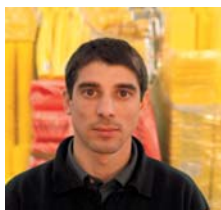
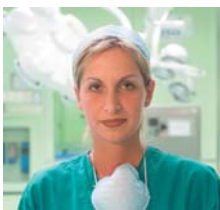




GROUP CORPORATE PROFILE

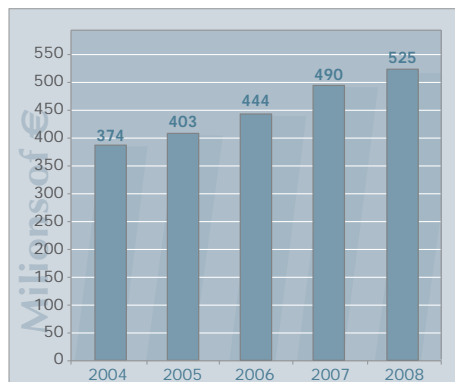


THE COOPSERVICE GROUP

The Coopservice Group is one of the **leading Italian operators** in the provision of integrated services to businesses and to the community.

Confirming the constant growth trend of the last few years, in 2008 the Coopservice Group achieved a turnover of € 525 million, with more than 13,700 employees and net assets of 110 million.

TURNOVER



With more than 30 years' experience, combined with a marked flair for innovation, the Coopservice Group is able to meet the needs of its clients in a proactive fashion. This is also thanks to the wealth of services offered, which range from **civil and industrial cleaning to the sanitisation of hospitals and health structures**, from the **cleaning, hiring and sterilisation of linen and surgical instruments for hospitals to surveillance services**, from **security systems to logistics**, from the **collection of special waste to facility management**,

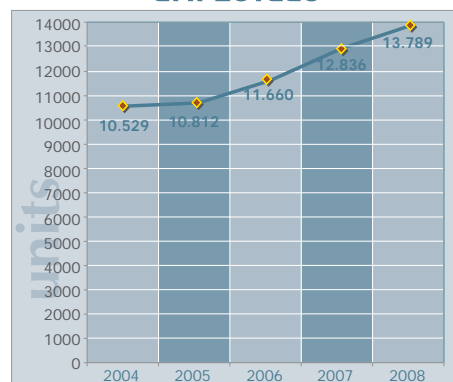
from **call centre services to personnel hiring**.

In step with the evolution of client needs, the Coopservice Group offers its services as a **unique point of reference** for the management of all non-core activities that clients wish to delegate to external organisations, supplying its services in a **global service perspective** and taking full **responsibility for the final result**.

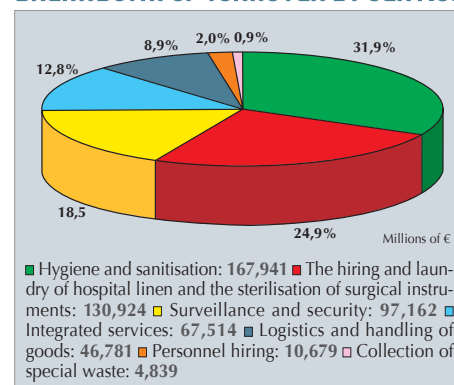
The Coopservice Group's services meet the needs of **thousands of clients** distributed throughout the National territory, and include hospitals, public administrations, industrial groups, banks, airports and large shopping centres.

Coopservice's efficiency and reliability are the result of a targeted company philosophy based on the **professionalism** of its staff that con-

EMPLOYEES



BREAKDOWN OF TURNOVER BY SERVICE



stantly attend training and refresher courses: the Group adopts a policy of human resources development that leads to high qualitative standards in the services provided.

Together with the know-how and professionalism of its personnel, the other operating resource that allows the Coopservice Group to attain results in a professional and responsible manner is **Pant@**, a web-based information system, specially designed to optimise the entire chain of processes carried out for the provision of integrated services supplied as a global service.

