



2025 COMPANY PROFILE

Coopservice Group

The Coopservice Group specialises in providing integrated facility services to companies and public and private entities. The Group's strength lies in its ability to **develop synergies and integrate different services** to offer customers tailor-made solutions, the convenience of a single point of contact and maximum efficiency in terms of costs and productivity. The following subsidiaries and affiliates of Coopservice S.Coop.p.A. are part of the Coopservice Group:

Istituto di Vigilanza Coopservice S.p.A., established in July 2023 from the transfer of the security and surveillance division of Coopservice (which controls 100% of the company), is one of the leading players in the security sector, with 28 branches and offices in seven regions and a dense network of correspondents throughout Italy.

Servizi Italia S.p.A., a leader in the rental, washing and sanitisation of linen and uniforms for doctors and hospital staff, and in the sterilisation of surgical instruments and medical devices used in operating theatres. It is present in Italy and worldwide (Brazil, Turkey, India, Albania and Morocco) with over 50 production facilities.

Poliedra Sanità S.r.l. covers the main areas of the healthcare sector, from technological innovation to the integrated management of hospitals and local facilities, from telemedicine to logistics, to home care and services for partner companies, with a sustainable and effective approach.

SALES VOLUME

1.042 mln €



Values expressed in million of euros.

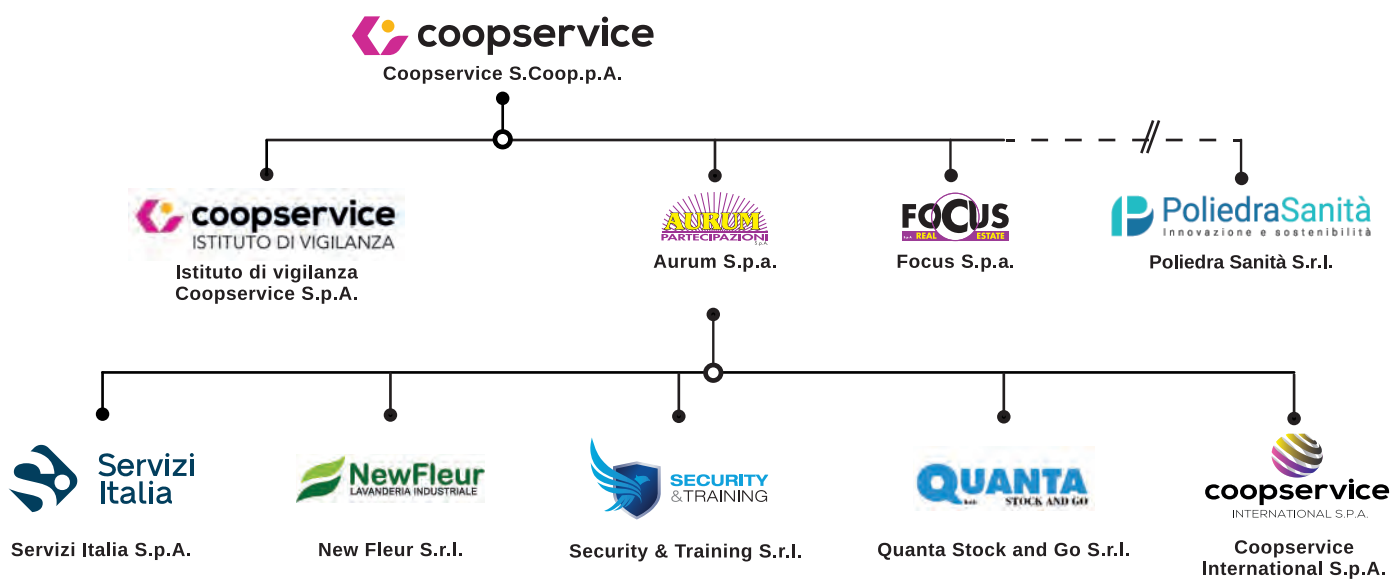
*In 2024, a different reclassification was carried out for certain balance sheet items. Therefore, 2023 was reclassified to allow for a more consistent comparison of the data.

