





**Dear valued reader,**

another six months have passed since the last ECS Newsletter was published.

Six months, which again have been full of activities. The whole Facility Market is busy with two mayor challenges: the rising salary costs due to the increase in the inflation rate and the lack of talent; both factors are a dangerous cocktail for our margins and our growth ambitions.

The network of shareholders and partners in ECS is based on family-owned companies with long-lasting experience and view, who are not interested in publishing short-term quarterly record results. This shareholder background helps a lot to absorb the massive increase in the salary costs during this year. We are all 100% in favor of our employees earning a salary package that is fair in comparison to their individual working activity, knowledge and skills.

Especially in those service activities with lower wages, we all must ensure that people can live with their salaries in respect and dignity and without the risk of poverty.

On the other hand, the FM market traditionally fights with lower margins than other industry markets, so it's an absolute necessity to transfer this cost increase to our clients. I am proud of most of our clients as they understand and accept this challenge and that both – our clients and ECS – are looking in partnership for solutions to save

money to reduce the impact of this externally driven factor.

Concerning the lack of talent; the situation for a lot of labor activities is getting worse and worse. Just one example: in Germany a whole generation of specialized and experienced labor force of 7 Mio. people will retire within the next 7 years. This demographic change cannot be covered by the actual young generation in school, education, and universities and also not through immigration.

The ECS network must fight, as must all other competitors, against this challenge, however we are in a good position. Our employer branding is strong, and we offer attractive positions with a high degree of responsibility and autonomy as well as defined career paths and the social responsibility of a family-owned company.

On the other hand, we are actively working on digitalization and automatization to replace human "routine" work with intelligent solutions. Whether we integrate an autonomous cleaning robot in our cleaning offer or use "Ellie", the chatbot and first contact point for tenants and labor force in offices to solve their daily problems around the Real Estate properties, ECS can offer an appropriate solution for the problems of our clients.

That's what we are standing for, we support you where it matters. Have some fun while reading, the ECS team is waiting for you...

All the best

**Thomas Fastenrath**  
CEO

## WHAT'S INSIDE THIS ISSUE:

**Introduction from the CEO**

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# SALES UPDATE



Well, as we nudge closer to the half-way point in the year, we are experiencing another strong sales performance. Lots of growth and geographic expansion from our largest Logistics, Technology Retail and Pharma and manufacturing sector customers; as always this is a testament to the great service our customers receive from our Shareholder community, each supported by a member of our Strategic Account Management Team.

We have also had some nice new logo wins including: an outstanding win in the IT Services, Solutions, and Technology sector in Germany, great work from Wisag with support from Damian. A brilliant win for GSF in the Glass and Decoration sector, with support from Sandrine. An excellent contract success for GSF, OKIN and Wisag in the Beverage industry developed by Peter. A nice win for

FourFM again in the Technology sector in Sweden and Finland a small assist from myself and, at time of writing, we have just been given a formal commitment in the UK and Rol from for a multi-site contract at one of the world's best-known men's Retail apparel brands, great work from the Grosvenor team and David.

Prospects lists are healthy and interest in ECS is stronger than ever. Our website hits are through the roof and our LinkedIn followers grow by the day, great work from Constanze. As always, please follow us on LinkedIn and we encourage you share and comment on our posts.

We are, as always, under intense cost pressure from our prospects who are demanding cost reduction / control as well as creative solutions and not just the same old same old! Fortunately, with our focus on innova-

tion and technology we are meeting and exceeding their demands.

The Ambassador Programme seems to be bedding in and hopefully will support a platform for communication, lead generation and best practise sharing.

I wish a everyone a fantastic second half of 2023 and look forward to many more shared successes.

Good selling,

**Gordon Adams**  
International Sales  
Director



# A MESSAGE FROM OUR STRATEGIC SUPPLIER

## Werner & Mertz Professional

In this issue of the newsletter, you can read an interview about the collaboration between ECS shareholder La Lucente and Werner & Mertz Professional. The interview partner is Carmine Massimo Lamanna, sustainability consultant at La Lucente.

1.

### How is sustainability developing in the professional cleaning sector in Italy? What is happening on the regulatory front?

We have seen a lot of changes since the European Commission issued its communication to the European Council and Parliament on the environmental impact of products and services. The Italian Ministry of Ecological Transition subsequently developed an action plan to implement the EU regulation, which obliges public administrations to provide technical specifications and clauses that consider minimum environmental criteria for suppliers and contracts. The law contains “provisions on environmental matters to promote the green economy and to curb the excessive use of natural resources.” The legal framework is clearly and continuously evolving in support of environmental sustainability.

