



# Group Overview

*Corporate Accounts*

# About us

**Sicuritalia is the leading player in the Italian security market and the second-largest private operator in Europe.**

The Group works closely with major stakeholders in the industrial, banking, retail and public sectors, offering a wide range of integrated Security and Soft-Facility Management services.



**Sicuritalia's mission** is to provide organizations and individuals with all the services, technologies and products that enable an integrated response to the fundamental need for security.



At Sicuritalia, from the switchboard operator to top management, the entire **corporate culture** is focused on achieving complete **Client's satisfaction**.



**All companies within the Sicuritalia Group are ISO 9001:2015 certified.**  
Key roles within the organization are responsible for gathering information, supporting clients and implementing any necessary corrective measures.



# Key figures and offices



REVENUES (€)



EMPLOYEES



CUSTOMERS



LOCAL OFFICES FOR  
SALES & OPERATIONS

Sicuritalia ensures **direct and widespread management** across the **entire national territory**, thanks to **74 operational offices** located in Italy's main metropolitan areas:



Colour intensity indicates the average Client density per area



## Our offices

ANCONA  
AREZZO  
BARI  
BARLETTA-TRANI-ANDRIA  
BELLUNO  
BERGAMO  
BOLOGNA  
BOLZANO  
BRESCIA  
BRINDISI  
CAGLIARI  
CAMPOBASSO  
CHIETI  
**COMO**  
CREMONA  
FERRARA  
FIRENZE  
GENOVA  
GORIZIA  
L'AQUILA  
LODI  
LECCO  
**MILANO**  
NAPOLI  
PADOVA  
PALERMO  
PARMA  
PERUGIA  
PIACENZA  
PISA  
PISTOIA  
PORDENONE  
POTENZA  
REGGIO EMILIA  
ROMA  
ROVIGO  
SALERNO  
SASSARI  
TERAMO  
TORINO  
TRENTO  
TREVISO  
TRIESTE  
UDINE  
VENEZIA  
VERONA

# Our integrated services offering (1/2)

**Sicuritalia** holds the expertise and infrastructure necessary to provide a **coordinated and integrated management** of a wide range of **Security and Soft-Facility Management services**, traditionally handled by multiple suppliers, each with their own specific capabilities and expertise.

This approach ensures both economic and organizational advantages of a **single point of contact**, in the form of a **Global Security Service** in areas where the Group operates directly, or as a **Main Contractor** where it relies on trusted partners.

## Core Security Services



### Private Security

- Fixed or dynamic manned guarding with Armed Security Guards
- Security services in railway, tramway, port and airport environments
- Canine security services
- Anti-theft and loss prevention
- Cyber (virtual) guarding



### Auxiliary Security Services

- Reception & auxiliary services
- Cyber (virtual) reception
- Switchboard and mailroom management
- Access control for people, goods and vehicles
- Assistance at fairs, events and museum facilities
- Fire prevention and first aid
- Nursing services
- Doorman services for crowd and client flow management
- Licensed hostesses and stewards
- Fire & Safety services



### Security Systems

- Design, installation and maintenance of security systems
  - Anti-intrusion and access control
  - Fire & smoke detection
  - CCTV and remote video monitoring
  - EVAC audio systems
  - Mobile video surveillance (Towers)
  - Drones and robotics
- Security engineering & security systems integration
- Remote management of security system



### 24/7 Security Operations Centre

- Security Operations Centre (SOC) – 24/7
- Centralized management of alarm and video alarm alerts
- Video-surveillance and video-inspections
- Armed Security Guard response to alarm alerts
- Patrol inspections with electronic certification of activities
- Opening/closing services
- Key custody services
- Personal tracking

# Our integrated services offering (2/2)

## Additional Services



### Soft-Facility Management

- Civil and industrial cleaning
  - Office cleaning
  - Technical cleaning of industrial sites
  - Cleaning of healthcare environments
  - Cleaning of high-traffic areas (stations, ports, airports, etc.)
  - Cleaning of cultural and social environments
- Specialized cleaning
- Sanitization and disinfection services
- Pest control and rodent control
- Green area care and outdoor space maintenance
- Logistics, storage and goods handling
  - Goods collection and storage
  - Manual and mechanized handling
  - Document transportation
  - Digital warehouse management
- Dedicated services in postal, tourism, museum, hôtellerie and food-service sectors



### Investigations & Intelligence

- Risk management and security consulting
  - Risk analysis and mitigation
  - Physical penetration testing
  - People security
  - Information security
  - Security training
  - Outsourced security office
- Investigations, privacy and fraud prevention
- Intelligence
  - Market intelligence
  - Reputational reports
  - Due diligence
- Travel security and crisis management
  - Executive protection & close security
  - Travel Security Operations Centre & consulting



