

Credibility

Alter Ego Facilities Management S.A. is one of the largest companies providing Integrated Facility Management solutions within Greece. Our company employs more than 800 employees of all specialties and manages a sizable number of facilities exceeding a total of 800.000 sq. m.

Our company mission is to offer our clients a trusted, safe and healthy working environment, that promotes the quality of their employees' work life and creates the appropriate conditions for increased productivity.

**Reliability is not something
that can be bought or sold...
It is a product of hard work
and consistency.**

Table of Contents

Message from the CEO	07
Delivering reliability to our customers	08
Delivering reliability to our people	10
Delivering reliable solutions	12
Delivering reliability to our partner	14
Members of a leading group of companies	16
Vision and Principles	17
How do we see the future	18
Philosophy and Objectives	20
Why choose Alter Ego?	21

**Our corporate culture
and philosophy are oriented
towards sustainable
entrepreneurship.**

Message from the CEO

ALTER EGO has a long-standing and dynamic presence in the domestic Integrated Facility Management (IFM) services sector within Greece – thanks to our dedicated efforts for company growth over the years.

In ALTER EGO partners with our clients with the aim of satisfying all their needs and business expectations, in a time of critical demands, constant change, fast-paced and evolving needs.

We have earned the trust of our customers and directly contributed to their authentic development and success by providing actionable improvements and proposals in a cooperative relationship.

Our team of professionals supports and inspires our efforts with a common Vision based on professionalism, specialization, integrity, ethics and respect.

Our corporate culture and philosophy are oriented towards sustainable entrepreneurship for the best interest of our company, our customers and our partners who have put their trust in us. Our goal is to create:

- Strong structures and policies.
- Stable and independent members in our Management
- Transparency
- Solvency
- Multicultural cohesion
- Participation in the social life of Greece
- Environmental awareness

All of these endeavors make us proud of our past and confident of our future!

George Konstantinidis

A stylized handwritten signature in black ink, consisting of a large, loopy 'G' and 'K' that are connected, with a long horizontal stroke extending to the right.

Chief Executive Officer

A modern office interior featuring a long wooden conference table with black metal legs. Several red upholstered chairs with black metal bases are arranged around the table. Two large black pendant lamps hang above the table. In the background, there is a large window with a view of greenery outside, a wooden reception desk, and a large black screen mounted on the wall. The ceiling is made of exposed concrete with visible pipes and ductwork.

Delivering Reliability to our Customers

We have always put our customers in the center of our attention and care. We steadfastly remain devoted to them, offering high quality services and flexible solutions for current and strategic issues as they arise.

We invest in our partnership with clients and create long-term business relationships. We offer our services, inspired by our corporate philosophy and non-negotiable values: honesty, industriousness, consistency, integrity, faith in evolution and the human factor.

Over all these years, we have acquired large experience and specialization in the management of significant major health importance facilities, involving high security and complexity. Currently, we manage:



Hospitals and health-care facilities



Facilities of high foot use density

density (shopping malls, cultural centers, public spaces, etc.)



Airports



Office Buildings



Data centers



Retail shopping chains



Production and logistics

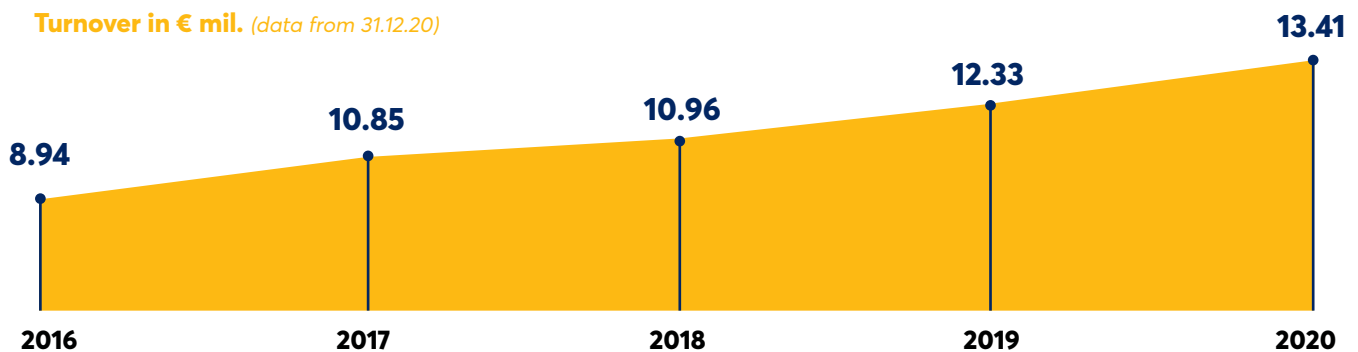


Hotel units

Years of cooperation per size of contract (data from 31/12/2020)

