective companies is responsible for applying this procedure.



Integrated Management System

Since 2024, we have tackled climate change by developing solutions and integrating them into our management systems with the aim of reducing risks, seizing opportunities and reinforcing the company's resilience.

Two important affirmations: our ISO 14001 certified management system and our EMAS statement

In Italy, over time, we have developed significant expertise in line with the Minimum Environmental Criteria (CAM), integrating service quality with concrete measures to minimise our ecological footprint. To this end, we introduced an environmental management system (EMS), the goal of which is to monitor environmental aspects associated with services provided, to ensure legal compliance and to promote actions aimed at continuous improvement.

Achievement of ISO 14001 certification - Environmental Management System

2005



Markas Italy

2007



Markas Austria

2022



Markas Germany

Achievement of EMAS-validation

2008



Markas Austria

2017



Markas Italy

EMAS Registration is a demonstration of our commitment to environmental protection and requires the annual publication of our **Environmental Statement**, which we update regularly to communicate transparently the progress we have achieved and new targets we have set.

Through our Environmental Statement, we share with all our stakeholders the characteristics of our Environmental Management System, the results achieved and the strategies we adopt to reduce our environmental impact.

OUR GOALS

With the implementation and maintenance of our Environmental Management System, we set ourselves the following goals:

To safeguard our role and promote continuous innovation

We want to maintain high quality standards, while also limiting our environmental impact, especially regarding resource use and waste generation.

To make well-informed choices

When planning our future activities we take account of the changeability of the context in which we operate so as to make better informed, responsible decisions.

To continuously monitor our processes and environmental and occupational health and safety aspects

We work to avoid situations of risk that could damage the environment, the company or the health of people involved in our operations.



Our initiatives for managing impacts, risks and opportunities linked to climate change

[ESRS E1 E1-3]

[ESRS 2 MDR-a]

We pursue our environmental commitment through various initiatives. We are focused on progressively improving the company's approach to managing climate impacts, risks and opportunities and on promoting awareness and understanding of environmental issues among our employees.

In 2024, we optimised:

- energy consumption
- the installation of systems for on-site energy generation from renewable sources
- initiatives regarding the company fleet
- the mobility of our employees.



Sustainable mobility

To promote sustainable mobility we are improving the efficiency of our company fleet by increasing the proportion of low-environmental impact vehicles. We have worked on commuting initiatives, focused on our employees, aimed at improving their well-being and reducing the environmental impact of travel.

We are working on similar initiatives at our site in Austria, with the replacement of the fleet (planned for 2025) and a study on the introduction of electric vehicles for our employees in the field.

In Austria, we have launched a series of projects and initiatives aimed at promoting a more sustainable company fleet and at reducing the CO₂ emissions generated by employee travel.



Emission offsetting initiatives

Markas Austria annually offsets its emissions from air travel and from fuel used by its company fleet. A seminar was given on saving fuel and on driving safely to raise awareness among employees. At the same time, an information campaign was launched to raise awareness among our workers on the financing opportunities available and on the environmental benefits of electric mobility.



Making energy consumption more efficient

We have launched initiatives at various production sites to improve energy efficiency and cut consumption.

In Cervasca, in 2024, we improved thermal insulation.

In Bolzano, in 2025, we plan to optimise heat pump management with remote management systems to reduce electricity consumption.

In Vigasio, in 2027, we will upgrade the refrigeration circuits to improve temperature control and cut consumption.

We are also establishing an **Energy Management System (EMS)**, which will become operational in 2025 and enable us to monitor energy consumption, with the aim of obtaining ISO 50001:2018 certification.



In-house energy production from renewable sources

We have launched two initiatives regarding in-house renewable energy production, aimed at boosting our energy generation from photovoltaic installations and so cutting our dependency on electricity purchased from the national grid.

In Markas Italy, the first initiative, expected to be completed in 2025, involves **repowering** the photovoltaic system at the cooking hub in Cervasca. We will replace the existing inverters, to improve efficiency, and launch a remote monitoring system.

The **second initiative**, on the other hand, planned for 2026, entails the installation of a new photovoltaic system at the food production facility in Vigasio. We plan to co-finance this project by making use of funding mechanisms specific to energy efficiency.

At Markas Austria, in 2025, we plan to develop a concept to optimise the use of surplus energy generated by the photovoltaic system at the St. Pölten site. The initiative is part of the **Optimisation of Electricity Consumption** programme and aims to make the use of energy generated in-house more efficient.

Our commitment to reducing energy consumption and greenhouse gas emissions

[ESRS E1-4]

[ESRS E1-5]

[ESRS E1-6]

[ESRS E1-7]

[ESRS 2 MDR-M]

[ESRS 2 MDR-T]

Energy consumption is a key aspect in assessing our climate impact, in that it is directly linked to greenhouse gas emissions and to a dependency on fossil fuels. To understand, measure and gradually cut our energy consumption is, for us, a crucial component in the transition to more efficient operational models able to reduce our environmental impact.

We continuously monitor the key performance indicators (KPIs) regarding the environment through the Management Review and EMAS environmental statement.

