



*30 years of*

**Passion for Cleaning**

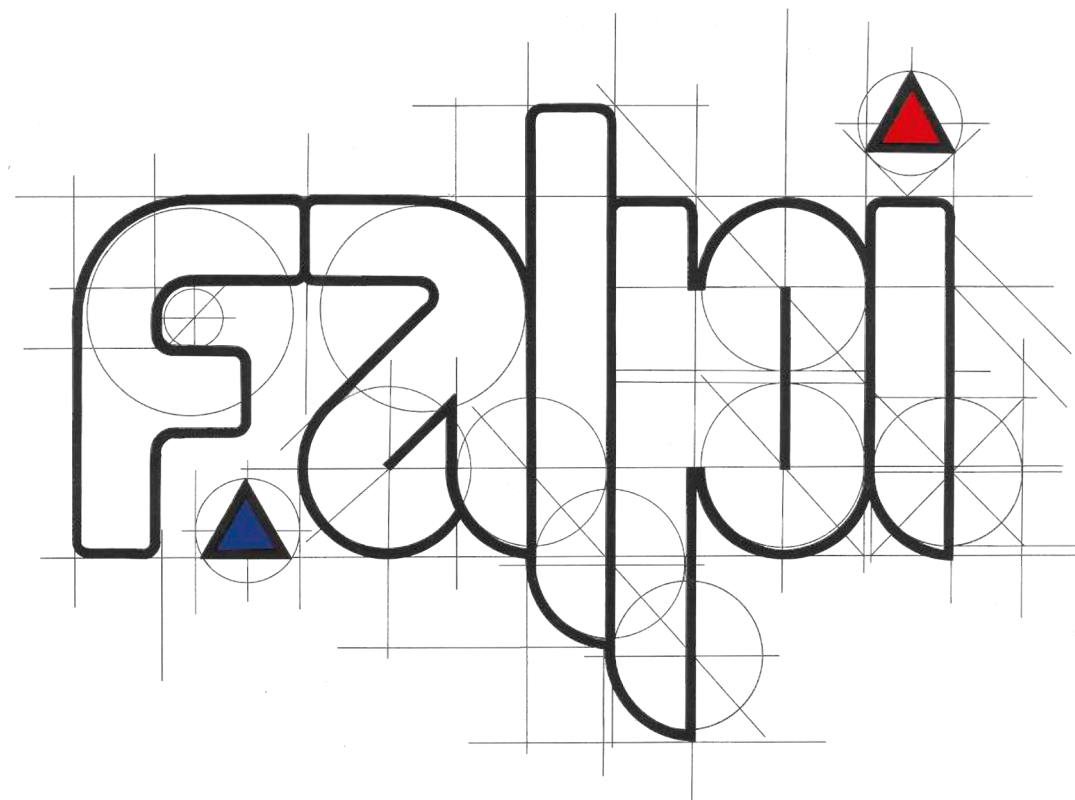
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# In Falpi we trust.

From the very start in 1987, Falpi has had clear ideas: to bring the enthusiasm and innovative spirit of a young, motivated team into the world of “professional cleaning”.

Now, after 30 years of constant effort, we have added another quality which is just as important: the experience of a company with an in-depth knowledge of cleaning-related problems that knows how to solve them quickly and efficiently.



# WHAT we do.

## TEXTILE PRODUCTS

In 1987, we started our business venture producing the first Falpi products, starting from the world of textiles.

Kentucky mop and dust-mops were **the basis** we used to create, step by step, one of the most comprehensive and popular ranges of professional cleaning tools.



## HOTEL TROLLEYS

In 2014, we decided to approach the hospitality industry, investing the know-how gained over the years in a new and exciting market. The first Solight trolley prototypes were presented exclusively at the Hotel Show Dubai 2015; the success of the project confirmed we were on the right track and encouraged us to continue investing in the housekeeping range. As a result, Falpi now offers a range of top quality, attractive products, on a par with our best-known, specialised competitors, with the added value of being "Made in Italy".

