





Dear valued reader,

I am happy to welcome you to our last ECS Newsletter in 2023 and I strongly believe our ECS team created with a lot of heart some interesting content from the Facility Management world for you.

In the last months I had some discussions with various Managers in our Market segment about the advantages and disadvantages of smaller versus larger and family owned versus public companies.

Obviously, there isn't just one general correct answer and every company has a justification for existence, as long as it serves the client and contributes to its wellness.

The ECS network believes strongly in the values of family-owned companies: working in collaboration, respect for employees and strong customer orientation, designed to last several generations. We believe that these values are an important differentiation factor to our competitors in the market, whose – at least in the international FM-environment – are mainly stock exchange based or in private equity hands.

But also, family-owned companies have some hurdles to overcome, especially to guarantee a smooth handover from one generation to the next. In this sense the ECS shareholders suffered this twice this year with the loss of

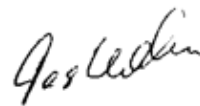
two very important founder personalities: Jean-Luis Noisiez (GSF) and Claus Wisser (WISAG), two extraordinary persons, who were fundamental to the development of our two shareholders in France and Germany. We will remember Jean-Luis and Claus and honour their commitment to ECS and their heritage.

Both founders were well prepared and managed the transition of their respective FM companies into the next generation smoothly, not disturbing at all our operational services. The shareholders of GSF preferred a model relying on external Management, WISAG instead has already been managed by Michael C. Wisser for many years, Michael, being the son of the founder Claus, but working as CEO/Owner and successfully driving the development of WISAG to the next level.

Also, these movements show the strengths of our family business composed network. Never stopping, always adapting to the environment and new challenges, but keeping the DNA and our values. This is what ECS stands for.

Looking forward to collaborate with you into the next century.

All the best



Thomas Fastenrath
CEO

WHAT'S INSIDE THIS ISSUE:

Introduction from the CEO

Sales Update

ECS Lottery

Messages from our Preferred Suppliers

Anniversary Dolmans

Shareholder Spotlight/Grosvenor

Innovation Tank - ECS tools

ECS - BEHIND THE SCENE, Natalia

ECS Boardmeeting

ECS Sales Workshop

CSR Commitment

SALES UPDATE



Here we stand, at the end of yet another great year. It has proven to be an extraordinary period for Sales, and I want to express my deepest gratitude to our National Directors and their teams. Their unyielding support, time, and collaborative efforts have played an instrumental role in our success. The strength of our constellation relies heavily on trust and teamwork, and I am delighted to observe that this foundation is now more robust than ever.

Within the fabric of ECS, our culture is intricately woven with family values. We emphasise supporting one another, looking out for each other, and upholding a sense of mutual accountability. Even in the face of substantial growth our commitment to these principles has not wavered; if anything, it has deepened.

Throughout this year, we welcomed an impressive array of new logos to our customer list, as well as experiencing significant growth within our existing business. This achievement is a testament to the exceptional service levels our customers consistently receive from our Shareholders.

Our prospects lists are not just promising but robust, and interest in ECS continues to grow. The metrics speak volumes—our website hits have reached unprecedented levels, and our LinkedIn followers grow steadily day by day. This success is a reflection of the outstanding marketing efforts led by Constanze.

As the holiday season approaches, Sandrine, David, Peter, Damian, and I extend warm wishes for a wonderfully happy and healthy holiday season to everyone. Looking ahead to 2024, my confidence is unwavering that we will

once again witness fabulous growth, ensure the happiness of our customers, and, most importantly, infuse our journey with a spirit of enjoyment and camaraderie.

Good selling,

A handwritten signature in black ink, appearing to read 'Gordon Adams'.

Gordon Adams
International Sales
Director





CHRISTMAS LOTTERY

01

go to
our relaunched
website
www.ecsynergy.eu

02

watch out for
the info how ECS
contributes to the
reduction of CO2 in
2023. Is there a
campaign available on
the website?

03

hand in
Have you found our
campaign? Send an
e-mail to
info@ecsynergy.eu
for your answer.

04

be excited
to receive presents
totaling 2.000 €
+ for every
participant we will
plant a tree.

Thanks to our Preferred
Suppliers for the incredible
gifts for our ECS Lottery.

KÄRCHER

Kimberly-Clark
PROFESSIONAL

green
care
PROFESSIONAL



www.ecsynergy.eu



info@ecsynergy.eu

Submit your answer by 31 January 2024 and win! 10 winners will be drawn from the correct answers. For each participant we will plant a tree. Good luck!

