

2021-22

PRESENTATION OF SERVICES

Quality services, our difference



ASSISTA

ASSISTA

We are the only independent company in the market that customizes the service to each client and seeks constant improvement.

With a unique global service catalogue where we cover all the needs and specializations of our clients.

With a performance in all the territory of the iberian peninsula.














With a human team in continuing training and high technical qualification.

With all the quality guarantees that give us our ISO and state certifications.

*Assista, quality services,
our difference.*



Content index:

	Our Corporate Group	3
	Integrated claims management	7
	Contact center	9
	Wealth management.	11
	Constructions and reforms	13
	Maintenance and installations	15
	Management and energy efficiency	17
	Home assistance	21
	SME's assistance.	23
	Assista Group in Portugal.	25
	Assista's Investments	27
	Pets assistance	28
	Our customers	29

OUR COMPANY

Assista Group has a long-standing history of more than 25 years of experience, which has allowed us to become a national reference in areas such as construction, integrated casualties and properties management, maintenance of facilities and home assistance.

We develop our work for a large number of big companies in all the country and we count with our own wide network and loyal collaborators, spread all around the national territory, to offer a full coverage to every one of our customers.

OUR COMMITMENT WITH QUALITY AND ENVIRONMENT:



ISO 9001:2015

Certifies that we fulfill the principles of **quality management** and **constant improvement**.
PDCA (to plan, to do, to check and to act).



ISO 14001:2015

Environmental Management System, a framework to **protect the environment** and answer all environmental conditions, in all processes.



ISO 45001:2018

Certifies our optimal system of **management, safety and health** at work.



ISO 26000:2010

Corporate Social Responsibility, sets the general guidelines for its ethical and socially responsible management model as well as its integration into the strategy, processes and development of all activities of the organization.



ISO 50001:2011

Certifies that we realize a responsible and **sustainable energy use**.



Label that certifies our engagement with **equal opportunities, diversity and inclusive policies**.



Certificate registration as an integrated company in the suppliers platform **REPRO-ACHILLES**.

THE ONLY COMPANY WITH A MIXED MODEL

We bring together the power of an organization with presence in all the iberian peninsula, with the customization that brings, and provide a wide internal company network.

Assista group is an organization based in a concept of global services, suited to the particular needs of each one of your business units.

This is one of the reasons for the success of our business model between the big corporations of our country. We offer services and global agreements through an only Assista's interlocutor, at the same time that we provide our own local interlocutors, for the management of the specific needs that your business units may require.

“

“Our differential model brings proximity through our companies and technicians and globality through our partners network.”

”



Assista is an enterprise of the national area and at the same time is the owner of a network of local and regional independent companies.

ASSISTA

INTERNACIONAL LEVEL

FACILITY SERVICES

Services of construction, maintenance, home and companies assistance, claim management, contact center, wealth management, etc.



INTERNACIONAL LEVEL

INSTALLATIONS AND RENEWABLE ENERGY

Company of services in the area of technicals and electricals installations, climatization, energy efficiency, photovoltaic and eolic.



NACIONAL LEVEL

CONTACT CENTER AND OTHER SERVICES

Services of contact center, cards personalization, point-of-sale terminals, back office services, banks and companies.



NACIONAL LEVEL

INTERNAL COMPANY, OPERATORS AND PROFESSIONALS NETWORK

Facility services and reforms in all the national territory. Contact center, insurers and utilities.



NACIONAL LEVEL

UNCLOGGING SERVICES AND WASTE MANAGEMENT

Service company of industrial and retail unclogging and cleaning, collecting and waste management, environmental projects.



NACIONAL LEVEL

WEALTH INVESTMENT AND INDUSTRY

Project development for residential and tertiary, of real estate character and equipment, as well as its management.



VALENCIAN COMMUNITY

CONSTRUCTION

Service company in the area of construction, complete edification, renovaton for residential and tertiary.



