



**SECURITY SERVICES**

## LEADER IN PRIVATE SECURITY FOR OVER 40 YEARS

Our security services comprise more than 2,300 security guards; 900 security specialists; 60,000 clients including 2,600 banks; 30,000 business and residential alarm systems; 7,000 client vehicles monitored by GPS; over 300 fleet cars; 160 surveillance and response patrol cars; 150 armoured trucks for valuables transport; 25 counting rooms.

These are the numbers of the Security and Surveillance unit of Coopservice, an integrated services company - with over 16,000 employees and 594 million turnover\* - which, interpreting the evolution of the security services market with punctuality and dynamism, has gained a central position in the Italian panorama of private security institutions.

For over 40 years, our security institutes in twenty-eight provinces within seven regions have provided services to protect business and property from intrusion, theft, robbery and system failure. Our "Coopservice Network" also works with an extensive group of affiliated security institutes to cover the rest of Italy.

This complex organisation operates effectively thanks to the integration of highly trained personnel, facilities equipped with advanced security and communication systems and efficient vehicles and innovative technologies, all of which constitute a significant part of our productive capital.

Coopservice staff also includes 14 Security Managers certified according to UNI 10459:2017.

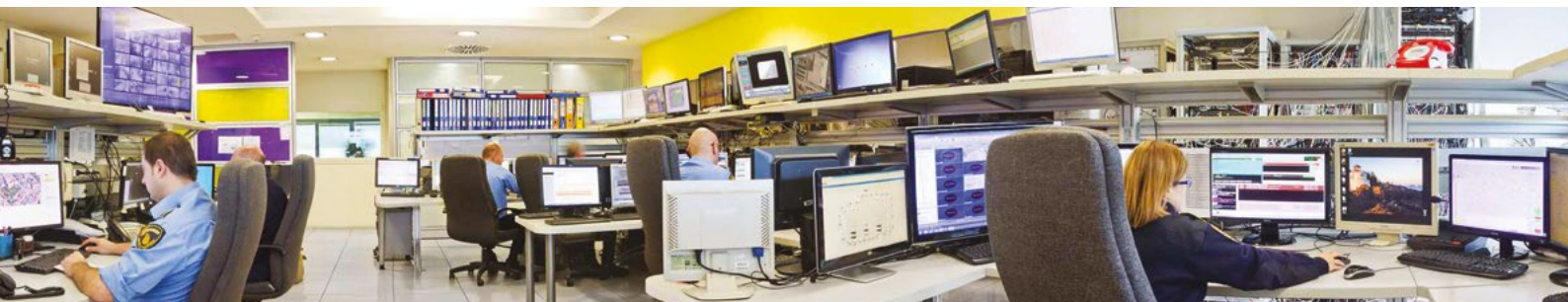
\*Figures related to the 2019 financial year

### Coopservice Security Operational Centres

The core of our security system is our ten 24-hour operations centres, which receive alarm signals and dispatch emergency response patrols; monitor images from video surveillance systems; monitor fleet vehicles equipped with GPS tracking and trucks for valuables escort and transport; support onsite and mobile security guards and subsidiary guards in airports, ports and railway stations.

These operations centres are part of an internet-connected system across Italy that also includes alarm receiving centres (ARC), which are responsible for their specific geographical areas, and our main technology centre in Reggio Emilia, which supervises the entire network and can intervene in alarm management when needed.

Two of our operations centres have obtained CEI EN 50518:2014 certification for "Remote Surveillance Centres", thus recognising our high level of security and advanced technological equipment.



# OUR SECURITY SERVICES



## Manned security

Our manned security service is provided by security guards on a radio link with our operations centre, monitoring access routes from a fixed post. When needed, they inspect the facility outer limit or inside area for intrusion signs.



## Robbery prevention

Our robbery prevention service is targeted specifically to banks and post offices and is provided by security guards on a radio link with our operations centre. They monitor the outside of the building to prevent all possible risks and impede criminal attacks.