A MESSAGE FROM OUR STRATEGIC SUPPLIER



Werner & Mertz Professional

SMALL LEVER, BIG LEVERAGE: taking a significant step into a more sustainable future for professional cleaning with the innovative Switch System

Accurate and systematic dosing is key to protecting the environment, especially in the professional cleaning industry. Werner & Mertz Professional has just launched the innovative dosing and refilling system called "Switch". With combined cleaning power, convenient use and eco-friendly features, the system consists of ultra-concentrated formulations in practical, economical packaging, designed to minimise resource consumption and reduce CO2 emissions.

Proven efficiency for the entire industry

The Switch System covers a wide variety of application areas, including TANET uniSwitch for surface cleaning, TAWIP vioSwitch for floor cleaning and maintenance, SANET inoSwitch for sanitary cleaning and GREASE topSwitch for kitchen cleaning.



© Werner & Mertz Professional

Intelligently designed, coordinated components

■ Ultra-concentrated formulations

It takes only 5 millilitres of concentrate in 4 litres of water to achieve efficient cleaning action. So a single Switch dosing bottle produces 800 litres of cleaning solution. This high efficiency has practical advantages for cleaning companies as they significantly reduce the cost for storage of cleaning product inventory and actively contribute to resource conservation. Furthermore, all formulations in the Switch System bear the EU-Ecolabel.

■ Bottle with dosing cap

Every Switch bottle is equipped with an integrated dosing cap that dispenses exactly the amount of cleaning agent needed for each application. It eliminates the intermediate step of manual measuring and minimises the risk of using too much product and of users coming in direct contact with the concentrated cleaning agent. No extra expense is incurred for separate dosing accessories. The screw top guarantees simple opening and closing. Bottle and cap are made completely of recycled PP and PE plastic (post-consumer recycle) and are fully recyclable.

■ Refill pouch

Once empty, the bottle can be refilled 1:1 with a material-conserving refill pouch. The cost-efficient pouch reduces packaging volume by 85 percent, compared to an empty 1-litre bottle. As they are made of a monomaterial, the pouches are completely recyclable.

Switch

Bottle with dosing cap & refill pouch

“Very good recyclability, which cannot be optimized any further”
interseroh

The dosing cap for 5 ml formulation can be reused up to 1,000 times for guaranteed exact dosing.

1L = 800 L
1L ultra concentrate = 800L cleaning agent

The dosing scale on the side shows how much product remains.

Ultra-concentrated formulation meets the highest sustainability requirements and reduces use of cleaning agents.

Simple instructions: QR code linked to usage video

The bottle and cap made from 100% recycle can be recycled completely.

No use of barrier materials and adhesives for complete recyclability.

Printed area is separate from the pouch itself and fused to it only at the edges.

Compared to a bottle, the pouch saves up to 85% packaging volume.

Outstanding: The pouch, spout and printed sleeve are made of a mono-material (polyethylene or PE). The pouch can be 100% recycled to a high quality.

Highest praise from independent institutions for the refill pouch:

eco-label
GREEN CARE
interseroh
WORLDSTAR WINNER 2020
GERMAN DESIGN AWARD 2021

Toward a sustainable future

As the formulations and packaging of the new Switch System consistently follow circular economy principles, users have enormous potential for environmental protection and resource conservation: By converting to the new Switch system, a company that uses 10,000 litres of cleaning agents per year can demonstrably avoid 39 tons of CO2 emissions, 12 tons of crude oil and three tons of plastic. Combining all components of a high-performance and circular solution, Switch proves that – in professional building cleaning, too – economical, user-oriented products can go hand in hand with efforts made in pursuit of holistic sustainability.

You will find more information about the new Switch System here: www.green-care-professional.com/switch



A MESSAGE FROM OUR STRATEGIC SUPPLIER



Kimberly-Clark Professional

Moving to zero-waste with the circular economy

More of our waste ends up in landfill or is incinerated, but we have the solutions to change this



The ins and outs of waste management

We are currently producing waste faster than we can recycle it. In 2021 the world created 2.2bn tons of waste, a figure that is expected to double by 2050. Drastic change is needed. The good news is that there are solutions but we need to scale them. These include waste prevention methods, eco-design, and moving towards a circular economy. If we can change our approach to waste, we could reduce carbon emissions, protect the planet and grow our economies.