NACIONAL LEVEL

SERVICES FOR SME ´S AND PARTICULARS

Service company in the area of facility services, maintenance, reparation, installations and construction.



ASSISTA

INTERNATIONAL LEVEL

homeppy

NATIONAL LEVEL

germania

INTERNATIONAL LEVEL

GDA
Grupo Assista

NATIONAL LEVEL

INTEGRATED CLAIMS MANAGEMENT



“ Custom managers and operators for each contract. Our quality services guarantee the attention of their customers. ”

We perform an integral assistance for every kind of accident, with the best quality rate and market unit cost.

Assista has an extensive experience in the management and repair of damage for homes, communities and corporations.

We develop our work with a large number of insurance companies in all the national territories, adapting and creating specific solutions for the needs of each customer.

OUR SERVICES



“ We adapt our services to your needs. ”

Why should you trust us with your insurance management?

- More than **200 managers**, specialized in claim processing.
- We have our **own and loyal external net** with a national coverage.
- We offer **integrated coverage** for all the required jobs.
- Possibility of **guaranteed average price**, in recoverable claims portfolios.
- Attention the **24 hours** in claims assistance and management.
- Systematic monitoring of **control anti-fraud**.
- Exclusive products to the **retention and engagement of insured**.
- Individualized managers by client and **quality control** of the 100% of the claims.



“

We are the only independent claims management in the market. ”

CONTACT CENTER SERVICES

Our work is focused on adding value and in the best customer experience, as in the search for efficiency and optimization of the service we offer.

Our philosophy is marked by constant innovation and adaptation to the surroundings and the particular needs of each customer, searching to continue improving the customer journey.

We manage in an integrated way the customer service, having traceability in all the process (engagement, management, attention, following and post-sale).

“

We offer more than 400 managers located in 4 operating platforms (Malaga, Valencia and Madrid), as well as managers that realize their task by telework. ”



OUR SERVICES



Customer service.



Call overflow.



Teleselling.



Cross/up selling.



Customer retention.



Recoveries.



Customer engagement.



Quality surveys.



Back office.



Loyalty.



Business tracking.



Virtual secretary.

OUR CUSTOMERS

- Financial institutions.
- Insurance companies.
- Real estate sector.
- Automotive sector.
- Retail.
- Construction.
- Public administration.

OMNICHANNEL MANAGEMENT

- Telephone.
- WhatsApp.
- SMS.
- eMail.
- Social media.
- Web chat.
- CTA.



POS MANAGEMENT

Commercialization and maintenance of the points of sale.

CARDS PERSONALIZATION

For banking institutions, insurance companies and fidelization cards.

WEALTH MANAGEMENT

We offer integrated management for the assets of most of the financial entities, investment funds and family offices of Spain.

- ✓ Judicial and friendly takeovers.
- ✓ Adaptations and reforms for properties for rent and sale.
- ✓ Integrated maintenance of the asset (atomised dwellings, promotions, solar, offices, business...).
- ✓ Technical and administration services.
- ✓ Engineering services.
- ✓ Energy certifications.
- ✓ Finalization of dwellings and promotions.
- ✓ Partial and integrated reforms.
- ✓ Security and surveillance of the assets.

We handle the assets management, adjusting to the particular needs of each customer and specify characteristics of the property.





Adjustment of real estate assets:



- Possession takeovers • Launching
- Reforms and adjustments for the habitability

Technical and administrative management:



- Licences and permits • Supplies register/resign • Constitution and management of neighborhood community

Construction and renovation:



- Finalization of the constructions • Partial and integrated renovations • Solar adjustments • Reports and technical services

Maintenance of real estate assets:



- Housing promotions • Building • Atomized dwellings • Commercial premises • Solar

Management for rental housing:



- Adjustment of start and end of the contract • Preventive and corrective maintenance • Reports • Insurance management

Pre-sale and after-sale management:



- Telephone attention of owners • Pre and after sale technical inspection • Technical management • Reparatons

Social fund housing management:



- Habitability adjustments • Obtaining certificates • Maintenance • Supply management

Ground maintenance:



- Fenced • Grubbing • Earth • Moving • Demolitions

Anti-occupation services:



- Regular visits • Reports of occupation • Walled windows and doors • Perimeter fencing

“ We incorporate new services in a continue way, depending on the real needs of our customers. ”

CONSTRUCTION AND REFORMS

Assista has more than 25 years of experience in the construction, rehabilitation and reform of all kinds of real estate assets.

