




ligabue

SINCE 1919



Better care, better living!





WE TAKE CARE OF SUPPLIES, HOTEL SERVICES, CATERING, FACILITY MANAGEMENT AND EQUIPMENT AT A GLOBAL LEVEL, BY SEA AND BY LAND, FOR PEOPLE TRAVELLING, WORKING AND LIVING IN THE MOST REMOTE PLACES OF THE WORLD.

We want to **improve the life of people**: with our catering and hospitality solutions, we want to make feel “at home” people, who are far from home. From 1919 to today, the company’s structure has evolved and gradually expanded to offer an ever more **punctual and personalised service** for each customer. Wherever you are going, wherever you are, **Ligabue Group** has the best solution for you.

BACKGROUND

The history of Ligabue Group begins in **1919**, when Anacleto Ligabue starts up the food supply business on ships.

In **1929** the idea was born to support the kitchen staff alongside the goods, thus providing both passengers and crew: **the complete naval catering service** was born. **Over 400 ships served in the 1950s.**

With the launch of the partnership with the Eni Group, in **1959** **a new business area opens** thanks to the provision of catering and hotel services also to construction sites, extraction sites and off-shore platforms. Ligabue becomes the main player in the catering market for the industry.

In **1970**, under the leadership of Giancarlo Ligabue, the Group entered the **air supply sector** for the next ten years, also including the management of bars, restaurants, shops and duty-free shops.

In the same years, the strong internationalization of the company began with the opening of branches and foreign companies: **Ligabue works in 5 continents.**

Giancarlo Ligabue, a passionate scholar and scientist, founded the **Ligabue Research Studies Center in 1973**, a non-profit association that studies the origins of mankind, with particular attention to the food culture.

With **Inti Ligabue** as director, a deep restructuring of the business and structural growth is carried out with important corporate acquisitions. In **2019**, the company celebrates its **100th anniversary** and the following year Ligabue inaugurates its owner business with the **launch of the river ship Lady Diletta**, which further strengthens its position in the Maritime sector.

In 2021, during the pandemic emergency, Ligabue Center of Excellence was born, an incubator whose aim is to train the staff aboard ferries and provide a highly efficient and professional service to passengers.

1919



1930

ANACLETO LIGABUE

1945

Anacleto Ligabue Venezia

1960

Ligabue

1970

ligabue

1985

ligabue

OUR CENTENNIAL HISTORY [IN KEY FACTS]

1919>1929

The company is founded by **Anacleto Ligabue**.



In 1926 a pioneering idea is developed to implement supplies with on-board assistance for kitchen staff, effectively **inaugurating the history of catering**.



'50s

The company serves **400 ships**.



It signs the first contract with **Saipem**.



'60s > '70s

Creation of the *Saudi Arabian Company* **SACE**.



Thanks to **Giancarlo Ligabue**, the company begins its rapid path towards internationalisation.



'80s > '90s

Expansion into the **airline catering industry**.



Development of the **cruise ship and ferry sector**.



2000s > 2010s

Inti Ligabue joins the company.

Acquisition of **Arthur Riva Rotterdam** and **Plantours Kreutzfahrten**.



Award of the **Kashagan** contract.

Leader in ferry catering in the **Mediterranean**.



2012 > 2018

Inti Ligabue is appointed **Chairman and CEO** of the group.



Acquisition and management of **Cruise Ship Hamburg**.

Awarded **Camelot Barge** and **Tirrenia** contracts.

Expansion into **South America (Peru)**.

Acquisition of the **Maas Shipstores** in **Rotterdam**.



2019

Ligabue celebrates its **100th anniversary** with events and exhibition.



Launch of the **Lady Diletta**, Ligabue's first river cruise ship.



2020 > 2023

Renewal of **Saipem** agreement.



Opening of the **Ligabue Qatar Company**.



Kaz Minerals contract



2024 > 2025

Ligabue Group purchased the **Sans Souci** vessel and by chartered the **Lady Cristina** vessel.



The **Ligabue Family** has regained minority shares in the Group, and is now **fully and firmly in charge** of the business.