## Shoplifting prevention

It is provided by security guards that use CCTV remote surveillance systems to monitor the shopping floor during opening hours to prevent product loss or damage.



## Security patrols

Every day our security guards inspect customer premises for anomalies to avoid criminal acts or simply restore proper security conditions after a failure or omission.



## Intrusion response

Our intrusion response service is guaranteed every day of the year by mobile security guards on a radio link with our operations centre. They intervene when an alarm is received from a facility that has a security system installed.



## Remote surveillance

This service provides real-time remote control of all kinds of alarm systems. It is managed 24/7 by our operational centres in permanent interaction with fixed monitoring posts, mobile patrols and local fire-brigade and police forces.



## CCTV remote surveillance

Control of the images coming from the cameras of the installed video surveillance systems, activating targeted and timely intervention procedures in case of emergency.



## Telemonitoring system

Continuous monitoring of the optimal operating parameters of any system installed within customer companies (from refrigerators to electrical systems, from air conditioners to fire prevention systems).



## Port security

In compliance with Italian Ministerial Decree 154/2009, complementary security services within sea and river ports are carried out with the use of specially trained and equipped special security guards.



## Airport security

In compliance with Italian Ministerial Decree 85/1999, complementary security services at the airport are carried out with the use of specially trained and equipped special security guards.



## GPS monitoring

Using the GPS geostationary satellite system, the operations centres are able to display the geographical position of vehicles and people at all times and intervene in the event of an emergency.



## Valuables transport and escort

The transfer of valuables from one place to another is carried out by carefully recruited security guards using armoured vans protected by satellite radio location systems. Operations are ensured by a computerized system that can keep track of them all in real time.



## Valuables deposit

The receipt, storage and return of valuables entrusted to our custody takes place in facilities protected by active and passive security systems.



## Cash handling and counting

The counting and handling of money and processing of cheques are carried out under conditions of maximum safety by Coopservice personnel using state-of-the-art hardware systems and dedicated software tools.



## ATM management

The service keeps the functioning of the ATM equipment of Credit Institutions efficient and periodically restores its cash content.



## Security reception

Performed by unarmed personnel, it consists in receiving and sorting mail, closing and opening office entrances, taking delivery of documents and keys, checking the proper functioning of technological systems, welcoming customers and visitors and issuing courtesy information.