OUR GOALS

For 2024, the monitoring targets achieved by Markas Italy were:

- to keep energy intensity below 2.1 MWh per worker at our offices;
- keep fuel consumption below 2,000 litres per company-fleet vehicle.

Our direct emissions (Scope 1: 928.2 tCO₂eq) mainly derive from the use of fossil fuels by the heating systems and by the vehicles under our direct control.

The main energy consumption takes place at administrative offices, plants and building sites, with energy sources such as natural gas (for heating), diesel and petrol (for production and transport), and electricity from **100% renewable sources with certification** (Guarantees of Origin or equivalent).

The use of such sources enables us to reduce our indirect emissions (Scope 2: 900.3 tCO₂eq) to zero, in line with the market-based approach.

<2.1_{MWh}
of energy intensity*

<2,000 litres per
vehicle
of fuel consumption

100%
of electricity from certified
renewable sources

We are committed to gradually increasing our monitoring of indirect emissions (Scope 3) over the coming years, including the major categories along our value chain. A path in line with the ESRS standards and with our business model, reinforcing our commitment to ever more comprehensive and accountable reporting.

* Per office worker.



More in tune with the planet: our fight against pollution

[ESRS E2]

The matter of pollution is especially significant for us in that high-impact materials – used to deliver our **Clean, Food, Housekeeping and Facility** services – include chemical products, the incorrect disposal and/or storage of which can cause pollution of the air, water or soil.

We recognise the significance of the potential environmental and health impacts, for the health of both our workers and our users, associated with the use of products containing substances of concern and substances of high concern in conducting our operations, especially in our cleaning and housekeeping services.

We have furthermore formalised the general principles of environmental protection, which are also reflected in the practices adopted for pollution and for managing substances of concern, within our **Code of Ethics** and our **Environmental Policy**.





MEASURES TO MANAGE OUR IMPACTS, RISKS AND OPPORTUNITIES LINKED TO POLLUTION

We adopt responsible practices for managing chemicals, complying with storage restrictions and keeping materials in secure containers, following the instructions on the safety data sheets. Each year, we conduct environmental emergency simulations and equip facilities with spill containment kits (anti-spill barriers, absorbent cloths and manhole covers).

In both our management of chemicals and our industrial washing processes, we use automatic dosing systems, checked and calibrated regularly, to cut waste, water consumption and emissions thanks to remote monitoring.

The dispensers, coated with silver ions, ensure high standards of hygiene.

In Italy, Austria and Germany, the whistleblowing system enables the reporting, including anonymously, of unlawful conduct regarding environmental pollution. Finally, we believe environmental management is a key criterion when selecting suppliers across our entire value chain.

Renewed environmental awareness: our best expertise in water management

[ESRS E3]

The Environmental Management System adopted, both ISO- and EMAS-compliant, also regulates the management of activities with a major impact on water resources.

We have formalised the general principles of environmental protection, which are also reflected in the practices adopted for managing water resources, included in our Code of Ethics, Code of Conduct (Austria) and Environmental Policy.

Furthermore, to minimise the environmental impact of discharging wastewater from cleaning, in Austria, specific **operating instructions** have been introduced aimed at ensuring the responsible management of wastewater and to limit its environmental impact.



MEASURES TO MANAGE OUR IMPACTS, RISKS AND OPPORTUNITIES LINKED TO WATER



The "Markas System" for cleaning services

The Markas System is a cleaning solution developed and optimised to minimise the environmental impact of cleaning services. It is currently in use in Italy, Austria and Germany and, through the use of preimpregnated microfibre mops and automated chemical-dosing systems, it enables the more efficient use of resources and reduces water and chemical consumption by 95% compared with traditional methods.

-95%

**in water and detergent use
compared to traditional
methods**



Initiatives to safeguard water resources

In our commitment to safeguard water resources, we launched two complementary initiatives to reduce our environmental impact by using water more efficiently.

In the Clean Division's launderettes, we follow the equipment's natural life cycle: when a washing machine needs replacing, we select models with lower water and energy consumption, carefully evaluating the efficiency of the entire washing cycle. In Italy, this practice has been well established for many years and is an integral part of our journey of continuous improvement.

At the same time, we are raising awareness of water saving among employees, through activities such as distributing information materials during the Markas Safety Week and publishing

a sustainable behaviour guide on our online channels. Each year, we also monitor water consumption at our sites and plants, in line with EMAS targets.

Within our Food Division, we use technologically advanced equipment and regularly replace obsolete devices to continually improve water consumption efficiency.

In Austria, we have created a filtering system to treat wastewater from washing machines. By intercepting and removing solid rinsed particles, it prevents them from going directly to the discharge point.

Circularity as a new idea for the future

[ESRS E5-1]

[ESRS 2 MDR-P]

We are committed to continuous improvement in our environmental performance, and to applying, where possible, the criteria and requirements for environmental compatibility, in terms of life cycle, service design and the purchase of goods.

We have formalised the general principles of environmental protection, which are also reflected in the practices adopted for resource use and waste management, included in our Code of Ethics, Code of Conduct (Austria), supplier qualification process and Environmental Policy.