It will be a challenge, but the move to a zero-waste circular economy could provide businesses and communities with opportunities for cost savings and new revenue streams. The figures, as they stand today, show that we need to shift to a zero-waste economy.

The global picture:

37% of solid waste currently ends up in landfill

33% end up in open dumps

11% ends up in incinerators

Only 14% is recycled¹

A waste of money

All this waste is hurting businesses and countries. The global cost of solid waste management is projected to be €380 billion a year by 2025². Not only will it cost businesses money, but it will also be costing us in the fight against climate change. Poor waste management contributes 5% of the world's annual carbon emissions³, damages ecosystems, and contaminates soil and water⁴. Despite these gloomy statistics, there is cause for optimism. Attitudes towards waste and sustainability are changing. One survey found that 9 out of 10 Europeans said that recycling is an important civic duty and that not enough is being done to encourage it.

A MESSAGE FROM OUR STRATEGIC SUPPLIER

Kimberly-Clark Professional

The Circular Economy: the end of waste?

The term „the circular economy“ is being increasingly used in sustainability circles, but what does it mean? In the simplest terms, it means moving from an economy that functions on a „take, make, dispose“ approach to one of „reduce, reuse, recycle“⁵. The fundamental goal of the circular economy is to remove the concept of waste from our economies altogether. It represents a wholesale system change that tackles climate change, biodiversity loss, waste, and pollution. There are three core principles at the heart of taking a „circular“ or „closed loop“ approach:

- Design out waste and pollution
- Keep products and materials in use and at their highest value 33% end up in open dumps
- Restore natural systems and enhance lives

At Kimberly-Clark Professional™ we know that talking about zero-waste counts for nothing unless you take necessary action. This is why we are designing our products looking at their complete life cycle so that the least amount of waste is produced, from manufacturing to transport, from use to collection and recycling. Whilst many of our customers already have a lot of activities in place to reduce their waste footprint, one area where they needed greater help from us was to increase their paper recycling rates. This is where our RightCycle™ Programme comes into play, helping our customers find recycling solutions for hard-to-recycle products.

As part of our programme, we remove, collect, and collate an organisation's old dispensers – no matter who the manufacturer is – and install new, more sustainable units. The raw materials from the old dispensers are then processed and turned into new products. We applied a similar approach to our own branded hand towels. We created a closed-loop service where organisations separate their used hand towels from their general waste to avoid contamination which enables us to return them to our mills, where the fibres are recycled and used to manufacture new tissue products.

Going full circle: the next obvious step

Businesses and organisations like us aren't just embracing the circular economy because it is good for the environment. It also makes good business sense. But for the circular economy to make a real impact, it must be adopted globally. Only 8.6% of the global economy is currently circular, which is a missed opportunity⁶. Accenture estimates states that the circular economy could unlock €4.5 trillion of economic growth⁷. Shifting to a system that maintains and recycles the planet's finite resources is essential. Our world needs to produce 50% more food and energy and 30% more water⁸ to support the human population over the coming decades. The global economy will struggle to achieve this unless we take a circular approach that reduces waste and protects the environment. The opportunity is there. We just need to go full circle.

1 <https://www.economist.com/films/2022/03/29/cleaning-up-the-global-mess>

2 <https://www.worldbank.org/en/news/feature/2012/06/06/report-shows-alarming-rise-in-amount-costs-of-garbage#:~:text=The%20projected%20rise%20in%20the,%24205%20billion%20to%20%24375%20billion>

3 <https://ieg.worldbankgroup.org/blog/towards-circular-economy-addressing-waste-management-threat>

4 <https://www.eea.europa.eu/publications/signals-2014/articles/waste-a-problem-or-a-resource#:~:text=Air%20pollution%2C%20climate%20change%2C%20soil,gas%20linked%20to%20climate%20change>

5 <https://www.weforum.org/agenda/2022/05/the-circular-economy-how-it-can-be-a-path-to-real-change/>

6 <https://www.renewablematter.eu/articles/article/circularity-gap-report-2022-only-8-6-of-the-global-economy-is-circular#:~:text=Articles-,Circularity%20Gap%20Report%202022%3A%20Only%208.6%25%20of,the%20global%20economy%20is%20circular&text=Share%20on%20social%20media%3A,2015%20and%20COP26%20in%20Glasgow>