GROUP EMPLOYEES

22.257

Group Employees at
12/31/2024





Group structure with the main companies included in the scope of consolidation as at 12/31/2024.

Coopservice Figures

We handle all facility services that are not part of our clients' core business, including industrial, commercial and healthcare cleaning; management and maintenance of buildings and systems; management of energy supplies and energetic efficiency; security and surveillance; transport and handling of goods; warehouses management, industrial and commercial moving.

The key aspects of our services are relying on a large workforce, working at client-sites, maintaining consistent quality and monitoring performance, along with using high-tech tools, equipment and vehicles. Clients can use a single service, several services or an integrated global service solution to maximise their cost-benefit ratio.

PURPOSE

We care for and value your worlds.

We live our lives in different worlds: home, school, work, health, transportation, culture, leisure. All these worlds are, for us at Coopservice, our workplaces. Every day we take care of them and make them cleaner, welcoming, safer and more efficient to create well-being and improve people's quality of life. Through our work, we enhance your worlds and strive to achieve a better, more supportive and sustainable future for all.



**Video Purpose,
our reason for
being**

SALES VOLUME

541 mln €

615*
mln €

541
mln €

2023

2024

Values expressed in
million of euros.

The decrease in production value compared to the previous year is mainly attributable to the effect of the sale of the Linea Security Services business unit in 2023.*In 2024, a different reclassification was made for certain balance sheet items. Therefore, 2023 was reclassified to allow for a more consistent comparison of the data.

EMPLOYEES

13.625

Coopservice Employees at
12/31/2024



PRESENCE ON THE GROUND

28 AREA OFFICES

The registered office, management and administrative headquarters are located in Reggio Emilia. The branches are local structures within which managerial, administrative and commercial figures operate with organisational, management and service coordination roles. The count includes the branches of Coopservice and Istituto di Vigilanza Coopservice S.P.A.

13 OFFICES AND OPERATIONAL SITES

These structures offer operational and logistical support to service managers and workers. They are well distributed throughout Italy to maintain a close relationship with clients.

10 SECURITY OPERATIONS CENTRES

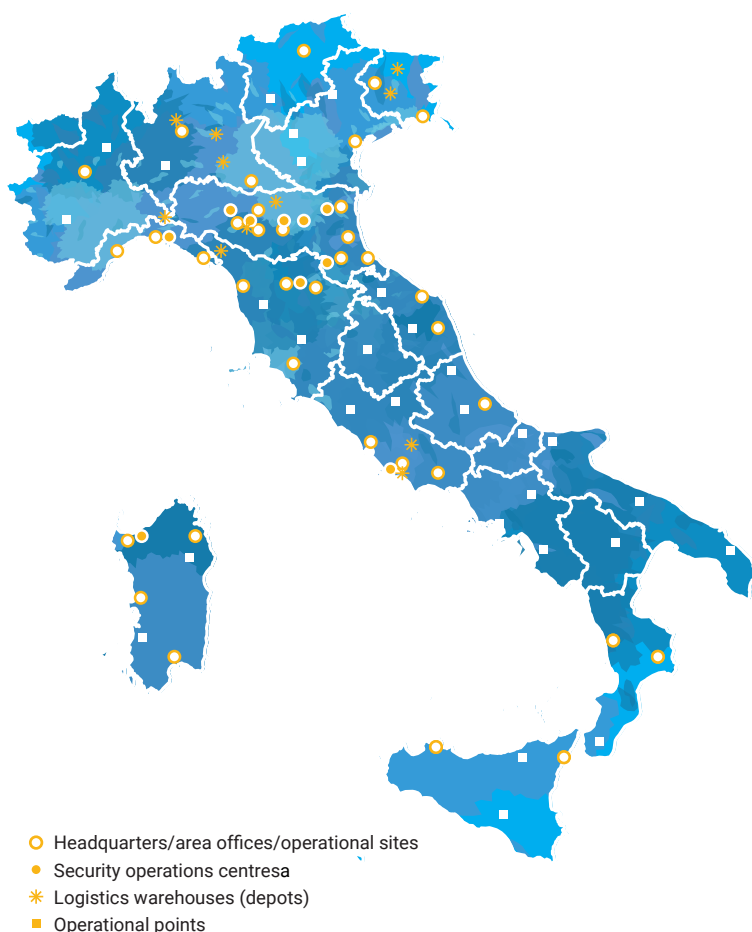
Control centres, active 24 hours a day, for the prevention and management of security emergencies: remote surveillance, video surveillance, satellite fleet monitoring, monitoring of technological systems, support for security guards on duty. Two of the control centres have obtained UNI 50518:2020 certification for Remote Surveillance Centres, confirming the high level of efficiency of the systems.