## SECURITY SERVICES FOR BUSINESSES, OFFICES, COMMERCIAL ACTIVITIES AND RESIDENTIAL

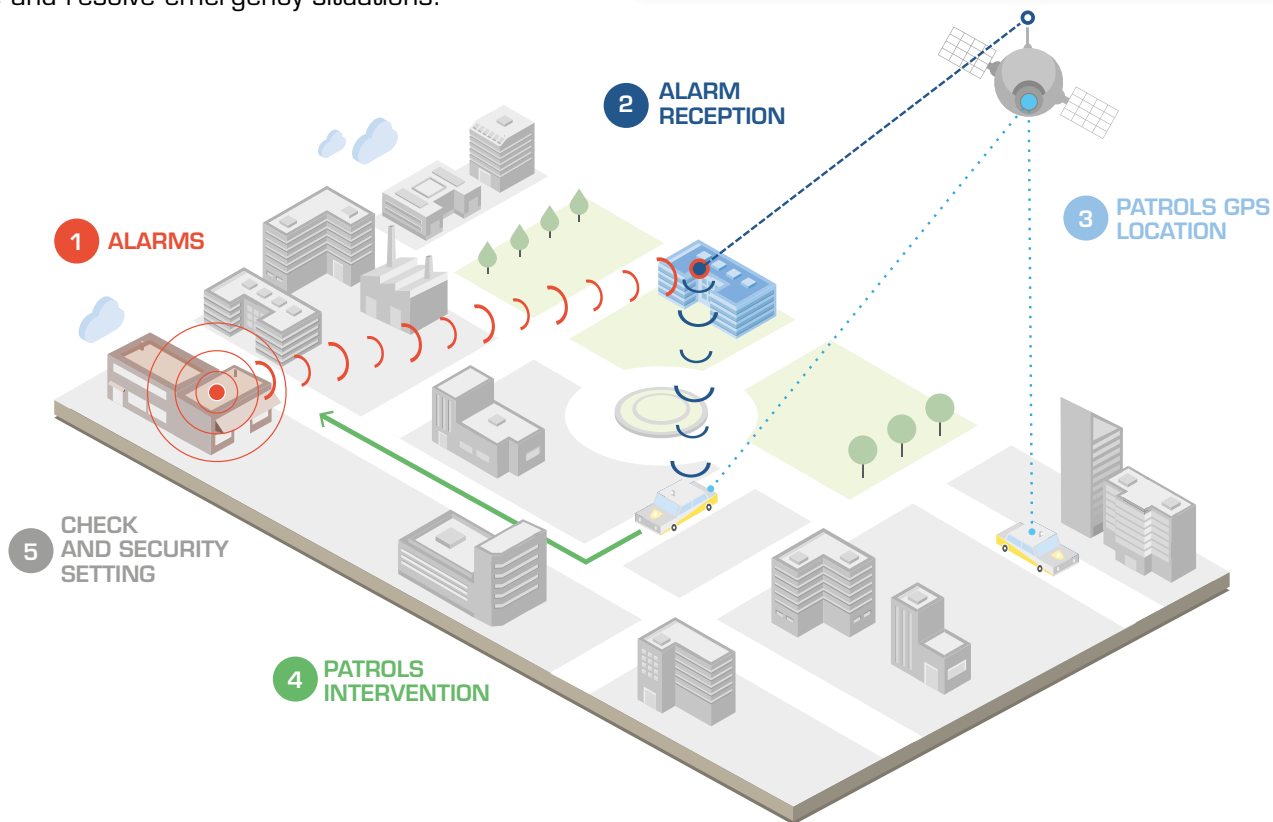
There are various security solutions to prevent and combat illegal acts to the detriment of property and goods contained therein.

The day and night surveillance service to one or more sensitive targets, carried out by armed security guards on board remote radio-connected patrols, is a strong deterrent to criminals who are led to choose unsupervised targets with a lower level of security.

The connection of the anti-intrusion systems to the Coopservice surveillance operational centre makes it possible to entrust alarm monitoring, 24 hours a day, to highly qualified personnel able to coordinate the intervention of security guards on board patrols to face and resolve emergency situations.

### Intrusion response

In case of activation of the alarm warning signal **1**, the operational centre operator, after verifying the effectiveness of the alarm **2**, thanks to the GPS tracking system installed on Coopservice patrol cars **3**, checks their position in real time and requests immediate intervention from the nearest patrol car, indicating through the navigator the shortest route to reach the place where the alarm comes from **4**. The security guard who has arrived on site, in constant radio contact with the O.C., carefully inspects the structure to identify signs of recent or ongoing suspicious activity and, in the presence of ascertained and actual dangerous situations, requires the intervention of other patrols and/or the competent Police Forces. The intervention ends only after optimal safety conditions have been restored **5**.



