

Miorelli

S E R V I C E

SOFT FACILITY MANAGEMENT



CORPORATE BROCHURE



A solid family group by your side.

Family values are the basis of our business and meet the needs of our customers in an innovative way by providing all our experience.

Miorelli Service S.p.A. is the ideal partner for soft facilities management services that are technologically innovative and based on the customers' needs with the aim of taking care of environments kept by professional and responsible staff.

Our high-quality cleaning and integrated services are geared towards real estate offices and industries in the private and public sectors.

Miorelli Service has been operating for over 40 years throughout Italy, providing widespread, organized and flexible service that makes Miorelli the perfect partner to rely on for the management and maintenance of real estate.

OUR STORY



1981

COMPANY FOUNDATION

Miorelli Services
is founded
by **Luciano Miorelli**

1982

FIRST CONTRACT



1989

SIGNIFICANT CONTRACTS

Acquisition of significant
local contracts
and more than
100 employees



2000

SECOND GENERATION

The family's second generation
joins the company.
Miorelli ServiceS becomes a
Joint-Stock Company



2004

COMPANY GROWTH

More than
1.000 employees

2005

NEW HEADQUARTER IN MORI



2022

COMPANY EXPANSION

The company's business expands
by acquiring increasingly large
contracts.

More than **5.000 employees**



Facts about us



DATE OF ESTABLISHMENT
1981



NUMBER OF EMPLOYEES
approx. 6,000



TURNOVER
110 M euros



WORKSITES
across Italy



MANAGED WORKSITES
6 million square meters



4 OFFICE LOCATIONS
**Headquarters in Trentino
Milan, Florence, Rome**

MISSION

Miorelli Service is a partner for soft facility management services with a strong innovative drive and with the aim of ensuring service designed to meet the needs of customers while maintaining a high level of flexibility and adaptability in each situation.

OUR VALUES

Safety



We apply the safety culture as a guiding approach in the corporate behaviour of all our staff. Safety becomes synonymous with guaranteed and reliable service.

Innovation



Through the development and dissemination of Cutting-edge Research and outreach activities, Miorelli Service always have an eye to the future and to what the world and societies of tomorrow will be like. Our service offer aligns with the value of sustainable, careful and socially responsible action for the best of the communities.

Organisation



We proudly serve various key locations across Italy. Miorelli Service is a solid and reliable structure. The precision and the accuracy of our services allow us to offer an excellent planning and activities solution.

Liability



Liability is a value that embraces different contexts: it is the value that enhances the quality of everyone's daily work by promoting commitment towards continuous improvement and, looking up, it is the value that guides strategic thinking for sustainable development in corporate and social terms.

Flexibility



We naturally adapt to your needs. Our service offer is designed around present and future requirements, bringing to the table remarkable responsiveness in different contexts.

OUR SERVICES



Cleaning and Sanitation services

The cleanliness and hygiene of environments is a value of primary importance for the performance of any professional activity.

We plan, organise and carry out cleaning and sanitation services for buildings and industries of all sizes and types using specific techniques and quality control, while guaranteeing innovation, safety and respect of the environment.

We operate with rapid intervention times and in full compliance with the client's production and organizational needs, using the latest generation equipment and ergonomic and high-performance tools that allow us to have management flexibility and cost optimization, without altering the quality of the service offered.



— *Cleaning and sanitizing environments and surfaces in a variety of settings*

— *Specific interventions in historic, valuable, exhibition and museum areas*

— *Sanitization in high-risk situations such as hospitals, laboratories and clean rooms*

— *Separate waste collection and disposal*

— *Background and post-site cleaning*

— *Services under HACCP*

— *Vertical facade cleaning*

OUR SERVICES



**Facility and
Pest Control**



**Reception, caretaking
and handling**

**Groundskeeping
and maintenance**

We work quickly and in full compliance with the customer's needs, using state-of-the-art machines and ergonomic, high-performance and sustainable tools.



FIELDS



Offices



Banking and insurance



Industry



Large and small distribution



Transport and infrastructure



Culture and entertainment

OUR DIVISIONS



Sustainability

As a company committed to sustainability, we felt it was important to set ourselves up with an ESG policy that would combine effective business management with interventions that curb environmental impact and develop a safety-oriented culture with a focus on social responsibility by placing the centrality of employees at the forefront.

The goals we have set for ourselves fall under the 17 “Sustainable Development Goals” defined by the UN and also known as AGENDA 2030 that recognizes the close link between human well-being, the health of natural systems, and the existence of common challenges for all countries.

Carbon footprint

We aim to continuously improve the environmental performance of our services. To this end, we have developed a certified carbon management system with the goal of quantifying the life-cycle-related greenhouse gas (GHG) emissions of the services we provide.

In this way it is possible to produce environmental reporting of our services by providing environmental benchmark data useful for promoting improvement and for pursuing ‘carbon neutral’ goals.



LCA Study / Case history

We are one of the first companies to have conducted an LCA (Life-Cycle Assessment) study regarding the life-cycle analysis of indoor cleaning services, and we have been able to quantify their impact on the environment and on health by identifying solutions, tools and products that respect them and are made in Italy. **The Miorelli Green approach has allowed to reduce:**



BY 80% THE ENVIRONMENTAL COST OF CLEANING



DETERGENT USE



WATER USE



PAPER AND CARDBOARD WASTE PRODUCTION



TEXTILE WASTE PRODUCTION

Reforestation - CO₂ Offsetting

Trees absorb carbon dioxide from the atmosphere through the process of photosynthesis and use it to create their own structure and to produce oxygen.

