



Pioneer in circular services

With its rental & maintenance model, Elis innovates every day to offer its customers protection, hygiene and facility services solutions.

In 30 countries,

Elis meets the needs of its customers, while helping them achieve their environmental objectives.

Every day, all over the world, Elis:

- › Simplifies the **day-to-day activities of organisations** by meeting their needs in terms of hygiene, facility services and protection;
- › Delivers solutions combining **quality and sustainability** through a **circular economy** approach that maximises the use of products and encourages their repair, reuse and recycling;
- › Helps to create working environments that promote **personal comfort**;
- › Cultivates relationships with its customers that enhance **proximity** and **trust** and regularly monitors customer **satisfaction**;
- › Supports its customers in pursuing their **environmental and social commitments** by working with them towards more responsible practices.



Elis IN BRIEF



More than

440

PRODUCTION SITES AND
SERVICE CENTRES

84%

OF **REVENUE** IN THE
PRODUCT-SERVICE
SYSTEM

More than

4

BILLION EUROS IN
REVENUE

Close to

55,000

EMPLOYEES

52%

WOMEN

Present in

30

COUNTRIES ACROSS
THREE CONTINENTS

More than

400,000

CUSTOMERS

Circular services at work



MORE THAN A CENTURY OF EXPERTISE

Grandes Blanchisseries de Pantin founded by the Leducq family.



European expansion and diversification of rental & maintenance activities.



Initial public offering on the Euronext regulated market in Paris.



Expansion in South America with the acquisition of the Mexican leader: Lavartex.



Expansion in Malaysia with the acquisition of Wonway.

1883

1968

1973

2010

2015

2017

2022

2023

2024

Creation of the **Elis Group**, which is short for Europe Linge Service.



International expansion of the Group.



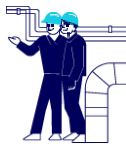
Formation of a **pan-European leader** through the acquisition of Berendsen.



Elis has adopted a raison d'être and a new tagline: **"Circular services at work"**.

OUR MARKETS

Elis' multiple services enable us to offer solutions adapted to every market.



Industry



Commerce and services



Healthcare



Hospitality

OUR CUSTOMERS

We work for **public and private organisations of all sizes** and **in all business sectors**.

Bakeries, butchers, restaurants, hairdressers, garages, workshops, laboratories, doctors' surgeries, food manufacturing, construction, logistics, chemicals, services etc.



What is

ELIS RENTAL & MAINTENANCE?

1

YOUR NEEDS ASSESSED

Our experts will help you analyse your needs and propose the most responsible solution for your organisation:

- **Technical feasibility** study,
- Support with **risk analysis**,
- Recommendation of **appropriate products** for the specific features of your line of work,
- Selection of **ranges that are eco-designed** to maximise product life and are easy to repair and subsequently recover or recycle at the end of their life,
- Choice of **solutions** using alternative materials that have less impact on the environment, such as recycled polyester and plastic or organic cotton.



PRODUCT PURCHASE, INSTALLATION AND STORAGE

Elis invests for you in the purchase of products and deals entirely with installation and storage:

- Taking and adjusting garment sizes,
- Estimating stock requirements,
- Installing hygiene appliances and water coolers on your premises.

Elis controls its supply chain: **94% of direct purchases have been subject to a CSR assessment of the supplier.**

Elis' relationship with its suppliers is governed by its code of ethics and responsible purchasing charter.

2

MAINTENANCE

Textiles are cared for in our plants, which are specialised by sector of activity, with **programmes tailored** to each category of garment to ensure their longevity. They are inspected and repaired if necessary.

Hygiene appliances and water coolers are refilled and maintained on site. An Elis workshop is dedicated to **repairing and reconditioning appliances and mats** so that they can be put back into circulation.

Maintaining work clothes with Elis helps to reduce environmental impact: up to **37% fewer emissions** than a purchased solution and **48% less water consumption**. Garments are inspected and repaired directly in our plants.

3



4

DELIVERY AND COLLECTION

The days and times of regular visits are **adapted to suit your circumstances**. Most of the time, you will be in contact with your Service Agent, who is responsible for service delivery and ensuring that your needs are taken into account.

The density of our geographical network offers **unrivalled proximity**, enabling us to **respond quickly** to your requests.

We constantly optimise our delivery methods using a unique route and load management tool. Our logistics fleet is **transitioning towards alternative vehicles** that run on biogas, biodiesel or electricity.



Benefits

- Peace of mind
- Saves time
- Cost savings

- Reduced environmental impact
- Hygiene and quality

OUR SERVICES

We offer a complete range of tailor-made solutions to best meet your needs and simplify your day-to-day routine.



Flat linen



Table, kitchen, and bed and bath linen



Workwear



Workwear and PPE



Washrooms



Hand-drying and hand-washing, air fragrancing, toilet hygiene and feminine hygiene



