

# ARPER FOR HOSPITALITY

arper

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## Arper on the Go

Scan the QR code to download the Arper app on your tablet and explore our world.



Arper  
=  
arredamento  
(furniture)  
+  
per  
(for)

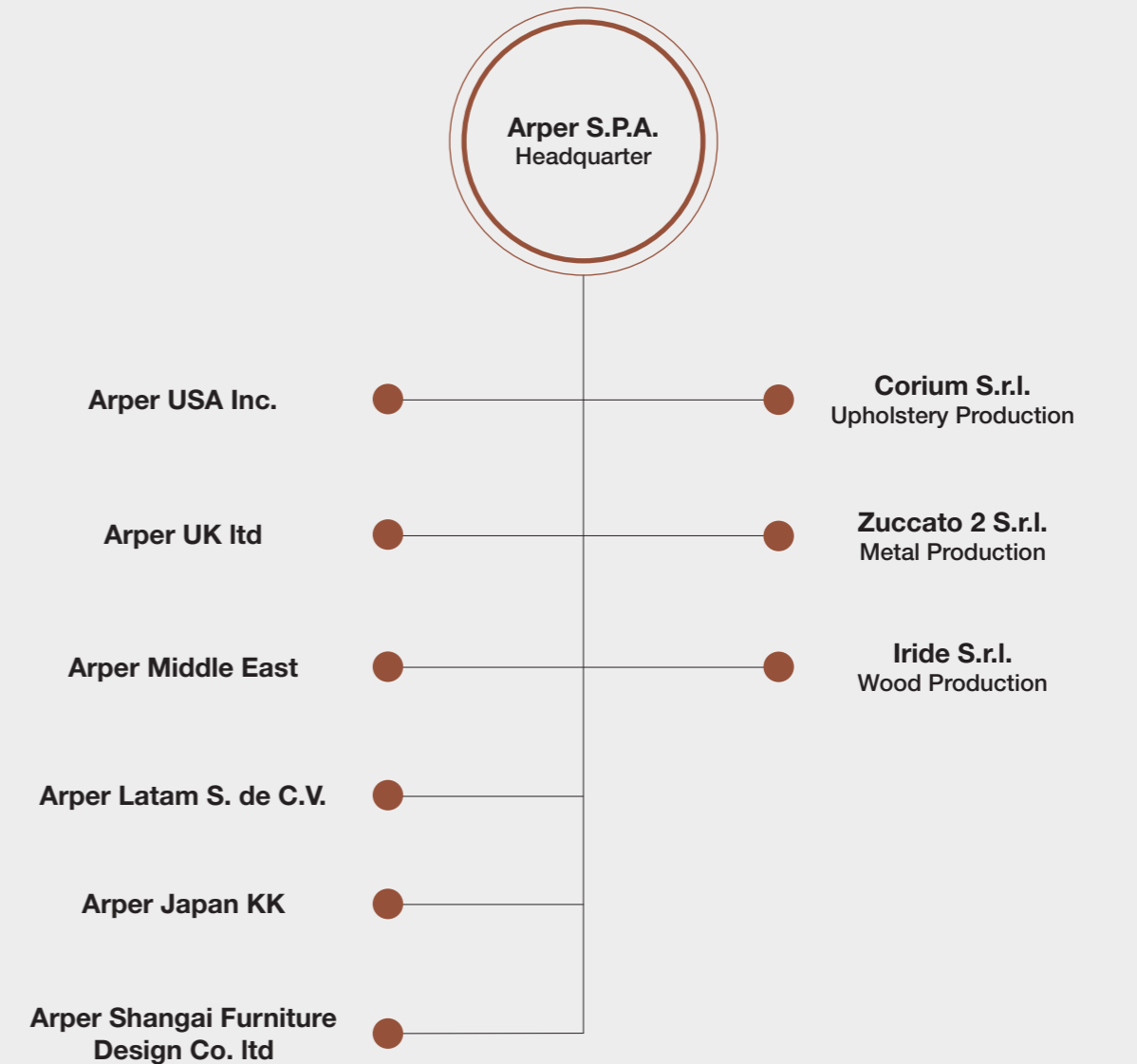
**We are a fast-growing company founded in 1989 — a family business guided by an integrative, human-centered approach. We have grown from a furniture manufacturing business to an international design presence, dramatically increasing our turnover and adding hundreds of new employees to the Arper family.**

