

**SICURITALIA**<sup>®</sup>

## **Group Overview**

- *Who we are*
- *Numbers & Offices*
- *Our offer*
- *Our approach*
- *Our model of integrated management*
- *Gss-web*
- *Sicuritalia's strenghts*
- *Advantage*
- *Some of our 60.000 Customers*

# GROUP OVERVIEW

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Security Services  
Reception & Trust Services  
Security Systems  
Intelligence & Risk  
Cyber Security  
Facility Management

CORPORATE  
ACCOUNTS





**Sicuritalia is the leading Company in Italy of the Security Sector**, for size, rate of growth, economic and financial indicators. The Group works closely with the most important companies in Industry, Banking, Commercial and Public Administration, offering a range of integrated services for Security and Facility Management.

Its roots go up to **1956**, when the first company of the group was founded.



## SICURITALIA'S MISSION

Sicuritalia's Mission is to guarantee the Business and Consumer customers services and technologies that satisfy the natural need of security, combined with the optimization usage of the occupied spaces.



## SICURITALIA'S CULTURE

Providing services means serving our Customer. Sicuritalia's Culture, from our receptionist to our general manager, is geared to absolute and complete Customer satisfaction.

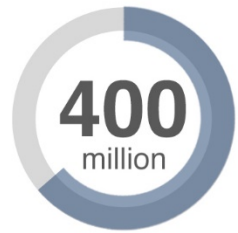


**All group companies are ISO 9001:2008 certified.**

Key figures within the organization are responsible for the collection of information, customer assistance and implementation of possible corrective actions.



# NUMBERS & OFFICES



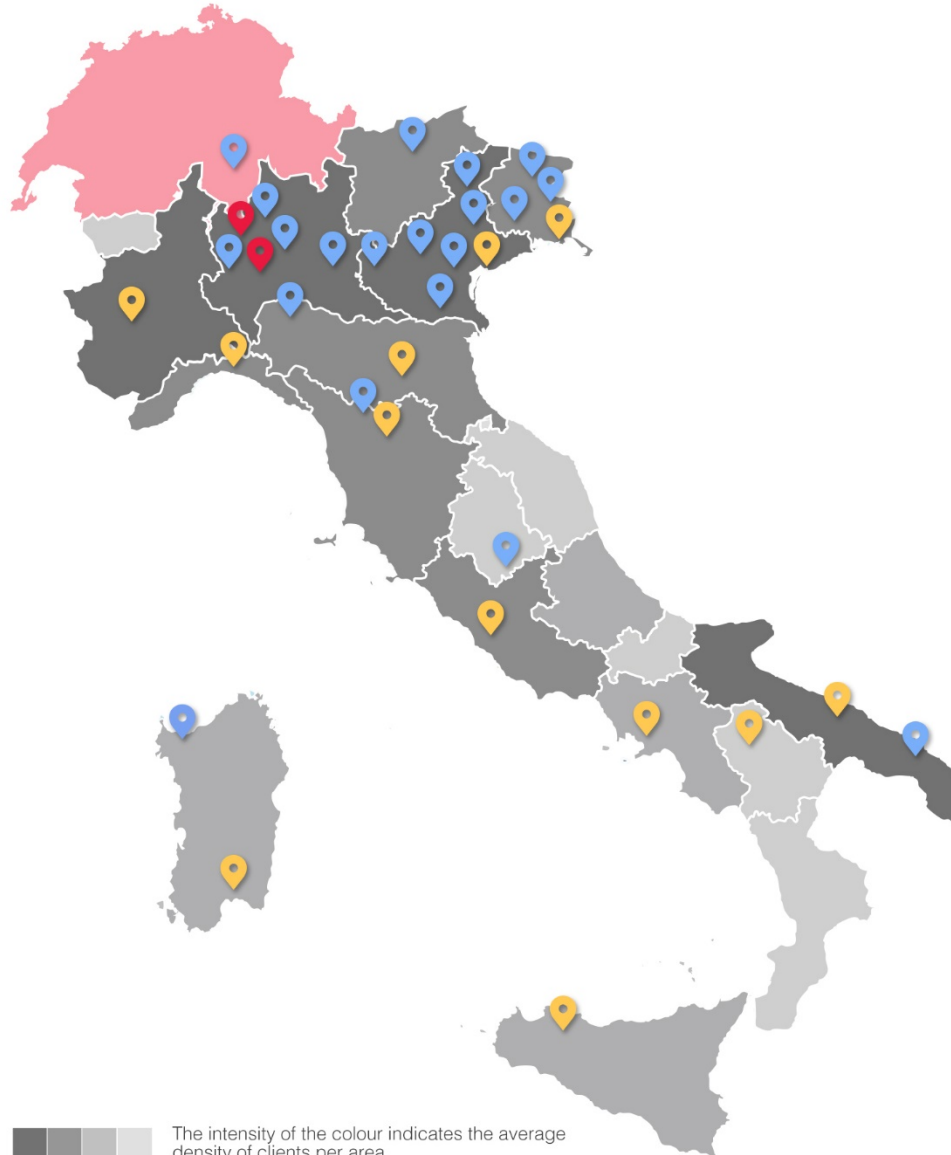
REVENUE (Euro)



