



Energo
Logistic Spa

Company profile

Qualified Home Delivery

board

Energo Logistic is a national leading company in the B2C Home Delivery sector for Heavy Bulky items, such as large appliances, furniture, furnishings, fitness equipment and other bulky products.

Deliveries are made at the end consumer's address, by two specialized operators, with optional installation, assembly, testing and trade-in services.



Ivan Sannino

CHIEF EXECUTIVE OFFICER



Denis Ceccoli

CFO & IT DIRECTOR



Francesco Pavolucci

GENERAL MANAGER



Stefano Catenacci

TRANSPORT MANAGER



Fabio Perrone

HUMAN RESOURCE MANAGER



Marco Cossu

CHIEF OPERATING OFFICER



Paola Montemaggi

ADMINISTRATION MANAGER

2000

05

07

08

09

10

11

12

13

14

16

17

18

19

20

21

Foundation of Energo Logistic in the Marche and Emilia Romagna regions

Authorizations to collect and dispose of bulky waste and WEEE

Coverage extension to the entire Adriatic coast

Certification for installations with electric, water and gas connections

Present in the entire Central-Northern Italy

Energo Logistic becomes a joint stock company and expands on the entire national territory

Creation of a primary transportation network with pick-ups all over Italy

Development of proprietary Blue Links advanced software

Creation of a Customer Service to check the service levels and manage claims

16000 deliveries/month target achieved

Furniture and fitness equipment assembly

25 Last Mile Delivery dedicated Transit-Points

Scheduled Delivery service added

270.000 annual deliveries of heavy bulky products reached

Opening of a Cross-Docking facility in Milan to deliver products incoming from foreign logistics



values

EnergO and the Environment

ISO 14000 certifications

waste management - WEEE

integrated environmental consultancy

Being the reference partners for on-line
and traditional distribution, in order to
enhance the sales process

We developed a strong attitude for innovation
and the organizational skills of a big company,
whilst keeping our roots firmly planted: care for
details and respect for our customers

excellence
innovation
competence
reliability
respect

mission

**“we have
the skills to
do it”**

why

experience

Our roots are planted in the world of innovation, we have been assembling appliances in Italian homes for over 15 years

culture

We know how important entering an end consumer home is, and how much the quality of our work affects the perceived quality of your products

training

We invest on constant training of our staff on current regulations, product technological evolution and consumer relationship

certification

Energol Logistic is authorized to install, transform, expand and service the systems pursuant to Art. 1 of Decree n. 37/2008

why

**“we bend
technology at
the customer’s
service”**

proof of delivery

Delivery outcome in real time and electronic POD upload on the portal

IT development

Internal IT function focused on developing interfaces with clients, logistic partners and consumers

hdms

Monitoring of the delivery progress via the Home Delivery Management System for clients and end consumers

track & trace

Tracking messages to end users via SMS, emails and Geofencing

**“a single
player for
the entire
process”**



1
daily product
pick-up from
the logistics

2
contact
with the end
consumer
for a delivery
date

3
home
delivery

4
product
unpacking to
check its
conditions

5
assembly
and
installation

6
testing and
explanation

7
trade-in
and disposal

8
submission
of legal
documents

client
assessment of
the service
level

services

delivery installation and assembly

Appliances

freestanding e built-in

Furniture and furnishings

fitness and wellness **Equipment**

garden **Furniture**

bulky **Items**





Delivery **Certification** via POD upload

Used Product **Pick-up** with WEEE disposal chain certification

Issuance of disposal documents by Energo Logistic

Integrated **Customer** Service and Contact Care.

Sharing of quality/quantity KPIs and internal audits on our entire supply chain

Reports and statistics on the services carried out

Deliveries to the end consumer's door

Product **Unpacking** and integrity checks

Free-standing product **Installation**

Built-in product **Installation**

Furniture, furnishings, fitness, garden furniture

Assembly

Appliance installation **Certification**, where applicable, according to L. 37/2008

Phone booking with date confirmation to the end consumer via email and SMS

Track&Trace in B2C mode



services

reverse logistic

Waste collection and disposal

Energo Logistic, registered in the National Environmental Managers Register, cat. 1-2-3bis-8, effectively meets any waste collection and disposal request, with particular focus on WEEE management and bulky products disposal.

Replacement of non-working items

For this kind of service, Energo Logistic collects the new products directly from the Manufacturer's logistics to deliver it, while replacing the non-working item. Upon the Manufacturer's request, the new product will be installed directly at the end consumer's home and subjected to operating tests.



services

reverse logistic

Deposit

Energio Logistic can provide logistic spaces to manufacturers, in the warehouses that store those items collected during the Reverse Logistic process.