WHERE WE ARE

[14 COUNTRIES, 200 PARTNERS/SUPPLIERS IN 417 PORTS FOR A GLOBAL SUPPLY CHAIN]



 OPERATING COMPANIES

 COMMERCIAL PARTNERS

FACTS AND FIGURES

6000
SHIPS ANNUALLY
SUPPLIED

On-time deliveries 24/7/365
both urgent
and emergency supplies

300
MANAGED
SHIPS

High-quality services
even under extreme
conditions

115
REMOTE
SITES

High-quality services
even under extreme
conditions

32
MANAGED
PLATFORMS

Tailored formulas for
catering management
and hospitality services

24/7/365

OPERATION TIMING



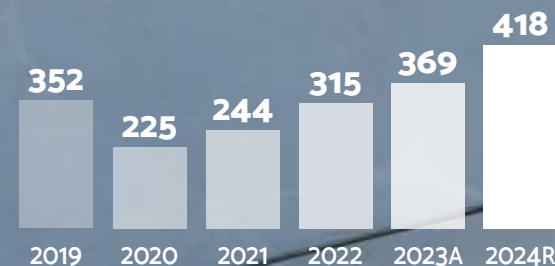
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COLLABORATORS WORLDWIDE



TURNOVER

[IN MILLIONS OF EURO]



ligabue
SINCE 1919

Better care, better living!

A wide-angle photograph of a busy port at night. Numerous yellow gantry cranes are positioned along the quay, their lights reflecting on the water. Several large cargo ships are docked, and stacks of colorful shipping containers are visible. The sky is dark blue, and the overall scene is illuminated by the port's artificial lights.

OUR DIVISIONS



INDUSTRIAL SERVICES

On and off-shore remote sites catering and hospitality services



CRUISE SERVICES

Ocean and river cruises catering and hospitality services



FERRY SERVICES

Ferries catering and hospitality services



SHIP SUPPLY & CARGO SERVICES

A worldwide logistic and commercial network & on-board supplies for long-distance crews

INDUSTRIAL SERVICES



OFF-SHORE

The Ligabue Group is a certified supplier with a very long experience in off-shore catering, waste management, cleaning, and assistance services. Thanks to more than 60 years of work in the industry, we are experts in managing large-scale contracts for high-profile customers.



ON-SHORE

The Ligabue Group has an historical experience in the on-shore oil and gas industry. We are able to work in the most extreme conditions, with a staff specialized in ensuring high-quality services thanks to ISO and Total Quality Management certifications.

Our off-shore and on-shore catering services include:

- Compliance with agreed-upon requirements (variety, weight and preparation)
- Compliance with schedules in serving meals
- Cleaning and sanitizing of premises and working tools
- Checks on staff uniforms, Personal Protective safety equipment and personal hygiene

TURNKEY FORMULA

SELECTION, TRAINING AND EMPLOYMENT
CABIN CLEANING, PREPARATION AND RESTOCKING SERVICES
LAUNDRY AND IRONING
ON-BOARD PRODUCTION MONITORING IN COMPLIANCE
WITH OUR FOOD QUALITY STANDARDS
AND COST CONTROL

WASTE MANAGEMENT

WASTE MANAGEMENT SCHEMES AND COMPLIANCE
WITH LEGAL REQUIREMENTS
LOCALIZATION OF AREAS WHERE WASTE MANAGEMENT
IS PROBLEMATIC AND DEVELOPMENT OF SOLUTIONS

RECREATION AREAS

DEPENDING ON THE TYPE OF PLATFORMS, THERE MAY BE
RECREATION AREAS. WE AT LIGABUE GROUP TAKE CARE
OF CLEANING AND SANITIZING THESE AREAS FOR CREW.

HOUSEKEEPING

CLEANING OF THE ENTIRE PREMISES AND COMMON AREAS
VACUUMING AND CLEANING OF FLOORS
CLEANING AND RESTOCKING OF RESTROOMS
WASTE COLLECTION, SEGREGATION AND MANAGEMENT

TECHNICAL AND SANITARY ASSISTANCE

CLEANING AND SANITIZING OF TOOLS AND PREPARATION ROOMS
PREVENTION OF CROSS-CONTAMINATION OF PRODUCTS,
PROCESSING AND FOOD CONTACT SURFACES
DURING SANITIZING PROCEDURES
SAFETY IN THE USE OF CHEMICALS
COMPLETE SANITIZATION AND SQF DOCUMENTATION