- ✓ Residential housing.
- ✓ Singular construction.
- ✓ Residential and communities promotions.
- ✓ Office and desk buildings.
- ✓ Shopping malls and shops.

We offer an adapting service to the needs of each construction, being able to make a “turn-key” service, up to the execution of concrete construction items, also offering in these cases, the technical direction and coordination of third-party companies.

“

We are a construction firm certified with state contractor classification.

”

OUR SERVICES

“Turn-key” construction projects.



Integrated reforms for residential and tertiary.

Civil work for residential and tertiary.



Partial reforms for residential and tertiary.

Electrical installations for residential and tertiary.



Building permits, first occupation, etc.

Climatization and industrial refrigeration installations.



Fire protection installations.

Home-automation projects for housing and buildings.



Technical reports, due diligence, viability studies.

Electric bulletin, gas, adjustments of installations to the legislation.



Technical inspections of buildings.

Energy certifies and studies.



Alarms and active and passive security systems.



We are registered in industry as a certified company with the classification of **State Contractor in Works and Services**.

A- EARTH-MOVEMENT AND DRILLING:

01- Removal and emptying.	Category A
---------------------------	------------

C- EDIFICATIONS:

01- Demolitions.	Category A
------------------	------------

04- Masonry, plaster and coated.	Category C
----------------------------------	------------

05- Stone and marble work.	Category A
----------------------------	------------

06- Pavement, flooring and tiled.	Category C
-----------------------------------	------------

07- Insulation and waterproofing.	Category A
-----------------------------------	------------

08- Woodwork.	Category C
---------------	------------

09- Metalwork.	Category B
----------------	------------

I- ELECTRICAL INSTALLATIONS:

08- Electronic installations.	Category C
-------------------------------	------------

05- Mecanic installations without specific qualification.	Category C
---	------------

J- MECANIC INSTALLATIONS:

04- Plumbing and sanitary.	Category C
----------------------------	------------

05- Mecanic installations without specific qualification.	Category A
---	------------

K- SPECIALS:

04- Paintings and metallizations.	Category B
-----------------------------------	------------

O- CONSERVATION AND MAINTENANCE OF REAL PROPERTY:

01- Conservation and maintenance of buildings.	Category 1
--	------------

P- MAINTENANCE AND REPAIR OF EQUIPMENT AND FACILITIES:

01- Maintenance and repair of electrical and electronic equipment and facilities.	Category 1
---	------------

02- Maintenance and repair of equipment and facilities of plumbing, water pipes and gas.	Category 1
--	------------

MAINTENANCE SERVICES

Preventive maintenance



High and low voltage electrical installations



Climatization



Sanitary hot water



Protection against fire



Industrial cold



Heating

Other services



Voice systems



Data



Loudspeaker



Closed-circuit television (CCTV)



Automation



Alarms

CORRECTIVE AND URGENT MAINTENANCE



For all the required works



For all the required jobs

“ We offer comprehensive coverage 24 hours at day the 365 days of the year. ”



INDUSTRY RECORDS

We are registered in industry as a certificated state company, with classification of **Installer and Maintainer Company**.

