



Coopservice GROUP

PROFILE 2014

coopservice



www.coopservice.it

Just the one provider for companies and the community

Set up in 1991 from the merger between three Reggio Emilia cooperatives with twenty years' experience behind them in the cleaning, private security and security system sectors, Coopservice is one of the leading national players in designing, supplying and managing integrated services for companies and the community.

Coopservice has built its leadership on its awareness that the quality of the services rendered is measured by knowing how to **attune to the customer's business** giving answers that are accurate and tailored to their needs.

A mission that Coopservice pursues, offering itself as the **only provider** for managing all the non-core businesses the customer intends entrusting to someone outside the company, offering a **global service** and being wholly **responsible for the end result**.

A range of efficient and tailored services

The services from the Coopservice Group meet the requirements of **thousands of customers** all over Italy including hospitals, healthcare institutions, public bodies, manufacturing, textile and food industries, banks, airports and major shopping malls.

It offers a whole host of different services comprising:

- Civil and industrial cleaning
- Hygiene and sanitisation of hospitals and healthcare institutions
- Washing, hiring and sterilisation of textile materials and surgical instruments for hospitals
- Healthcare and pharmaceutical logistics
- Security and surveillance
- Goods handling and logistics
- Collecting and disposing of special waste
- Energy and Facility Management
- Supplying work personnel.

Quality and innovation

Coopservice's efficiency and reliability are the result of a targeted company choice based on the **professionalism** of its staff which are provided with constant **training** and refresher courses.

Coopservice always works hard to improve the quality of its services and to satisfy the expectations of its customers; this is why it has an integrated management system for **Quality**, the **Environment**, **Health** and **Safety** as well as for **Social Responsibility**.

Coopservice has made the capacity to **innovate its services** its most important competitive factor. A marked propensity to design and experiment innovative solutions that benefits from the partnerships with the University of Modena and Reggio Emilia in different fields of research. Last, in order of time, the **Design of the Integrated Services**, an innovative way of designing that is developed and implemented with the Engineering Faculty that helps improve the services and create new ones, making them more useful and desirable for the end-users, more engaging and gratifying for the workers who provide them.

Coopservices's green soul: Life Cycle Thinking

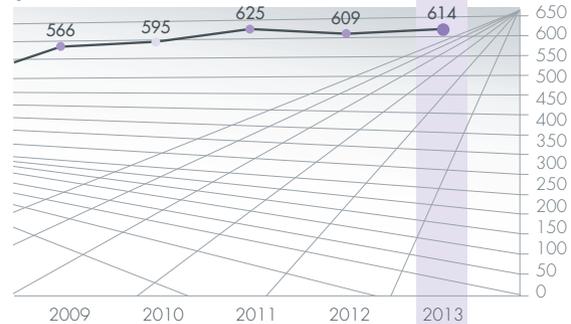
In virtue of taking on **Life Cycle Thinking**, which is a way of designing its services, first of all those concerning hygiene and sanitation, and thanks to the multitude of experiments carried out, Coopservice offers itself to the market – first among the services companies – with an authentically green strategic approach, anticipating the European environmental standards. Standards that are complied with responsibly, making the specific requirements linked to the customer's business their own whether it is cleaning and sanitising a hospital, the facilities of a manufacturing industry or of a food processing company, or to increase the amount of waste for recycling.

The peculiarity of the **Life Cycle Thinking** approach adopted by Coopservice consists in making each single phase of the service's life cycle more eco-compatible since it is possible to plan, analyse, supply, use, maintain or stop using any activity pertaining to it, in line with the most suitable environmental policy choices.

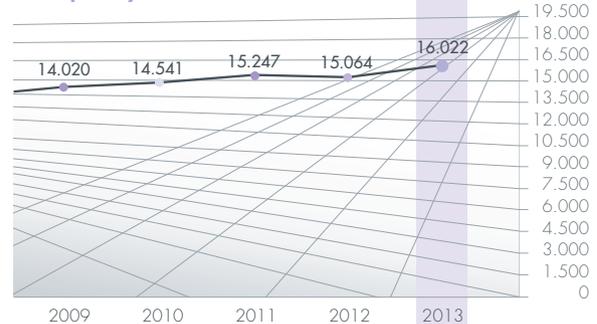
Proceeds, Employees and Net Assets

In 2013 the Coopservice Group **proceeds** amounted to 614 million Euros, **employing** more than 16,000 people. The **net assets** at the end of the year were 151 million Euros.