Furthermore, considering the potential environmental impact of efficient resource use, waste generation and waste management, we have adopted specific operating instructions for managing separated waste. Instructions for the storage and dosing of detergents have also been established in all countries.





CHOICES THAT COUNT

At Markas, responsible resource use and sustainable procurement are central to our environmental strategy. We monitor water, energy and materials, selecting suppliers and products with environmental certifications, such as ISO 14001, and social ones, such as SA8000, to

guarantee quality and respect for human rights.

We work with customers to choose low-impact materials and equipment, focusing on continuous improvement in environmental performance along our entire supply chain.

Robotics in cleaning services

In 2024, we made an important step forward towards managing our cleaning services more sustainably by introducing robotics solutions into manual floor cleaning.

The project, launched in 2023 with a trial stage, is aimed at supporting the work of our employees with cutting edge technology that can reduce our environmental footprint and improve service quality.

The first trials took place in Austria, at Johannes Kepler University Linz and the Institute of Science and Technology (IST), where the robot's effectiveness, versatility and flexibility were evaluated in various operational scenarios.

It was first used at the care facilities for the elderly – GGZ (Geriatrischen Gesundheitszentren) – in Graz, Austria. In Germany, on the other hand, after an initial trial, over

20 robots are now operational at various facilities in Bavaria, such as Ohlstadtklinik and BG Unfallklinik Murnau.

In Italy, too, several trials have taken place at hospitals, including at Borgo Trento Hospital in Verona, Bolognini Hospital in Seriate and the Bambino Gesù Children's Hospital in Rome. Although the trials were short, they enabled the testing of innovative solutions, such as the recycling of wash water, providing valuable insights into possible future developments.

The project's success is the result of the work done by the Group's multidisciplinary Robotics Taskforce and of the active role of the key account managers, who promote the adoption of robotics by raising customers' awareness of its benefits in terms of sustainability and service quality.



CAREFULLY MANAGE WHAT WE THROW AWAY

Most of our waste is urban and dealt with by municipal waste collection. At the Bolzano site, we have introduced waste separation centres and infographics to improve separated waste collection, which we monitor continuously. Special waste, hazardous and non-hazardous, is handled by authorised suppliers, tracked by means of digitalised records on the RENTRI platform, and reported each year via MUD.

In Austria, we are working to gradually reduce waste generation and to optimise waste separation, focusing in 2024 on monitoring the main categories of waste at our headquarters, using an in-house system launched the previous year.

-25 tonnes
of plastic per year

The Upcycling project

In 2024, Markas Austria successfully completed the **Upcycling** project, launched the previous year on a trial basis. The initiative, aimed at significantly reducing the use of single-use plastic bags, provided about 700 cleaning trolleys with reusable bags for the collection of used mops and cloths.

Replacing single-use bags with reusable bags, manufactured by the GW company in St. Pölten, Austria, saved about 500,000 throwaway bags, the equivalent of nearly 25 tonnes of plastic per year.

In this way, Markas Austria took a further step forward towards a more mindful use of resources and a significant reduction in its environmental impact:

it both limits the purchase of single-use plastic and avoids the associated generation of waste.

TACKLING FOOD WASTE

At Markas Italy, we strive to manage food waste responsibly, respecting the environment, society and food safety regulations. Our Integrated Environmental Policy promotes oversight over service quantities and supports food donation, with a sustainable and social approach.

Food waste entails a loss of nutrition for users, the cost of disposal for us and an impact on the environment linked to the use of resources such as water, soil and energy.

Integral to our waste monitoring procedures are our customer satisfaction campaigns, aimed at identifying the level of customer and user satisfaction and the less popular menu items. Furthermore, in 2025, with a view to continuous improvement, we will launch the “smart scales” trial to weigh and monitor canteen waste more accurately.

We have a dual aim: to increasingly adapt our menus and our service to customers’ and users’ tastes and needs, optimising the process both from an environmental and economic point of view.

A partnership with Last Minute Market and the Free University of Bozen-Bolzano

Within the context of initiatives to tackle food waste, Markas Italy is offering its customers all the benefits of its partnership with **Last Minute Market**, which has been giving surplus food a second life since 1998 using a circular economy approach.

Last Minute Market facilitates the recovery of food that has not been distributed, yet is still in perfect condition for consumption. The initiative effectively combines tackling food waste and supporting vulnerable communities, helping to generate a positive social and environmental impact.

In partnership with a group of researchers from the University of Bolzano, we are involved in the Food Waste project, aimed at tackling food waste by using a ‘nudging’ approach, i.e. steering individual behaviour without being coercive, particularly in terms of raising awareness among young people.

03

Our approach to People and Communities

Safety and excellence are two indispensable cornerstones that can steer us in all the relationships we build with our customers, partners and the communities we serve. They help us to achieve one of our most cherished targets: **our customers' complete satisfaction.**

That is why we are continually improving the quality of our services and strive to be an added value for the communities where we operate. We want **to grow together with our communities:** it is the kind of future we are aiming for. At the same time, we firmly believe that only by **valuing our people** can we really make a difference, today and tomorrow.