I- ELECTRIC INSTALLATIONS:

01- Luminaires, illumination and light beacons.	Category 4
05- High voltage transformation and distribution centres.	Category 4
06- Low voltage distribution.	Category 4
07- Radio electronics telecommunications and installations.	Category 4
08 - Electronics installations.	Category 4
09- Electrical installations without specific qualification.	Category 4
09- Metalwork.	Category 4

J- MECANIC INSTALATIONS:

02- Of ventilation, heating and climatization.	Category 4
04- Of plumbing and sanitary.	Category 3
05- Mechanical installations without specific qualifications.	Category 2

K- SPECIALS:

09- Installations against fire.	Categoría 4
---------------------------------	-------------

O- REAL ESTATE CONSERVATION AND MAINTENANCE

01- Buildings conservation and maintenance.	Category 4
---	------------

P- MAINTENANCE AND REPAIR OF EQUIPMENT AND INSTALLATIONS:

01- Maintenance and repair of electrical and electronic equipment and installations.	Category 4
02- Maintenance and repair of plumbing, water pipe and gas equipment and installations.	Category 4
03- Maintenance and repair of heating and cooling equipment and installations.	Category 4
05- Maintenance and repair of security and against fire equipment and installations.	Category 2
07- Maintenance and repair of lifting devices and horizontal transportation equipment and installations.	Category 2

OTHER CERTIFICATIONS

- Certified as installer/ maintainer/ repairer company of high voltage lines installations, category LAT1.
- Certified as installer company RITE.
- Certified as maintainer company RITE.
- Certified as installer/ maintainer / repairer refrigeration company level II.
- Certified as installer, conservator, repairer of industrial cold.
- Certified installer/ maintainer/ repairer company of plumbing.
- Certified as installer company of fire protection systems.
- Certified as maintainer company of fire protection systems.
- Certified as lift maintainer company.
- Certified as telecommunication installer.
- Certified as installer, maintainer or repairer company of stationary refrigeration systems, air-conditioning and heat pump.



ENERGY EFFICIENCY AND MANAGEMENT

OUR SERVICES



ENERGY EFFICIENCY:

Energy audit:

- Study of the technical viability of the energy saving measures implantation.
- Evaluation of the costs and others economic parameters as inversion return, internal rate of return, etc.

Search of financing for the inversion of the energy improvements.

Energys platform:

- Tool in the cloud that allows to keep total control of the energy costs and to detect which are the improvement areas.
- Economic parameters such as inversion return, internal rate of return, etc.

Projects developments for management of subsidies in industry, public and private buildings:

- Cogeneration, climatization, heating, envelope retrofitting, illumination, etc.

Construction experience:

- Efficiency low standards: PassivHaus, LEED, WELL and BREEAM.



PHOTOVOLTAIC RENEWABLE:

- Energy audit.
- Dimensioning of the installation.
- Technic tramitation.
- Project development.
- Engineering.
- Construction direction.

TYPES OF OFFERED PROCEEDINGS

Electric self-consumption:

- With or without surplus.
- Isolated.

Network sale:

- Solar parks.
- Industrial coverage or financing.



We deal with all the administrative procedure, certification and legalization. ”



EOLIC RENEWABLES:

- Preliminar study.
- Endorsment tramitation.
- Legalization procedure.
- Wind audit.
- Closure of the project.
- Project financing.
- Installation and execution.



RECHARGE POINT:

- Personalized study and project.
- Strategic plan of electric mobility.
- Management software.
- Financing facilities.
- Subsidies management.
- Preventive maintenance.
- Corrective maintenance.

WE ARE SPECIALIST IN THE EXECUTION AND MAINTENANCE OF THE BIG INSTALLATIONS

Our main areas of proceeding are:

Hospital sector



Sports installations



Industry surfaces



Hotels



Shopping centers



Office buildings



Teleprocessing systems



Public institutions



We make the project analysis and study, we manage the technical and administrative requirements, as like as the integrated execution of the installation and it maintenance.