Each warehouse works according to Best Practice logics, in full compliance with the internal good handling procedures and with labour and environmental safety norms.

Product classification

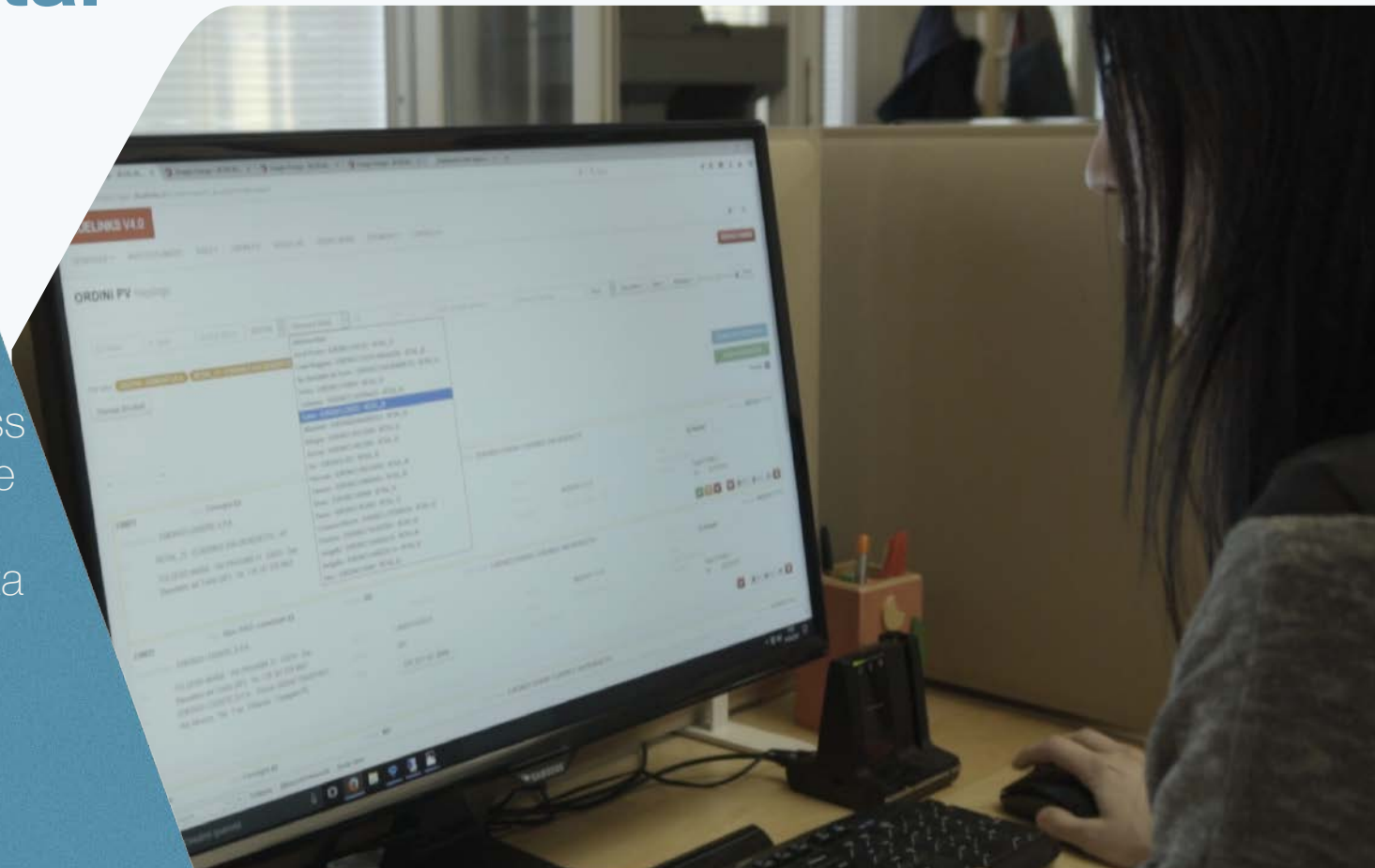
Based on the Manufacturer's needs, check-lists to grade the items collected are adopted, to create a downgrade classification. The items that cannot be collected by the manufacturer will be transferred to the WEEE processing plants accredited by the CDC RAEE .

bluelinks



The Bluelinks portal

is a HDMS (home delivery management system), entirely developed by Energo Logistic, to fully monitor the order flow and the waste management documents, with a focus on WEEE. Through customized login credentials, our Clients can access and see the relevant order portfolio. The Bluelinks HDMS can also be integrated with the Client's software to transfer data electronically.