Number of Customers	Years of Cooperation	Size of annual contracts		
		> €50,000	€51,000 - €160,000	< €161,000
0-3		14	4	2
3-5		8	7	2
>5		15	6	7

Turnover in € mil. (data from 31.12.20)



Turnover per type of facility type in € mil. (data from 31.12.2019)



Turnover per type of facility in € mil. (data from 31.12.2020)



Offices

Facilities of high foot use density

Hospitals

Retail shopping chains

Other

Delivering Reliability to our Personnel



The personnel of ALTER EGO offer a competitive advantage to the company and is the key to its timeless success. Our main concern is the prosperity of our employees:



We create a fair and reliable working environment.



We own a specially designed and perfectly implemented system for the health and safety of our personnel.

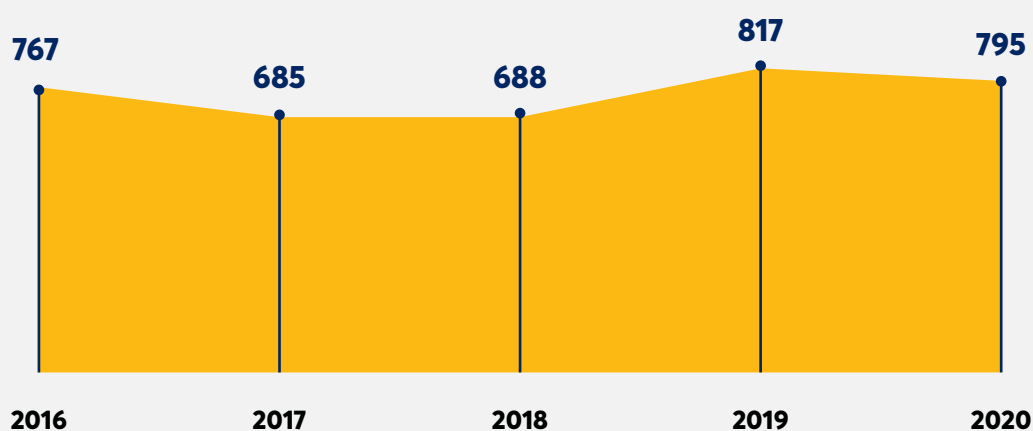


We provide consistent and specialized training, adjusted to individual needs and roles and the requirements of modern times.



We provide a structured model of professional development with equitable opportunities.

Number of employees



Human power training hours (data from 31.12.19)