STAFF



CLIENTS



## MAIN SITES



**CORPORATE HQ**  
SALES & OPERATIONS  
IN MILAN



**ADMINISTRATIVE HQ**  
AUDIT - FINANCE  
IN COMO



**36 SITES NATIONWIDE**  
FOR SALES & OPERATIONS

- BARI
- BELLUNO
- BERGAMO
- BOLOGNA
- BOLZANO
- BRESCIA
- BRINDISI
- CAGLIARI
- COMO
- FIRENZE
- GENOVA
- GORIZIA
- LECCO
- MILANO
- NAPOLI
- PADOVA
- PALERMO
- PIACENZA
- PISTOIA
- PORDENONE
- POTENZA
- ROMA
- ROVIGO
- SASSARI
- TERNI
- TORINO
- TREVISO
- TRIESTE
- UDINE
- VARESE
- VENEZIA
- VERONA
- VICENZA

BALERNA (CH)

Sicuritalia is the only Italian company to boast the skills and the necessary structures for the **coordinated and unified management** of a wide range of Security and Facility Management Services, that are traditionally divided between several suppliers, each possessing specific skills and experience. Sicuritalia ensures the economic and organizational advantages of a **single partner**, in the form of **Global Security Service**, in areas where the group operates directly, or **Main Contractor** for the areas in which it is assisted by trustees.



In respect to **SECURITY** activities, Sicuritalia can be considered a "**Global Security Service**", offering a wide range of services and products that meet, in an integrated way, security needs expressed by the market.

## Services offered range over the following areas:

- Security Services
- Reception and Trust services
- Security Systems
- Intelligence & Risk
- Cyber Security



## ● FACILITY MANAGEMENT

In respect to **SOFT FACILITY MANAGEMENT** activities Sicuritalia offers a range of services aimed at handling, conservation and better use of occupied spaces.

The main area of offer includes **Cleaning services and Environmental Hygiene**.

Through the consortium company **Sicuritalia Global Service**, the range of offer is extended to all the other typical services of Facility Management.



## SECURITY SERVICES

- Security Operations Center (SOC) 24/7
- Centralization of alarm signals and video alarm
- Intervention with armed Security Guards after alarm
- Protection fixed or dynamic with armed Security Guards
- Antishoptlifting
- Videosurveillance and Videoinspections
- Inspections with electronic patrol
- Cyber Guard – Virtual Protection
- Personal tracking
- Satellite Navigation System
- Convoy, transport and custody of values and documents



## RECEPTION & TRUST SERVICES

- Reception and switchboard management
- Cyber Reception – Reception Virtuale
- Post office and call center management
- Access control of people and goods
- Services aimed at conservation and best use of movable property and real estate
- Assistance in exhibitions, fairs and museums
- Fire and first aid
- Nursing services



## SECURITY SYSTEMS

- Engineering, installation and maintenance of alarm systems:
  - Intruder detection and access control system
  - Smoke detection and fire system
  - CCTV and remote area monitoring
  - Public Address & General Alarm System
- Security Engineering
- Security Systems Integration
- System telemanagement



## INTELLIGENCE & RISK

- Risk & Security consulting
  - Risk Analysis & Mitigation
  - Personnel Security
  - Information Security
  - Security Training
  - Outsourced Security Office
- Investigation, Privacy & Fraud
- Intelligence
  - Market Intelligence
  - Reputational Risk Report
  - Due Diligence
- Travel Security & Crisis management
  - Executive Protection
  - Travel Security
  - Military Security
  - Maritime security



## CYBER SECURITY

- Security Consulting
  - Assessment
  - Compliance
  - Risk Evaluation
  - Training for Information Security
  - Business continuity management
- Security Engineering
  - Identity Governance
  - Database Access Monitoring
  - Log and event management
  - Situational & User Awareness
- Security Strategies
  - Risk Management
  - Security Value Reporting