## CLEANING TROLLEYS

At the beginning of the 1990s, the mechanical production department was set up which enabled us to expand our offer over time to include trolleys. A comprehensive, well-structured range, from two-bucket trolleys with a traditional washing system to more complex Microrapid and KubiPro service trolleys, which are particularly popular in hospitals.

## CLEANING TOOLS

**"Whatever the challenge, choose the right equipment".**

This motto is our source of inspiration and our "modus operandi" with which we face the challenges that very day brings, viewing them as an opportunity of growth. "Cleaning as a job" means providing the best equipment, without complicating matters, and using tools and accessories specifically designed for the purpose.

# Falpi.

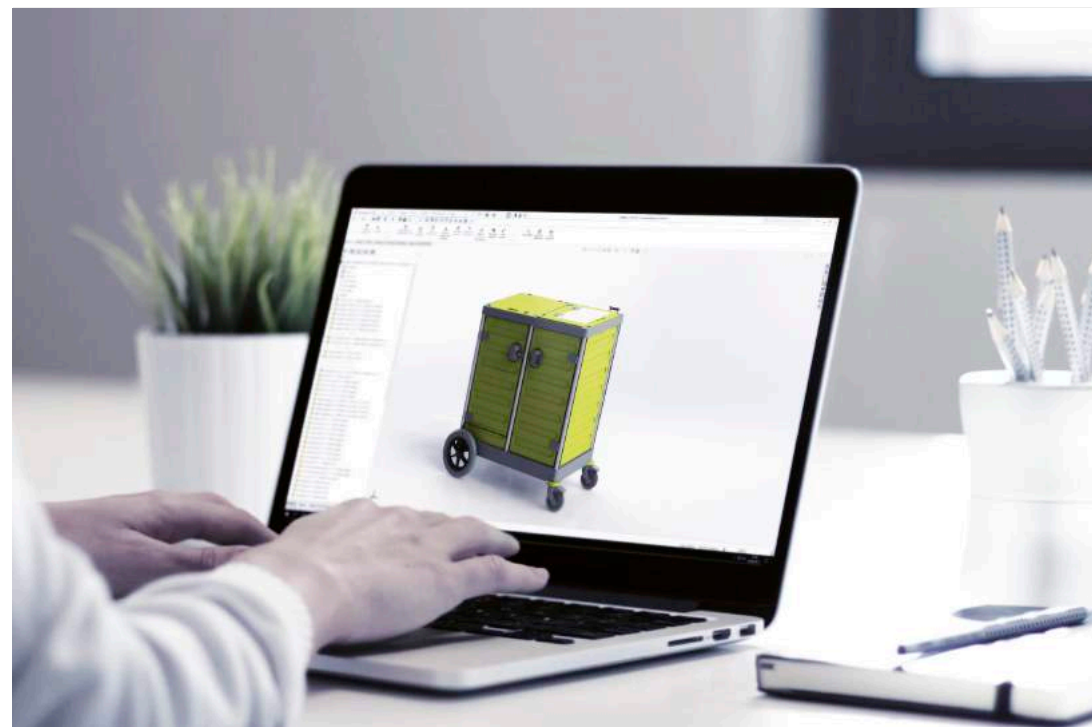
**Our project design team constantly analyses the market to provide new and innovative solutions.**

We want to stay up to date, so we keep a close eye on the latest technology and current changes because we want to play a leading role.

Our approach is not only aimed at traditional cleaning products, we also propose and develop digital solutions to support our customers'/users' work.

An example of this commitment is our innovative tracking system, Collega.Me, based on iBeacon technology, and the documentation platform, CataLab.