Learn
more



Our stakeholders: a relationship built on caring and attentive listening

[ESRS 2 SBM-2]

Stakeholder engagement is a key area of focus for us to fully understand the impacts, positive and negative, that our business can have on the outside world. Understanding our impacts is a preliminary step towards identifying mitigating measures and is an opportunity for our growth and enrichment.

257

stakeholders
engaged

Stakeholder Engagement

In 2024, we conducted our double materiality assessment by means of a dedicated survey, engaging **257 stakeholders**, including workers, suppliers, customers, financial institutions, universities, social partners, the Workers' Council and senior management. The feedback received enabled us to identify the most material matters for Markas and to steer our strategic targets. In the light of regulatory developments, Markas is committed to updating its double materiality assessment to ensure it complies with official guidelines and offers an ever more comprehensive and detailed vision of the company and its context.

Our stakeholders



Employees



Social partners
and works councils



Customers



Suppliers



Research
institutes
/universities



Financial
institutions

In addition, we engage our stakeholders continually through various channels and interactive tools, as summarised in the following table.

Stakeholder	Channels and tools used	Results
Employees	Questionnaires Satisfaction surveys Personal relationships Markas People For You	We have strengthened the corporate organisation and defined targeted policies, designed to meet their needs
Customers	Questionnaires Interviews Business relations	We have enhanced service personalisation to precisely respond to our customers' specific needs
Suppliers	Questionnaires Interviews Business relations Audits Vendor Ratings	Through the supplier qualification system, Markas fosters continual and constructive dialogue with stakeholders, aimed at sharing common approaches and working in synergy
Social partners	Questionnaires Periodic meetings	We have obtained common definitions on collective bargaining, introduced specific agreements and formalised new company policies
Research institutes /universities	Questionnaires Partnerships	We have set up R&D groups for each division and optimised processes and operational solutions
Financial institutions	Questionnaires Periodic meetings	We have subscribed to ESG rating systems and begun the structured monitoring of economic and sustainability performance

Our people: our first priority

[ESR51]

We promote a corporate culture based on respect for human rights, on integrating diversity and on developing talent. A goal we pursue through an integrated system of corporate policies and certifications able to involve all our workers, in the broadest possible sense.



+13,000

workers

94.6%

permanent
contracts

82.6%

of workforce are women

96

different nationalities

2

days per week of smart
working for employees

91,172

hours of training

7.8

hours of training for
each worker

439

workers involved in
performance evaluations

Our certifications:



Gender Equality Certification (Uni/PdR 125)

This certification is demonstration of Markas's inclusive business model and commitment to the value of diversity. Factors contributing to certification include impartial selection and hiring processes, a structured skills assessment system, awareness-raising initiatives, and continuous training programmes that support genuine career development opportunities. In addition, certification has provided us with an objective and structured tool to ensure that remuneration reflects each individual's skills and professional contribution, with positive effects also on supplier selection.



Family Audit and Family-Friendly Employer Certifications

These certifications are aimed at promoting a work-life balance within a company, generating positive impacts along the entire value chain



Personalmanage- ment - Diversität & Inklusion (ISO 30415:2021)

This is a commitment that involves the appointment of Diversity and Inclusion managers and the organisation of workshops to raise awareness among managers, events that provide opportunities for regular meetings with operational and regional managers in order to gather feedback and foster constructive and continual dialogue, with major repercussions for the selection of suppliers.



SA8000 Certification

International standard that promotes and ensures respect for human rights and ethical working conditions within organisations

At all our facilities, we provide an inclusive and diverse work environment, where everybody – irrespective of their background, gender, sexual orientation or generation – feels welcome. Indeed, our **Diversity & Inclusion Policy** stipulates that, during the employees selection process, a candidate's background, age, gender or disability are not grounds for discrimination.

Spurred on by our **Family Audit certification**, at Markas Italy we introduced a **policy on new parents**, based on the belief that parenting should be shared within the family and not exclusively the woman's responsibility. In light of this, at the end of parental leave, both the mother and the father can request to work part-time, available until the child is six years old, with the option to return to full-time work.

Our deep-rooted conviction that every person has the same value has always pushed us to adopt equal pay criteria based exclusively on experience and individual skills. Obtaining **Gender Equality Certification** was a further step forwards in this direction, **reaffirming Markas' commitment to maintaining almost no pay differential between men and women**, in line with previous years. Furthermore, it gave us an impartial and structured tool for verifying that pay genuinely reflects the abilities and professional contribution of each worker.

Italy's Best Employer for Women 2024

We have been recognised as "Italy's Best Employers for Women 2024" in a study by the Istituto Tedesco Qualità e Finanza (ITQF), in conjunction with La Repubblica Affari & Finanza newspaper.

The study was based on an independent survey involving about **10,000 employees of 1,750 Italian companies with a workforce of over 300**. It positioned us among the best Italian companies in terms of: the employment of women, a company culture with a particular focus on sustainability, the provision of professional and managerial training, and policies on the family and equal opportunities.

Top Female Workplace 2024

Markas Austria was nominated Top Female Workplace 2024 by **SHEconomy**.

This recognition, based on independent research and genuine feedback collected anonymously on platforms such as kununu, highlights the company's commitment to fostering a corporate culture that actively values and supports women. It is also further evidence of the high professional standards for which the company is recognised.