## CLEANING SERVICES

- Cleaning services for consumer and business customers
  - Office cleaning
  - Technical cleaning of industrial sites
  - Healthcare environments cleaning
  - Cleaning high traffic areas (stations, ports, airports etc.)
  - Cleaning cultural and associative environments
- Cleaning specialist
- Sanitation and disinfections
- Exterminations
- Maintenance of green

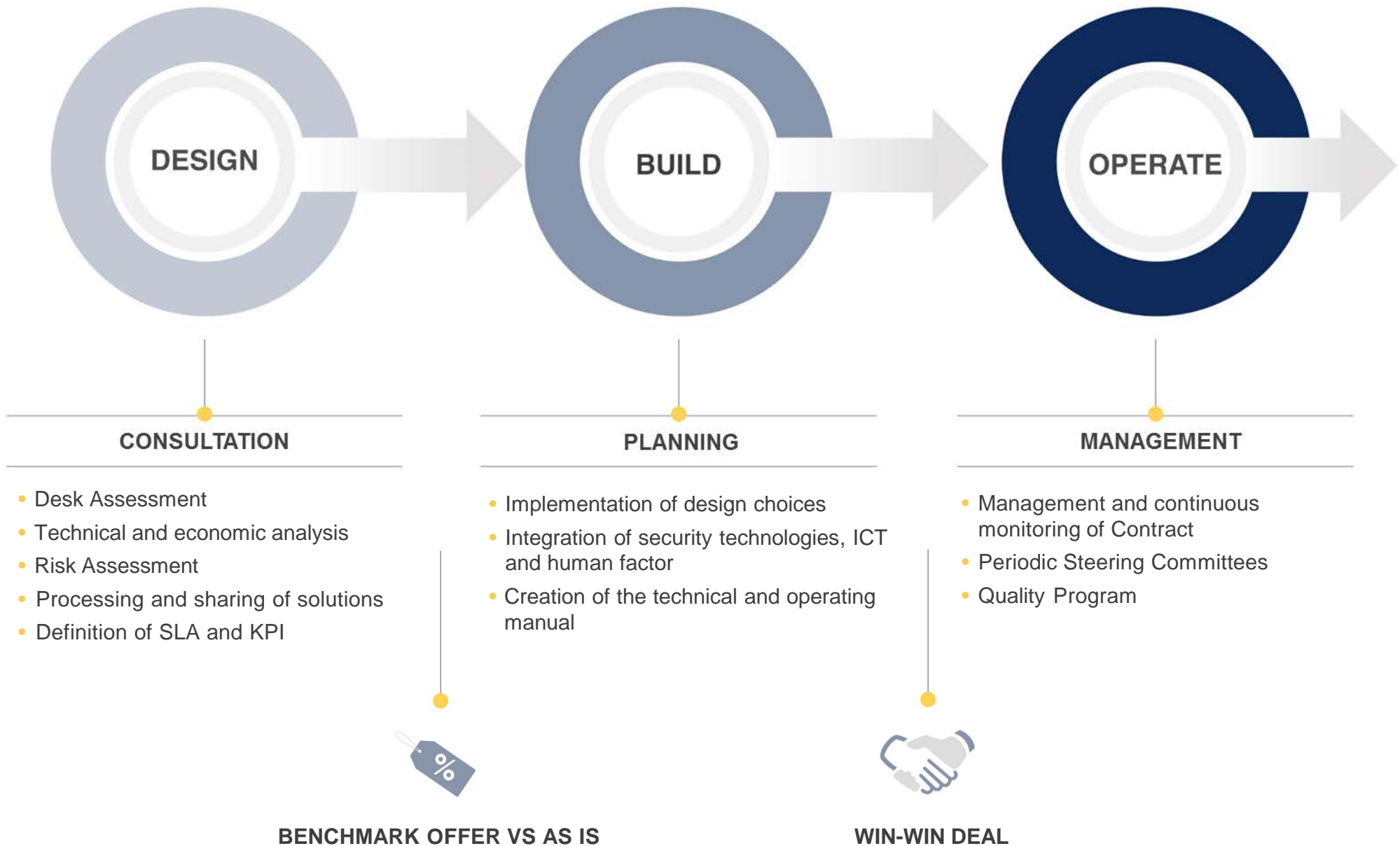


## FACILITY MANAGEMENT

- Government Services
  - Implementation and management of information systems
  - Construction and management of technical directory assets
  - Managing and optimization of the utilities
- Logistics services, Storage and Cargo handling
  - Collection and storage of goods
  - Manual and mechanized porter
  - Transport of documents
  - Computerized management of warehouse
  - Removals
- Tourism and museum services
  - Hospitality
  - Info-Point
  - Surveillance and public assistance
  - Guide and teaching support
  - Management of ticketing and reservations
  - Store management
- Technical and maintenance services
  - Electrical Systems, water and sanitary systems, heating and cooling systems
  - Design and redevelopment projects and regulatory compliance
- Postal services
  - Mail room management
  - Printing, mailing, sorting and delivery of postal items
  - Document management services and destruction of paper documents
  - Service of public, private and tax assessments