# Structure

## Arper capabilities:

- Three local production facilities, based in Italy (Treviso), US (High Point, North Carolina), and Japan allow us to ensure prompt delivery and assistance
- A global organization including 12 showrooms, 6 subsidiaries, 4 branches, 2 meeting hubs and a network of representatives guarantee a presence in over 90 countries
- Long-term partnerships with over 200 suppliers with unique expertise enable us to provide a full range of capabilities, from upholstery to metal work to carpentry
- Our product development team and sampling facilities are committed to research the latest innovations to be applied to our products

## Structure



A network of 200 suppliers specialized in metal work, upholstery and carpentry

A global presence in over 90 countries

3 local production facilities

1 upholstery department based in Italy

# ARPER GLOBAL PRESENCE:



An extensive network of dealers across 90 countries.  
89% of our 2019 turnover came from export.

# A TRADITION OF CRAFT AN EYE ON DESIGN

**1989**

Arper is established by the Feltrin family



**1998**

Arper meets Lievore Altherr Molina



**2000**

Arper moves away from furniture manufacturing to become a design-oriented company



**2002**

In-house upholstery



**2005**

Arper founds environmental department



**2008**

Opening of Arper USA, Inc.



Arper

2020

**2010**

Opening of the flagship showroom in Milan, first of 11 international showrooms



**2012**

Launch of Lina Bo Bardi project



**2016**

Opening of a subsidiary in Japan and of a showroom in Tokyo.



**2014**

Opening of warehouse and production facilities in North Carolina



**2017**

Opening of a branch and of a meeting hub in Belgium, and of a new factory in North Carolina



**2018—present**

Ongoing global expansion with the opening of a showroom in Los Angeles and of two subsidiaries in Mexico and China



# Collections

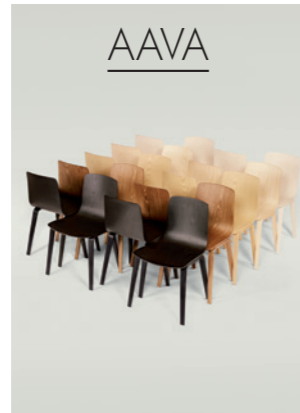
**Every part of the product development process—from design to production to long-term impact—is carefully considered, bringing function, aesthetic, detail together in elegant resolution.**

**We develop and manufacture custom solutions to complement our furniture range for applications in hospitality, work and home.**

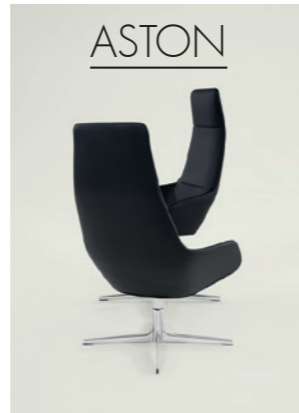
**We are proud to support customers and their partners in creating actionable solutions.**