### Cyber Security

- Cybersecurity consulting
  - Vulnerability assessment & penetration test
  - Privacy & compliance
  - Risk assessment
  - Cybersecurity training
  - Business continuity
- Security engineering
  - Access management
  - Database monitoring
  - IT and event security management
  - Situational & user awareness
- Cybersecurity strategies
  - Risk management
  - Centralized event evaluation



### Cash in Transit

- Transportation, processing and custody of valuables
- Automated solutions for cash handling
- ATM services

*Service provided through the subsidiary **BTV S.p.A.***

- *Leading operator in the Italian cash in transit market, with €190 million revenues, over 2.000 employees and a widespread national presence thanks to 31 operational offices and cash handling rooms.*

# Our presence abroad

**Sicuritalia** operates abroad through the controlled **MAAT Group B.V.**, while developing **partnerships around the world** with various security companies.



**MAAT Group** delivers **security services** with more than **2.000 specialized security guards** across **Belgium, the Netherlands and Germany.**



Risk consulting



Specialized security guards



Mobile & monitoring



Integrated technology solutions



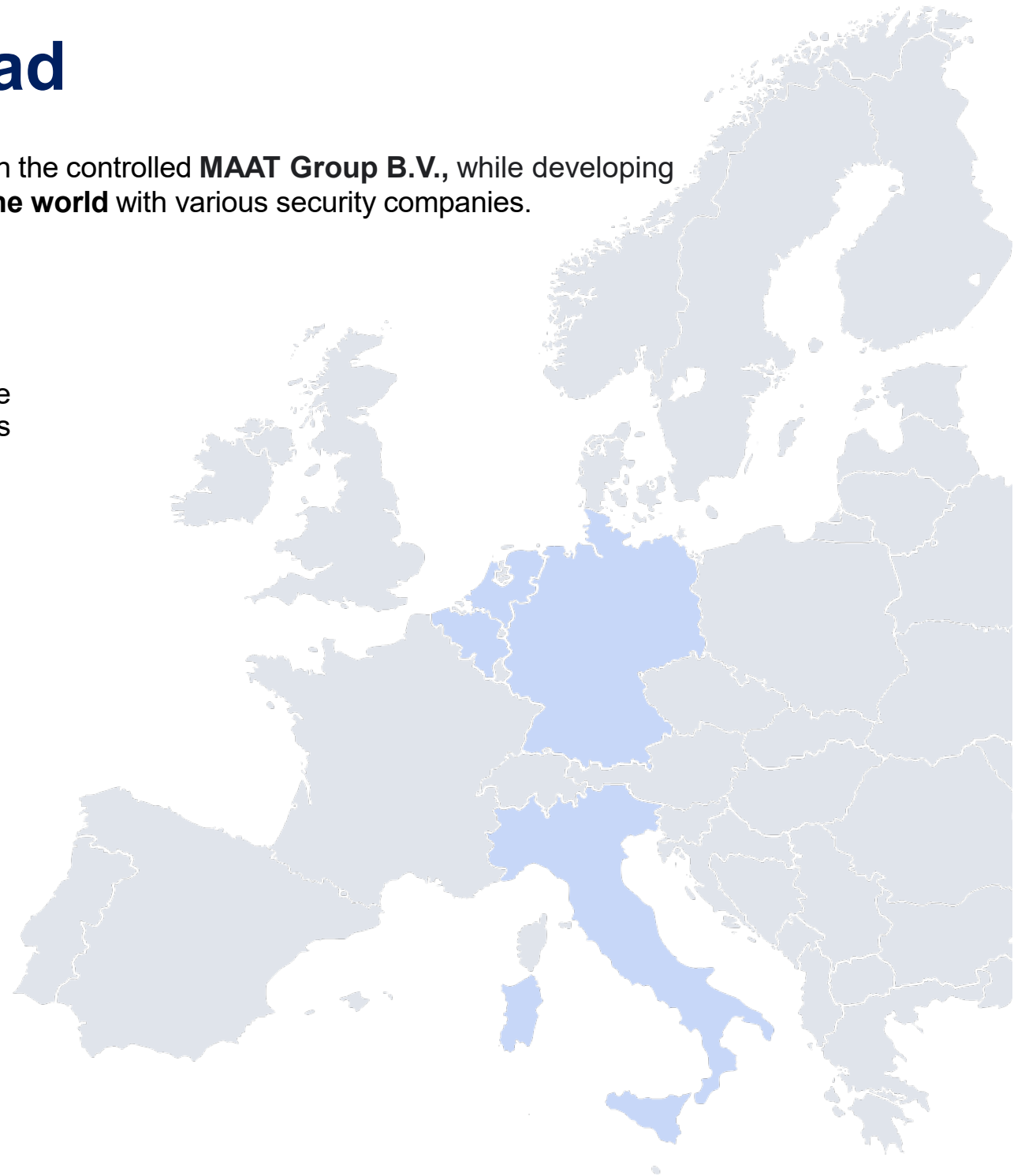
Mobile video surveillance



Soft-Facility services



Security Training & Coaching

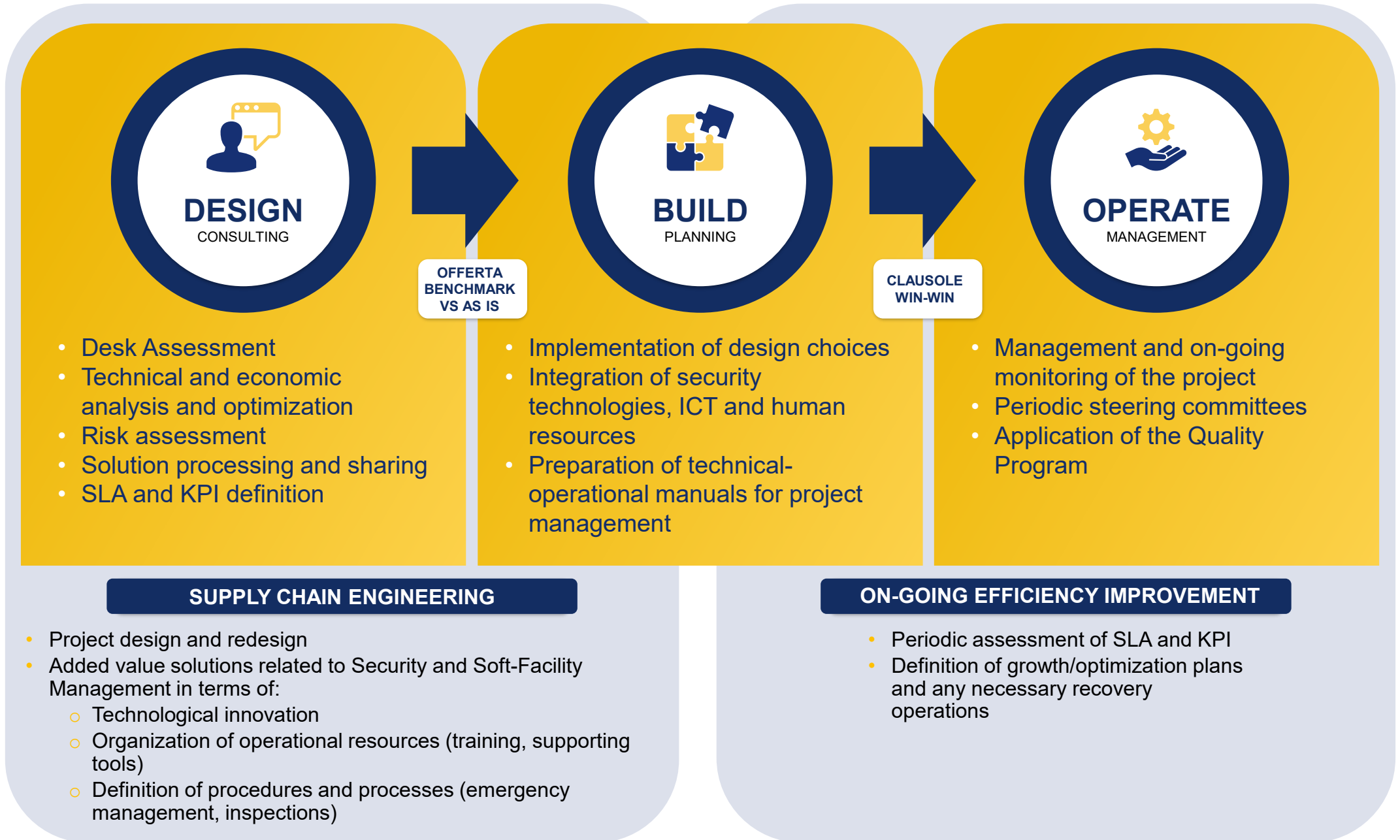


# Our integrated management model

Sicuritalia has developed an **integrated model** for managing security services and technologies, combining **maximum effectiveness** of the chosen solutions with **cost-efficiency**, while ensuring a **continuous improvement** process.