[www.collega.me](http://www.collega.me)  
[www.catalab.com](http://www.catalab.com)





**“ We have woven all the tradition of  
our Biella-based company into our  
textile products ”**

*The quality and finesse of our products stem from the technology concealed in every single textile fibre.*

*They are the culmination of generations of experienced spinners, weavers and dyers who have worked in this district for centuries.*

*We never compromise in production: **Quality First!***

*Andrea Loro Piana - Falpi*



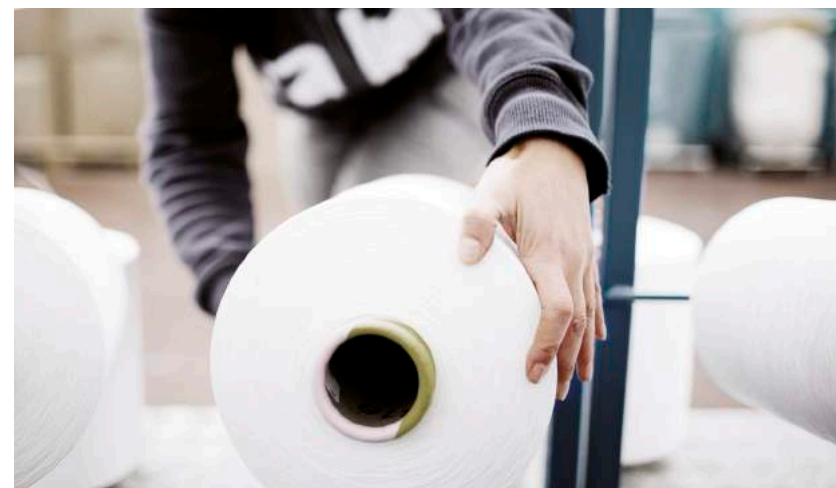
# Textile Production.

Falpi was founded **in 1987** and the start-up of textile production was the first step into the world of professional cleaning. That same department, which is now far more technologically advanced than in the past, represents an essential part of our company. As a company based in the Italian district of Biella, the land of weavers, we have been able, right from the very start, to provide a high-quality product, manufactured exclusively in Italy. This reinforces our conviction that Made in Italy is an added, essential value which has made Falpi a long-time advocate of a “work ethic” and attitude with an increasing emphasis on promoting local, specialised labour.



**Our products are a benchmark for quality in the industry;** this is down to the meticulous choice of raw materials, precision manufacturing and to the passion we put into our work.

They are intrinsic values firmly rooted in our company culture, which, together with the respect for the dignity of the workforce, sets us apart in the industry as a company where the words ‘quality and sustainability’ can be tangibly seen in our products.





# Trolleys Production.

Falpi has **an ultra-modern mechanical production department**. This is where our ideas take shape, from 3D CAD design they are transformed into prototypes, before finally becoming industrial and mass-produced products.

Sustainability is part and parcel of this process, demonstrating that every production process is an integral part of a clear, well-defined environmental policy.

No less than forty-six of our trolleys, the only ones on the market, can claim EPD (Environmental Product Declaration) certification. This shows our respect for eco-friendly production processes, the complete recycling of our trolleys and their compliance with the latest Italian Ministerial Decrees (Criteri Ambientali Minimi - Minimum Environmental Criteria).



# Our Trolleys.

**Durability, ergonomics, ease-of-use** and **good looks** are the words which describe the quality of our trolleys to perfection. We think a Falpi trolley should last for a long time. We believe that it is reasonable and environmentally sustainable that, if necessary, a trolley can be repaired and transformed for a different use, so our trolleys are designed for this purpose!

We have often been told that an unbreakable product does not generate "replacement sales". We know that and so do our customers, but they choose our trolleys because of their **total reliability!**





# The Team.

*Many of our colleagues have been part of the team since 1987 when the company was founded: a tie made up of mutual respect and the desire to grow.*



## THE TEXTILE LABORATORY

*"WE SEW YOUR FRINGES AND YOUR MOPS"*

Automation and the promotion of manual skills in the details are an essential combination in guaranteeing the highest quality of Made in Italy, resulting in the long-term durability of our textile products and excellent "cleaning efficiency".



## THE WORKSHOP

*"WE ARE THE ONES WHO ACTUALLY MAKE YOUR TROLLEY!"*

Automation and professionalism go hand in hand in this department too. Our team of mechanical technicians, highly skilled in operating cutting-edge machinery, can solve any specific request from large-scale cleaning sites where sometimes a customised solution is required.