We promote numerous **company welfare** initiatives to improve the quality of life, both professional and personal.



Corporate Benefits digital platform

to access discounts on products and services.



Company gym

open 24/7 with favourable rates and something for all fitness levels.



Company canteen

favourable rates at the sites in Bolzano, Vigasio and San Defendente in Cervasca.



Babysitting

free service to support workers at the facility in Bolzano and the surrounding area by looking after children when the nursery schools are closed for the holidays.



Variable remuneration bonus and supplementary agreements

financial incentives awarded on achieving specific targets agreed between those concerned (workers, the company and social partners).



Language courses

provided free, in English and German, to enhance our people's language skills.

Markas People For You

Following the first satisfaction survey, the need emerged to enhance relations and dialogue between Markas facilities and contractors. For this reason, we designed the **Markas People For You** programme, aimed at further developing and valuing our contracted personnel who deliver Markas services everyday. The programme entails a series of monthly appointments on the contractor's premises, during which personnel from one of our facilities provide useful information, such as how to read pay packets, managing the employment relationship, workplace health and safety and welfare. Between 2022 and 2024, we met with more than **4,300 employees** from about 70 different contractors and in 30 cities.

In 2024, we also introduced a dedicated telephone advisory service for our contracted personnel, available Monday to Friday from 8:30 am to 12:30 pm and 1 pm to 5 pm, to support them with any needs or requests.

In 2025, we aim to take a further step: the initiative will become multi-channel and will be accompanied by the launch of a dedicated app for our people.

Markas Lab Ideas

In 2024, we launched **our second** in-house contest **Markas Lab Ideas**, which involved over 120 workers from Italy, Austria and Germany, collecting 151 suggestions on aspects such as sustainable mobility, saving water, digitalisation and environmental protection.

This initiative is a practical means of encouraging our workers' direct participation, inviting them to suggest innovative ideas on material aspects for the company. It has strengthened their sense of belonging and generated real proposals for future company actions, promoting a culture that focuses ever more on sustainability and participation.



Markas People Survey

For us, satisfaction surveys are an essential tool for listening attentively to our people. For example, Markas Austria regularly conducts employee surveys to collect opinions, requirements and suggestions for improvement, integrating them into strategic decision-making. The most recent survey was in October 2024 and involved around **700 people**.

At Markas Italy, the surveys are conducted every two years, the last one being in 2024, in which over **1,300 people** took part, a number that has grown since the first survey.

This was an important indication for us: it meant that an increasing number of our employees want to make their voice heard.

The survey provided a variety of important feedback, a starting point for continually improving the Markas work environment:

- Occupational safety: 88.7% of employees say they received the information and protective equipment required;
- Greater awareness of benefits: 72.3% of employees know about company benefits (+37.7% compared to 2022). This is the result of work aimed at improving internal communication and familiarising people with programmes like Markas People For You and Markas Lab Ideas, useful tools like the Corporate Benefits company discount platform, and the launch of agreements with Alperia on energy supplies;
- Enhanced relationships with managers: 84.6% of respondents said their manager is available and easy to contact. A positive sign and the result in part of training on leadership that we have extended to plant managers and service managers;
- Equity and inclusion: 86.1% of employees believe that all workers at Markas are treated fairly, regardless of gender, age, background, orientation or other personal attributes. This demonstrates our commitment to a welcoming and inclusive work environment, already recognised by the Gender Equality and Diversity & Inclusion Certifications.
- 80.1% said they are proud to work at Markas.



Wide-ranging social responsibility: workers on the value chain

[ESRS S2]

Our commitment to social responsibility, certified by our compliance with the SA8000 international standard, extends not only to our workforce, but also to workers along the entire value chain, in that we recognise their rights and importance.

For this reason, we have adopted a **supplier qualification system** that defines the minimum requirements for engaging a supplier in sustainability terms, regarding environmental, social and governance aspects. As proof of this, we request that suppliers support their statements with a series of documents.

In this way, we ascertain that the supplier complies with the **SA8000 standard**.

All our employees, including those operating along the value chain, may report irregular, unlawful or anomalous conduct through our whistleblowing channel, which is fully confidential and available to all stakeholders, internal and external.

Equal access to work for people with disabilities

Wishing to actively contribute to a fairer and more responsible growth model, we have decided to promote inclusion along our value chain with an initiative that combines environmental sustainability with support for the workplace integration of people with disabilities, whether physical or mental.

Markas Austria, for example, has set up a broad and structured diversity and inclusion (D&I) programme, which envisages the appointment of a D&I manager to oversee the implementation of appropriate measures as well as recruitment policies focused on diversity, including by working with other companies, such as NEBA and MyAbility.

Our ties with communities

[ESRS S3]

Our operations are not centralised at a single site, but extend across the region at socially significant institutions such as hospitals, schools and retirement homes, with which we share the common goal of supporting the local community. Our commitment to the affected communities is thus an important factor for consolidating corporate social responsibility.



Through our activities, we have a **positive impact on the communities** in which we operate. Specifically, we support vulnerable communities by working with local cooperatives and **promote local development** by prioritising local suppliers.