STRENGTHS

- Pioneers in the industry with long experience and collaboration with major
- Proprietary branches
- Highly specialised
- Staff training focused on hygiene and service quality
- ISO certification and total quality management
- Flexible adaptation to the most extreme conditions
- Full-service contracts with a network of reliable technical partners
- Global supply chain

CUSTOMER BENEFITS

- Less complexity
- Less bureaucracy
- One invoice one operator and one contact point
- Competitive prices
- Turnkey service
- Better economy and finance
- Better quality of life and higher staff performance



CRUISE SERVICES



We operate our cruise ships providing a whole customer experience combining itineraries, onboard accommodation and excursions. The Ligabue philosophy is to understand the needs, requirements and wishes of individual customers and develop together a unique tailor-made product of the highest possible standard. We constantly strive for excellence and we are committed to delivering the best products and services. We are convinced that your success will be our success.

The Ligabue Group provides complete support for cruise ships:
Ticket sales for cruises operated by our company “Plantours Kreuzfahrten”
Store organization and management
Planning and management of restaurants, bars and hotels on board
Preparation of menus according to last trends
Housekeeping services, cabin preparation and on board supplies
Laundry and ironing
Hotel, food, beverage supplies and related cost control
Monitoring onboard production according to our quality standards
Purchasing and logistics
Organization and implementation of staff and crew



OUR SERVICES

F&B SERVICE AND INNOVATION

WE CONTINUE TO INNOVATE PROCESS AND PRODUCTS. WE HAVE TRAVELLING CORPORATE EXECUTIVE CHEFS AND CORPORATE PASTRY CHEF TO SUPPORT THE GALLEY OPERATIONS, TO IMPROVE THE STANDARDS AND TO TRAIN PEOPLE

FULL HOTEL MANAGEMENT

WE CREATE A TAILOR MADE FULL HOTEL MANAGEMENT PROPOSAL DESIGNED FOR YOUR BUSINESS SUCCESS

ITINERARY PLANNING

WE STUDY AND REALIZE THE ITINERARY PLANNING FOR BOTH OCEAN VESSELS AND RIVER VESSELS

EXCURSION

WE DESIGN AND ORGANIZE EXCURSION WORLDWIDE FOR OUR CUSTOMER TO ASSURE THEM THE BEST TRAVEL EXPERIENCE

NAUTICAL AND PORT OPERATIONS

WE MANAGE ALL NAUTICAL AND TECHNICAL MANAGEMENT FOR BOTH OCEAN AND RIVER VESSEL. WE PLAN AND MANAGE ALL THE PORTS OPERATION AROUND THE WORLD TO ENSURE MAXIMUM COST EFFICIENCY AND COMPLIANCE WITH REGULATIONS

MANNING

WE PROVIDE A FULL HOTEL MANNING SERVICE FOR ALL SHIPS, RESEARCHING, SELECTING AND TRAINING ALL THE CREW ONBOARD TO PROVIDE THE BEST SERVICE FOR OUR CLIENTS