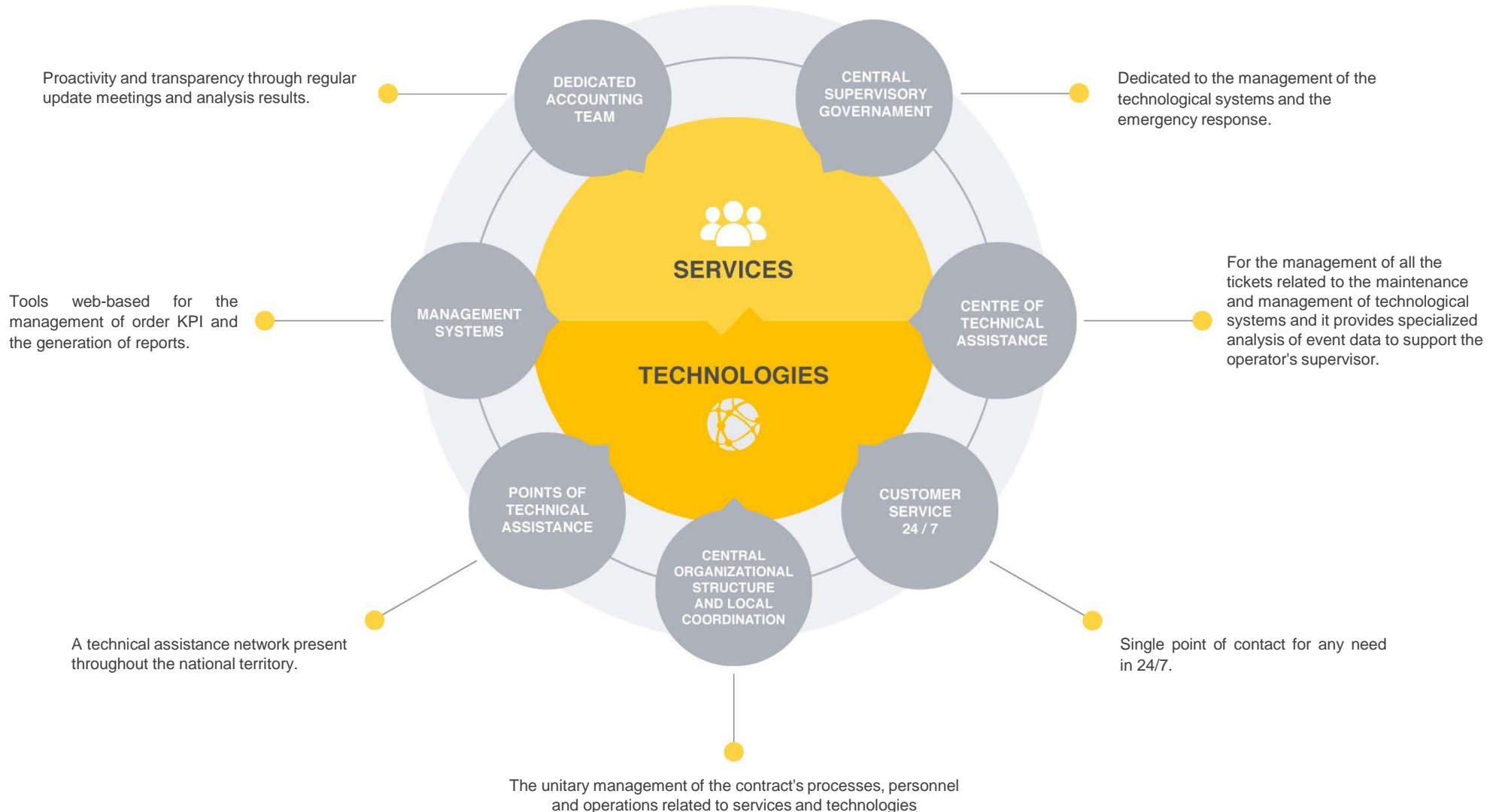


# OUR APPROACH



# OUR MODEL OF INTEGRATED MANAGEMENT

Sicuritalia has developed an integrated model of services and security technology that combines effectiveness of the solutions identified with the efficiency of the same in relation to the expenses incurred, guaranteeing a process aimed at continuous improvement.