Miloda

Daniela

Maurizio

Cinzia

Nadia

Daniela

Aziz



Luca

Fabio

Beppe

Mario

Luca



# Il Team.

## THE WAREHOUSE

*"DON'T WORRY! WE WILL TAKE CARE OF YOUR ORDER"*

Not only quality in the production, but in logistics too! With more than 1500 articles always in stock, the preparation and dispatch of the orders "in real time" can sometimes be extremely challenging, but our fast and efficient warehouse staff are the key to fulfilling our customers requests.

*Giancarlo*

*Giorgio*

*Fulvio*

*Michele*



## ADMIN AND SALES

*"WE ARE HAPPY TO MANAGE ANY REQUEST"*

Assistance, support and solid, productive relationships are the basis of our approach to the industry in which we offer our experience and expertise to customers.

*Daniela - foreign sales office*

*Paolo - Italian sales office*

*Alessandra - Italian sales office*

*Luana - marketing*

*Ermanno - accounts department*

*Viviana - quality department*

*Monika - design*



## MKTG & DESIGN

*"EVERY DAY IS A NEW IDEA"*

The design of the product, the planning and the management of corporate communication, through the development of new ideas, are what keep us on moving, alive and pro-active!

# Passion for Cleaning.

*We have found many partners worldwide who share our passion for their work, the quality of our products and the principles behind our choices.*

## PRODUCT

This simple word includes two fundamental ideas: **quality** and **strength**. So, every product must be conceived, designed and produced according to these clear goals and Falpi constantly strives to achieve its goals.

## SOCIAL QUALITY

As a company, we asked ourselves if quality is only linked to the product and production procedures. And we realised that the word "quality" can mean many things that, when combined, create a company/society/environment system in which each one of us finds his rightful place and makes his contribution.

## SERVICE

Over the years, we have invested heavily in customer care. This effort now means we can guarantee the very best service in terms of speed and accuracy.

## ENVIRONMENT

*"I think having land and not ruining it is the most beautiful art that anybody could ever want to own." (Andy Warhol)*  
Which is why looking after the environment must guide our actions: our environmental and social commitment is a question of lifestyle, a choice that we simply view as our duty.





# We are Eco-friendly.



As with whatever humans do, we use the air, water and earth around us. These resources are available to everyone, but they will not last forever.

They are an asset that we must preserve intact for future generations and this undertaking involves some commitments by both individuals and companies.

Protection, caution and care are the principles to apply if we want to reconcile economic development with future well-being.

**“Environmental protection is not an option, it’s everyone’s duty”**

**Which is why looking after the environment must guide our actions.**

Falpi has made its environmental and social commitment a question of lifestyle, a choice that we simply view as our duty.

