



Communication with you is of special importance to us!

AGT ENGINEERING & OPERATIONS SERVICES is a pioneer group that improves and upgrades its services by anticipating your own needs and requirements.

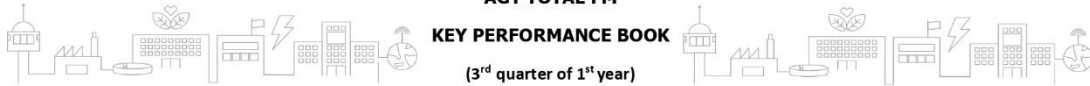
Besides, the fundamental value of the group is to give back to society and the environment in every way possible with the aim of increasing their actions and their results. Thus the "umbrella" of Life Projects was created, under which the group's actions were consolidated, added and monitored, which are indicatively illustrated below.



KEY PERFORMANCE BOOK BY AGT FM

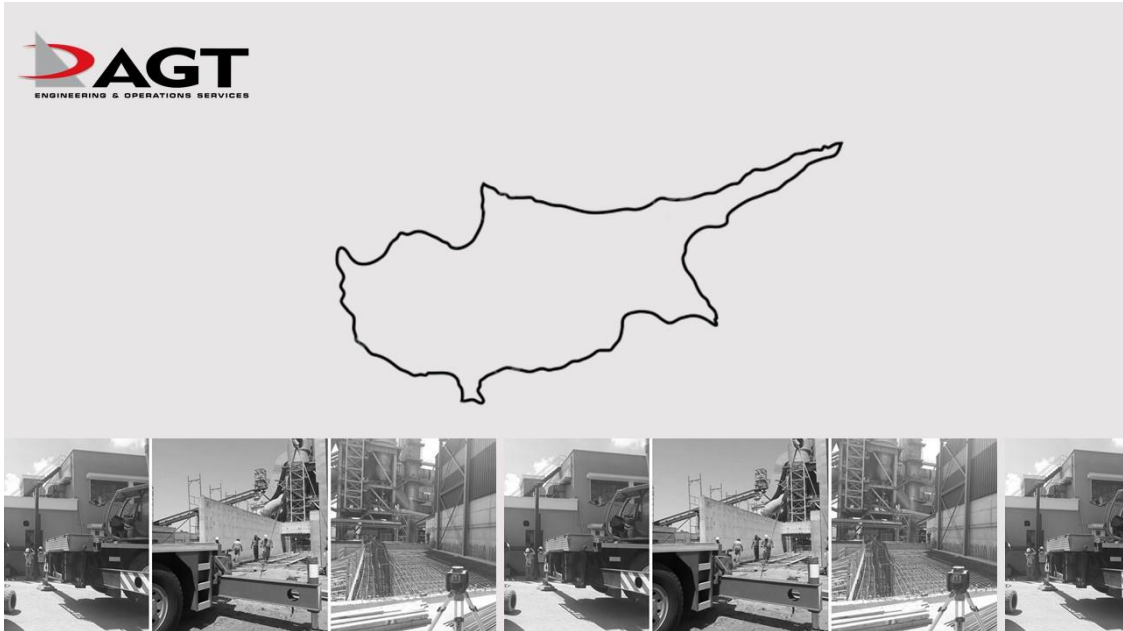


AGT TOTAL FM KEY PERFORMANCE BOOK (3rd quarter of 1st year)



We at AGT, are committed to providing the best possible customer experience. AGT Facility Management S.A. developed and implements a prototype customer experience measurement model through Key Performance Indicators (KPI's). The AGT FM KPIs Book measures and analyzes the parameters that compose the satisfaction of the end users of the facilities through their own evaluation. During our company's operation in Facility Management contracts, the Quality & Safety department conduct research always in cooperation with our customer. The results of the research are delivered to the customer for evaluation, being a tool in our common effort for high quality services with satisfied users and modifying contracts to the specific needs of each customer.

KNOW HOW TRANSFER BY AGT CYPRUS



In recent years, our activities on the island of Cyprus validates AGT Cyprus as one of the most reliable companies in Engineering Projects and Facility Management. We are expanding our clientele and we are every day next to our customers in the sectors of Heavy Industry, Food & Beverage and Commercial. Through our experience in Total Facility Management, we transfer know-how specified in presenting detailed and in-depth proposals for operations in multi-storey buildings and complexes. We keep our values stable by cultivating a spirit of cooperation and teamwork.

NEW INVESTMENT IN ERP SOFTWARE



The AGT Engineering & Operations Services group continues to invest in technology, innovation, and corporate governance. In collaboration with Entersoft, one of the leading Greek business software development companies, we have installed and fully developed new ERP software (Enterprise Resource Planning). We are now upgrading our operations, integrating important activities and processes of the group into a central management system, increasing our speed and efficiency. ERP comes to support the other modern applications used by our company such as Pipedrive, Coswin, Slack, Teams, empowering remote work.

The modern computerization and the great possibility of work mobility, certifies AGT as one of the technologically advanced companies in its sector, with flexibility that enables us to adapt the needs of our customers.

INFRASTRUCTURE PROJECTS & NEW CONTRACTS



Our capacity, experience and our staff are the three elements that take our company higher. We execute infrastructure projects and sign new contracts reflecting our high level of experience in plumbing and building projects. With environmentally friendly projects, we upgrade the public infrastructure and improve the quality of life in local communities and citizens throughout Greece.



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