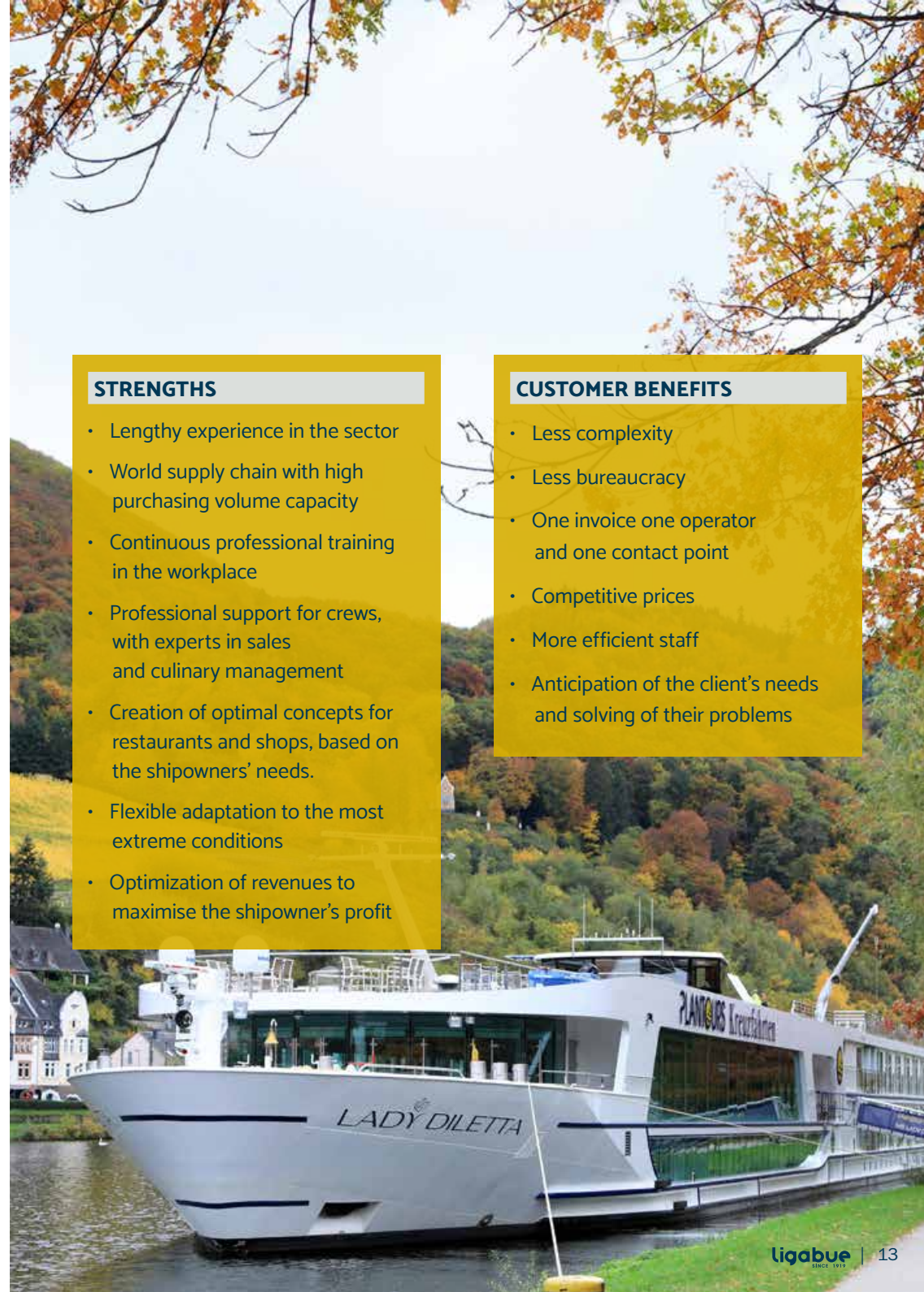
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MANAGED SHIPS

STRENGTHS

- Lengthy experience in the sector
- World supply chain with high purchasing volume capacity
- Continuous professional training in the workplace
- Professional support for crews, with experts in sales and culinary management
- Creation of optimal concepts for restaurants and shops, based on the shipowners' needs.
- Flexible adaptation to the most extreme conditions
- Optimization of revenues to maximise the shipowner's profit

CUSTOMER BENEFITS

- Less complexity
- Less bureaucracy
- One invoice one operator and one contact point
- Competitive prices
- More efficient staff
- Anticipation of the client's needs and solving of their problems



FERRY SERVICES



The ferry business has been growing rapidly in recent years. Ligabue's long-standing presence and international experience in the business, lets the Group offer a wide array of vitally important services. We operate on Ferries providing crew catering, restaurant, self-service, bar and shop services management. Our philosophy is to understand the requirements and wishes of individual customers and develop together a unique tailor-made offering and service model. Optimum planning, definition and management of on-board catering and retail activities focused on customer satisfaction ensure the highest turnover and profitability, all in close co-operation with ship owners. We constantly strive for excellence and we are committed to delivering the best service standards and products. We are convinced that your success will be our success.