Regulatory evolution has forced a different way of thinking about the right approach to the market, about making conscious decisions without compromising on values and goals. The facilities management company La Lucente has put this strategic commitment into its environmental policy. In the private sector too, both Italian and large multinational companies have integrated sustainability policies in their strategy. Such policies direct the collaboration with suppliers toward environmental and social responsibility goals.

This is the path we have to take in order to realize the benefits and to avoid the risk of losing direction and strength. Utilizing our synergies generates global benefit that goes beyond just one organization.



Carmine Massimo Lamanna

2.

### How did the collaboration between La Lucente and Werner & Mertz Professional come about?

The collaboration between Werner and Mertz and La Lucente was fostered through the international European Customer Synergy consortium. La Lucente, headquartered in Bari, has been an active member of ECS for some time. What really brought us together was the similarity in our visions. Lucente issued its first Integrated Annual Report 2021 in which it laid out development strategies based on Environmental, Social and Governance (ESG) objectives. We are convinced that ours is the right way to develop a sustainable business model. It's a proactive approach in which every person in the organization contributes positively to reaching our goals.



## Werner & Mertz Professional

We focus on the most advanced solutions on the market to ensure maximum safety and respect for the environment. With these objectives in mind, we welcome the requirements for green public procurement now imposed by institutions. With about 2,000 employees, La Lucente is characterized as labor-intensive. We select cleaning products that help us to achieve environmental goals and ensure maximum safety for our staff. Because we wanted products based on safe formulas, we chose to collaborate with the Green Care Professional brand of Werner & Mertz.

3.

### Who are your target customers? What is the intended use of Green Care Professional products?

In keeping with our strategy, we target medium and large companies. There we find fertile ground for our environmental vision as many of our customers have established similar policies. The supply chain is essential to the organization of our business, just as cooperation from our suppliers is crucial to achieving the results set out in our policy.

4.

### When you choose cleaning products, what do you consider besides safety?

Product quality, efficacy, dosages, packaging. We recognize the value of research and development behind the products that makes it possible to use the same dosage to clean larger surface areas. Safety of use and environmental friendliness are always among our top selection criteria. Werner & Mertz has a circular production model, numerous environmental certifications and a packaging recycling policy. All these elements unite us and provide added value to our customers. We strongly believe in a supply chain acting as a multiplier to achieving significant, global results.



# A MESSAGE FROM OUR STRATEGIC SUPPLIER

## Kimberly-Clark Professional

### NEW KIMBERLY-CLARK PROFESSIONAL™ ICON™ DISPENSER COLLECTION REDEFINES THE TOUCH-FREE EXPERIENCE IN THE WASHROOM

*Innovative dispensers offer unparalleled hygiene, unprecedented style, simple operation, and cutting-edge technology designed to meet customer needs*

Kimberly-Clark Professional™ launched its ICON™ dispenser collection in Germany in 2022 and in the UK and France in March 2023. This innovative washroom solution will bring game-changing hygiene and design, combined with a new standard of dispensing performance and human-centric experience, to deliver unmatched confidence that goes beyond simply dispensing paper towels. The ICON™ portfolio showcases three system solutions for hand towels, toilet tissue and skincare, including soap and sanitiser.

#### Confidence by Design

While most dispensers are designed around paper, the Kimberly-Clark Professional™ ICON™ collection is designed around the servicer, facility manager, and end-user – offering style, simplicity, cutting-edge technology, and a human-centric experience.

The Kimberly-Clark Professional™ ICON™ collection features a high-performing and touchless dispensing system, with a seamless design and hidden towel mode that minimises contact points for a more hygienic experience and reduces the potential risks of cross-contamination. With dual sensor technology that recognises partially torn sheets and presents a new sheet before dispenser issues occur, the Kimberly-Clark Professional™ ICON™ collection provides reliable and hygienic dispensing by ensuring paper towels are always available for end-users.

#### Best Performance and Efficiency

Among the many guidelines and hygiene expectations that companies have adopted recently, budget is a key issue. The Kimberly-Clark Professional™ ICON™ collection is the most significant upgrade in technological advancements in dispensing in over a decade and is fully equipped to support facilities and cleaning staff to improve maintenance efficiency with:

- Easy-to-read intuitive control panel, which means less training is required to operate the dispensers.
- Easily visible lighting and servicing cues that indicate when products need replenishment, reducing guesswork on servicing needs.
- Direct Drive Technology, which provides the benefits of efficiency, better battery life<sup>2</sup> and less noise - the quietest electronic dispenser on the market.
- The hand towel rolls have a plastic-free core plug to allow full recycling in a single waste stream.
- Minimal maintenance with 99.9% jam-free performance<sup>1</sup>, and a single set of batteries that deliver up to 150,000 dispenses<sup>2</sup>.
- It is simple to access and features a smooth, controlled opening and closing experience.

