Group Overview

Corporate Accounts

SICURITALIA®

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.
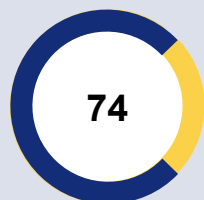
Key figures and offices

800 millions

REVENUES (€)

18.000

EMPLOYEES

150.000

CUSTOMERS

74
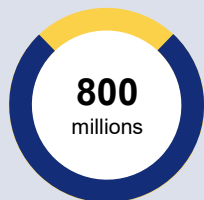
LOCAL OFFICES FOR
SALES & OPERATIONS

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

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

- Risk consulting
- Specialized security guards
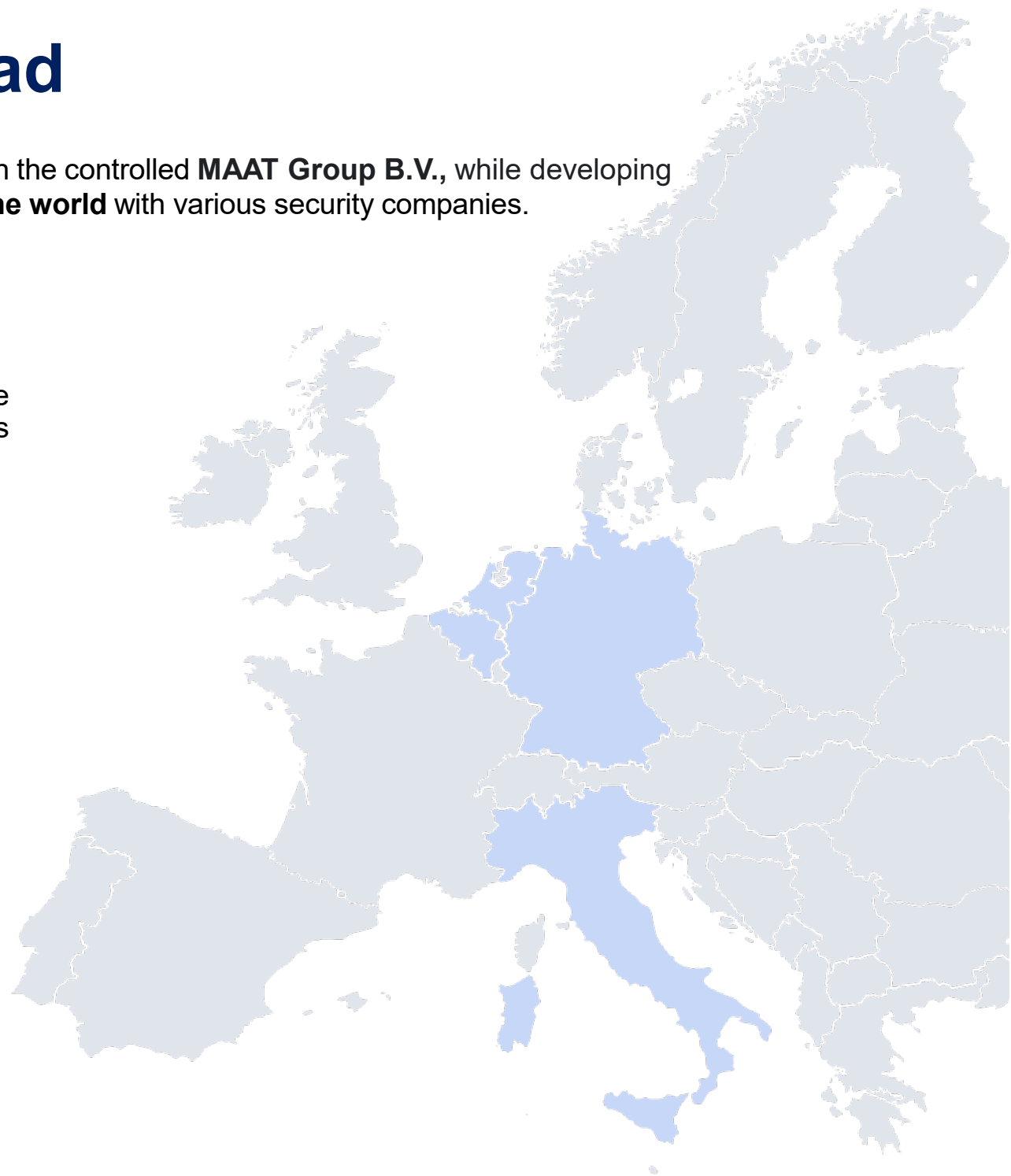- Mobile & monitoring
- Integrated technology solutions
- Mobile video surveillance
- Soft-Facility services
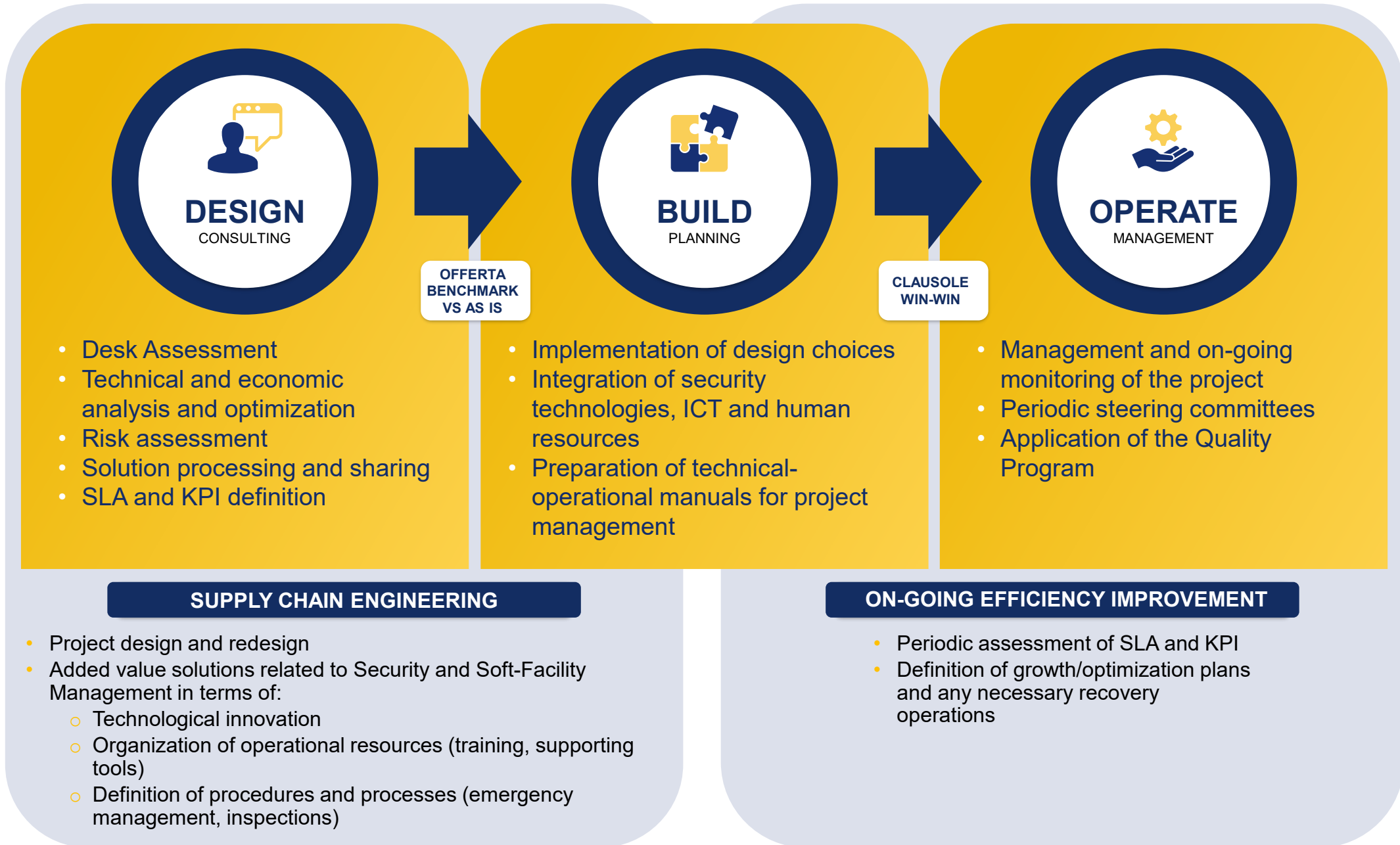- Security Training & Coaching