CHAIRS



AAVA



ASTON



BABAR



CILA GO



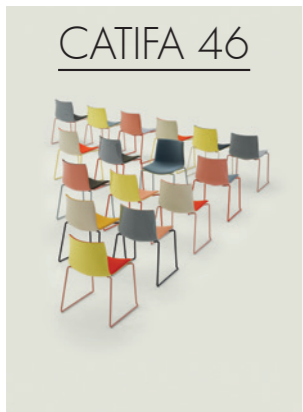
DUNA 02



JUNO



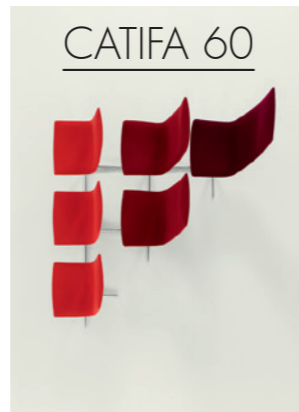
KINESIT



CATIFA 46



CATIFA 53



CATIFA 60



CATIFA 70



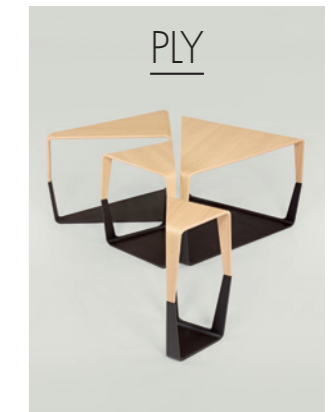
LEAF



NORMA



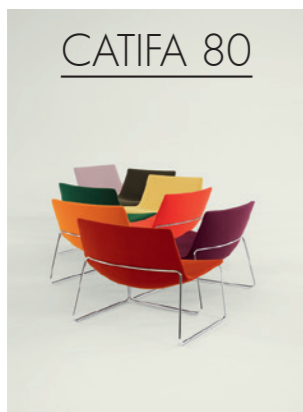
PLANESIT



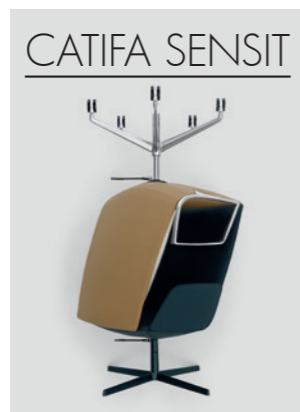
PLY

Arper

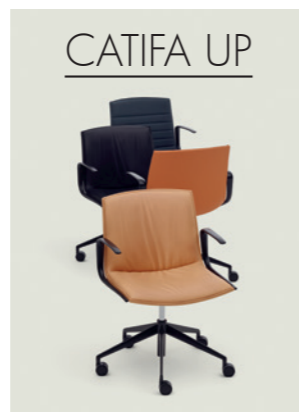
2020



CATIFA 80



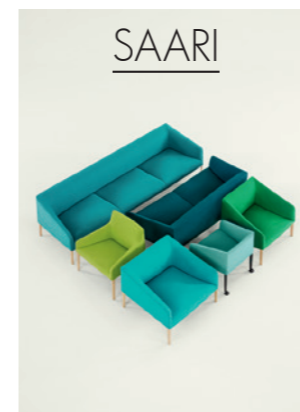
CATIFA SENSIT



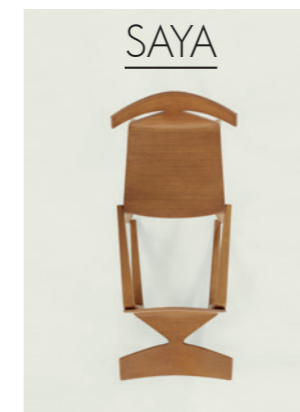
CATIFA UP



CILA



SAARI

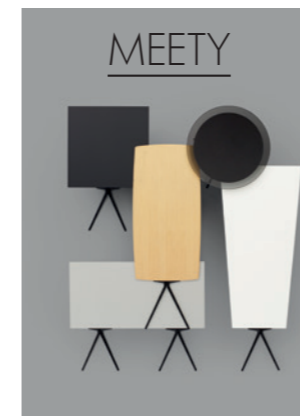
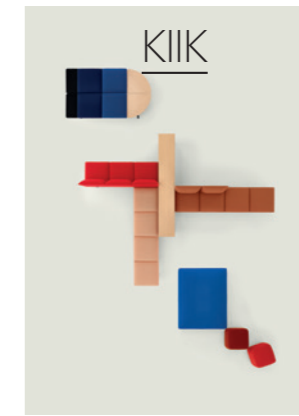
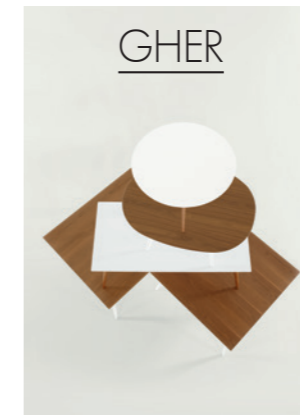
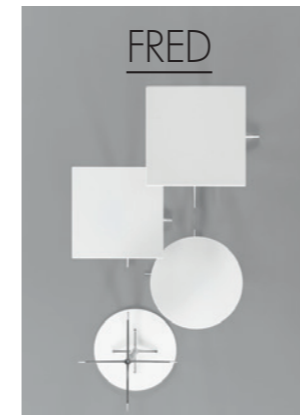
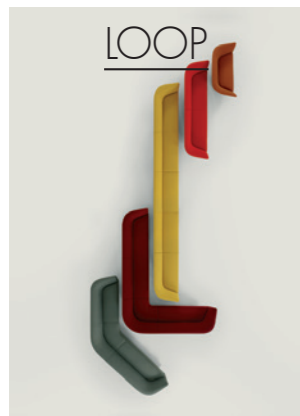
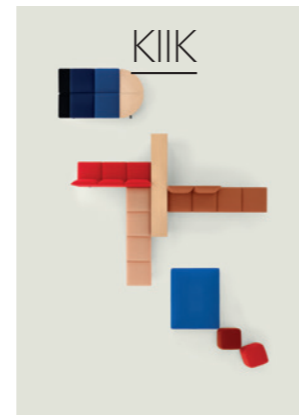
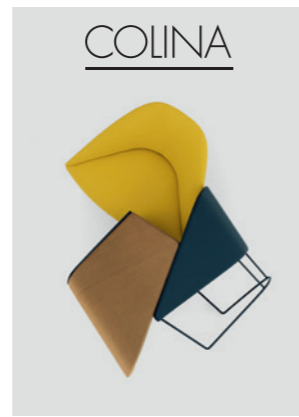
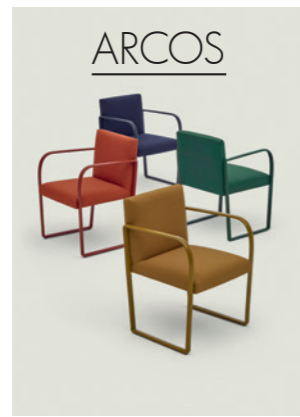