# CASH AND VALUABLES TRANSPORT, ESCORT, DEPOSIT AND COUNTING

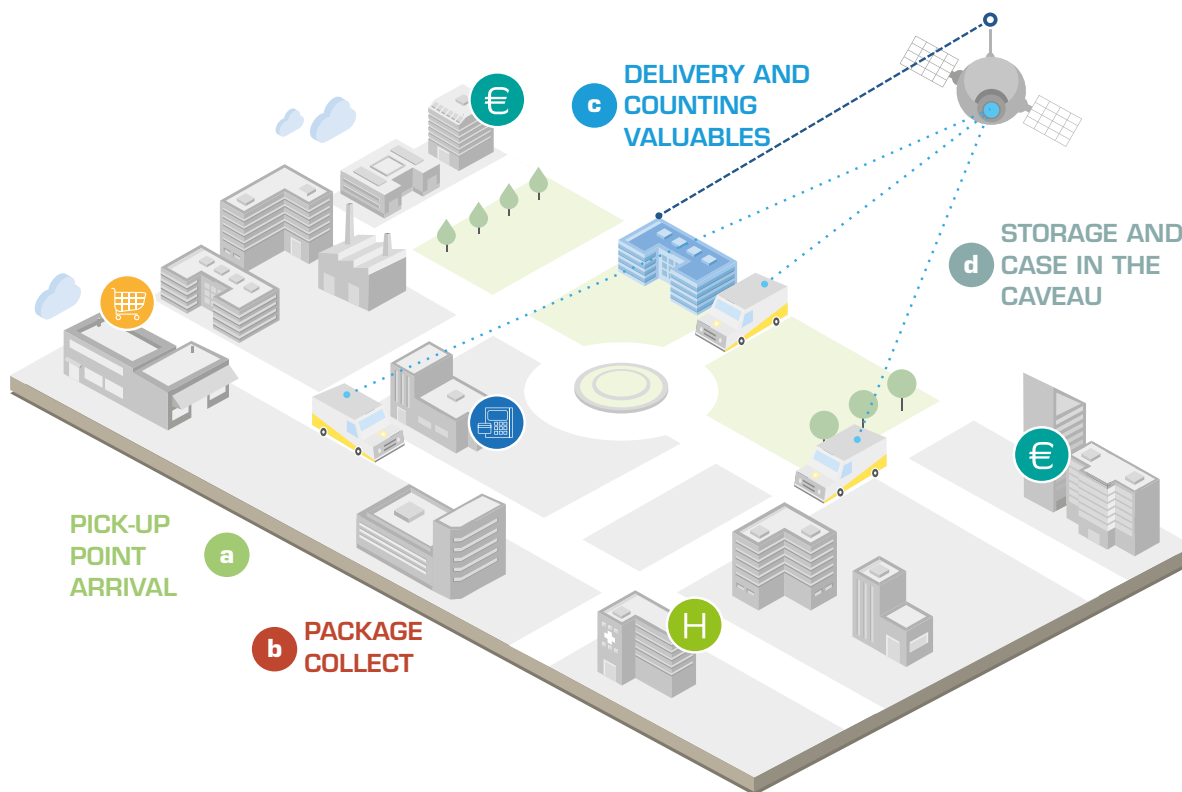
The transport and escort of valuables is carried out by armoured trucks, remote-controlled to the operational centre and equipped with a satellite detection system, and entrusted to highly experienced armed Security Guards. The vehicles are equipped with the highest standards of security and protection of the valuables contained inside. The collection and delivery of valuables is carried out following strict and consolidated procedures in compliance with ministerial circulars and local regulations. The valuables counting and storage service inside our vaults uses an integrated management information system that guarantees real-time traceability of valuables handling activities, allowing a considerable recovery of efficiency and a drastic reduction of error edges.

## Cash handling

The driver of the armored truck reaches the target **a** using the highest possible caution and attention, in constant radio contact with the operational centre. The routes are varied frequently so as not to give points of reference to any possible criminals.

The pick-up officer **b** enters the target only after having verified the total absence of warning signs. The driver of the truck remains on board the vehicle with the engine running, waiting for the return of the person in charge with the package. The packages collected are delivered to the counting room **c**, which takes charge of them by registering them in the information system. All operations are carried out in maximum safety and under the supervision of environmental video recording systems and specific processing details.

The values after counting are deposited in the caveau **d**, a room specifically designed to guarantee the highest levels of security.