quality

certifications



geographic area

north
centre
south
islands

contact times

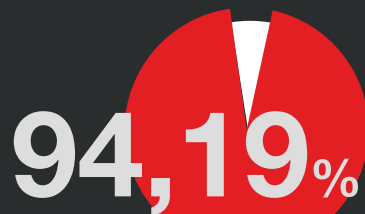
two days
two days
three days
four days

delivery times

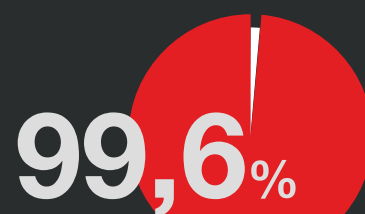
three days
three days
four days
five days



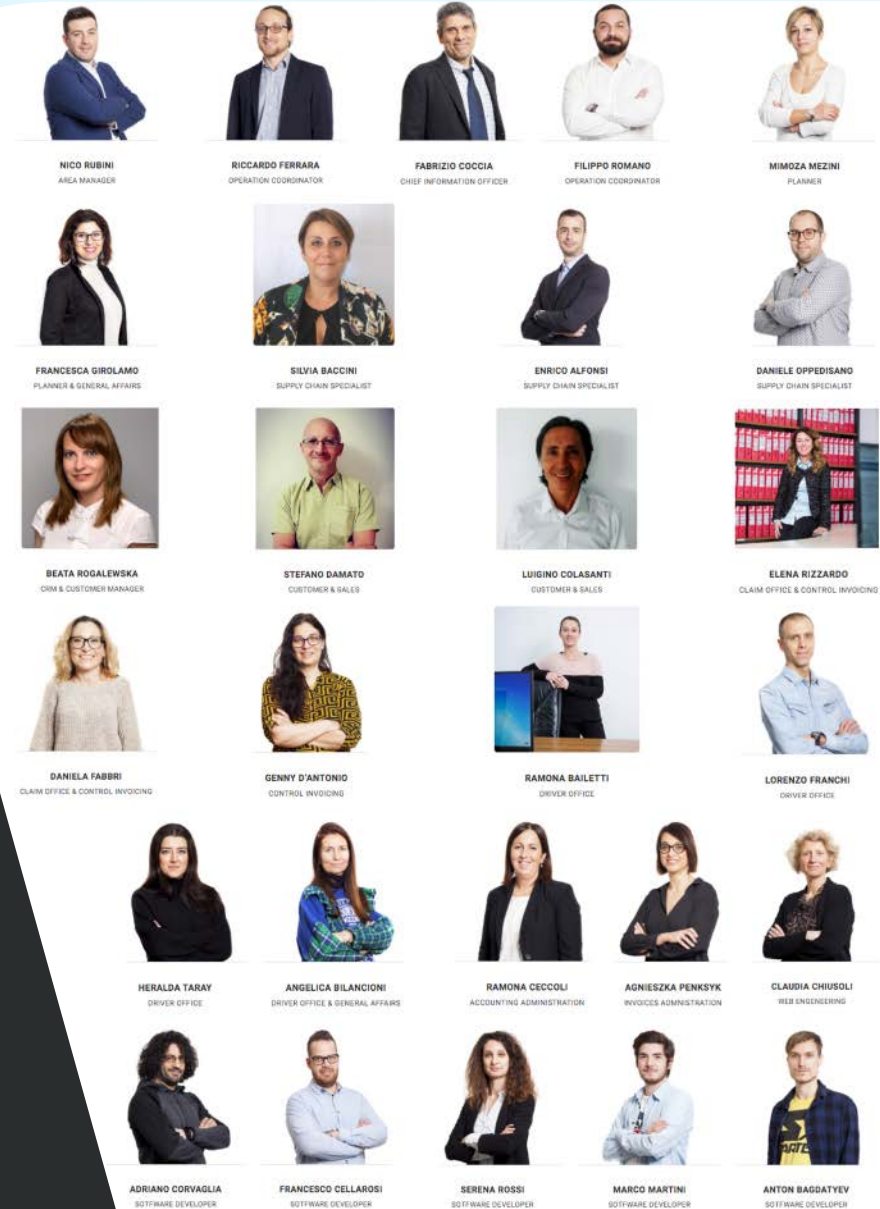
Compliance with phone contact deadlines to plan a delivery



Compliance with product delivery deadlines



Product integrity upon delivery



16 Years of experience

25 Transit point

240 Vehicles

15 Performance Monitoring Managers

65 Contact Care operators

90.000 Installations and assemblies/year

75.000 Used product collections and disposal/year

270.000 Deliveries/year

17.000.000 Turnover

figures





Energo
Logistic Spa

Qualified Home Delivery

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Bologna's Headquarters

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