## Kimberly-Clark Professional

### Function Meets Design: Ultimate Dispensing Experience

The act of handwashing goes beyond science. More than just a simple paper towel dispenser, the Kimberly-Clark Professional™ ICON™ collection features designer faceplates that add style to hygiene.

By incorporating visually appealing interior design elements, the range of colours and faceplates are designed to complement every environment to elevate the washroom experience. Designs include warm marble, cherry blossom, and ebony woodgrain, as well as black, silver and white mosaic. In addition, customised faceplates can be implemented for branding and advertising.



### RightCycle™ - Hassle Free recycling for dispensers and Kimberly-Clark Professional™ hand towels

#### *The world's first dispenser installation and recycling service*

Our professional fitters will remove, collect and recycle your old dispensers – no matter who the manufacturer is – and ensure your workplace remains healthy, safe and productive during installation.

We'll ensure new dispensers are loaded, ready for use, and cleaning staff are completely confident in how to operate and service them

- New dispensers are covered by our Lifetime Guarantee
- Peace of mind - from start to finish

#### *Transform used hand towels into new Kimberly-Clark Professional™ products*

With no up front investment or additional labour, RightCycle™'s "closed loop" service recycles your paper towels as easily as throwing them away, with all the additional benefits to your business – and the planet

- Meet your sustainability goals
- Divert waste from landfill
- Demonstrate your commitment to sustainability

#### *Together, we are delivering a better future, for people, businesses and the planet*

Know more about our RightCycle™ recycling partnership with Harrods in the UK. In collaboration with Banner (an EVO Company) we began to supply a new sustainable hand towel to Harrods along with a closed loop solution for their hand towel waste. This helps to reduce their waste footprint and supports them on their path to a sustainable future. LEARN MORE: <https://www.youtube.com/watch?v=XML5LdJdO9o&t=12s>

1 Dispensing test conducted by Patmore Slades Horizons in September 2021.

2 Based on an average of 30,000 dispenses per year using historical usage and foot traffic data.

# A MESSAGE FROM OUR STRATEGIC SUPPLIER

## Kärcher

### NEW B 50 W SCRUBBER DRYER FROM Kärcher - COMPACT WALK-BEHIND MODEL: INCREASED-PRODUCTIVITY, REDUCED CONSUMPTION

With the new B 50 W scrubber dryer, Kärcher is launching a walk-behind model which, despite its compact design, offers a 50 l tank. The volume of the water tank and the associated operating range are therefore 25 per cent higher than on comparable machines. The B 50 W also stands out with a smart operating concept, which includes the adjustment of settings using the app via Bluetooth, as well as the use of a smartphone for operation during use. Furthermore, the machine has a long-lasting lithium-ion battery and innovative features such as speed-dependent dosing of water and detergent, which saves up to 50 per cent of resources.

Compact scrubber dryers like the B 50 W are used universally, from showrooms and hospitals, through to industrial warehouses. In these areas, it is important to achieve good cleaning results as quickly as possible. The clever use of installation space makes the B 50 W more compact than its predecessor and very easy to manoeuvre. The 10 l higher tank volume increases the range by 25 per cent. The walk-behind machine is available with a roller and disc brush head made from robust die-cast aluminium. They have been newly developed and offer excellent cleaning performance. The D60 double-edged brush head also increases the working width and therefore the productivity by 20 per cent. With its parabolically shaped squeegee, the B 50 W produces a better drying result than is usual in this class.



A clever operating concept and smart operating options are now also a prerequisite for scrubber dryers. Since touchscreens are rather sensitive and quickly become outdated, Kärcher has opted for control via an app and smartphone for the B 50 W. The app allows you to set up custom KIK keys as well as expert settings via Bluetooth. During use, the smartphone can be used as a cockpit to keep an eye on the water level and battery status, as well as the cleaning programme, cleaning parameters or warnings. Furthermore, explanatory videos on various application scenarios are displayed, making it easier to get started with the machine. These options are complemented by the simple operation of the basic machine via the EASY operation selector switch.



