

OOOS CROUP

Administration. Management. Solution.

## New energy at Shopping Malls

For more than **25 years** the Odos Group has been supporting individual and institutional property owners in the marketing and leasing, technical and operational management of shopping malls, retail parks, factory outlets and leisure centers.

We enhance value by resolving vacancy problems at the Centers we follow, including those with an especially complicated operating past or having the nature of a shared complex.

Its **widespread presence across the country,** made possible through its operative centers in Milano, Novara, Vicenza and Catania, allows the Odos Group to develop genuinely local business, follow customers closely and create local synergies that would otherwise be impossible.

**Expertise, innovation and transparency** are the tools the Odos Group employs to give new life to shopping centers.

## We build the Centre of value

We carefully analyze the specific features of Customers' properties and any operating activities that may already be taking place inside their organizational structure.

We perform a broad assessment of the potential of the Center in an identity-based rather than generalist manner: catchment area, municipalities, local entities and associations.

We build the result that responds to the objectives and policies of institutional bodies, while at the same time being attentive to the local business dynamics of the facilities entrusted to us.

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We can do this thanks to our **long experience** in servicing Asset Management Companies, Property Owners, Investment Funds and Large-scale Retail Chains amongst the most representative in the Italian real estate industry.

**"We work locally and in contact with the local area"** is the key to our success and the success of the Centers we manage.

Our team of **50 people is highly specialized** in marketing and strategic restyling, in refurbishment, in energy efficiency and in the safety & security of Malls and Arcades.

Thanks to its special way of working, Odos Group is able **to free up valuable operating costs**, utilize **effective economies of scale to achieve earnings** that can be determined in advance and are of considerable interest to property owners and **optimize revenue** from property investments.



### Odos Group Offices



## Managed Centers

#### LOMBARDIA

CC MalpensaUno Gallarate (VA) PC Esselunga di Corsico Corsico (MI) CC Esselunga di Lissone Lissone (MB) CC Cocquio Cocquio Trevisago (VA) CC Esselunga di Venegono Venegono (VA) PC La Vailetta Dalmine (BG) CC Le Vele Curno (BG) CC La Fornace Tradate (VA) CC Levada Casatenovo (LC) PC di Baranzate Baranzate (MI) PC di Pantigliate Pantigliate (MI) **CC** Paullese Center Pantigliate (MI) **Consorzio Quartiere Affari** San Donato Milanese (MI) Baranzate Retail Park Baranzate (MI) Parco Commerciale Le Marasche Osnago (LC)

#### VENETO

CC L'Arsenale Roncade (TV) CC La Castellana Paese (TV) CC Campo Romano Schio (VI)

PIEMONTE Le Fornaci Mega Shopping Beinasco (TO) CC Sempione Domodossola (VB) CC II Castello Nichelino (TO) CC I Giardini Biella (BI) PC di Castelletto Ticino Castelletto Ticino (NO) CC Le Torri Avigliana (TO) PC Nov'aria Novara (NO) CC Gli Archi Alessandria (AL) PC Cigna Torino (TO) CC Ipercoop Valenza (AL) CC Omegna Omegna (VB) Porte di Moncalieri Moncalieri (TO)

LIGURIA PC Taggia Taggia (IM) PC Polo Ponte Carrega Genova (GE)

#### TOSCANA

CC Pisanova Pisa (PI) Centro\*Agliana Agliana (PT) Centro\*Mugello Mugello (FI) Centro\*Lucca Lucca Centro\*Le Piagge Firenze Coop Bisenzio Ombrone Vaiano Vaiano (PO)

#### BASILICATA CC Heraclea

Policoro (MT)

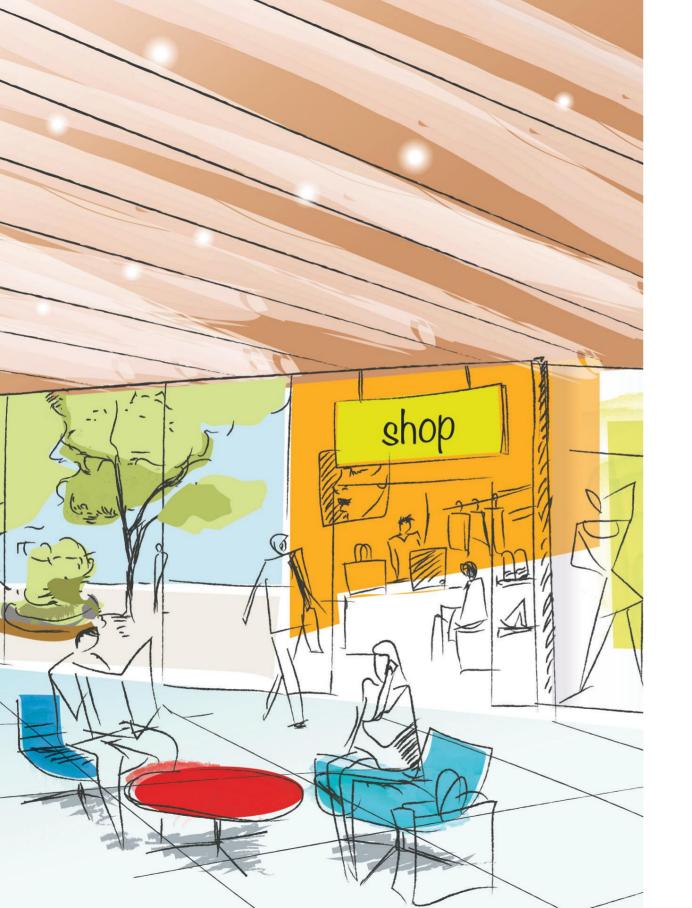
**CC Le Ginestre** Vibonati (SA)