Libera Terra and Markas

In 2024, we began working with **Libera Terra**, out of which came a supply agreement in 2025. Libera Terra recovers assets freed from the Mafia, developing them to create high quality products, ensuring respect for human dignity and the environment by using the land to grow organic crops. Libera Terra's mission is to promote autonomous and independent cooperatives that can have a positive impact and feed a virtuous economic system.

For **Markas Italy**, this collaboration is far more than a simple supply agreement: it is a tangible commitment to an ethical and sustainable model that creates value for people and for the community. The initiative embodies our principles of social and environmental responsibility and strengthens our determination to contribute to an economy built on fairness, quality and transparency.

INITIATIVES ADOPTED TO SUPPORT COMMUNITIES

In 2024, we worked with **over 20 social cooperatives** in various regions of Italy.

We have set up 28 apprenticeships with social cooperatives and training bodies, focused on inclusion.

As a labour-intensive business, **we are a major employer in the local area**, including workers from 96 different nationalities, a real integration success. An initiative of which we are especially proud is having integrated, in Austria, about 60 people fleeing the conflict in Ukraine.

~60

people hired who had fled the conflict in Ukraine

We have strengthened our commitment to social inclusion along the value chain, collaborating again this year with the GWB social cooperative in Bolzano. This business, which employs people with cognitive and physical disabilities, prepared and wrapped our corporate Christmas presents.

In addition to these initiatives, **we have partnered with Confindustria** to support women's leadership in the economic sphere, taking part in and promoting numerous local events and institutional meetings. The goal was to promote an inclusive entrepreneurial culture, based on equal opportunities, as well as to create spaces for dialogue and personal growth for women in leadership roles, or aspiring to them.

Major initiatives emerging from this partnership include the series of "She" events.

We promote local development and reduce our environmental impact by procuring local products.

We serve 11 Italian regions. In 8 of these regions, 100% of the fresh bread is sourced from local suppliers, and in 5 regions, 100% of the fruit and vegetables is locally sourced. Furthermore, in the Friuli region, 54% of purchased trout is local, while in Piedmont, over 95% of the beef is quality-certified by Coalvi, a consortium which protects the Piedmont breed.

In Liguria, over 90% of the fresh basil is local, and in Trentino-Alto Adige, 89% of yoghurts are produced locally.

Closer to our customers and users

[ESRS S4]

Number of customer satisfaction surveys conducted



26
2022



20
2023



34
2024

To ensure high quality standards, we have developed a system of actions and policies, through which we demonstrate our commitment to the satisfaction and protection of our customers and users.

Since 2024, we have structured in a more systematic way **our initiatives of attentively listening to and engaging our customers and users**, making *customer satisfaction* surveys a strategic tool to guide our continuous improvement.

In the **Food** division, customers are focused on the end consumer and allow us to promptly identify any criticalities, such as problems of service quality, leading to measures targeted at internal processes and the product/service offering. The information collected also guides menu development, increasingly sensitive to nutritional requirements and food preferences.

In the **Clean** division, on the other hand, initiatives are focused on the hospital ward coordinators, key to ensuring uninterrupted daily operations. Through their direct involvement, we collect valuable inputs to optimise services and together build improvement plans shared with customers.

Continuous attentive listening enables us to anticipate the development of customers' and users' needs, strengthening our commitment **to offering ever higher quality services** and to continually improving our performance.

In 2024, for the Free University of Bozen-Bolzano, we introduced a multilingual digitised questionnaire in order to extend engagement in *customer satisfaction* surveys to users whose mother tongue is not Italian. The initiative was a real step towards **greater inclusivity and accessibility**, enabling a broader audience of users to give their opinion on the service received, especially within a multi-ethnic context.

The introduction of a digitised system improved the effectiveness of user involvement, ensuring its continuity. This measure not only contributes to continuously improving services by analysing responses, but also to pursuing the UN's Sustainable Development Goal (SDG) 10, on reducing inequalities.

The SWOT Analysis is a marketing intelligence activity conducted every two years by Markas' Marketing & Communication function. The aim is to analyse existing services to identify strengths, weak points, opportunities and challenges, based on market trends, competitor benchmarks and skills and observations within the company.

The process also actively involves the production and sales force, through interdisciplinary workshops that encourage comparison between strategic vision and daily operations.

The results of these analyses have led to new innovative offerings in line with the needs of our customers, such as:

- Smart Care, for support services,
- Smart Logistics, for effective intra-hospital transport in health care.

An approach that brings us ever closer
to our customers and their needs.



A food safety policy

Our users' well-being is central to our food services. Our food safety system, designed to ensure ingredients can be traced throughout the production process, takes great care over certain fundamental aspects:

- Dedicated management of special diets, with care over food allergies and intolerances;
- A gluten-free guarantee with appropriate and specific methods to avoid the contamination of culinary preparations intended for coeliacs;
- A focus on specific dietary choices to prevent cross-contamination with ingredients deemed unsuitable for the dietary requirements of users, which may also be ethical or religious in nature.

- Respect for the agro-food chain where applicable, for culinary preparations using organic produce.