Beverages



Water coolers and coffee machines



Floors



Wide choice of mats



Industrial wiping



Wipers



Pest control



Prevention and control of pests



Cleanroom services



Reusable garments for cleanrooms



Medical waste management

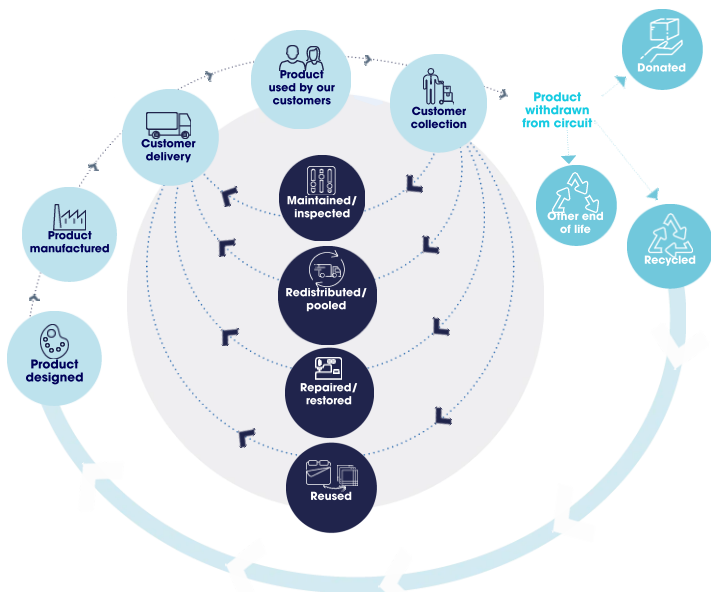


Collection and disposal for medical waste

OUR CIRCULAR SERVICES

At Elis, **the circular economy is at the heart of our business model.**

This model, combined with the quality of our service and the daily efforts of our teams, is key to our success and to customer satisfaction.



➤ Using a **hand towel with a cotton roll** **reduces CO₂ emissions by up to 29%** compared to a disposable paper towel solution.



➤ Using reusable **operating theatre garments** in healthcare establishments **reduces CO₂ emissions by 31%** compared to disposable garments, and by up to 62% depending on the actual level of consumption.



Supporting SUSTAINABLE DEVELOPMENT



Our business model is based on the product-service system, which means we place more emphasis on the service than the product, and favour rental over purchase.

We are committed to delivering a responsible, high-quality service, while reducing our impact on natural resources and the environment.



Our goals for the year 2025



**CIRCULARITY AND
EXEMPLARY TO REDUCE
OUR IMPACT ON THE
PLANET**

**CO₂ emissions
intensity**

- **20%***

Thermal energy

- **35%***

Water

- **50%***

80%

of **textiles** reused or
recycled at end of life

*between 2010 and 2025



**SUPPORTING OUR
EMPLOYEES TO FOSTER
THEIR DEVELOPMENT**

40%

of management positions
held by women

- **50%***

workplace accidents
leading to lost time

*between 2019 and 2025



**MAKING A POSITIVE
CONTRIBUTION TO
SOCIETY**

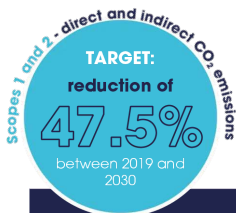
95%

of our suppliers are monitored
through our CSR procedure

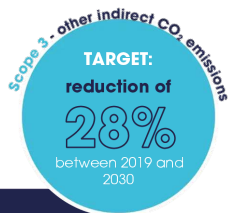
x3

impact of the Elis Foundation,
which provides scholarships
to support deserving young
undergraduates in pursuing
their higher education goals

Elis's commitment TO CLIMATE



Our targets and
action plan validated
by the SBTi



Scope 1: direct emissions of CO₂ (e.g. associated with natural gas or diesel)

Scope 2: indirect emissions of CO₂ (for example, associated with electricity)

Examples of actions:

Step up our actions to reduce energy consumption



Increase the use of renewable energy



Accelerate the transition of the fleet to **alternative vehicles**



Scope 3: all other indirect emissions of CO₂ (for example, purchases of textiles, products, freight transport, commuting etc.)

Examples of actions:

Work with our customers to reduce textile waste



Repair and reuse to extend product life



Eco-design our products and services



ELIS CUSTOMER experience

Customer satisfaction
at the heart of our concerns.

88%

**of customers are satisfied
or very satisfied with Elis***

*This was the average for each of the 20 countries concerned: Czech Republic, Denmark, Estonia, Finland, Republic of Ireland, Latvia, Lithuania, Netherlands, Norway, Poland, Slovakia, France, Luxembourg, Spain, Portugal, Italy, Brazil, Switzerland (Galaxie), Belgium, UK (ICS), over the first half of 2022.

Our “customer culture” is reflected in 3 strong commitments



Reliability

Elis supports its customers by delivering the best solutions: turnkey services, consistently flawless quality, considerable flexibility, and controlled costs.



Simplicity

Entrusting the laundry and maintenance of workwear, linen or hygiene appliances to a multi-service partner is a simple, easy way to ensure maximum efficiency.



Proximity

Thanks to its extensive geographical network, Elis can support its customers wherever they are located, guaranteeing short turnaround times and close attention to their needs.

MY ELIS

A dedicated online customer account



- Manage your services in a single click
- Check your deliveries 24/7
- Get in touch with our service centres to make requests and complaints
- Access the complete history of your orders, inventories, deliveries and invoices
- Take advantage of carrier monitoring: allocations to each carrier and implementation dates

Your contacts at ELIS

The Elis experience means a whole team committed to a
successful customer experience:



Sales Representative

Your sales contact:

- Presents you with our best offers and services;
- Implements your contract.



Service Agent

Your main point of contact:

- Delivers your clean laundry and consumables, and arranges the collection of your dirty laundry;
- Handles your requests;
- Guarantees your satisfaction, **every day**.



Customer



Customer Service Assistant

Your dedicated contact at the Elis centre:

- Manages your account;
- Explains your invoices to you;
- Implements your requests passed on during visits by your Service Agent.



Customer Account Manager

The person in charge of fulfilment of the service:

- Coordinates the actions of the Service Agent and Customer Service Assistant;
- Keeps you informed of the development of the Elis range and the new services on offer.