





Dear valued reader,

Herewith we proudly present the ECS Newsletter for the first half of 2025.

The world continues to be restless, which affects to a different degree our customer's business models. Whether they are threatened by increasing tax or customs burdens as a shift away from international free trade and a return to national protectionism or fight against interruptions of their supply chain or the implementation of AI in their business.... the CEOs and managers of international corporations are fully occupied with keeping their companies on track and maintaining and increasing value for shareholders and owners.

The receipts against this uncertain financial situation are almost universal: reduction of fix costs, looking after unprofitable parts in the business portfolio and restructuring the whole organization, apart from the intention to increase the prices to keep or increase the margins. Facility Management is normally no Core Business activity for our clients, but it is supporting heavily the Management of our clients in achieving their own goals. In Germany a couple of years ago the German Association of Facility Management GEFMA had a publicity campaign with the title: "Facility Management – the enablement specialists" ("die Möglichmacher"). And that's what we indeed are. We keep production plants, offices, hospitals, hotels, warehouses without a break running and – if we are doing well – even the employees of our clients happy. In our market segment we notice a slight change of approach among our clients. The price of an offer was and

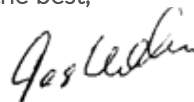
still is in the B&B market an important factor and convincing concepts for Health & Safety, ESG, CO2-Footprint are today mandatory for international clients.

But we can see an increased demand for standardization of processes and more transparency in financial matters requested by clients in combination with an evaluation system of our FM services and quality. Here the FM provider can help with a unified Helpdesk, Workorder, Ticketing, financial Budgeting reporting and CAFM-system for those clients which do not have already their own IT-tool solution. With the solution ECS provides - ECS Connect - we experience rapid growth of users, workorders and managing technical assets in our data system.

So, we are doing more than just cleaning the ground or changing filters in air condition equipment, we are developing to be an increasingly strategic partner for our clients in their supply chain.

And this target is what drives us to go the extra mile for our client, to be considered as a reliable and strategic partner and not to be seen as a simple service supplier. Even more in the international environment, where ECS is positioned as the leading European family-owned FM provider. I am happy to receive any comment and to discuss my position, enjoy the Newsletter.

All the best,



Thomas Fastenrath, CEO

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SALES UPDATE



As we pass the halfway mark of 2025, I'm pleased to report that our numbers remain strong and our sales pipeline is in excellent health – thanks in no small part to the tremendous marketing efforts led by Constanze. Her work continues to generate meaningful engagement and has helped position ECS as a key player across our markets. At the same time, we've said goodbye to some highly valued colleagues who are moving on to new and exciting chapters in their careers and personal lives. While it's always difficult to part with familiar faces, these changes have created space for growth and realignment within our organisation – bringing fresh energy and opportunity. Every one of these recent developments supports our commercial ambitions. Whether it's enhancing our Bid Management functions or optimising the structure of our Operations Team, we're reinforcing the foundation of ECS. As we expand, we're becoming more agile, more capable, and ultimately, more reassuring to both our existing customers and our growing pool of prospects. The message is clear: as ECS grows in people, we grow in strength.

After more than three successful years in the Sales Team, David Vallo has transitioned into a new role as Account Director, where he continues to excel. David's experience and insight make him a natural fit for this position, and we're excited to see how he will shape customer success from this new vantage point. To ensure we maintain strong momentum, I'm equally pleased to announce the upcoming arrival of Tom Chatwin, who will be joining our Sales Team on September 1st as International Key Account Manager, covering the UK, Republic of Ireland, and the Nordics. Tom brings with him a wealth of experience from his current position as National Sales Director at Premier, and we are confident that his leadership and strategic mindset will be a powerful addition to our team. Meanwhile, our customer base continues to grow, and our work in highly regulated industries – particularly pharmaceutical med-tech, and IT – is gaining significant traction. These sectors place considerable emphasis on compliance, data integrity, and governance. Facilities management

in these environments requires precision, consistency, and deep regulatory understanding, and ECS is stepping up to meet that challenge head-on. A special thank you goes to Iain and Damian, whose work in developing our digital ecosystem has been instrumental. With tools like ECSperform, ECSCconnect, and ECSDatavorld, we are now better equipped than ever to meet the unique demands of our clients. These innovations not only improve our service delivery but also enhance our ability to scale and adapt – placing us at the forefront of FM technology. All of this sets the stage for what we're confident will be another outstanding year. We are immensely proud of the journey so far, and we're even more excited about what lies ahead. A heartfelt thank you to all of our shareholders, clients, and partners – your continued trust and support are what make our success possible.