Heating



Climatization



Sanitary hot water



Mechanicals



Fire protection



Technified



Home theater | Audiovisual rooms |
HDMI | RFID technology | Detection
early fire | Anti-intrusion
with undetectable equipment | Systems
building management

Specials



Voice and Data | CCTV and Alarms |
Public address

Renewable-sustainable



Photovoltaic | Wind power | Points of
electric vehicle recharging



Experts in home maintenance and reforms



- 1 Select a service or task and customize it according to your needs.
- 2 Choose the day and hour that you prefer for the professional to come to your home.
- 3 Multiple pay options. Pay before or after the service or you can even finance your reform.



Closed prize services. Without surprises or cost overrun.

- 4 Ask for a budget. Request a budget in 2 minutes and receive it in just a few hours. Free and without engagement.
- 5 Hire by hours. You can hire the technician just for one or a few hours, this way you'll save money. It's the easiest way to hire a technician on the internet.
- 6 Configure your prize. Get the budget at the moment in a quick and easy way. Select the options and customize the service according to your needs.

www.homepppy.es





All the jobs that your home may need, you´ll find them in Homeppy.

Download the **App homeppy** and consult your services wherever you are, speak with your agent, know the technician ubication and manage the status of your orders and bills.

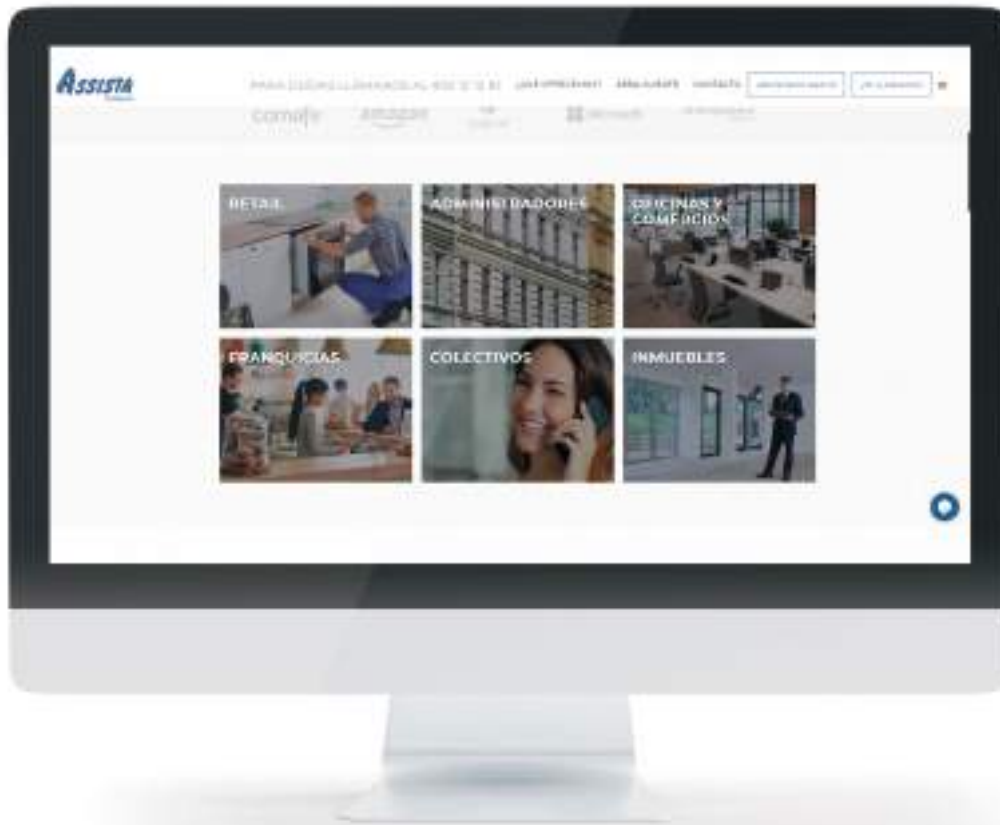


-  Air-conditioning and heating
-  Painting
-  Locksmith
-  Plumbing and Gas
-  Electricity, Appliances
-  Bricolage and Transfers
-  Works, Projects and Reforms
-  Cleaning and other services
-  Informatic and Technology
-  Sunblinds and Awnings
-  Woodwork, Glass and Metal
-  Communal areas and Gardens

“ More than 800 services with closed-prize ready for your use, as like as tailored budgets without engagement. ”



Integrated coverage for all your **Business** needs



www.assistabusiness.com



All that your business may need only a click away.