# Our approach



# Digital ecosystem supporting security services

**Sicuritalia's digital ecosystem** is designed to support the delivery, control and reporting of security services, ensuring **traceability, transparency and operational quality** throughout the **entire service lifecycle**. The applications are **user-friendly** and **integrated** with the technological systems used by operational personnel during service delivery.

## CORE CAPABILITIES



### CERTIFICATION

End-to-end traceability of delivered services, from planning to execution. Shift management and monitoring of operational activities.



### OPERATIONAL MANAGEMENT

Creation and update of operational events (reports, site clearances, access management, keys/mail handling, checklists/audits). Execution of standard services and management of extraordinary requests.



### GOVERNANCE & REPORTING

Transparency and KPIs for the Client. Access to dashboards, Excel/PDF reports, and operational data.

## DEDICATED TOOLS

### SICURFORCE

- Platform for the **operational governance** of the **services**.
  - Web Portal**: access for clients and staff personnel to enable integrated coordination and monitoring of services.
  - Mobile App**: for administrative resource management and digital tracking, designed for operational field personnel.



### BUSINESS INTELLIGENCE

**Analysis** of **strategic information** and in-depth review of operational data to enable fast decision-making.

### MVSNET

**Multichannel reception of information** (radio, digital, GPRS, ADSL) and **interpretation of alarm signals** by the Security Operations Center.

### NAVNET

- Tracking and certification of patrol activities**.
  - Georeferencing** of area patrol units and internal/external patrol rounds, mapped directly onto the site layout/map.
  - Creation of **digital reports** related to service execution, inspection rounds and any recorded and managed alarms/SOS event.



# Sicuritalia's key strengths



Sicuritalia offers a **comprehensive service**, directly delivering part of the activities while, coordinating the contract through established procedures and in full compliance with current regulations. This ensures that the outsourced services are provided according to predefined qualitative and quantitative standards, as established in the specific Service Level Agreements (SLAs) with the client.



From an outsourcing perspective regarding Security and Soft-Facility Management issues within organizations, Sicuritalia acts as a **single point of contact** between the Client's diverse need and the wide range of solutions available on the market. Leveraging its structure and expertise, the company offers the best nationwide **solution customized according to each Client's specific requirements**, working in collaboration with the most qualified local operators and partners.



The **integrated approach** to managing Security and Soft-Facility Management issues allows for **resource and time savings, cost reduction** and the **optimization of efforts** dedicated to handling related challenges.



Service delivery is supported by:

- a **web-based CRM platform** that allows Clients to interact with Sicuritalia and to monitor outsourced activities in real time;
- appropriate, high-level **insurance coverages**, including **Contingency Insurance**, which provides protection against any potential risk arising from the inadequate performance of policies issued by subcontractors.



To coordinate activities related to the assigned contracts, Sicuritalia relies on its **Security Operations Centre**, equipped with the **most advanced technologies** and capable of supporting all of the Client's operational needs, while ensuring continuous monitoring of the services provided.

# Sicuritalia Group Certifications

## GOVERNANCE



**9001:2015**

Quality Management Systems



**22301:2019**

Business continuity management systems (business continuity and disaster recovery)



**37001:2016**

Anti-corruption management systems (corporate compliance, financial and non-financial controls, model 231)



**27001:2022**

Information Security Management Systems



**27701:2019**

Information security management systems (personal data)

## ENVIRONMENTAL



**14001:2015**

Environmental management systems



**50001**

Energy Management Systems

## SOCIAL



**45001:2023**

Management systems for worker health and safety



**39001**

Road safety management systems (employee safety, company fleet maintenance, road construction site management)



**28001:2020**

Supply Chain Security Management Systems



**UNI/PdR 125**

Gender Equality Certification



**30415:2021**

Diversity and Inclusion Certification



**SA8000:2014**

Corporate social responsibility (working conditions, health and safety, freedom of association, right to collective bargaining)

## TECHNICAL



**UNI 10891:2022**

Surveillance services (mandatory for surveillance institutes according to Ministerial Decrees 269/2010 and 56/2015)



**UNI 50518:2020**

Operations centre (mandatory product certification due to size and territorial scope)



**SOA**

SOA certification for participation in plant tenders



**UNI 11926:2023**

Security auxiliary services

## RATING ESG



**RATING ECOVADIS**

ESG Rating: Evaluation System



**SYNESGY**

ESG Sustainability Assessment Platform

# Supporting +150.000 clients across industries



[www.sicuritalia.it](http://www.sicuritalia.it)