

Growing in the present to embrace the future

Pagi's vision and approach: a specialist in cleaning and soft facilities for thirty years

A service company focused on innovation and people, capable of engaging with customers, suppliers and employees with care and a spirit of collaboration. Pagi, a company based in Bollate, was founded in 1996 by Salvatore

Pantano, an entrepreneur with a far-sighted vision, who was joined in 2020 by his son Luca, a symbol of a new generation full of enthusiasm and determination at the helm of a rapidly growing business. "We started out as a commercial and industrial cleaning company. Over the years, we have gradually expanded the range of services we offer to businesses and private individuals. We are always ready to take on new

challenges: if a client has a request that goes beyond our usual services, we do our best to accommodate them. It is precisely by following this approach that we have been able to expand our core business to include further services", say the owners. Today, in addition to domestic and industrial cleaning, Pagi offers a range of soft facility services: portage and light logistics, professional reception and hospitality, unarmed security, concierge services and access control; mail management and an in-house shuttle service; event space management, set-up and dismantling; and certified sanitisation and environmental treatments. The clients, the majority of whom are high-profile, range from fashion to design, from stationery to food and drink, and include some very well-known brands.

THE COMPANY AT A GLANCE

Pagi employs around 1,000 staff in cleaning and portage services and 150 professionals in security, reception and hospitality services. The organisation is staffed entirely by its own employees, with no subcontractors. There are two operational and administrative headquarters: in Milano and in Rome. Average turnover stands at 23 million euros and the company is experiencing significant growth.

Ready for expansion

"We are used to dealing with very demanding clients. Our hallmark is our focus on listening carefully to their needs in order to ensure excellence. Our next objective, however, is to consolidate and expand the 'hard facility' section".

Pagi has, in fact, developed a specialisation in hard facility services, in particular supporting major clients in the fashion and communications sectors with the maintenance of electrical and specialised systems, providing support for the maintenance of Hvac and heating systems, and coordinating technical suppliers and managing claims. "We're always there for our customers, 24 hours a day, both in person and online. Thanks to Universal Cloud, we have an It platform that ensures total control over our operational activities: from the ticketing system for communications and customer reports, to monitoring service quality through automated reports, right through to the archiving of site documentation and safety data sheets".

The highlights

Pagi is Iso 9001, Iso 14001, Iso 45001 and Sa 8000 certified. The concepts of fairness, inclusion and the dignity of work are very important, particularly for Luca Pantano, who represents the generation Z workforce within the company. In fact, he himself emphasises the importance of young people within a team of over 1,000 people based throughout the country and at the head offices in Milano and Roma: "We don't have interns: after a short probationary period, young people are taken on as permanent staff. We aim to work with them to chart a path of growth, by sharing objectives and empowering them. The whole team is committed to achieving specific goals of excellence, but we also know that we pass this excellence on as employers".

With a team of directly employed staff – no subcontractors – comprising carefully selected, trained and committed individuals, the team is a real source of pride for Pagi. "With the help of this team, our services are tailored to each client, and it is important to identify any changes and requests they may have promptly and intuitively".

"We will continue to work with enthusiasm and determination in the future too," the owners conclude. "Our work is driven not only by utilitarian goals, but by genuine passion, enthusiasm, a forward-looking approach and social responsibility". ■



Luca Pantano, a second-generation member of the company

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