Ligabue Group provide the ferry industry complete services for design, management and control of on-board catering and retail stores activities:

- Restaurants and self-service – concept & offering design, sales management and cost control
- Bars and cafeterias – concept & offering design, sales management and cost control
- Stores – concept & offering design, sales management and cost control
- Supply chain – food & beverage, retail and consumable supply
- Crew – recruit, training and employment
- Marketing and communication – strategy and implementation for turnaround growth



F&B SERVICE AND INNOVATION

WE CONTINUE TO INNOVATE PROCESS AND PRODUCTS. WE HAVE TRAVELLING CORPORATE EXECUTIVE CHEFS AND CORPORATE PASTRY CHEF TO SUPPORT THE GALLEY OPERATIONS, TO IMPROVE THE STANDARDS AND TO TRAIN PEOPLE ON BOARD. WE SERVE INTERNATIONAL CUSTOMERS.

QUALITY AND FOOD SAFETY

WE MAKE SURE THAT ALL THE SPECIFIC OPERATIONAL AND QUALITY STANDARDS ARE FOLLOWED AND THAT THE FOOD SAFETY PROGRAMS (HACCP AND USPH) ARE STRICTLY APPLIED.

PROCESS SIMPLIFICATION AND DIGITALIZATION

WE DEFINE AND APPLY STANDARD PROCEDURES FOR SUPPLY CHAIN, PRODUCTION PLANNING AND COST CONTROL TO INCREASE OPERATIONS EFFECTIVENESS. WE ARE FOCUSED ON DIGITALIZATION OPPORTUNITIES TO INCREASE REVENUES AND TO MAKE PROCESSES MORE EFFICIENT.

MANNING SERVICE AND HR

WE SELECT THE BEST PERSONS FOR OUR JOB PROFILE AND WE CONTINUOUSLY TRAIN THEM: THIS IS THE WAY TO GAIN EFFICIENCY AND INCREASE THE POSITIVE CUSTOMER EXPERIENCE.

F&B SUPPLY AND LOGISTICS

WIDE-RANGING EXPERIENCE IN PROCUREMENT AND SUPPLYING GOODS WHEREVER OUR OPERATIONS ARE LOCATED.



42

MANAGED FERRIES



70

RESTAURANTS



108

BARS



1

BAR TERMINAL



19

SHOPS

STRENGTHS

- Long-standing presence in the sector
- International experience with clients of different countries
- Product quality as our main priority
- Concepts, assortment and sales processes continue innovation
- Skilled team for on-board services, trained on sales process and customer satisfaction
- Professional support for crews, with experts in sales operations and culinary management
- Best concepts design for bars, restaurants and retail shops, based on the shipowners' needs and market trends
- World supply chain with high purchasing volume capacity
- Flexible adaptation to complex conditions
- Focus on revenues optimization

SHIP-OWNER BENEFITS

- Complexity reduction
- F&B and Retail management experts support to guarantee innovation and profit increasing
- One invoice - one operator - one contact point
- Competitive prices
- Reliable partner in cash management
- More effective staff in sales management
- Processes and Offering standardization
- Needs anticipation and problem solving approach



SHIP SUPPLY & CARGO SERVICES



SHIP SUPPLY

The worldwide maritime supplier.

The Ligabue Group is the perfect partner to supply ships, capable of meeting your storage, handling, and logistics needs. With a dedicated operator and timely service available 24/7/365, we offer you an excellence selection of products and a wide range of competitive prices.



The ship supply service ensures:

- Technical and stock supplies
- On-time deliveries 24/7/365 and both urgent and emergency supplies
- Best TCO total cost ownership
- Assistance during delivery

OUR SERVICES

SUPPLIES

SUPPLIES OF PROVISION, TECHNICAL
AND BONDEND STORES
ON TIME DELIVERIES 24/7/365 (INCLUDED
EMERGENCY AND URGENT SUPPLIES)
WEEKLY F&V PRICELIST
ASSISTANCE DURING DELIVERY
ANNUAL TENDERING OF PRICES
SUPPLY OF HIGH-QUALITY ITEMS

SPARE PARTS AND HANDLING

CUSTOM CLEARANCE AT AIRPORT AND SEAPORT
SAFE STORAGE OF GOODS
ONLINE TRACKING SYSTEM
CONSOLIDATED DELIVERIES ONBOARD

LOGISTIC SOLUTION

WORLDWIDE DELIVERIES VIA AIR AND SEA
CUSTOM DOCUMENTS AND ARRANGEMENTS

EXPORT

FULL ASSORTMENT OF PROVISIONS SHIPPED
VIA AIR OR SEA FREIGHT TO WORLDWIDE
DESTINATION
ATTRACTIVE PRICES ON VOLUME



4000

YEAR SUPPLIED SHIPS



12000

M2 STORAGE AREA



2

BONDED WAREHOUSES
IN EUROPE



200

WORLDWIDE
COMMERCIAL PARTNER

STRENGTHS

- Excellent selection and range of products
- Strong purchasing power
- 2 bonded warehouses
- Timely quality service
- Logistic coverage in the northern Mediterranean area and in the ARA region (Amsterdam, Rotterdam, Antwerp)
- Traceability of products