7 <https://newsroom.accenture.com/news/the-circular-economy-could-unlock-4-5-trillion-of-economic-growth-finds-new-book-by-accenture.htm>

8 <https://www.weforum.org/impact/helping-the-circular-economy-become-a-reality/>

A MESSAGE FROM OUR STRATEGIC SUPPLIER

KÄRCHER

Kärcher

Kärcher and TTS agree on strategic partnership! Manual cleaning equipment: complete portfolio, expand customer reach

Kärcher and TTS Cleaning joined forces. The partners are thereby pooling their resources and capabilities in order to offer customers around the world their broad range of products and services in a customised manner in the future. With the TTS Equipment, Kärcher complements its portfolio of solutions for building cleaning and continues to position itself as a full-range supplier. TTS benefits from Kärcher's worldwide brand awareness and comprehensive product range and thus expands its market position.

Efficient building cleaning requires a combination of machines, cleaning robots and manual tools to achieve the best hygienic result optimizing consumption with both economic and environmental benefits. TTS specialises in professional manual equipment, designs ergonomic and effective solutions for any environment such as hospitality, healthcare and high traffic areas. Marco Cardinale, Vice President Floor Care Solutions at Alfred Kärcher SE & Co KG, explains: "We already offer products in the manual tools sector, but with the participation in TTS we will complete and strengthen our portfolio: TTS will act as our competence center managing the supply chain for manual tool equipment."



Systems

Kärcher

The close cooperation is not only a good idea from an organisational point of view; the two family businesses also pursue a similar strategy in terms of corporate management. Currently, TTS Cleaning S.R.L. is making the transition to the second generation, with an even stronger focus on the future development of the company. Renato Zorzo, CEO and owner of TTS Cleaning S.R.L., states: "With Kärcher, we have found a strong partner to rise our brand visibility opening up new markets and channels, expand production and increase our competitiveness. In addition, we can now combine our innovative approach to manual tools with innovative cleaning technology from Kärcher." For clear allocation and good visibility on the market, Kärcher and TTS have decided on co-branding with both logos.



HAPPY ANNIVERSARY

Congratulations!

Dolmans celebrating 65th anniversary 65th



The year 2023 is a special year for our Shareholder Dolmans Facility Management. This year, Dolmans celebrates its 65th anniversary and throughout the year, they have organised various activities to celebrate this special anniversary.

In the summer, for example, Dolmans held a beach volleyball tournament on the beach at Henschotermeer lake in which 11 teams, from various Dolmans labels, competed against each other. But that's not all. They gave away tickets to a Guus Meeuwis concert, organised a sparkling anniversary festival in September - including a carousel, shooting gallery, food trucks and performances - and every month Dolmans makes the bucket list wishes of two colleagues come true. A colleague went racing on the Zandvoort circuit, someone had a delicious dinner in a Michelin-starred restaurant and a Dolmans Facility Management colleague went indoor skydiving. And as icing on the cake, they will end the year nicely in December during a Christmas market and zoo visit for all colleagues and their families.



Dolmans

SHAREHOLDER SPOTLIGHT

Introducing ECS Shareholder of the North Region, Grosvenor!

Grosvenor Services was founded in Belfast by John Bernard McCauley and his wife Rita, back in 1959. For over 64 years we have grown and developed the business and maintained strong working relationships with our clients. We now employ over 4,000 staff across Ireland, the UK and the USA. We have been part of the ECS shareholder family since 2004.

We are still very much a family-run business - Bernard McCauley is our General Managing Director for the UK and Ireland, with his sister Rita heading up the US division. The family ethos is woven through our values, and our people are our greatest asset. Our customers have remained our priority, with some of our contracts spanning more than 40 years.

Our Guiding Principles:

- Is it the right thing to do by our people and our client in line with our values?
- Does it exceed client expectations?
- What is possible with our current capability?
- Is it sustainable?
- Does it contribute to the financial growth of our business?

From standalone sites to corporations, we strive to become a **Trusted Partner of Choice** for each and every one of our clients.

Our flat organisational model allows for agile response and the ability to make important business decisions quickly and effectively. We have strong management structure throughout the UK and Ireland. This facilitates robust, effective communication links between our Account Management Teams, site teams and clients. We are operationally strong throughout the UK and Ireland, with a presence in every Irish county. In Ireland alone, we have over 800 cleaning contracts and more than 2,100 staff.