A handwritten signature in black ink that reads "Gordon Adams".

Gordon Adams
International Sales Director

SHAREHOLDER SPOTLIGHT

Celebrating WISAG`s 60th birthday!



On 15th March 2025, we celebrated a special anniversary: 60 years of WISAG!

What began as a one-man operation has developed into one of the leading service providers for real estate, industry and airports. With around 60,000 employees at more than 250 locations in Europe, WISAG is always there when customers need them. Over the past six decades, they have not only made history, but also achieved the impossible together. Because that is what drives WISAG – every day.

‘Helping each other doesn’t hurt anyone.’

Claus Wisser, Founder of WISAG



WISAG is proud to be a family-owned company that thinks long term, acts fairly and makes courageous decisions. **APPRECIATION** is one of the pillars of their business: they value our employees, partners and customers and build on a culture of respect and trust. For 60 years, they have been navigating the world with their eyes wide open, identifying problems before they arise. Because the customers are more than just clients – they are partners with whom they maintain long-standing relationships and grow together.

COMMITMENT is not just an empty word, but an expression of dedication. WISAG is committed to their projects and bring the necessary energy and passion to master even the most difficult challenges. Respect, trust and reliability characterise the cooperation and have been the basis of joint success for six decades. But don't just look back: with the WISAG Vision 2030, they are looking to the future with a clear compass and have set themselves the goal of becoming more sustainable and digital by 2030 and growing in relevant European core markets. WISAG is investing over 450 million euros and aiming for a turnover of five billion euros to achieve the ambitious goals.

WISAG will continue to evolve as a result of these changes, but one thing will remain constant: being **COLOURFUL** is an essential part of their corporate culture. They value diversity in all its forms and believe that different perspectives and experiences make them stronger. Being colourful not only enriches the team, but also the solutions they develop for their customers.

WISAG´s values have shaped them since day one and are both the compass and foundation for the future. WISAG will continue to dare to try new things, learn together and overcome boundaries. Because every vision begins with an idea and a first step.

Let's make the impossible possible together – now and in the next 60 years and become part of the success story!

CLIENT CASE



Constant performance pays off!

Intuitive Surgical – From cleaning to comprehensive FM in high-tech medical technology

What began as a small FM service at the reception desk and in the cleaning department has developed into a long-term, international partnership: Since October 2024, ECS shareholder WISAG Produktionservice (WPS) and WISAG Gebäude- und Industrieservice (WGI) have been responsible for all technical facility management at Intuitive Surgical's new research and production site in Freiburg. The five-year contract with the world's leading provider of robot-assisted surgery is an important milestone.



Strong start leads to great success

WISAG's outstanding performance in cleaning services at the previous location laid the foundation. Impressed by the quality, Intuitive Surgical expanded the scope of the contract to include technical and infrastructural FM – initially for six months. WISAG even supported the company in moving to the new cleanroom-certified facility.

A Europe-wide rollout

The collaboration developed into a European project. In cooperation with ECS (European Customer Synergy) and WISAG's central FM team, a uniform approach was introduced in several countries. This included the implementation of a CAFM system and harmonised KPI structures. Further contracts in the United Kingdom, Switzerland and Bulgaria are secured.

High standards, zero tolerance for errors

Working in a regulated cleanroom environment requires strict quality, risk and process management. Both the tools and personnel are provided, ensuring full compliance with GDP (Good Documentation Practice). Every step is traceable, as errors in the maintenance of technical equipment can have serious consequences.