The **traceability of ingredients** and the adoption of specific menus and recipes underpin the safeguards for those users with allergies, intolerances and ethical-religious requirements. This system is, therefore, our solid commitment to ensuring **equal and safe access** to the service for all users with specific dietary needs, allowing each consumer to make aware and well-informed choices.

SUPPLIERS' IMPORTANCE AND ROLE

We operate in a competitive industry, where quality, efficiency and reliability are crucial for satisfying our customers' expectations. Most of our activities develop through bids for tender, governed by ever more complex regulations, within an interconnected network of customer and supplier relations. Within this context, suppliers also take on a strategic role: like customers, they are key stakeholders with which we build solid relationships focused on continuous improvement.

Specifically, for canteen catering services, we work with suppliers that are selected not least for their geographical proximity, so as to ensure local products that are always fresh and high in quality.



The structure of the supplier qualification system

It is divided into 3 stages:

- 1. Incoming,**
at a supplier's
initial
engagement
- 2. During the delivery
of the supply**
(checks take place
through *vendor rating*)
- 3. Through
second-party audits,**
on the supplier's premises

175

suppliers

Only in 2024, we worked with **175 foodstuff suppliers**, helping to maintain the high standard of our services and to reinforce customer trust.

For other product categories, we depend on distributors with which we have long-standing, stable agreements, able to ensure continuity and reliability. For chemical products and equipment, we use consolidated international partnerships, selected not only for the quality of their product offerings but also for their respect for human rights and current regulations. All this enables us to build a robust and responsible chain, directly benefiting the end customer in terms of quality delivered.

All our suppliers undergo a rigorous **qualification process**, which sets the minimum requirements for engaging and maintaining a relationship. Specifically, we verify compliance with the principles of the SA8000 standard: their violation not only reduces their compliance score but is also a criteria for potential exclusion. Failure to meet such criteria results in the immediate suspension of the business relationship.

Vendor rating is an IT control system for collecting information used in assessing supplier performance; it gives our Food&Beverage Procurement, Materials Procurement and Equipment Procurement offices the option to process, in an organised and structured way, statistics on the quality of the services offered by the supplier.

The qualification and monitoring system is aligned across the three countries, apart from minor differences owing to discrepancies in the requirements and conditions of each country.

The qualification process entails scouting, market analysis, the filling in of a specific questionnaire and a structured assessment. The entire procedure is managed through a digital system – the **Supplier Portal** – which enables the transparent and efficient monitoring of all stages of the relationship. In this way, we can ensure the same quality and care, along the entire supply chain, that our customers expect from us each day.

04

Our model for responsible governance

At Markas, we base our choices and our services on a robust corporate culture that, by fully respecting values of **reliability** and **transparency**, ensures rigorous ethics and a genuine commitment to regulatory compliance.

That is why we are careful to reward consistent and punctual practices in our relationships with suppliers. Such conduct helps to consolidate stable business relations based on mutual trust.



Learn
more



A passion called business

[ESRS G1]

Corporate governance is one of the founding pillars of our culture and the adoption of international standards on regulatory compliance is a reflection of a solid commitment to integrity, legality and transparency in company processes: essential principles of conduct for a family-run business with an international calling.

We have created a structured system of processes and regulations aimed at ensuring the highest standards of compliance in business conduct.

Our Compliance offices focus on three main areas:

- to comply with the legislation and regulations of positive law;
- to ensure corporate protection through effective organisational models, such as the MOGeC pursuant to Italian Legislative Decree no. 231/01 for Markas Italy, and the GDPR model for the protection of personal data, applicable to all legal entities within the Group;
- to focus on compliance with industry standards (ISO and other management systems) and internal procedures.

Alongside our Integrated Corporate Policy, we have a certified **Anti-Corruption System and a Compliance Management System**, comprising a series of regulations, operating procedures and organisational safeguards, structured according to a precise hierarchy, and aimed at preventing, identifying and tackling any unlawful or unethical conduct.

Regulatory compliance: just a click away

Markas provides sector-specific digital databases that allow for simple and immediate access to the main regulatory frameworks applicable to the industry. Since 2022, with the adoption of the **Legal Inventory**, employees of Markas Italy involved receive a monthly report containing the legislative and case law updates most relevant for the company. In this way, everyone can easily access regulatory sources, monitor their status in real time and acquire an enhanced legal understanding.

In 2024, Markas Austria launched the digitalisation of its legal database by introducing a platform that allows for the **centralised and up-to-date consultation of laws and regulations**. The system enables the targeted distribution of information to the relevant departments and the ongoing monitoring of activities.

Both are strategic initiatives aimed at strengthening the culture of regulatory compliance by actively promoting a widespread, transparent and attainable legal understanding.

We have deployed tools that demonstrate our commitment to preventing corruption, promoting fair competition, protecting people's rights, ensuring responsible communication and safeguarding personal data.



INTEGRATED MANAGEMENT SYSTEM

Our integrated management system encompasses quality, environmental protection, workplace safety, training and refresher courses, compliance, prevention of corruption and biocontamination control, ensured by a process-driven approach.