We have had a great year, winning new cleaning contracts with clients such as Dublin City University and a global bank in Ireland. We have also had plenty of reasons to celebrate with our ECS colleagues in 2023. These include a Hard Services contract with a major digital music service provider and an FM contract with

a leading tyre company in the UK, as well as a UK and Ireland-based cleaning contract with a premium international fashion company – all via ECS. We can't wait to see what the future holds for these exciting new relationships.

We look forward to another year of opportunities and growth with the ECS family.



INNOVATION TANK

Innovation Tank

This time we would like to introduce to you three of our ECS technology tools. ECScconnect, ECSp^{er}form and ECShub.



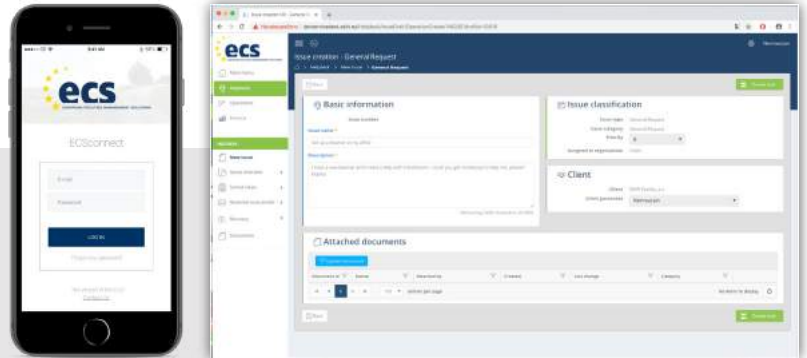
SLA / KPI Auditing & Reporting System

To facilitate the audit process and track all on-site activities, ECS has developed ECSp^{er}form.

- ECSp^{er}form is an inspection app used by our audit team in the field. Combined with the web platform,
- ECSp^{er}form provides visibility and insights to help raise quality standards across our Customers organizations.
- Our team can collect consistent data, standardise operations, send reports, identify failed areas and get problems resolved.



INNOVATION TANK



Integrated Ticket Management, Monitoring & Reporting System

An online tool for requesting, administering, execution and controlling of tasks and issues from integrated facility management services such as technical maintenance, cleaning, security etc. It is intended for unscheduled tasks such as accidents and repairs, as well as repetitive tasks, such as daily cleaning, and periodic inspections and maintenance.

ECScconnect is available on computer, Android or IOS platforms, the bespoke helpdesk solution allows our service delivery partners across Europe to use their existing helpdesk platforms to manage and resolve any service requests raised by the client, whilst feeding key data into ECScconnect, with no need for double-entry, or jumping between different systems.

These metrics are viewable on a web-portal by our clients, who can see information regarding number of tickets raised, resolved, outstanding etc; performance against SLA/KPI, as well as being able to drill down through country, city and building level to see where issues may have occurred.

ECS use ECScconnect as a method of constantly reviewing the performance of our service delivery to ensure that our contractual obligations are being met, and to implement root-cause analysis and corrective action plans, if necessary, to resolve any short or long-term issues.

INNOVATION TANK



IoT platform

The use of IoT platform ECShub 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.



ECS – BEHIND THE SCENE



**NATALIIA
SERHIKO**

Part of the ECS family since:
June 2022

Age:
29

My function:
Project Assistant

Living in:
Germany

1. After working for ECS for one and a half year. How do you feel?

First of all I want to say thank you to the WISAG Haus, the KiWIS Foundation of WISAG, my boss Thomas Fastenrath and colleagues. All these people have helped me settle in very well and gave me a feeling of security and hope from the beginning on. Today I can say that Germany became a second home for me after 1.5 years of living in this country.

Working with ECS in a dynamic multicultural company with European colleagues is what I really enjoy. I appreciate that I am supported on the one hand, but on the other hand I can also contribute my professional experience and skills. Before joining ECS, I gained experience in various fields like international cooperation and European integration in City Authorities, secretarial and administrative assistance, customer service management and sales. I always strive for development and that's why I'm currently attending a financial course in Finance & Management Frankfurt School. After completing my studies, I will be certified expert in ESG & Impact investing and bring new value to ECS.

2. What is your plan for the near future?

I am satisfied with my development in the company. In the near future I would like to grow further with ECS, improve my skills, participate in training, and be a professional in the FM sector in the field of Business Excellence. In private my favourite wish is that the war will end soon. Meanwhile I try to support all Ukrainian refugees in Germany who were not so lucky to find a direct connection and orientation for the future.