Outlook

The biggest challenge: standardising and training FM operations across Europe. Thanks to ECS's proven adaptability and commitment to excellence in partnership with WISAG, the cooperation with Intuitive Surgical will continue to grow in 2026 and beyond.

A MESSAGE FROM OUR STRATEGIC SUPPLIER



Werner & Mertz Professional

Certified resource saving with Green Care Professional

Calculate the sustainable impact of your company on the future of our planet with the Green Care Performance Calculator and get certified.

Can I count on you?

My future is calculable!

Preserve the green soul of our Earth today for tomorrow.



Calculate the potential sustainable impact of your company on our future and get certified.



Calculate it yourself now!

Werner & Mertz Professional

The future of our Mother Earth is calculable. Each of us bears responsibility and every resource saving counts to preserve our planet and its resources. With the Green Care Performance Calculator from Werner & Mertz Professional, customers can calculate and certify the CO₂, crude oil and plastic savings they can achieve by choosing Green Care Professional cleaning products.

The resource savings that result from choosing Green Care Professional are made visible through a free, individual certificate (available with company logo), which can be used for internal and external communication and also supports participation in tenders based on sustainable procurement criteria. In addition to a previously optimized design and usability, the tool has recently been further improved: two new savings-relevant values have been added which indicate the recyclate content of plastic packaging: the recyclate content of the container and the recyclate content of the overall packaging (i.e. container and cap).

„Our goal is to best prepare companies for the transition to a genuine circular economy,“ says Thomas Ulbricht, Head of Werner & Mertz Professional. „With the Green Care Performance Calculator we’re turning our engagement for sustainable product design into a competitive advantage for our customers, especially with regard to future political and regulatory requirements.“



The Green Care Performance Calculator is based on a reliable, certified calculation. An independent examination by INTECHNICA GmbH validated the reliability and correctness of the calculated results.

Calculate your own savings, make your sustainability achievements visible and learn more about the Green Care Performance Calculator at

www.green-care-professional.com/calculate-now

A MESSAGE FROM OUR STRATEGIC SUPPLIER



Kimberly-Clark Professional



The world's largest manufacturing companies trust WypAll®. That's because each product in the WypAll® range has been carefully designed to deliver a custom cleaning solution for any task. From a simple water spill to industrial fluid absorption, from a hospital ward to the toughest manufacturing environment, WypAll® provides both effectiveness and efficiency to achieve a truly customisable and cost-effective clean.

Help to reduce contamination risk

Our Wypall® CriticalClean range offers exceptional confidence with products designed to reduce human error and contamination. These WypAll® cloths are engineered to enhance regulatory hygiene practices and ensure compliance, effectively breaking the chain of germ transmission.



Explore Solutions:
Go beyond all-purpose with cleaning solutions designed for your tasks.



WypAll® X50 Critical Clean Cloths

- 7441
- 7442
- 7443
- 7444

Case Contents: 6 Bags x 50 Sheets = 300 Sheets

Size: 41.8cm x 22.1cm

Kimberly-Clark Professional

WYPALL® REACH™ CENTREFEED SYSTEM



- Undispensed exposed wiping rolls are typically handled 70 times
- Users unwind on average 2.5m of paper around their hand

WypAll® Reach™ Centrefeed System

- Designed to help prevent contamination of exposed blue rolls
- Always at hand - convenient and portable for cleaning surfaces
- Reduces paper consumption by over 20%
- Cuts paper waste by over 20%

WYPALL® REACH PLUS



Up to 50% reduction of paper consumption*

Due to optimized single sheet dispensing



Sustainability driven design

By reducing Co emissions.*



Fully enclosed rolls

Combined with hygienic no touch dispensing.

CHOOSE YOUR WAY TO USE



OPTION 1
Fully versatile

Ideal for mounting above a sink, beneath shelving or against a cupboard or door.

OPTION 2
Traditiona

Ideal for traditional wall mounting, allowing traditional pulldown dispensing.