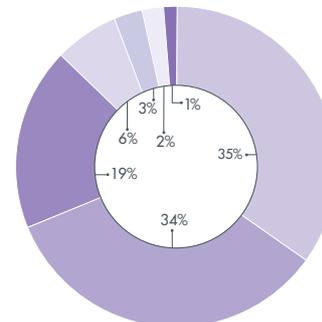
proceeds



employees



proceeds broken down into type of service



- Hiring, washing and sterilisation of textile materials and surgical instruments for hospitals: € 211.573
- Hygiene and Sanitisation: € 207.832
- Surveillance and security: € 115.680
- Goods handling and logistics: € 39.350
- Supplying work personnel: € 17.753
- Energy and Facility Management: € 12.848
- Collection and disposal of special waste: € 8.940

Coopservice group

The Coopservice Group comprises subsidiary and partially owned companies working in many areas of business related and/or complementary to the services provided directly by the parent company Coopservice

Servizi Italia S.p.A., based in Castellina di Soragna (PR), listed in the STAR segment of Borsa Italiana S.p.A. MTA, is the **main company** in Italy in the integrated services of **hiring, washing and sterilisation of textile materials and surgical instruments** for hospitals. With a cutting edge production platform, split into laundry, linen sterilisation plants, surgical instrument sterilisation plants and numerous hospital uniforms, the company that, together with the Italian and foreign subsidiaries, forms the Gruppo Servizi Italia deals mainly with public and private healthcare institutions in central and northern Italy with an all encompassing and diversified range of services.

Servizi Italia has been working in Sao Paulo in Brazil since 2012.

www.si-servizitalia.com



Coopservice Servizi Fiduciari S.r.l., based in Reggio Emilia, was established in 2013 with the purpose of providing **porter services** to private companies and public institutions: from the reception of clients and visitors to receiving and sorting out the post, from opening and closing offices to keeping keys and documents and checking correct operation of the technological systems. Coopservice Servizi Fiduciari was set up to respond promptly to the evolution of the demand, increasingly oriented towards suppliers with flexible and specialized company organisations.



MAIN SUBSIDIARIES

Electric System S.r.l, based in Modena, working for more than twenty years in designing, installing and servicing security systems for companies, shopping malls, public institutions and private citizens. It deals mainly with systems for detecting **intrusion, fire and gas leaks**, systems for **controlling entrances, closed circuit TV security, antitheft and anti-burglary** systems, **technological alarms, building automation, remote assistance and satellite control** (GPS) for moving vehicles. Electric System is IMQ Alarm III level ER registered; its quality system meets the UNI EN ISO 9001:2008 standards and has obtained SOA CAT OS5 CLASS III certification. The company works in Emilia Romagna – directly through the Modena office and the Bologna and Reggio Emilia branches – and in the rest of Italy where it relies on a qualified network of installers.

www.esystem.it



Archimede S.r.l. is an **Employment Agency** set up in 2004 in Reggio Emilia – where it has its headquarters – by the volition of Coopservice and one of its subsidiaries accredited in finding and selecting personnel. When the Italian Law Decree 276/2003, more commonly known as the Biagi Reform, was introduced Archimede is a versatile agency, qualified to perform activities ranging from the selection to placement of professional people wanted by a company; from handling the administrative side to termination of employment; from training to support through professional reallocation. A broad-spectrum agency that goes beyond the classical functions that have been attributed – up until now – to temp agencies to meet the different requirements of the worker and help the company grow and develop. The Archimede staff, strong in their expertise of company organisation, selection techniques and verification of the workers' personal and professional characteristics, is able to appraise the candidates' potentials and offer immediate and highly effective solutions to companies.

www.archimedelavoro.it



Armonia Holding S.p.A, based in Reggio Emilia, was set up at the end of 2007 with the aim of “exporting” the skills of some of the major national players in the services sector to firms and communities (CNS, Coopservice, Copura) in countries that today are beginning to develop, especially of the East European area. Armonia Holding has two different businesses. The first is **project management and an advisory service** (finding which geographical areas have the greatest development potential; relations with administrative authorities; logistic solutions; personnel selection; creating a network of relations and sales networks). The second is **providing services** that range from **ecology to catering, from energy to portorage, from linen rental and industrial launderer services to civil cleaning and cleaning of healthcare institutions.**

Armonia Holding is currently working in Croatia, Serbia, Slovenia and Malta.

www.armoniaholding.it



MAIN SUBSIDIARIES

□ 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 NONMEDICAL WASTE □ 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



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