# AREA OFFICES AND OPERATIONAL CENTRES

10

## OPERATIONAL CENTRES

Over **2,250**

Security Guards

Over **800**

Security Specialists

Over **400**

Fleet cars

Over **160**

Surveillance patrol cars

Over **150**

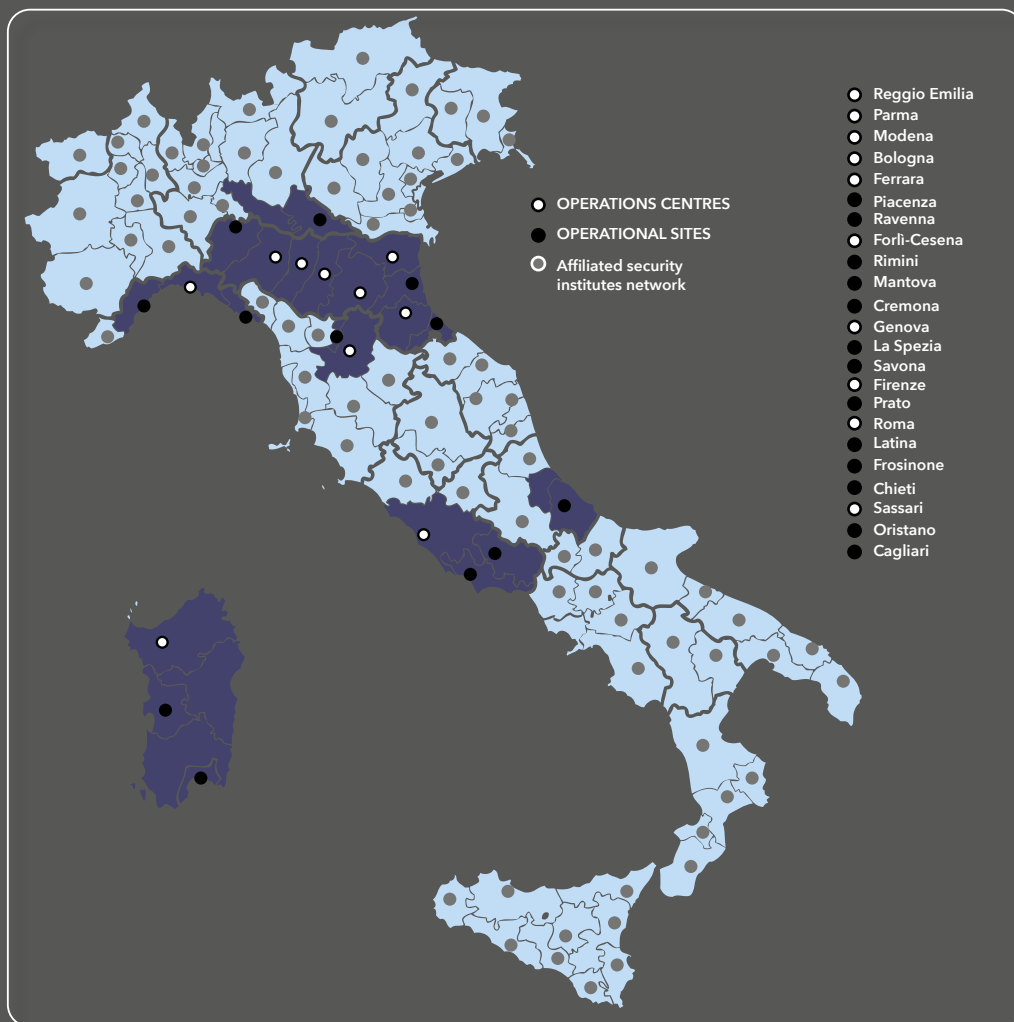
Armoured trucks

**25**

Counting rooms

Over **30,000**

Alarms systems



  
coopservice

CONTACT · Headquarter

📍 Via Rochdale, 5 - Reggio Emilia

☎ +39 0522 94011

✉ [info@coopservice.it](mailto:info@coopservice.it)

🌐 [www.coopservice.it](http://www.coopservice.it)