SAYA



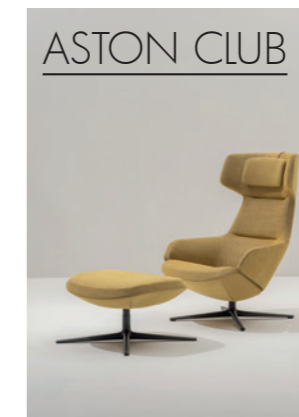
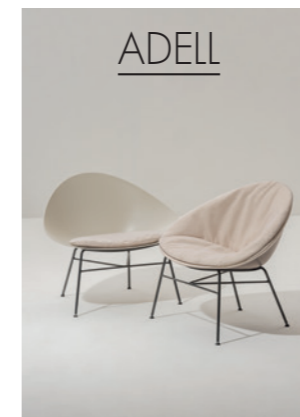
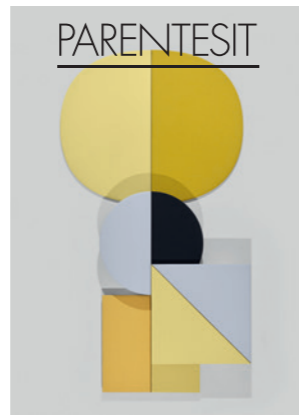
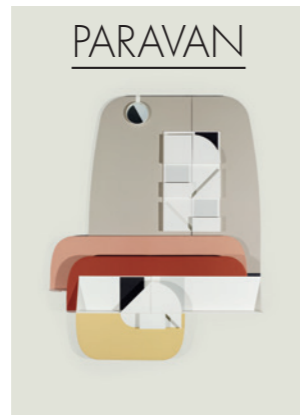
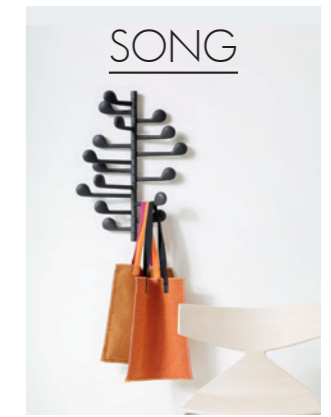
STACY





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2020



# ARPER ATELIER

# Bespoke solutions

**Arper Atelier support the most advanced and complex design and space ideation efforts. We develop and manufacture custom solutions to complement our furniture range for applications in hospitality, work and home. We are proud to assist customers and their partners in creating actionable solutions.**



Our specialists can review plans for strategic, tailor-made design opportunities that optimize our design capabilities and meet the client's specific needs.

1. People

Our strength is given by a team of people with years of experience in contract projects management. A proactive and personalized service approach and a deep know-how is at the core of everything we do.



2. Collaboration

We believe in collaboration, through an open dialogue and active engagement with our stakeholders. Starting from the client's drawing, we create totally customized products; our account management capability can lead to long-lasting results over time.



3. Focus on results

Every step of the process is carefully managed - from budget evaluation to the installation on site - to complete each project within the deadline and budget and achieve a positive ROI.



Arper Atelier

5. Turn-key solutions

Starting from the customer request, we support our clients in every stage of the project. We manage the logistics and installation on site, providing the clients full assistance and a reliable after-sales service.



4. Production & Quality control

Thanks to a Research & Development department, together with problem solving skills, we set high-level quality standards to ensure quality in production and service.



# Business Segments

We collaborate with many world-leading architecture firms. Flexible and adaptive, our product systems work together to support a wide range of sectors.