15 LOGISTICS WAREHOUSES

Warehouses characterised by high performance, both in terms of construction and safety systems, to guarantee customers an excellent level of service for all their storage needs, with a total capacity of 417,000 m3.

50 OPERATIONAL POINTS

Sites to support the activities provided for our customers, which include equipment storage, garages, locker rooms, and other functional service uses.

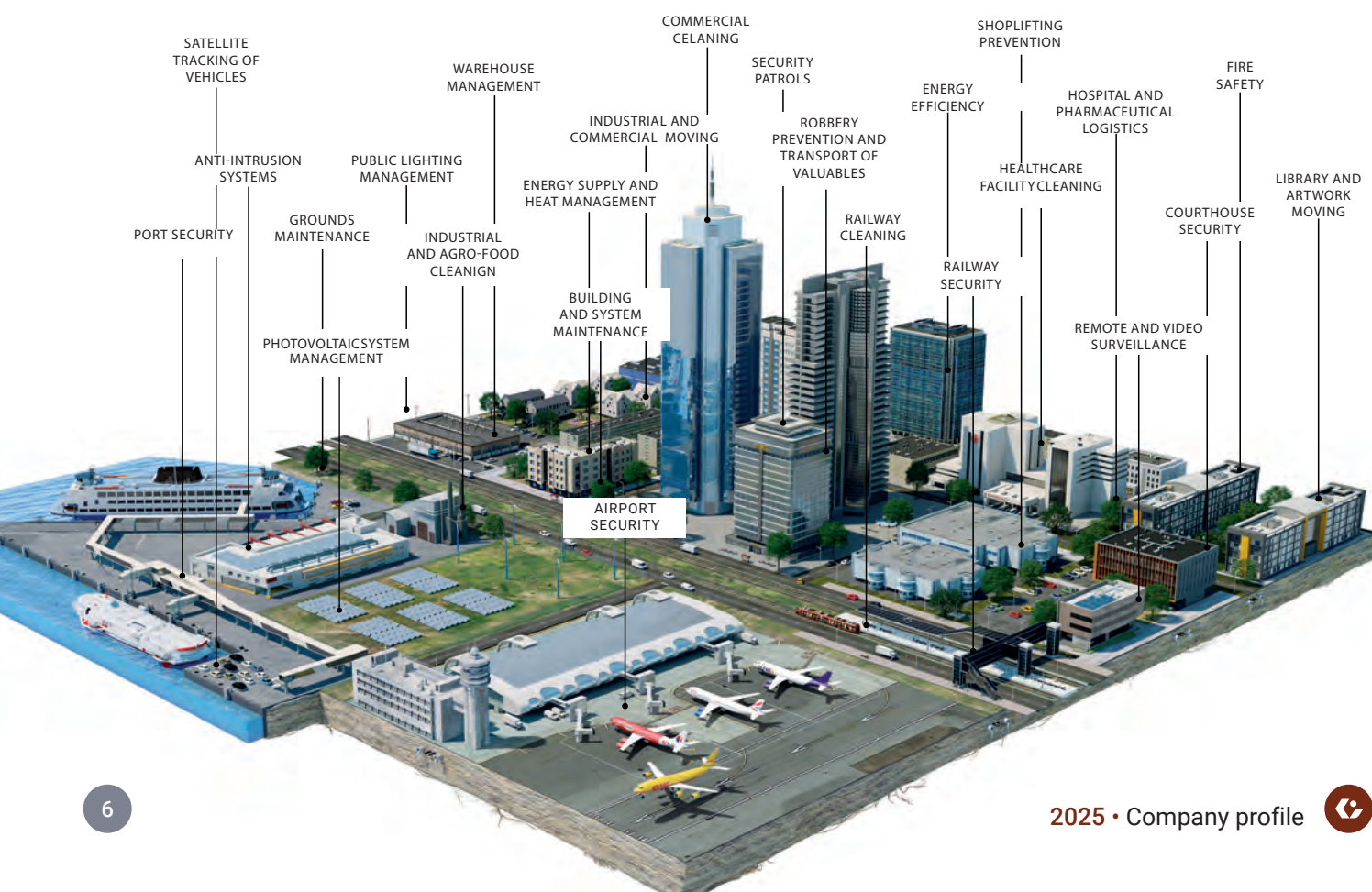


Integrated Facility Services



Our business model is based on creating value for our customers, who can focus on their core business in the knowledge that they have a trusted partner to whom they can entrust their facility services. In addition to management and coordination, we provide services directly through our own staff, who are trained to ensure the highest standards of quality and performance.

Integrated service management offers considerable advantages to our clients: economic savings, thanks to the efficiency gains we can implement, and a guarantee of results, thanks to control procedures and performance monitoring, tested and consolidated by years of experience in the sector.



FACILITY MANAGEMENT

Single services subcontracted to different suppliers coordinated by the contract manager.

INTEGRATED FACILITY SERVICES

All services are provided directly and in an integrated manner by the contract manager.



OUR BUSINESS AREAS

CLEANING & SOFT SERVICES

We clean and sanitise workplaces, hospitals, healthcare facilities, schools, shopping centres, transport systems, public entities and places where thousands of people congregate every day to carry out work, life and leisure activities. We take care of our clients' buildings so that they are always welcoming, comfortable, tidy and perfectly functional.

ENERGY & TECHNICAL SERVICES

We maintain buildings and systems in excellent working order to ensure optimum comfort and wellbeing to all users. We provide and manage energy to limit consumption, protect the environment and make systems more efficient through our technical services.

MOVING & HANDLING SERVICES

We take care of our clients' possessions and property during the moving, handling, storage and distribution stages and ensure that they are transported in optimal conditions and on schedule. We offer specialized services for transporting and moving works of art and valuables. We provide our clients with warehouses equipped with the highest fire and earthquake safety standards for archival storage, material storage and logistical distribution. We manage highly automated warehouses, including those for pharmaceutical and healthcare logistics, applying Lean, Agile and Kaizen logics to optimize processes and ensure the highest levels of efficiency.