OPTION 3
Specialist

Ideal for mounting beneath workstations, perfect for industrial environments.

OPTION 4
Free style

Ideal for portability and multi surface use such as kitchen islands, trolleys or on the go maintenance vans.

WYPALL® 2 IN 1 MIDI ROLL DISPENSING SYSTEM

THE NEW MEMBER OF THE WYPALL® X PRODUCT FAMILY

MIDI ROLLS
CAN ALSO BE
USED WITH THE
FLOOR STANDING
DISPENSER!



Four benefits in one cleaning system:

1. cleaning surfaces
2. remove contaminants
3. chemical compatibility
4. durability

KCC offers examples across industries – explore our stories and request samples from your local account manager!



A MESSAGE FROM OUR
STRATEGIC SUPPLIER

KÄRCHER

A large, blue and white autonomous scrubber dryer robot is shown in a warehouse aisle. The robot is moving away from the camera, leaving a clean, shiny path on the floor. The aisle is lined with high industrial shelving units filled with boxes. The lighting is bright, highlighting the robot and the clean floor.

BIG JOBS. SMART SOLUTION.

Autonomous efficiency. The scrubber dryer robot KIRA B 200 impresses with high area performance, efficient operation, intuitive control and maximum flexibility. Discover more at [karcher.com](https://www.karcher.com)

Kärcher

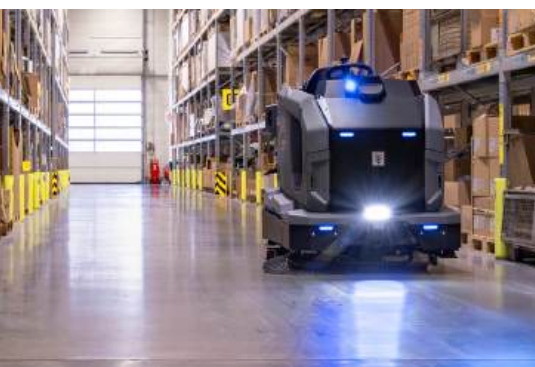
New scrubber dryer robot from Kärcher KIRA B - cleans large floor areas fully autonomously

Cleaning large industrial floors is time-consuming. Kärcher's new KIRA B 200 robot scrubber dryer helps reduce this workload amid labor shortages and cost pressure. Fully autonomous via a docking station, it allows users to set routes by simply driving the machine. Navigation uses LiDAR and cameras for reliable orientation, even during operation, and is certified for safety.

With 200-liter tanks and a cleaning width of up to 90 cm, the KIRA B 200 offers high productivity and can be scheduled to work independently via a calendar function. It automatically handles charging, emptying, rinsing, and refilling. A smart detergent system and lithium-ion batteries provide four hours of runtime, with a theoretical performance of up to 4,800 m²/h in empty areas.

The system adapts to different levels of building automation. It includes GDPR-compliant data security and real-time image processing. For less automated environments, the IO Box enables basic infrastructure interaction, while the VDA 5050 standard supports full integration. Two brush head models suit various floors: the BR 200 for rough surfaces and the BD 200 for smooth ones.

In 2025, Kärcher marks its 90th anniversary. Founded in 1935, the company became a global cleaning tech leader, known for innovation like the 1950 hot water high-pressure cleaner and the 1984 HD 555 for home use. Today, Kärcher continues to focus on sustainability, resource efficiency, and a broad product range of over 3,000 solutions.



The new KIRA B 200 robot scrubber dryer from Kärcher is designed to clean large floor areas autonomously.



The cleaning of large floor areas in logistics or industry involves considerable time and effort. The new KIRA B 200 robot scrubber dryer from Kärcher eases the burden in times of a skills shortage and cost pressure.

INNOVATION TANK



AI Based Building Automation

AISIGHT - Technology

Through data analysis to more efficiency and sustainability in building operations. AISIGHT solves the problem of unplanned downtime in the manufacturing industry by providing AI powered sensors and software. Vibration based sensor kit leverages AI and predicts failures months in advance.