- 1 Select a service or task and **customize** it according to your needs.
- 2 Choose the **day and hour** that you prefer for the professional to come to your home.
- 3 **Multiple pay options.** Pay before or after the service or you can even finance your reform.
- 4 **Ask for a budget.** Request a budget in 2 minutes and receive it in just a few hours. Free and without engagement.
- 5 **Hire by hours.** You can hire the technician for one or a few hours, this way you will save money. It's the easiest way to hire a technician on the internet.
- 6 **Configure your prize.** Get the budget at the moment in a quick and easy way. Select the options and customize the service according to your needs.



Download the app of **Assista business** and consult your services wherever you are, speak with your agent, know the technician location and manage your orders and bills status.



All that you may need for your SMEs, you'll find it in Assista Business.

- Preventive and legal maintenance.
- Corrective maintenance.
- Urgent attention.
- Turn-key constructions.
- Partial and integrated reforms.
- Decorative services.
- Change of corporate image.
- Creation and modification of employments.
- Audit and energy engineering.
- Photovoltaic installations.
- Electric systems installation and renovation, illumination, climatization and a lot of other services.



With Assista Business, your business will have coverage in more than 30 jobs, as like as tailored budgets without engagement.





CONSTRUCTION WORKS

PROVIDED SERVICES:

- Construction turn-key projects.
- Partial and total reforms.
- Climatization and industrial cold installations.
- Civil work for residential and tertiary.
- Technical reports, Due diligence, viability studies.
- Bullets, supplies addition, energy certifies.
- Fire protection systems and security systems.
- Automation projects in buildings and housing.



MAINTENANCE

PROVIDED SERVICES:

- High and low voltage prevention.
- Partial and total reforms.
- Climatization and industrial cold preventive.
- All the jobs for a corrective maintenance.
- Electrical systems and weather projects and installations.
- Fire protection preventive.
- Voice and data systems.
- CCTV systems and warnings.



CLAIM MANAGEMENT

PROVIDED SERVICES:

- Integrated claims assistance company.
- Claims repair company.
- Complementary company by areas or schedules.
- Integrated multi-risk claims management.
- Integrated claims management for electric damage.
- Specialized management in reparation of sanitary ware.
- Reparation and substitution of appliances.
- Integrated claims management in guaranteed enlargement.



WEALTH MANAGEMENT

PROVIDED SERVICES:

- Judicial and friendly takeovers.
- Adjustments and reforms for rental and selling property.
- Real estate assets integrated maintenance.
- Technical services, engineering and administrative jobs.
- Bulletins, supplies additions, energy certifies...
- Dwellings completions and promotions.
- Partial and total reforms.
- Security and surveillance.



SERVICES OF UNCLOGGING AND WASTE MANAGEMENT



URGENCE SERVICE 24H / 365 DAYS IN ALL THE PENINSULAR TERRITORY (SPAIN AND PORTUGAL)

- | | |
|--------------------------------------|---------------------------|
| Residential and tertiary unclogging. | CCTV inspection. |
| Collection and treatment of wastes: | Industrial cleaning. |
| - Food companies. | Pipe unclogging of trash. |
| - Restoration. | Pest control. |
| - Hotel industry. | |



WASTE CLEANING, COLLECTION AND TREATMENT OF GREASE SEPARATORS

- | | |
|------------------------|------------------------|
| Our clients: | Hotels. |
| Resident' association. | General sewer network. |
| Food companies. | Industry. |
| Catering industry. | Residential customers. |

More than 15 years contributing our services in Portugal



WASTE MANAGEMENT AND ENVIRONMENTAL PROJECTS



OUR SERVICES

- Ambiental management.
- Waste management.
- Cleaning of deposits and machinery.
- Monitoring of atmospheric emissions, wastewater and noise.
- Ambiental responsibility.
- Ambiental consultancy.