3. What's your motto of life?

"Choose a profession you love and you won't have to work a day in your life!" (Confucius)

ECS MEETING

ECS INVESTS IN TRAINING & DEVELOPMENT PROGRAMME

Recently our Sales and Operations team embarked on a transformative journey of learning, collaboration, and growth, completing the first of three, two-day face to face modules.

Highlight was the two-day face-to-face training module in Frankfurt. Participants engaged in dynamic sessions that explored the core principles of consultative selling. The interactive nature of these sessions allowed for valuable discussions, skill-building activities, and the sharing of best practices. Furthermore the Peer-to-peer learning was a standout feature of our program. Team members actively shared experiences and insights, creating a culture of knowledge exchange and collaboration.

Why it matters: Strategic Account Management and Consultative Sales Development programme, is not just a sales training initiative; it is a transformative experience that has positioned us for continued success. It will elevate individual capabilities, foster a culture of collaboration, improve communication, and provided a holistic understanding of our roles and responsibilities.



ECS MEETING

BOARD MEETING

The Board of European Customer Synergy S.A. met in November for the preparation of the year 2024, this time at a very emblematic place in the German region Rheingau at the Kloster (Monastery) Johannisberg. Whereas the Board discussed intensively with CEO Thomas Fastenrath the ongoing growth strategy made the Monastery a deep impression on the participants. Totally refurbished and with a very special inviting atmosphere up to seven suites and the nice team around Chief Nicole Cezanne were welcoming us.

A big thanks to the Board for the open feedback and discussion culture: Patrick Janssens van der Maelen, Enrique Sanchez, Michael Moritz, Michal Jelinek, Bernd Jacke and special guest Eckhart Morré (in the picture Enrique Sanchez and Thomas Fastenrath).



ENVIRONMENTAL & SOCIAL COMMITMENT

SOME EXAMPLES:

European Customer Synergy places a paramount focus on Environmental, Social, and Governance (ESG) principles as integral components of our business ethos. Environmental sustainability is upheld through rigorous resource management, energy efficiency, and eco-friendly practices. Our contribution to social responsibility is evident in fostering diverse and inclusive workplaces, supporting community initiatives, and upholding human rights across our operations. Stringent governance measures ensure transparency, accountability, and ethical conduct in all aspects of our business. By adhering to ESG standards, we aim to not only minimize our environmental footprint and enhance stakeholder relationships, but also drive innovation and long-term value. European Customer Synergy's unwavering dedication to ESG not only reflects our ethical responsibilities but also positions us as a forward-looking organization that prioritizes sustainability and positive societal impact.



The goal of the German children's aid KiWiS by WISAG is to increase the educational opportunities of children and young people: The children's aid wants to lay the foundation for a good future and contribute to a colourful and functioning society. To this end, various programmes have been set up, ranging from local tutoring networks to scholarships and learning camps.

The Kangaroo project promoted by Okin is a fund for children at risk whose goal is to provide children with temporary family care instead of institutional care until they can return to their family or until permanent substitute care can be found for them (adoption, foster care, third party custody).



ENVIRONMENTAL & SOCIAL COMMITMENT



Iris Landscaping Solutions creates, develops and maintains green interior and exterior office spaces. The „Chiquitania“ project contributes to forest restoration by planting new trees through financial support, offsetting CO2 emissions while improving the lives of local people.

Grosvenor is a member of disability assured, a government program that helps people with physical and mental disabilities reintegrate into the workforce. Recently sponsored a charity and provided a large donation for gift bags that were distributed to people who have been less fortunate in life. In doing so, we not only contribute financially, but also in the form of staff hours or services.



Our Italian shareholder Lucente S.p.A. has provided two scholarships for the Master's course „Circular Economy“ offered by the Polytechnic University of Bari. Not only is the scholarship funded by the company, but they have also committed to hosting two students for an internship in the company.