Added Value:

- Monitor all your machines in real time from your desk and bring your downtime to zero.
- Plan your maintenance better and eliminate disruption in your daily operations.
- Optimize parts inventory, ensure that the right materials are on hand: never run out or overbuy to prevent an out-of-stock situation.

Dashboard - User-friendliness and insight

From Overview:

- Assign your machines to cards
- Organize the cards according to priority or location
- See a summary of each machine's health on each card

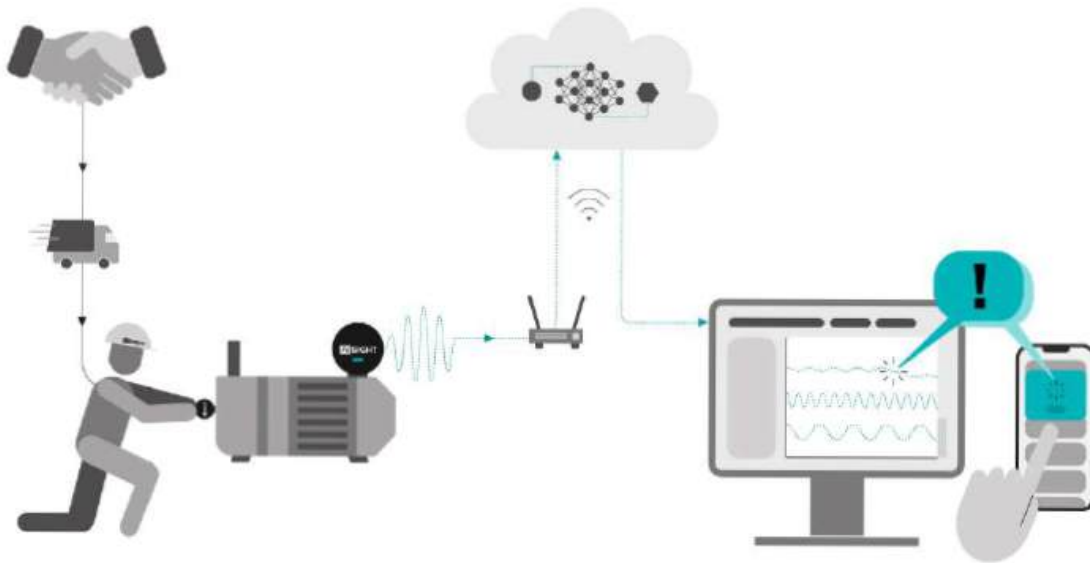
To detail:

- Expand a card to reveal what our sensors detect
- Discover Anomalies, uptime, and advanced analytics, all summarized in simple graphs
- Check performance in real time (5 min. latency) or historically



INNOVATION TANK

AI SIGHT - How it works



Onboarding

You will learn how to choose the right machines and mounting points. We will explain how to install the sensors.

Installation

With our team or by yourself, thanks to our guides and video tutorials, a sensor only takes 3 minutes to install. We will equip you with all the tools you need.

Initial Analysis

After installation and provisioning, the sensors will be online on your dashboard. Our algorithms will perform an initial analysis to adjust to your machine (see next page).

Launch

Your machines are now being continuously monitored. Once we detect an anomaly in the vibration level, you will be alerted through the Dashboard and via Emails and SMS.

ECS – BEHIND THE SCENE



CONSTANZE RÖHRING

Part of the ECS family since: March 2021

Age: 45

My function:

Director Marketing & Communications

Living in:

Bad Homburg, Germany

1. I dreamt of this as a child:

I wished to become a ballet dancer. Instead I have studied Marketing and chose a career with more prospects.

3. To be happy, I need:

People I care about around me.

2. These qualities describe me best:

I am a composed and goal-driven individual who fosters trust through a calm demeanor. As a collaborative team player, I have a natural ability to unite people and support progress toward shared objectives.

4. If I had one wish, it would be that:

I'd love to be able to speak every language in the world – not just to benefit my work, but also to connect with people while traveling, learn about different cultures, and truly understand others. Communication opens so many doors, both professionally and personally."