**Educational**



**Office**



**Healthcare**



**Commercial / Retail**

**Hospitality**



**Cultural**

**Sports**



**Residential**



**Transportation**

# ON SUSTAINABILITY



“Sustainable companies begin with sustainable products, and are energized by bigger visions and actions, organizational changes, process shifts, cultural changes over time.”

Claudio Feltrin  
Arper President



# WE STRIVE TO RESPECT OUR WORLD

2019



## FSC Italia Award

We received the FSC Italia Special Environmental Sustainability award for our growing investment in environmental research and innovation.



## FSC Certification

The Forest Stewardship Council (FSC) certification guarantees responsible forest management and maximum traceability of our wood products.

2018

## Process EPD

The EPD Process Certification authorizes us to independently measure our impact and publish the findings as Product EPDs. We were the first design company in Italy and second in Europe to obtain this certification for the seats and furniture sector.

2016

## Greenguard Gold

Greenguard certifies that our products meet chemical emissions limits for healthy indoor air quality. Greenguard Gold's stricter criteria ensure our products are safe for education and healthcare spaces.



2010

## GECA

The Good Environmental Choice Australia (GECA) ecolabel is one of the most rigorous, internationally-recognized certifications, signifying high sustainability performance.



2008

## EPD

Environmental Product Declarations (EPD) assess impact via transparent, comparable data, giving customers the power to make informed decisions.



2007

## LCA

Through Life Cycle Assessments (LCA) we evaluate every stage of a product's life and share our results, identifying opportunities for incremental improvement.



2006

## ISO 14001

ISO 14001 is the family of international standards that serve as the foundation of our environmental management policy dealing with water, energy, waste and carbon footprint.



2005

## Arper

Arper Environmental Department launched

# Designing the World We Live In

Fifteen years ago we established the Arper Environmental Department, our first step as sustainability was emerging as the critical issue of our generation. Since then, we've focused on attaining the industry's top certifications, continually measuring our impact and sharing our successes and challenges along the way. Every insight we learn, we apply directly to our designs, always searching for better ways to reduce our impact. This is our collective journey. It won't be easy or simple. We accept our responsibility and pledge to be a part of the solution. Join the conversation as we start to design a responsible way forward.

## HOW DO CERTIFICATIONS IMPACT THE INDUSTRY?

Certifications are critical for both customers and companies. By defining rigorous benchmarks, certifications cause environmentally-conscious brands to evolve their processes and push for greater sustainability. Simultaneously, they help customers quickly decipher complex information and guarantee reliability. For example, Greenguard certifies products for indoor air quality while the Forest Stewardship Council (FSC) certification affirms responsible supply chain practices for wood products. The Good Environmental Choice Australia (GECA) ecolabel establishes environmental performance requirements across a product's entire life cycle.

In 2018 we opened a new production facility in High Point, North Carolina, enabling us to operate with increased efficiency in production and distribution across the U.S., while reducing our carbon footprint. As an Italy based company operating globally, we recognize that this is only one of many steps in our journey to minimize our supply chain's impact.

## HOW ARE WE REDUCING THE IMPACT OF SHIPPING?

## HOW CAN FLEXIBILITY EXTEND A PRODUCT'S LIFE?

Reduction, reuse, and recycling are central to sustainability, which is why we design products to be both flexible and timeless. We have explored what this means in practice with the Catifa 46. Through a flexible component system of shells, bases, and accessories, the Catifa 46 is freed from a singular, rigid identity, extending its functionality across many uses and owners. At the end of its life it can be fully disassembled for improved recyclability.

We pledge transparency. We use two methodologies to measure and share our impact. First, Environmental Product Declarations (EPD) record products' environmental impact via objective, verifiable data, enabling customers to compare across companies. Second, Life Cycle Assessments (LCA) evaluate each stage of the product life cycle, highlighting areas with significant impact and identifying opportunities for improvement. We are continuously working to perform these assessments across collections to keep our customers educated and ourselves accountable.