The Coopservice Group operates throughout the national territory as well as in Croatia, Serbia and Malta through Armonia Holding, a company set up with other cooperative partners for the supply of hygiene, sanitisation and linen rental and industrial laundering services.

THE MAIN COMPANIES IN THE GROUP

Civil and industrial cleaning, Hospital Hygiene and Sanitisation, Special Waste Management, Surveillance and Security, Facility Management, Handling of Goods and Logistics



COOPSERVICE S.Coop.p.A.
(Reggio Emilia)



Real Estate Management

Focus S.p.A.
(Reggio Emilia)



Aurum S.p.A.
(Reggio Emilia)

Corporate Management

SUBSIDIARIES

SUBSIDIARIES

ASSOCIATED COMPANIES



Servizitalia

Servizi Italia S.p.A.
(Parma)

Cleaning, Hiring and Sterilisation of Fabrics and Surgical Instruments for Hospitals



Electric System S.r.l.
(Modena)

Safety and Security Plants and Systems



Quanta S.r.l.
(Reggio Emilia)

Logistics



Amedes S.p.A.
(Milan)

Medical Devices



Lares S.r.l.
(Milan)

Porter service and Call Centre



Armonia Holding S.p.A.
(Bologna)

Foreign shareholdings



CSS S.p.A.
(Bolzano)

Industrial Cleaning Services



Simtek S.p.A.
(Reggio Emilia)

Energy services and Technological Maintenance



Log's S.r.l.
(Parma)

Logistics and Transport



Archimede S.p.A.
(Reggio Emilia)

Employment Agency



CTF S.r.l.
(Modena)

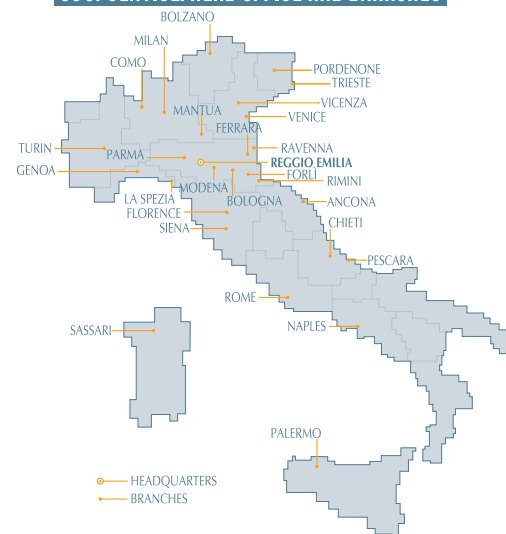
Removals



Adpersonam S.r.l.
(Reggio Emilia)

Research, Selection and Training

COOPSERVICE: HEAD OFFICE AND BRANCHES





- **Cleaning and sanitisation services for hospital and medical facilities** • The hiring, laundry and sterilisation of linen and surgical instruments for hospitals • **The management of hospital uniforms** • Medical devices • **Steam sterilization of drapes and gowns for operating theatres** • Steam sterilization of surgical instruments • **Health logistics** • The design and installation of hospital laundries and sterilization systems • **The management of special medical and non medical waste** • The management of buildings and machinery • **Energy management** • Technological maintenance • **Civil and Industrial cleaning** • Cleaning and sanitisation services for food industries • **The management of internal and outsourced stocks** • Warehouse and distribution logistics • **Warehouse and archive management** • Integrated logistics • **Industrial and civil removal services** • Storage services • **The assembly of equipment and furnishings** • Security consulting services • **Surveillance and fixed protection services** • Day and night surveillance check • **Shoplifting surveillance** • Emergency call-outs • **Anti-theft surveillance** • Gatekeeping services • **CCTV surveillance** • Remote control with technological machines • **GPS control** • Transport and protection of valuables • **Money handling** • ATM servicing • **Porter services** • Personnel hiring • **Call centre services**