Anti-Corruption Management System

This system plays a fundamental role in guaranteeing that the company complies with ethical standards and is protected from all forms of corruption. An effective system not only envisages policies and procedures to prevent incidents of corruption and unethical conduct, but integrates them fully into existing management processes. The adoption of clear anti-corruption policies, training and regular compliance checks of employees reduces the risk of incidents of corruption and

reinforces the trust of customers, business partners and other stakeholders.

Compliance Management System

We are committed to ensuring that all legislation, guidelines and fundamental ethical and moral principles concerning the company are complied with and are intended as means of preventing corruption, tax evasion and unlawful and unethical practices in general. Our compliance guidelines have a preventative function, with the aim of avoiding unlawful conduct.

This system also integrates and extends the crime prevention model required under Italian Legislative Decree no. 231/01, which Markas Italy has adopted and which is continually monitored by the Supervisory Body for effectiveness and suitability.

We actively promote a corporate culture defined by integrity and legality, not least through anti-corruption training programmes to **strengthen individual awareness and responsibility** in preventing unlawful conduct throughout the company, and, for that reason, targeted at different categories of workers.

Over the year, we have delivered such training to members of our management and supervisory bodies, and to people employed in the functions identified as at risk.

Due Diligence

This entails, before a partnership contract is signed, filling in a specific questionnaire to classify the business partner in question according to their level of exposure to any offences committed.

Building on the benefits identified following the implementation of this process, we have planned, for 2025, to set up a **due diligence information portal**. This platform is a significant step towards the formalisation of partner selection processes that are even more transparent, and compliant with current regulations.



Robust and efficient corporate governance

[ESRS 2 GOV-1]

Since our foundation, we have embraced a traditional corporate governance model: no internal board committees with specific powers have been established.

Christoph Kasslatter holds the position of CEO in all Group companies, with the exception of Markas Holding.



Markas Holding

The Board of Directors at Markas Holding is comprised as follows.

- Haidrun Achammer-Kasslatter, President and co-founder of Markas Italy
- Christoph Kasslatter, director with over 20 years' international experience within the Group
- Eva Ogriseg, director and manager with proven international experience

Then there is the Board of Statutory Auditors appointed both by Markas Holding and Markas Italy, comprising:

- Margit Crazzolaro President
- Armin Hilpold, statutory auditor
- Esther Pomella, statutory auditor
- Georg Prast, alternate auditor
- Hugo Perathoner, alternate auditor.

Markas Italy

The Markas Italy Board of Directors (BoD) comprises three members: two with an executive role and one independent. Christoph Kasslatter fulfils the roles of President and CEO, Evelyn Kirchmaier-Kasslatter is Managing Director and a member of the BoD, and Udo Seibstock is non-executive director.

All members have sustainability expertise in the environment, social and economic spheres. The BoD has ultimate responsibility for strategic decisions and approves the Group Sustainability Report, as per internal reporting procedures.

The governance structure at Markas Italy is completed with:

- the Board of Statutory Auditors, which meets quarterly;
- the Supervisory Board, comprising the President and two independent members, with no employee representative;
- Corporate Management, comprising nine directors, including the Managing Director, who represents the main operational areas: Clean Operations, Food Operations, Procurement & Maintenance, Accounting, Finance & Controlling, Human Resources, Sales & Marketing, IT & Innovation, Quality Marketing, IT & Innovation, and Quality Health Safety & Environment.

Markas Austria

As at the end of the financial year, Markas Austria had 2 CEOs, Christoph Kasslatter and Gerlinde Tröstl-Katinger. In addition to this, there is a further corporate body, the Supervisory Board (Aufsichtsrat), comprising three members (two of whom are women). This meets four times a year.

Then there is Corporate Management, comprising 5 executive directors representing the operational areas: Accounting, Finance & Controlling; Sales & Marketing; Operations; QHSE, IT & Project Management; Human Resources.

There is also a Workers' Council, with 17 members, of which two are exempt from their regular duties.

Markas Germany

The governance of Markas Germany is overseen by CEO Christoph Kasslatter and General Representative Rudolf Menningen.



The Sustainability Committee



6

members



4

women



2

men

Sustainability governance

In 2021, Markas Italy established a **Sustainability Committee** to integrate sustainability into the governance structure and into company activities.

The Sustainability Committee convenes periodically and meets directly with senior management on governance and sustainability matters.

Its members are: the Managing Director, Sales & Marketing Director, Quality Health Safety & Environment Director, Compliance & Sustainability Manager, CSR Ambassador & Communication Team Leader and Holding Manager.

The Committee plays a central role in the sustainability reporting process, supporting the Board of Directors to ensure the integrity of the process and acting as the coordinator for the relevant Group companies.

The Sustainability Committee is assisted by the Compliance & Sustainability Team (Italy) and an ESG Specialist (Austria), with specific skills on sustainability and on environmental, social and governance impact reporting.

An inter-functional and international group has also been established to support this team, benefiting from diverse skills to ensure true multi-disciplinary oversight of sustainability matters.

Although this group, together with the Compliance & Sustainability Team, is responsible for managing the company's sustainability reporting, each data owner is responsible for the accuracy and reliability of the information provided. The sustainability report management system, in terms of process and control, will be subject to further restructuring and formalising in 2025, starting from the foundations put in place in 2024.





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