Sicuritalia's **GSS-Web** is a **web-based management software**, that integrates the Management Information System of the commissioned Contract .

This software **can be adapted** according to specific operational and administrative user requirements and allows us to manage the flow of operational and administrative orders from a remote location.



## CAN ENSURE:

- complete **computer tracking** of all activities relating to the given performances
- **management** of all administrative documentation to support the billing system
- data storage, basic statistics and management of **reporting modules**
- unlimited **number** of accesses
- **interaction** (each according to its profile) for the implementation of the services
- **homogeneity** in management procedures



## WILL DETERMINE:

- the list of geographical **areas of responsibility** of each Contractor and data relating to authorizations for the activity
- **insurance coverage of each contractor**
- enabled **services** to be performed at each customer's location
- the demand for **new services** and / or **modification** (travel times, additional staff etc)
- management of **orders' reports** (it allows to monitor the notification of service cancellation, requests, changes, records and reports of disruptions)
- access single Contractor for the control of activities



**Sicuritalia offers a full service**, delivering directly part of the services and coordinating and organizing the job, according to established schedules and procedures, so the contracted services are provided according to the default standard with the Customer (SLA) and always meeting the real needs required (KPI).



**Sicuritalia**, with a view to outsourcing of security concerns and the facility management organizations, is **a point of union** between the different needs of Customers and the number of vacancies available on the market, offering, with its structure and competence, the best solution **in the national arena** for the customer specific needs.



**The integrated approach** to the problem solving of Security and Facility management enables **cost containment and efforts optimization** to handle any related issue.



Services provision is accompanied by:

- a **Customer Relationship Management system (GSS-Web)** web-based, which allows the customer to interact with Sicuritalia tracking in real-time all the contracted activities;
- high and appropriate Insurance Coverage, which include coverage of the risk of ineffectiveness of primary insurance policies underwritten by the trustees ("**Contingency Insurance**").



Finally, to coordinate activities relating to the entrusted contracts, Sicuritalia uses its own **Security Operations Center (SOC)** with the most modern technologies, which can support all the operational customer's need.



Best market **conditions**, in compliance with quality standards set.



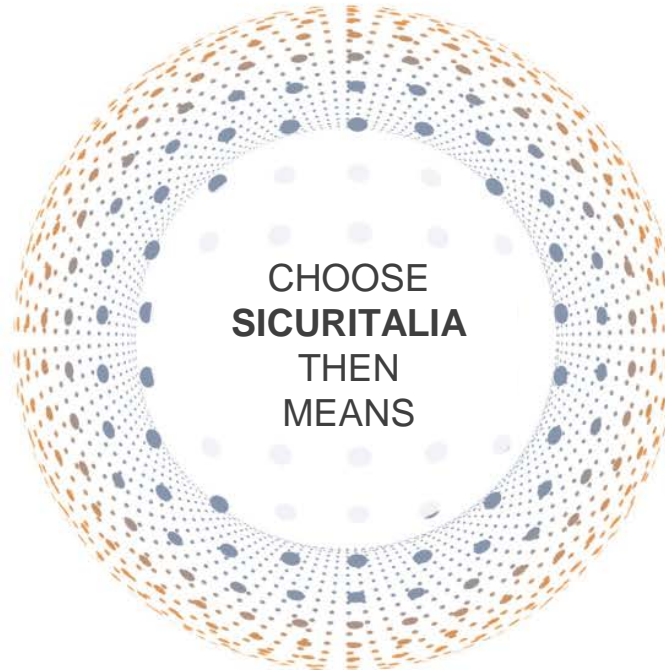
Have a **single partner** that can ensure the performance of a wide range of security and facility management services, in compliance with all the regulations.



Simplify selection and supplier management and **optimize the time and the costs**.



Ensure **coordination** to carry out the contractors, and the constant **control** of performed and invoiced services.



CHOOSE  
SICURITALIA  
THEN  
MEANS



Ensure the cooperation of **Operators can better meet** their specific needs within the national territory.



Obtain service **organization** on the specifications provided.



Save resources and time, with the **highest quality of service**.

# SOME OF OUR 60.000 CUSTOMERS



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