Not all plants are the same, however. Through a proper scientific approach, the CNR Institute of Biometeorology has identified the types of trees

with higher pollutant absorption potential and lower allergenic risk. We will participate in the project for offsetting CO₂ and greenhouse gas emissions generated by cleaning activities through reforestation in areas adjacent to the buildings together with qualified partners and with the certification of a third body.

OUR DIVISIONS



Education develops the culture of quality, health and safety.

Education

Education is the best channel for developing people's health and safety culture at all levels: our commitment is to ensure that our employees are trained and kept up-to-date.

Over the past year, we have delivered approximately 24,000 hours of training in occupational health and safety

Through the e-learning platform developed for our employees, we make all our courses available from any device so they may access freely, with ease and in complete autonomy the educational content customized for each job task



Corporate culture

We develop and spread a strong corporate culture by promoting responsible behavior so as to ensure the performance of activities of the highest quality and without accidents, thereby protecting the health of our employees

Through training, Stop Work Policy, Near miss awareness, we promote the cultural and professional improvement of people, of employees and consequently of the services provided by centering customer needs via proactivity and innovation

Health and Safety

Over the past three years we have steadily decreased injuries, achieving an 18 percent reduction through the implementation of improvements in safety conditions.

In line with the code of ethics, we have put in place a specific policy to remain in compliance with the Occupational Health and Safety Management System made to international standard ISO 45001.



OUR DIVISIONS



Diversity, inclusion and gender equality

Gender equality

Our operational proposal is linked to the value-based elements focused especially on shift management and work/life balance, ample hour flexibility - especially for parents with underaged, disabled or dependent children - consistent with needs and proper service performance.

In addition to this, we have made available other services such as an hours solidarity bank, income support and in-company training internships for newly graduated children of employees.

We remain attentive and ready to promote activities that make all our employees feel part of one family, valuing the abilities of each one.



Family Audit

Our company has acquired Family Audit standard certification, a standard of the Autonomous Province of Trento that qualifies organizations attentive to the Family-Work balance needs of their employees.



Diversity & Inclusion

Diversity & Inclusion (ISO 30415) is a reference that supports organizations in integrating into their management systems the principles of recognizing and appreciating diversity in the work environment, (gender, race, disability, culture, etc.), fostering inclusion and ensuring that all functions are more oriented towards valuing resources.

The organizational approach we take is strongly oriented towards promoting an inclusive environment and the attention we pay to people and to their well-being is a primary value for us, confirming our commitment to social responsibility.

OUR DIVISIONS

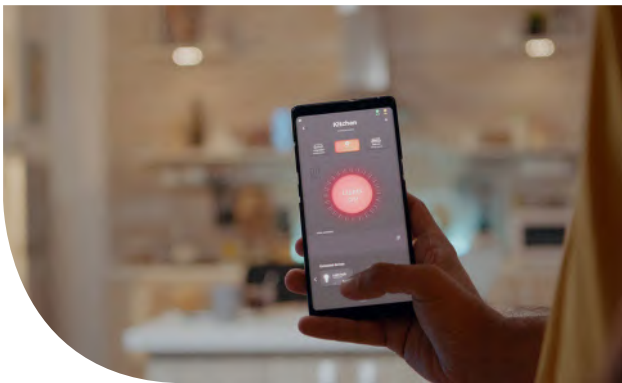


Technology in support of integrated service

In recent years we have experienced a change of pace with respect to the past by adapting to new needs and lifestyles and by following the changing needs of the customers we serve.

The flexibility and the diversified demands of our customers, combined with the increasing speed of development and action in the territory, require the continuous implementation of technological solutions that can support mobile work.

This includes incremental innovations towards digitization of the processes initiated in previous years and furthered frequently and continuously through the gradual upgrading of digital aids to support the company's core business.



inMiorelli

A significant example of this is the increasing use of the new InMiorelli management system and App, which has become the junction point for streamlining internal processes and activities intended for employees as well as for simplifying for our clients the management and monitoring of activities.

In this way, our clientele can use a single platform to access all the information they need in an innovative and immediate manner that is compatible with today's habits in using digital content.

Our Certifications

QUALITY, LEGALITY AND TRANSPARENCY



UNI EN ISO 9001
Quality



UNI ISO 37001
Anti-corruption



MOD. 231/01



LEGALITY RATING
Legality



Merit Award
SGI Quality

Policy for Quality, Environment/ EMAS, Health and Safety, Prevention of Corruption, Information Security

ENVIRONMENT



UNI EN ISO 14001
Environment



EMAS
Environment



ECOLABEL
Environment
“Miorelli Green Division”



ISO 14067
Carbon Footprint



EcoVadis Rating
Sustainability rating

COMING SOON

UNI EN 13549 - Cleaning services, basic requirements for quality measurement systems

UNI CEI EN ISO 50001 - Energy management systems

Gender Equality Certification in accordance with PDR UNI 125:20

HEALTH AND SAFETY



UNI ISO 45001
Safety



Safety Model Certification
Management of safety at work



ISO/IEC 27001
Information management
and security

ETHICS



SA8000
Social Responsibility



ISO 30415
Diversity & Inclusion



Family Audit
Work-Life Balance

PEST CONTROL



UNI EN 16636
Pest Control

AUTHORIZATIONS



**National Register of
Environmental Managers**
Waste Management



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