CC Perla dello Stretto Villa San Giovanni (RC) CC II Tirreno Belvedere Marittimo (CS) CC La Torre San Marco Argentano (CS) CC Vibo Center Vibo Valentia (VV) CC Porto Bolaro Reggio Calabria CC Due Mari Maida (CZ)

#### SICILIA

CC II Casale San Cataldo (CL) CC Le Vigne Castrofilippo (AG) CC La Fortezza Modica (RG) CC Le Zagare San Giovanni La Punta (CT) CC Le Ginestre Tremestieri Etneo (CT)



# The services provided by Odos Group

#### WE PUT MARKETING CENTER STAGE

We are deeply rooted locally: we look for appropriate Business Operators to run vacant premises or those about to become vacant and assist Customers from the planning to the opening stages. We do this by always starting at a local level: Odos Group uses the most advanced form of geomarketing, determines the right merchandising mix and selects new Operators by checking the planned guarantees, guiding Customers in negotiations and concluding contracts.

#### WE TAKE TECHNICAL MANAGEMENT TO THE TOP LEVEL

Technical management has for years been the jewel in the crown of the Odos Group, which has been capable of developing important efficiency levers and freeing up valuable economic resources. Full circle technological management, ranging from energy management to prevention, protection and advanced data rooms, are just a few of the services provided by Odos Group.

In addition, the Odos Group's web portal, the result of decades of development, provides the opportunity to make extensive and transparent online competitive comparisons.

We formally assume the responsibilities connected with property management ranging from questions of title to obtaining fire prevention certificates and joint liability with suppliers for pension and social security contributions, including prevention and safety costs for shopping centers as a workplace.

#### WE MAKE LEASE AND ADMINISTRATIVE MANAGEMENT FINANCIALLY RELIABLE

Thanks to twenty years of experience in the sector Odos Group is a solid partner, one to whom you can entrust the complete management of your leasing, sub-leasing and business lease relationships, as well as the administration – direct or indirect – of the consortium expense budget.

From checking planned deposits through to monitoring payments and credit recovery management, if required, Odos Group meets the set objectives within the scheduled timescale and assigned budget.

# WE GUARANTEE THE EFFECTIVE MANAGEMENT OF THE CENTER'S SHARED SPACES

Centers that work well are those seen as managed, inhabited spaces: from the organization and control of the way the Mall works on a day-to-day basis, so that it can be seen as safe and welcoming, to an analysis of the results of marketing initiatives, the management of temporary spaces through to the administration of the budget for shared expenses, Odos Group acts as a guarantor for the Client that the Center's shared spaces are working properly, and takes immediate action to deal with any operating problems.

#### WE PROVIDE SERVICES FOR START-UPS IN THE CENTER

Some games are won before you even take to the field: Odos Group takes care to create a sound legal management framework, establishing its operational tools and accompanying Clients in all the activities relating to the creation of a Center, from the moment work starts to the moment of the launch.

#### **O**UR SERVICE LEVEL AGREEMENTS

#### • Fiscal and administrative services

Our digital archives and reports are available online 24 hours a day, 7 days a week.

Odos Group has its own highly advanced propriety management software, based on workflows studied for the specific market and organized in a **Business Process Management** structure that ensures the utmost qualitative transparency in terms of schedulable and digitally trackable operations.

#### Operational and technical activities

We ensure functional continuity outside working hours by means of a toll-free number that enables Customers to speak directly with managerial and/or technical staff without secretaries or wasted time.

**The toll-free number is always available,** also on bank or federal holidays, so that Shopping Malls can receive a swift response, thereby providing the utmost flexibility in working hours.

#### Document storage

We have **digitalization** in our DNA: our information platform is always accessible, with all documentation digitalized as the certified substitute for the storage of tax documentation. The technological infrastructure is safeguarded by a data protection structure included in the company's **Disaster Recovery Plan**.

#### **C**ORPORATE STRUCTURE AND OPERATING REFERENCES

The Odos Group includes the **specialist companies Odos Servizi**, **Odos** (for managing shared expenses as agent without representation) and **Atrium** (dedicated to condominium management) in order to be able to deal full-circle with the most complicated operational situations.

Through targeted consultancy, for years Odos Servizi has been actively servicing the properties of some of the most prestigious Large-scale Retail Chains, Asset Management Companies, Property Owners and Investment Funds in Italy.

#### OUR NUMBERS

- 50 members of staff
- 51 managed Shopping Centers
- a GLA of over 700,000 square meters
- more than 1,450 stores
- over €35 million of administrated service charges



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