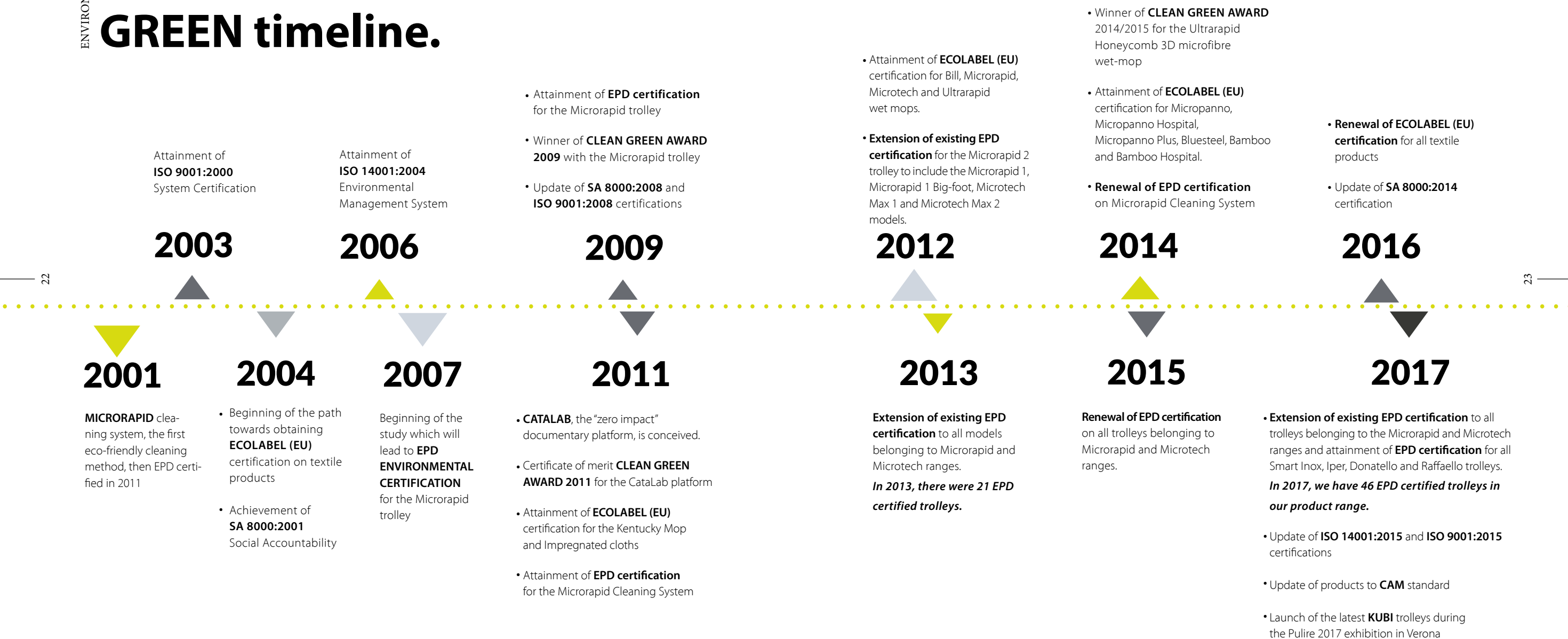


We must look after the land on which we live: we did not inherit it from our ancestor, it was lent to us by our children!

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*(Masai proverb)*

# GREEN timeline.



FALPI HAS CHOSEN TO CERTIFY ITS OWN PRODUCTION PROCESSES

ISO 14001:2015, EPD ED ECOLABEL (EU)

# Certifications.

## QUALITY

### Certification.

**For Falpi, Quality** is a work ethic which encompasses all the company's activities and is translated into its policy which focuses on continual improvement and total transparency.

Thanks to the **ISO 9001:2008 certification**, Falpi guarantees qualified products and services, constantly monitored, from the design stage throughout the entire production cycle. They also fully meet the technical specifications laid down for their use in different areas of work.



## SOCIAL

### accountability.

Falpi's stand-out feature is respect for dignity: in an increasingly competitive market where, despite the rules for civil existence, there are manufacturers who consider the exploitation of manpower to be a key aspect of their bargaining power, Falpi has chosen to be SA 8000:2008 certified.

Thanks to **SA 8000:2008 certification**, Falpi demonstrates to all its stakeholders (employees, society, institutions, suppliers and financial backers that it has committed to pursuing practices, procedures and policies which ensure conduct that will not harm an individual's dignity.



## ENVIRONMENTAL

### certification.

The impact of our quality: the best on your work, zero on the environment! The approach of the company to environmental aspects can be clearly seen in the Inox range. These are trolleys with a high technological and quality-related content, focused on customer requirements, and produced using materials and processes with a minimum environmental impact and which, after a very long working life, are also 100% recyclable.

**ISO 14001:2004 Environmental Certification** allows us to take a structured approach towards in defining our environmental goals and in identifying the tools required to achieve them.



## Clean Green

### Award.

**THE CLEAN GREEN AFIDAMP AWARD** is the annual award for professional and industrial cleaning products, systems or services, which have a strong environmental "vocation".

In 2009, Falpi won the first edition of the competition with the **Microrapid 2 trolley** (the first one with EPD certification).