## HOW DO WE MEASURE OUR EFFORTS?

# ON HOSPITALITY SEGMENT

**Hotel Lido Palace**  
Riva del Garda / Italy  
- Architect:  
Alberto Cecchetto  
- Photo:  
Marco Covi  
- Arper products:  
Babar, Catifa 80, Leaf,  
Loop, Eolo, Saari



Arper

Selected References



Hospitality



Arper

HO  
Activity



Hospitality

Arper



Hospitality



**Mercer Hotel**  
Barcelona / Spain  
- Photo:  
Salva Lopez  
- Arper products:  
Leaf, Saya



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Selected References



Hospitality

Four Points by Sheraton Hotel

Venice / Italy

- Architect: m2atelier
- Photo: Alberto Salata
- Arper products: Catifa 46, Colina, Loop, Pix





**Grand Hotel Portovenere**

Portovenere / Italy

- Architect:  
Virginia Neri
- Photo:  
courtesy of  
Grand Hotel Portovenere
- Arper products:  
Saya, Wim



**Terrazza Duomo 21**

Milan / Italy

- Architect:  
Massimo Magaldi
- Photo:  
Marco Covi
- Arper products:  
Catifa 46, Catifa 60,  
Cushions, Leaf, Loop,  
Pix, Ply, Saari

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Hospitality



**Emmerich Hotel**  
Görlitz / Germany

- Architect:  
Christian Weise
- Photo:  
Franziska Schulz
- Arper products:  
Catifa 70, Saari, Saya



Arper

**Selected References**



Hospitality



# CARE AND MAINTENANCE

The most important thing you can do  
is to protect yourself and others.



In order to prevent the spread of COVID-19, it is vital that we ensure adequate ventilation of spaces, proper cleaning, correct social distancing and impeccable personal hygiene.

In addition to this, there are a number of additional suggestions regarding the Arper products that you will have in your stores. First and foremost, with regard to proper sanitisation, we ask you to adhere to the instructions issued by your government in order to make sure you are using the specific recommended products.

In terms of product cleaning, meanwhile, we recommend that you follow the instructions in the swatch book which can be downloaded from the website by visiting the collection page.

With the aim of providing guidelines around ensuring any surfaces that may be harbouring the virus are properly disinfected, Arper has carried out testing and created a table summarising the active ingredients that can be used on various materials and are recommended by the Italian Ministry of Health and the World Health Organisation. This measure is in light of the fact that it is impossible for us to provide specific instructions and test all products on the market in all countries and continents.

If the products you are using contain any of the substances featured in the table in higher concentrations or in combination with other active ingredients (this information can be found on the label), we recommend that you test the product by applying a droplet of the product in a discreet area and wait until it has completely dried in order to check that it has not resulted in any alterations to the surface.

With regard to upholstery, as things stand, it is thought that the risk of contracting COVID-19 via contact with fabric is very low. Studies show that the virus cannot survive inside, in dry conditions such as those typical for the

use of these products, for more than 48 hours. It is already good practice in terms of disease prevention to clean fabrics every day. This can be done using a vacuum cleaner with special accessories.

In the event that an infection is recorded, we advise that you consult the technical data packs and adhere to recommendations from individual fabric producers as regards decontamination processes. Producers are always happy to provide solutions and useful information. In the Materials section of the arper.com website, you will find a link to the collection page of each of our partners. Here you will be able to find the specific information you need.

Generally speaking, in order to disinfect wool-based fabrics, the use of isopropyl alcohol in concentrations of between 70 and 85% is recommended. You are advised to avoid the use of detergents including chlorine or bleach. In terms of cleaning fabrics made from polyester or Trevira CS, disinfection can be done using isopropyl alcohol in concentrations of between 70 and 85%. Cleaning may be carried out using a cloth dampened with warm water (up to 60°) and bleach diluted to a concentration of 0.1 to 0.5%.

Please contact our Customer Service team with any other questions or queries you might have.

<u>MATERIAL</u> <u>TYPE</u>	<b>Isopropylic Alcohol</b> (up to 70% concentration)	<b>Ethyl Alcohol</b> (up to 70% concentration)	<b>Sodium Hypochlorite</b> <b>Solution</b> (up to 0,5% concentration)	<b>Hydrogen Peroxide</b> (up to 0,5% concentration)
<b>Uncoated Plastic Materials</b>	●	●	●	●
<b>Coated Plastic Materials</b> (Juno, Kinesit)			●	●
<b>Chromed Steel</b>	●	●	●	●
<b>Brushed Stainless Steel</b>	●	●		●
<b>Powder-coated Steel</b>		●	●	●
<b>Polished Aluminum</b>	●	●		●
<b>Powder-coated Aluminum</b>		●	●	●
<b>HPL, Fenix and Laminates</b>	●	●	●	●
<b>Wood</b>			●	●
<b>Glass</b>	●	●	●	●
<b>Marble</b>	●	●	●	●

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