5. After working 4 years for ECS I can tell that...

Kind of like a good relationship – I know the strengths and quirks, where the best coffee is, and there's still something new to learn. That's a good sign."

6. What was the best you have experienced in the last months?

The best moment of the past few months was when I finally hit the tennis ball correctly – it felt almost as satisfying as finishing a project successfully! It shows that with practice and persistence, whether in tennis or work, progress is always possible."

WELCOME TO THE TEAM

OUR NEW COLLEAGUE:

ANNA SANOK - ECS Team member



Anna joined ECS in May 2025 and has taken on the role of IFM Operations Manager for a major tech account, overseeing operations across 11 countries.

With extensive international experience in Facilities Management and a strong track record in EMEA leadership roles, Anna brings strategic insight and a proven ability to lead cross-functional teams in dynamic, multinational environments.

OUR NEW NATIONAL DIRECTORS FROM SHAREHOLDERS:

PATRICK USINGER - National Director of WISAG



Patrick recently joined ECS as National Director for WISAG Europe where he works as Business Development Manager for Internationalization. In this role, he leads strategic initiatives for WISAG's expansion in Europe, focusing on cross-European customer development and M&A projects.

Patrick brings valuable experience in managing cross-border projects targeting organizational development and financial optimization. He gained his experience in various positions in management consulting, the pharmaceutical sector, and the facility management industry.

WELCOME TO THE TEAM

ZOLTÁN HOCK - National Director of First Facility



Zoltán recently joined ECS as National Director for First Facility, working as International Business Development Manager. In this role, he is responsible for developing business strategies for all countries, managing sales activities to expand First's presence in Europe and focusing on providing reliable services to cross-European and local customers.

Zoltán brings valuable experience in winning and building up hard FM and integrated FM services for multinational customers in Hungary. His expertise is based on eight years' experience in FM services for car manufacturing plants, the pharmaceutical industry, the electronics industry (including clean room services), logistics, offices, and shopping centres. He has gained his experience through various FM sales and managing director roles.

LEAVING ECS: (for good reason)

HANS-JÜRGEN SWOBODA - Key Account Director

Now enjoying a well-earned retirement.



PAUL EITELBERG - Key Account Director

Now enjoying life and family during a break for a certain time.

ECS MEETING

ECS SHAREHOLDER MEETING, ATHENS

In June we gathered in Athens — the birthplace of democracy — for the annual European Customer Synergy Shareholder Meeting.

In times like these, being in the city where democratic values were born is a strong reminder of the importance of believing in the European idea. At ECS, we reflected on how our strategy and our culture can actively contribute to strengthening this shared vision. Our culture empowers us to move forward together — united, collaborative, committed and customer focussed.

A heartfelt thank you to our shareholder Genka, specially Giorgos Rahoutis and Eleni Velissaridou for organizing such a wonderful and inspiring meeting. The location for next year's meeting has already been decided. It will be in Dublin, and our shareholder Grosvenor will be the host.



ECS Shareholders & Team

ECS MEETING

ECS NATIONAL

DIRECTORS MEETING, BARCELONA

In July the entire ECS Team as well as the National Directors of each Shareholder came together in Barcelona for the annual meeting. Opportunities to come together as a unified team are rare, which made this occasion particularly meaningful. The meeting environment was filled with thoughtful discussions, valuable insights, and a shared dedication to our collective progress. Still, let's face it—some of the most memorable moments took place beyond the meeting walls.

An evening of celebration brought plenty of laughter, great food, and vibrant conversations, reminding us how important it is to connect on a personal level—not just professionally, but as friends. As the last bites were enjoyed and the music picked up, the evening transformed into a true celebration—not just of our achievements over the past year, but of the friendship that makes coming to work so rewarding.

A big thank you to everyone who made this event a success. Here's to more collaboration, innovation, and, of course, memorable moments like these in the year ahead!



ECS Core Team and National Directors of Shareholders



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



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info@ecsynergy.eu