**1,700
hours**

of theoretical training
for our workers and
technicians

**6,000
hours**

of practical training
for our workers and
technicians

**1,255
hours**













of theoretical training
for our administrative
personnel



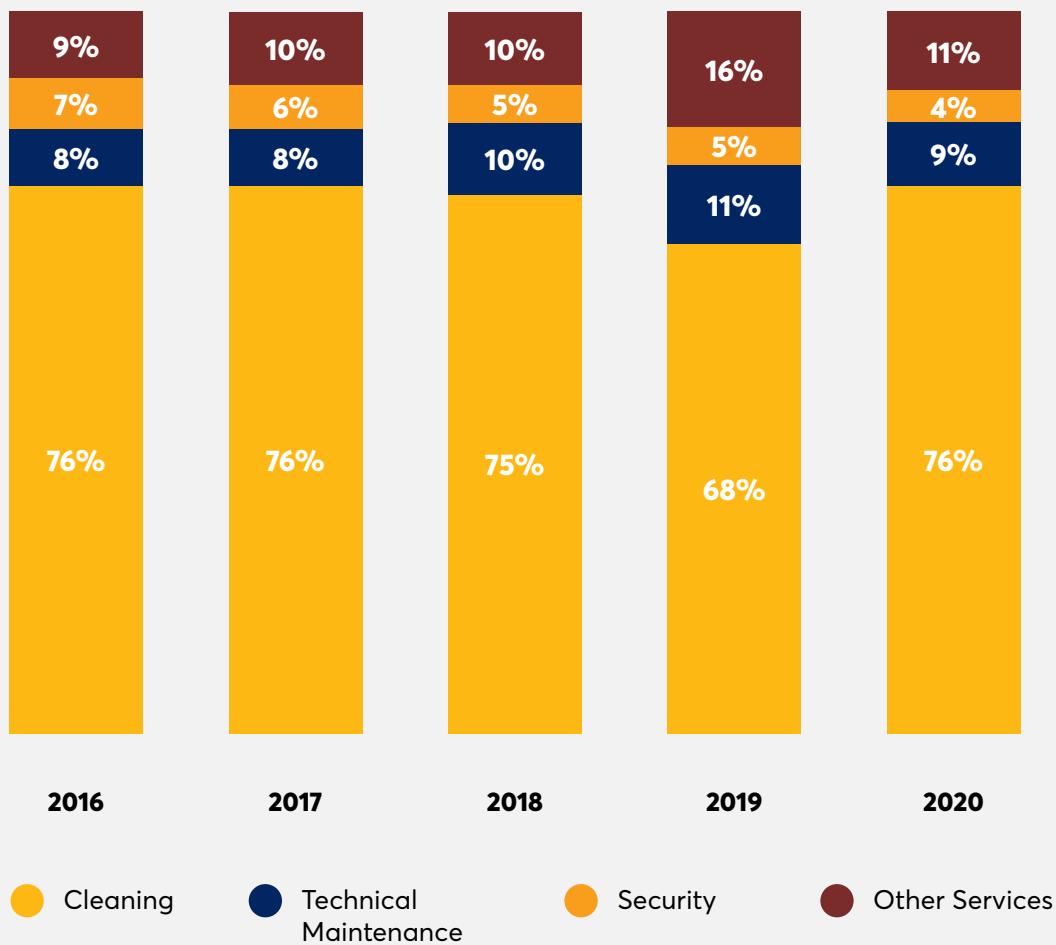
Delivering Reliable Solutions

Alter Ego provides Integrated Facility Management Solutions, adjusted to the needs of our customers. We are constantly adding value to our services. We do not rest on our laurels, but regularly redefine our services and how they are provided. For this reason, we constantly receive distinctions and stand as pioneers in the Greek Facility Management market – as example, introducing innovating solutions, such as turn-key relocation management and integrated housekeeping services.

In conclusion, ALTER EGO offers, among others, services such as:

-  Professional cleaning and supplies of consumables
-  Technical Maintenance
-  Study and construction
-  Physical and digital security
-  Landscaping and maintenance services for green areas
-  Pest control and disinfection services
-  Comprehensive waste management and recycling.
-  Energy saving services
-  Relocation management
-  Dining and catering services, vending machines
-  Integrated housekeeping services
-  Business Support (facility manager, receptionist, mailroom etc.)

Rate of sale per activity (data from 31.12.20)





Delivering Reliability to our Partners

We strive to share common values and principles with our partners. We choose to build partnerships that last, because we believe that authentic partnerships can help attain further benefits for our customers.

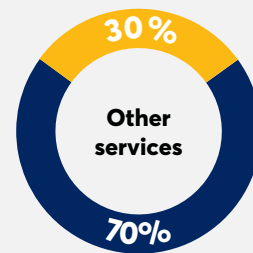
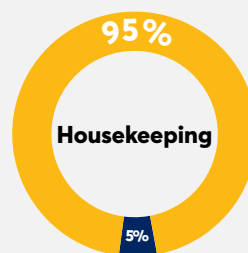
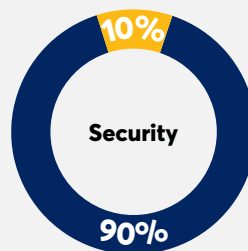
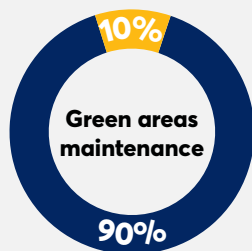
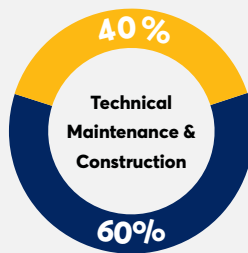
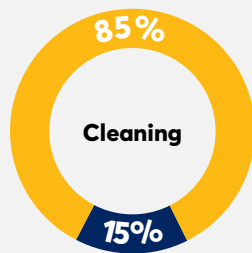
Over the years, we have conducted research in the domestic and global markets, investigating new technologies, innovative products

and partnerships that add value and upgrade the quality of our services.