In the 2010 and 2011 editions, Falpi was awarded a Special Mention by the jury and described as *"... the driving force in the professional cleaning sector in environmental issues..."*

In 2014, during the fourth edition, our environmental responsibility received further recognition, winning the award with the **Ultrarapid microfibre EU Ecolabel wet-mop**.



# Environmental labels.

## 142 certified textile products

### EU ECOLABEL

EU ECOLABEL is the environmental product label of the European Community. In an industry full of all kinds of acronyms and logos, this label qualifies products which meet a stringent selection of environmental criteria defined by European Community. According to the standards, it is considered a Type I Environmental Label.

The EU ECOLABEL, based on the ISO 14024 standard, is defined in the Nation Action Plan of Green Public Procurement (NAP GPP) as a "... basic reference..." for the evaluation of cleaning products which are more environmental friendly. It is often confused with other "type I" environmental labels which have a more National nature (mostly used in other European countries), the EU ECOLABEL is the most well-known and widespread in Europe.

We decided to obtain ECOLABEL EU certification for five groups of textile products; it has been a complex and strenuous path for our Quality department, which has been hard at work for more than four years.

For Falpi, this certification is not just a simple "stamp" on a product or just a "label", but the result of a modus

operandi which involves the whole company and its policies. We are not making the mistake of viewing the certifications as the finishing line: they are just the start of a long journey!

**The identification of an EU ECOLABEL product is easy: you can recognise it by the typical logo with the flower and you can check the validity on the website <http://www.isprambiente.gov.it/it/certificazioni/ecolabel-ue/aziende>.**



**EU Ecolabel : IT/016/021**

## 46 certified trolleys

### EPD - ENVIRONMENTAL PRODUCT DECLARATION

#### Dichiarazione ambientale di prodotto (DAP)

EPD is an environmental declaration with the aim of supplying concrete, verified, reliable information on the cleaning performances of a product or service. From a regulatory aspect, it is defined as Type III an Environmental Label.

EPD analyses the entire life cycle of the product, or service, *from cradle to grave*.

Falpi can proudly declare that it was the first company, in the professional cleaning sector, to commit to the EPD certification path for its products, in accordance with ISO 14040 standards. We chose to obtain EPD certification for our Microrapid and Microtech trolleys to prove the high level of environmental compatibility of our production.

#### *Was it a straightforward process?*

By no means! And it wasn't cheap either...

#### *Was it worth it?*

Yes, of course, because we really believe that certain values, starting with our environmental commitment, must be put into practice and communicated to the industry, in line with international procedures, rules and schemes shared and verified by "Third parties".



# Heart and soul for 30 years.

## 1987-2017

Thirty years have passed since we decided to take on a challenge that, with the innocence and recklessness of twenty-year-olds, we did not initially understand would be so difficult. Later, after countless sacrifices and very few rewards, we realised that the road was uphill. We stubbornly persevered, maybe more out of pride than belief.

Incredibly, the results started arriving one by one, each one more important. Customers became partners and, then, friends. Employees became valuable colleagues and tiring exhibitions turned into amazing parties and fun-packed dinners. The effort turned into gratification and customers' phone calls were always welcome. Every day is a one step further.

The "world of cleaning" has changed a lot over the last thirty years, but we have too and we are proud of it. This "world" made us struggle at the beginning, but then it gave us ample rewards and continues to do so.

Luckily for us, the young people back in 1987 were innocent and reckless, otherwise we would not be here to tell the tale!

*Alessandra, Aldo e Andrea Loro Piana*





# Thanks.

*"Thanks"* is a simple and humble word, but very beautiful:  
It's too little used.

After 30 years, we want to give some THANKS.

Thanks to Mum and Dad who have always given us their support and their unconditional trust.

Thanks to our Families who support and sustain us.

Thanks to all of our Collaborators, men and women who work for Falpi, that we still call "guys".

Thanks to our Customers whom we call "friends".

*Alessandra, Aldo e Andrea Loro Piana*





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