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## Kärcher

Finally, numerous innovations make the B 50 W a sustainable solution that is pleasant for the user to handle. Over the product life-cycle, the long-lasting lithium-ion battery reduces resource consumption and operating costs. The optionally available quick charger shortens the charging time to two hours, which ensures flexible deployment planning.

Since the improved drying result is achieved by the flow-optimized squeegee, even a weaker suction motor than that installed in the predecessor model (250 instead of 500 W) is sufficient for the B 50 W. Equally sustainable is the speed-dependent dosing of water and detergents, which reduces consumption by up to 50 per cent and further increases the range. In addition, there are many details that make the work easier: The accessories are easy to store, the smooth tank simplifies cleaning and, thanks to a larger opening, the detergent can be filled safely.



**KÄRCHER**

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Find out more: <https://www.kaercher.com>

## ECS Shareholder of the South Region, GSF - a Partner from the origin!

*„ECS historical member, GSF is proud to be part of partners’ network sharing the same values“*

Jean-Louis Noisiez

### LOOKING BACK ON 2022

*« Tomorrow’s cleaning cannot be achieved separately from other services ».*

Every year we reach a growth from 6 to 7%. We achieved 25% of organic growth over the last three years and expanded our soft services other than cleaning by 40% over the same period. Even if we exceed the billion in 2022, our positioning is continuously reviewed on yearly basis to adjust our strategy.



Simon Carlier

### GLOBAL STRATEGY FROM THE GROUP

Our positioning is large but our strategy to answer to the French market is to stay focus on the soft services. Today, they are already a clear driver of growth. 10% of our revenues come from soft services apart from cleaning.

Our goal is clear: to reach 15% of our total business by 2026. Always listening to our customers and supporting them, if they want us to manage a full FM services solution we can do so, and therefore answer to the European market through ECS.



**Reception and Passenger orientation :**  
**100 000 passengers/days**



**Management and Replenishment of shopping tools**



**Parcel handling**  
**Sorting operator**  
**Labelling**

### THE KEY: OUR DIFFERENTIATION

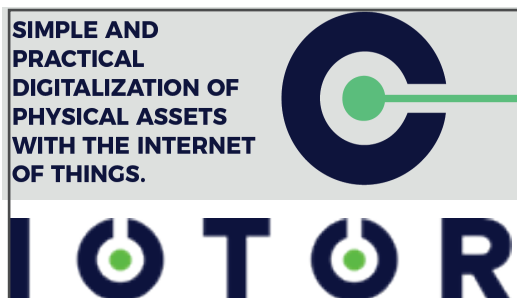
We are continuously optimising the level of service perceived by the customers and innovating by actively contributing to the decarbonization of our activities at our customers’ sites. To face the major issue of global warming, GSF is committed on concrete and long-term actions. Today, it has become possible to measure the carbon footprint of services provided at each customer site taking into account our employees’ travels to and from work. Fully committed to all CSR aspects, the company is proud to maintain its Platinum status for responsible ethics with the Ecovadis assessment’s score of 86/100.

# INNOVATION TANK

## Innovation Tank

Here you can find the latest NEWS from our Microsoft Teams Innovation Tank. We try to capture interesting initiatives and collaborate with our shareholder network on a daily basis.

### Technology & ecofriendly



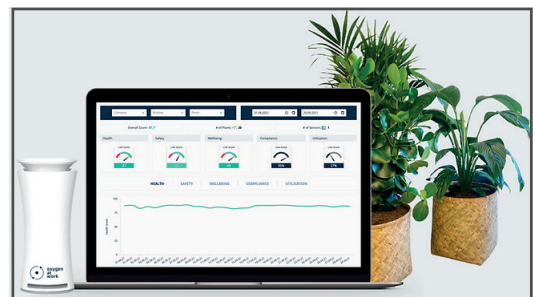
#### Smart Tool

The use of IoT platform SARAHub by IoTor brings numerous benefits in facility management, revolutionizing how buildings are operated. By integrating IoT devices and sensors, real-time data enables energy optimization, improved efficiency, and enhanced occupant comfort. IoT allows remote monitoring and control of lighting, HVAC, security, and equipment, enabling predictive maintenance and reducing downtime. Data analysis identifies trends and opportunities for further optimization, leading to cost savings and sustainable practices. IoT in facility management enhances productivity, cuts costs, and creates a safer, more comfortable environment.

<https://www.iotor.io>

**Contact:** constanze.roehring@ecsynergy.eu

### Sustainable & ecofriendly



#### Plants sensors

Improve office air quality with plants and air analysis. Concepts are based on scientific research and practical experience from over 300 realized projects. With sensors and a live-dashboard, you will get a comprehensive and fact-based overview over health, well-being and occupancy in your office spaces.