ENVIRONMENTAL & SOCIAL COMMITMENT

"ECS FOREST" MAKE A BETTER WORLD

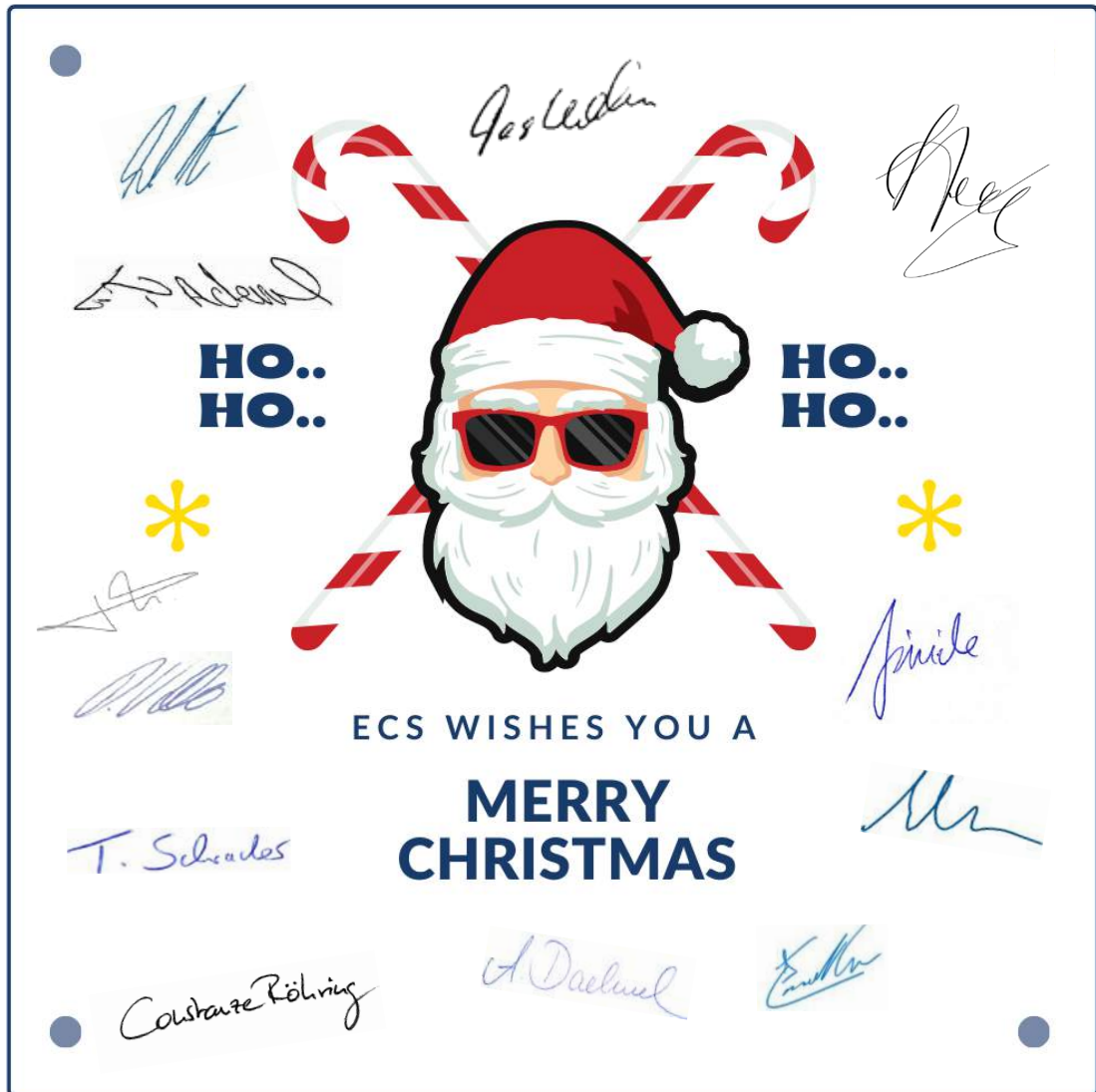


Treedom - ECS is committed to following and supporting the United Nations' 17 Sustainable Development Goals. To improve air quality, ECS has bought 500 trees. Spread over several countries in South America, ECS trees will grow here in the future, absorbing 144 tonnes of CO₂.

The 8-day „Youth Start“ training in cooperation with IRIS enables young people to take their professional future into their own hands. The training makes them entrepreneurial and leads more than 70% of the participants to take up self-employment, to look for a permanent job or to continue their education.



Our Italian shareholder Lucente S.p.A. has joined an important campaign launched nationwide by 'I bambini delle fate' called 'Fare Impresa Nel Sociale' whose mission is to make a concrete contribution to changing the lives of many boys and girls with autism or other disabilities and their families. „La casa di Pandora“ is a reference centre for families with limited economic resources, enabling them to access effective therapy while raising awareness of the problem of autism throughout the community.



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