CUSTOMER BENEFITS

- Timely problem solving
- Storage, handling and logistics
- Single invoice
- 1 single operator and point of contact
- Competitive prices
- Less complexity & less bureaucracy
- Door-to-door solutions

SHIP SUPPLY & CARGO SERVICES



CARGO

Pioneers in the cargo industry.

With a constant focus on quality and attention to different cultures, Ligabue Group's expert team provides the best cargo catering services. Thanks to its expertise and network, the Ligabue Group is able to reach all ports, large and small, and meet the needs of every customer.

Our innovation, your choice:

We offer a Fixed daily rate or our New Flexible daily rate, which align customers goals to ours in a transparent partnership, because your saving and crew happiness is our recipe for success.

Depending on the vessel's position, crew ethnicity and dietary requirements, the New Flexible daily rate guarantees the best rate, every day, everywhere.

OUR SERVICES

STOCK MANAGEMENT

SIMPLE ORDER TEMPLATE ON BOARD THE VESSEL
BASED ON REQUESTED ASSORTMENT
PRODUCT SELECTION AVAILABLE FOR EASY
REFERENCE
VIRTUAL AND STOCK CHECK

BUDGET MANAGEMENT

MANAGING SPENDING WITH DYNAMIC DAILY RATE PER
PERSON WITH TARGET PRICE
ONE DEDICATED OPERATION MANAGER
AND ONE INVOICE PER MONTH FOR CONSUMPTION
MANAGEMENT AND BUDGET CONTROL

WORLDWIDE SUPPLIES

SPOT RFQS FOR SPOT DELIVERIES
IN ANY PORT OF THE WORLD
GLOBAL NETWORK OF SUPPLIER
MANAGING ALL THE SUPPLY CHAIN PROCESS,
FROM PURCHASE ORDER TO DELIVERY



Online web portal for each vessel:

Dedicated Online training on: HACCP, HSE, WASTE MANAGEMENT
Manuals Periodic Training Updates
Easy Access to Statistics and Quality Reports
Interactive menu based on the selected assortments constantly updated



260

MANAGED VESSELS



1.5 MLN

MEALS SERVED PER YEAR



200

COMMERCIAL PARTNERS

STRENGTHS

- One operation manager to control budget and food consumption for your fleet
- Access to our portal with recipes, manuals & training
- Customized menu planning according to your needs
- Promoting safe practices and healthy habits for a better life on board
- Virtual and face-to-face training
- Remote Inspection & Audit
- Certified Training with our Center of Excellence

CUSTOMER BENEFITS

- Less complexity
- No additional software needed
- Continuous training for the crew
- One invoice and one point of contact
- Competitive prices



FROM SUPPLIER TO PARTNER

Relationships
of trust
consolidated
over time to
grow with our
customers.

Over the years we have been able to interpret not only the evolution of the market and social changes, but also the growth and new needs that companies have had.

Their change was also ours and the trust that is renewed over time is a real demonstration of this.



1943

ACHILLE
ONORATO

1945



1948



1949



part of ENI Group

1955



2003

OUR CUSTOMERS



LIGABUE SOCIAL RESPONSIBILITY

We care about the quality of life of our passengers, the health and safety of our employees and our customers, the social and economic development of the communities and places that host us, the protection of rights and the future of our planet and the environment.

The Ligabue Group cares deeply about its own social responsibility and works to ensure that an ethical commitment is embodied in tangible actions.

The challenge we face is to ensure growth while promoting the well-being of those around us.

- > QUALITY ASSURANCE
- > PEOPLE WELFARE
- > HEALTH PROGRAM
- > SUSTAINABILITY





BETTER CARE, BETTER LIVING

we care about
the quality
of life of those
who travel
with us

In collaboration with its most important customers and the main Italian nutrition institutes, Ligabue promotes and implements a wellness program designed to ensure a healthy and balanced diet.