Combine natural plants with IoT technology!

<https://www.oxygenetwork.com>

**Contact:** constanze.roehring@ecsynergy.eu

# INNOVATION TANK

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## Technology & ecofriendly



### Dry cleaning

Dry cleaning is an essential part of daily cleaning. It is done without detergents before wet cleaning in order to collect fine loose dirt and dust.

Different manual cleaning equipment and textiles such as microfiber, acrylic or pre-impregnated cloths are available to provide a solution for various customer needs.

Product features such as folding or bending the device support an ergonomic use and help to efficiently clean also areas which are difficult to reach.

<https://www.kaercher.com/int/professional/manual-cleaning-equipment.html>

**Contact:** constanze.roehring@ecsynergy.eu

## Sustainable & ecofriendly



### i-Mop

Easy handling, low effort, excellent cleaning results combined in one machine - that is i-Mop. It is suitable for narrow corridors and winding objects, where it was previously only possible to clean manually.

The i-mop cleans up to 70% faster than conventional wet mopping and up to 30% faster than conventional auto scrubbing.

The i-mop and its ability to get right to the edge and under obstacles means a virtual elimination of manual operations that are required to supplement conventional machine scrubbing.

<https://www.i-teamglobal.com>

**Contact:** constanze.roehring@ecsynergy.eu

# ECS – BEHIND THE SCENES

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## HANS-JÜRGEN SWOBODA

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**Part of the ECS family since:**  
January 2013

**Age:**  
62

**My function:**  
Key Account Director

**Living in:**  
Germany

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**Ten years ago**, I joined ECS as a Key Account Manager to support a newly won account. Although the assignment was intended to be temporary, I quickly realized that this was more than just a project. The multi country/culture working environment was too compelling to return back to my “old” job - so I stayed.

Since then, I’ve appreciated the ECS Team spirit and the working atmosphere; the flexible approach on all management levels has kept me motivated since the beginning.

Recently, I had the opportunity to temporarily work for one of our major clients. For almost a year, I changed roles and worked as a consultant to the client. Good for the client, to have the open position covered on short notice and very valuable for ECS to understand the client perspective with related challenges and peculiarities. Besides this win-win situation, it was a great experience for my personal development.

# ECS MEETING

## NATIONAL DIRECTORS MEETING

The ECS Team and the national directors of each shareholder country have met in May in Brussels for lively exchange among each other, upcoming challenges in the market and possible synergies. Stefaan Mestdagh from our Shareholder Iris was a great host and we felt very honoured that Patrick Janssens van der Maelen, CEO of Iris, joined and talked about their company strategy and perspectives. We were very impressed by their social projects and the goals they pursue, which benefit the whole environment.



**ND Meeting  
Brussels**

# ECS MEETING

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## SHAREHOLDERS

## MEETING

The annual General Assembly of the leading family owned European FM company European Customer Synergy S.A. took place on 12./13. of June in Madrid, host was Enrique Sanchez, CEO of Sagital S.A., one of the shareholders of ECS. Two days of intensive work and feedback for the Management team around CEO Thomas Fastenrath to continue the successful journey and transition of ECS started two years ago.

Beside work there was still time on exchange of experiences amongst the shareholders and renewal of the long-lasting friendship between the entrepreneurs, which was highly appreciated by all Participants.





# SUSTAINABILITY

## ECS FOREST IS GROWING!



### Tree news

Updates on my species and the country I grow in.





#### ECSMangrove


*Rhizophora mangle*





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 Guatemala

 Patrice takes care of me

 European Customer Synergy S.A. planted me

 I am part of this forest: **Let`s green the Planet with ECS**



After half a year we are happy to see how our ECS Forest has grown so far and we are on a good way to reach our goal of eliminating 144 tonnes of CO2 in 2023. We keep a close eye on where the trees are planted and receive regular updates on the progress of the campaign. Some customers have taken over partnerships with trees and can individually give their tree a name and watch it grow documented by photos.

In the picture you can see Lara, an employee of the company freedom we are cooperating with. She convinces herself of the professional planting and raising of the trees.

### Let`s green the planet!

Do you want to know more about our ECS Forest? Have a look here:

<https://tinyurl.com/28muxorf>



**THE ECS TEAM IS WISHING  
EVERYBODY A WONDERFUL  
SUMMERTIME!**



## SOCIAL MEDIA

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Follow us on LinkedIn