More than 500 customers in areas such as the automotive sector, tourism and industry. ”



TYPES OF RECYCLED PRODUCTS:

- | | | |
|--------------|------------|---------------|
| Oil filters. | Paper. | Cloth. |
| Sprays. | Carton. | Oil cans. |
| Solvent. | Sawdust. | Diluent cans. |
| Rubble. | Sludge. | Oils. |
| Packaging. | Plastic. | Paints. |
| Refuse. | Packaging. | |



We find the best investment opportunities

Assista Real State has as main goal the development of new real estate and equipment projects as well as their management.

Inside our catalogue of opportunities we filter and dissect the best proposals so we can offer to our investors the projects with the highest rentability and the easiest inversion return.

Always with the guarantee of Assista construction and our management team, audit and monitored by the best international specialist.



RESIDENTIAL INVERSIONS

Our work focuses on this kind of inversions, in the search of the best opportunities in first and second residency. The typology of these constructions adjusts to high quality parameters and requests, such as single-family typology and promoting even 100 housing.



TERTIARY INVERSIONS

The work that we develop in the tertiary area goes from construction of hospital and geriatrics units, hotel, etc to even construction and management of equipments as charging stations, gas stations, photovoltaic parks, etc.





INTEGRATED SERVICES OF COUNSELLING

- Phone advice of veterinarian orientation.
- Counselling for administrative tramits.
- Juridic phone counselling.
- Counselling for travel abroad.
- First pet advices.

VETERINARIAN SERVICES 24 HOURS

- Urgence veterinarian 24 hours.
- Services of veterinarian consult.
- Pet hospitalization for sickness or accident.
- Second veterinarian opinion.
- Advices of preventive medicine and alternative treatments.