It has created cutting-edge food products to adapt to the diverse ethnic groups and cultures of those who travel and work, taking into account eating habits, the type of guests, the jobs performed and the internal and external work environment, allowing the company to develop perfectly calibrated diets.

Ligabue has always championed the Mediterranean-Italian diet in the belief that it is synonymous with quality and variety.

LIGABUE
BETTER CARE
WELFARE



We want to improve the quality of life for those living and working far from home: that is precisely why we pay special attention to the people who make up and surround our business.

HEALTH AND SAFETY



With over 8000 employees worldwide from 40 different ethnic groups, Ligabue considers the health and safety of its workers, customers and local communities to be

fundamental. Through training and activities to raise awareness at all levels of the company, Ligabue promotes common welfare and development.

PROTECTION OF RIGHTS



Since its foundation, Ligabue has adopted a policy of respect for cultural diversity, workers' human rights and the communities in which it operates.

Rights are protected through the adoption of international regulations and ethical values that have always characterised the company.

With regard to staff, Ligabue, which is ILO MLC 2006-certified, strictly adheres to international directives

and strict standards in terms of safety, hygiene, health and welfare. Ligabue has a series of safety policies and procedures in place to protect workers at all levels, particularly with regard to: HSE, waste management, occupational safety and personal protective equipment. To this end, the company provides each worker with periodic in-depth training.

ENVIRONMENT AND SUSTAINABILITY



Conscious of being a guest in the countries where it operates, Ligabue strives to minimise its environmental impact in terms of use of resources, waste management

and energy consumption. It directly pursues this goal through constant communication and training for its employees.





LIGABUE CENTER OF EXCELLENCE

“Learning is
like swimming
against the tide:
if you stop, you
go backwards”

Considering human resources as a company asset inevitably leads to investing in them to increase the skills of both the individual and the work teams. Center of Excellence is the training program of Ligabue. Courses held by the sector's leading experts develop the skills of individuals, improve customer service and boost company growth.

SPECIFIC OBJECTIVES

- > SYSTEMATIC TRAINING
- > A UNIFORM APPROACH
- > RAISED AWARENESS OF THE TOPIC
- > A COMMON LANGUAGE
- > KNOWLEDGE OF THE ASPECTS OF COMMUNICATION
- > EXPERIMENTING WITH COMMUNICATION, RAPPORT AND LEADERSHIP
- > INCREASING PROFESSIONAL SKILLS

METHODS

Costumised training process for operation managers, masters of ceremonies and cashiers.

- > GROUP TRAINING SEMINARS
- > **ON-THE-JOB TRAINING**
ONE-TO ONE COACHING
ON BOARD
- > GROUP FOLLOW-UP
- > **ONE-TO-ONE TUTORING,**
IN-PERSON OR REMOTE



Fondazione
Giancarlo
Ligabue

*Conoscere e
far conoscere*

KNOW AND MAKE KNOWN

Fifty years
of commitment
to research
and dissemination

Improving the lives of people today by truly knowing their history.
This is the thread that binds our Group to the Foundation, established in 2016,
to provide continuity to the Ligabue Study and Research Center founded by Giancarlo Ligabue in 1973.



The Foundation was set up with the aim of studying the origins of humanity through anthropological and archaeological missions that highlight what it means to be human and the differences of the various ethnicities. It now has the more profoundly social purpose of cultural popularization and research and spreading knowledge through its activities.

Similarly, and with the same values, the company pursues the purpose of improving the quality of life of people who travel, live or work on ships and remote sites, with particular focus on economic and social development of the places where it operates.

We believe that studying the past is essential to better understand the cultural differences of the people on whom our work impacts.

Whether on board a ship, on a platform in the middle of the sea or in a land drilling camp, a multitude of different people and ethnicities live together and our task is only one: to make them feel at home, even if they are far from home.

ETHICS
PEOPLE
AUTHENTICITY
RESPONSIBILITY
SHARING
WELFARE
COMMITMENT
UNIQUENESS

GET IN TOUCH WITH US

[WHEREVER YOU ARE, THE LIGABUE GROUP IS WITH YOU]

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