SICURITALIA

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.

INTEGRATED SERVICES AND TECHNOLOGIES

DEDICATED ACCOUNT TEAM
Proactivity, transparency and continuous improvement through regular update meetings and analysis of SLA and KPI.

SECURITY OPERATIONS CENTRE
Enables the monitoring of technological systems and the immediate response management.

MANAGEMENT SYSTEMS
Web-based tools for managing contract Key Performance Indicators, with scheduled report generation.

TECHNICAL OPERATIONS CENTRE
Enables the management of tickets related to the maintenance of technological systems and ensures a specialized technical analysis of the event in support of the security operator.

TECHNICAL ASSISTANCE POINT
A widespread technical assistance network throughout the country.

CUSTOMER SERVICE H24
A single point of contact for all requirements, available 24/7.

CENTRAL ORGANIZATIONAL STRUCTURE AND LOCAL COORDINATION
An integrated management of contract processes, personnel and operations related to both services and technologies.

Our approach

DESIGN
CONSULTING

- Desk Assessment
- Technical and economic analysis and optimization
- Risk assessment
- Solution processing and sharing
- SLA and KPI definition

OFFERTA BENCHMARK VS AS IS

BUILD
PLANNING

- Implementation of design choices
- Integration of security technologies, ICT and human resources
- Preparation of technical-operational manuals for project management

CLAUSOLE WIN-WIN

OPERATE
MANAGEMENT

- Management and on-going monitoring of the project
- Periodic steering committees
- Application of the Quality Program

SUPPLY CHAIN ENGINEERING

- Project design and redesign
- Added value solutions related to Security and Soft-Facility Management in terms of:
  - Technological innovation
  - Organization of operational resources (training, supporting tools)
  - Definition of procedures and processes (emergency management, inspections)

ON-GOING EFFICIENCY IMPROVEMENT

- Periodic assessment of SLA and KPI
- Definition of growth/optimization plans and any necessary recovery operations

Our CRM and Operational Tools

Sicuritalia's CRM is a **proprietary web-based system for managing contracts**, designed for the planning, management, control and reporting of activities carried out by our personnel at the Client's site. Authorized end-users can share operational and administrative information, as well as monitor all services delivered in real time. The system is fully **compatible** with corporate applications, user-friendly and integrated with all the technological systems used by our operational staff during service delivery.

GUARANTEES

Digital tracking and monitoring of all services provided.
Shift planning with details of operators and working hours, along with the sharing of operational data.

Creation and updating of **digital service logs** and **access management through digital registration and signature**.

Support for the proper execution of **standard services** and for the **management of extraordinary or customer-specific requests**.

Display and approval of all administrative documents required for invoicing.

USING DEDICATED TOOLS

SICURFORCE

- Portal developed by Sicuritalia for **managing security guards** and **auxiliary security operators.**
- Provides **customizable reports**, with detailed information:
  - NFC tags use for patrol mapping;
  - Attendance and shift monitoring;
  - End-of-shift log compilation;
  - Extraordinary events.
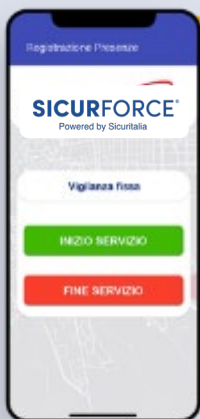
SPLUNK

Analysis of strategic information and drilldown of operational and accounting data to generate standard and customized reports.

SICEP

Multichannel receipt of information (radio, digital, GPRS, ADSL) and interpretation of alarm signals by the Security Operations Centre.

NAVNET

- **Georeferenced tracking of area patrols and internal/ external rounds,** mapped directly on the site layout/maps.
- Creation of **digital reports** regarding service execution, inspection rounds and any alarm/SOS signals recorded and managed.

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	ENVIRONMENTAL	SOCIAL	TECHNICAL	RATING ESG

GOVERNANCE

ISO
9001:2015
Quality Management Systems

ISO
22301:2019
Business continuity management systems (business continuity and disaster recovery)

ISO
37001:2016
Anti-corruption management systems (corporate compliance, financial and non-financial controls, model 231)

ISO
27001:2022
Information Security Management Systems

ISO
27701:2019
Information security management systems (personal data)

ENVIRONMENTAL

ISO
14001:2015
Environmental management systems

ISO
50001
Energy Management Systems

SOCIAL

ISO
45001:2023
Management systems for worker health and safety

ISO
39001
Road safety management systems (employee safety, company fleet maintenance, road construction site management)

ISO
28001:2020
Supply Chain Security Management Systems

ISO
UNI/PdR 125
Gender Equality Certification

ISO
30415:2021
Diversity and Inclusion Certification

ISO
SA8000:2014
Corporate social responsibility (working conditions, health and safety, freedom of association, right to collective bargaining)

TECHNICAL

ISO
UNI 10891:2022
Surveillance services (mandatory for surveillance institutes according to Ministerial Decrees 269/2010 and 56/2015)

ISO
UNI 50518:2020
Operations centre (mandatory product certification due to size and territorial scope)

ISO
SOA
SOA certification for participation in plant tenders

ISO
UNI 11926:2023
Security auxiliary services

RATING ESG

ISO
RATING ECOVADIS
ESG Rating: Evaluation System

ISO
SYNESGY
ESG Sustainability Assessment Platform

Supporting +150.000 clients across industries