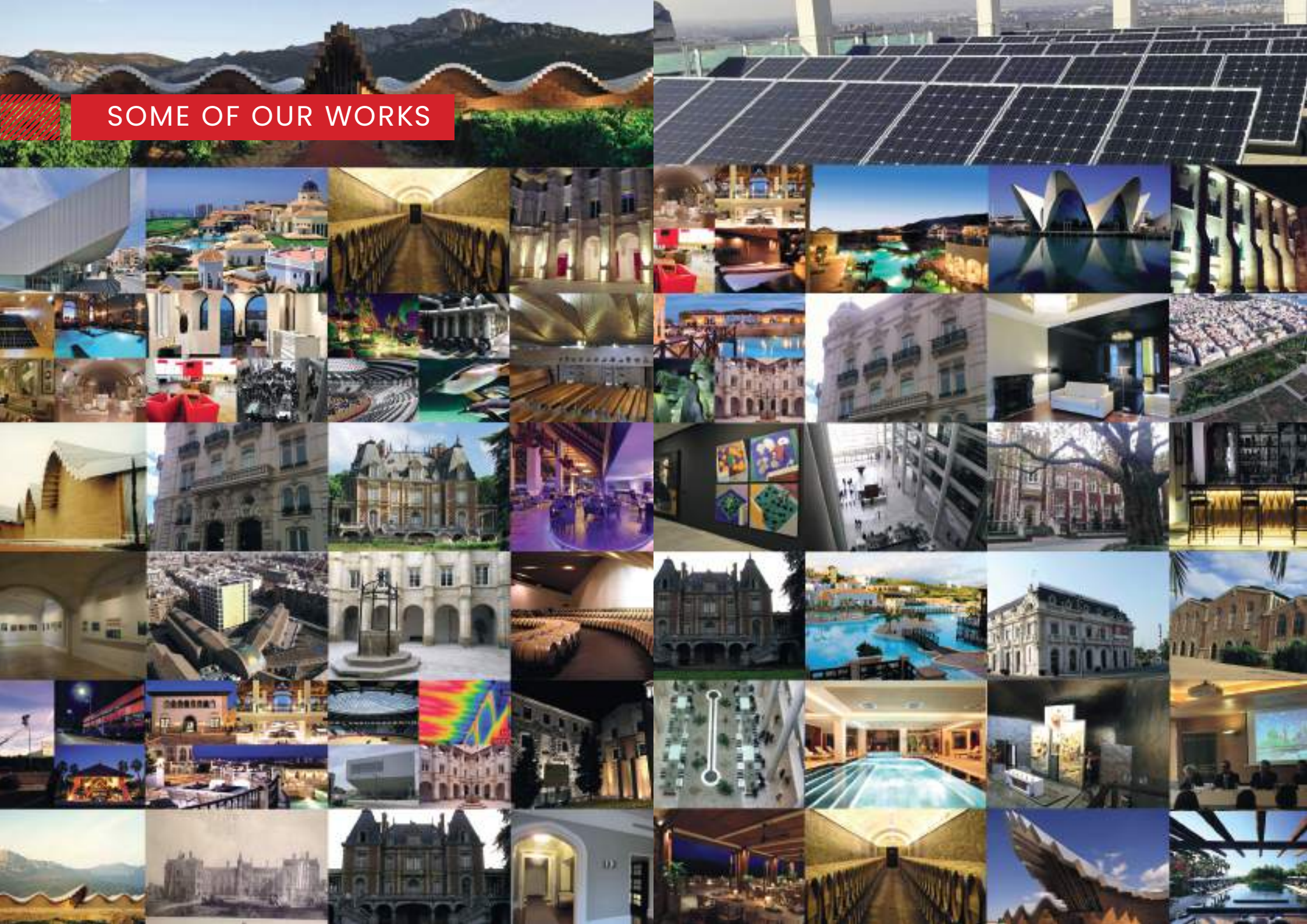
OTHER SERVICES OF ANIMAL ASSISTANCE

- Animal nursery.
- Service of pet collection and transport.
- Food delivery.
- Searching for the lost or stolen pet.
- Service of burial or incineration.

SOME OF OUR CUSTOMERS



SOME OF OUR WORKS



ASSISTA

902 12 12 71

www.grupoassista.com

Spain and Portugal **Delegations**

VALENCIA

General Palanca Street, 4 ground floor • 46003
Doctor Romagosa, 1 - 2ª - Desk O • 46003

MADRID

Paseo de la Castellana, 178 - 1º left • 28046

BARCELONA

Gran Vía dels Corts Catalans, 133- 4º - Desp. 1 • 08014

MALAGA

Flauta Mágica street, 7 • 29006

SEVILLA

San Francisco Javier avenue, 22 Ed Hermess P.4 • 41018

LAS PALMAS

Arrecife street, 6 - Second Floor • 35010

ZARAGOZA

Paseo de la Independencia, 8 duplicated • 50004

ALICANTE

Ansaldo avenue - Local 16 Shopping mall Portalada Golf • 03540

SALAMANCA

Corrales de Monroy street, 32 offices: 8-9 • 37001

MALLORCA

Son frau, local 3, Urg. Pont d'Inca (Marratxi) • 07141

IBIZA

Road from Ibiza to San Antonio km 3, 3 ground floor (Ibiza) • 07800

LISBOA

Vale de Mognos street, warehouse 4 (Camarete) • 2680
Qta, Estrangeiros, Second block, warehouse 99 (Mafra) • 2665

OPORTO

Castanhal street, 66 (Maia) • 2665