Our objective is to ensure high quality services, enhance the reliability of our company and achieve competitive costs and attractive prices for our customers.

Inhouse Services vs. Outsourcing (data from 31.12.20)

● Inhouse ● Outsourcing



Number of partners per service

Cleaning	35
Technical Maintenance & Constructions	90
Pest control & Disinfection	15
Maintenance of green spaces	4
Security	5
Waste management	9
Food services	5
Housekeeping	2
Other services	9

Member of a Leader Group

We are a subsidiary of European Reliance Group of Companies, a powerful Greek Group with a successful history over the past forty years.

European Reliance Group of Companies was established on with the prominent principles and values of integrity, consistency, industriousness and prudent management. European Reliance has zero bank debts, zero loans, no overdue debts to the Greek State and does

not need the financial support of a Bank, an international company, the Greek State, etc.

European Reliance practices social responsibility with a commitment to behave ethically and continue its growth with the ultimate objective of reaching the leading position in the market while improving the quality of life of their workforce and their families as well as of the local community and society at large.

Group's Turnover in € mil. (data from 31.12.20)



Group's Pre-tax Profit (data from 31.12.20)





Vision

The vision of ALTER EGO remains unaltered over time:

- The creation and development of an organization which will be a valuable partner of leading organizations and businesses within Greece in the Facility Management market.
- The creation and development of an organization that will provide a permanent and stable working position for employees and will help them fulfill their financial, professional and social ambitions.
- The creation and development of an organization that will reward the investors and shareholders for their loyalty and trust.

Values

- Honesty
- Industriousness
- Constancy
- Integrity
- Faith in evolution and the human factor

How do we see the future

The creation of an organization that will be a leader in Facility Management is a strong strategic reference point for our company.

This can be achieved with the following:

- Clear vision of our values and objectives
- Strong strategy
- Faith in the continuous progress and adjustment in the new era.
- Strong framework of corporate governance
- Independent Board of Directors
- Dedication to the environmental and social footprint (participation in the Sustainability Report of our Group)
- Establishment ISO systems
- Investment in innovative ideas and services
- Investments that exceed over the past 5 years the amount of € 250 k in new technologies (hardware & software - ERP, FMS, HRS, HR Recruiting Solutions, CRM.)

Our methods for the implementation of our vision is crystal clear and our ultimate objective is to have satisfied employees, satisfied customers and satisfied shareholders.





CERTIFIED M.S.
BS 10012:2017
00.41.0002



A large, stylized grey silhouette of a person with their arms raised in a 'V' shape, set against a grey background.

Our philosophy

- Close to our customers with a human face
- Long-term win-win partnerships
- Added value
- Respect for our people
- Respect for the environment

The background of the slide is a photograph of a modern building with a glass facade. The building's structure is visible, with vertical and horizontal lines. A person is standing on a balcony or walkway on the right side, looking out. The sky is a mix of blue and orange, suggesting a sunset or sunrise. The overall tone is professional and modern.

Why choose Alter Ego?

- Our priority is to be a reliable and trustworthy partner to all.
- We build relationships of trust with our customers.
- We invest in long-term partnerships.
- Our customers and competitive companies confirm that we provide quality services!
- We have 36 years of continuous presence in the Greek market and a strong determination to remain present and strong in the following decades.
- We manage with integrity all transactions and partnerships.
- We belong in the Strong Group of companies of European Reliance.
- We provide a wide range of services.
- We offer 24/7 support to our customers,
- We are constantly developing.
- We are properly organized and we have the latest IT systems.
- We evaluate and especially appreciate the satisfaction feedback of our customers for the services we provide!



35, Filellinon Str., 15232 Halandri, Athens

Tel. +30 210 6844885
+30 210 6844886

Web. info@alter-ego.gr
www.alter-ego.gr