SECURITY SERVICES

With the security guards, means and operations centers of the Coopservice Spa Supervisory Institute, we keep watch day and night on homes, commercial activities, businesses, hospitals, public agencies, courts, banks, stations, ports and airports to improve the level of safety and the quality of life of all. We have equipped ourselves with the most modern and advanced technologies and train and train our staff to face and prevent new security threats.

Services for Smart City

A smart city knows how to manage resources, aims to become economically sustainable and energy self-sufficient, can keep up with innovations and the digital revolution, and is attentive to the quality of life of its citizens. To meet this challenge, the relationship between the public and private sectors and the involvement of socio-economic stakeholders, who are called upon to promote projects of environmental sustainability and integrated use of technologies to raise the level of services of public interest, are essential.

The main fields of application are mobility and transport, environmental sustainability, ecology of lifestyles, safety, efficiency and innovation and cover sectors such as schools, tourism, government institutions, health, and infrastructure.

Integrated service management is a crucial factor in ensuring the smooth operation of infrastructure, improving its usability, developing its potential, and maintaining high levels of efficiency and service quality. For this reason, we propose ourselves as a single interlocutor for the entrusting of the management and maintenance of urban space and offer innovative solutions and advanced technological platforms capable of supporting the public administration in its choices.

With our technical and maintenance services, we take care of buildings, facilities, public green spaces, and street lighting so that citizens can enjoy functional and efficient environments.

We work to upgrade buildings from the energy point of view, to provide “clean” energy, to help institutions and citizens reduce consumption and limit the waste of resources.

We provide security in public places, stations, airports, shopping centers, and hospitals through surveillance, monitoring of advanced video surveillance systems, and alarm management with the prompt intervention of our security guards.

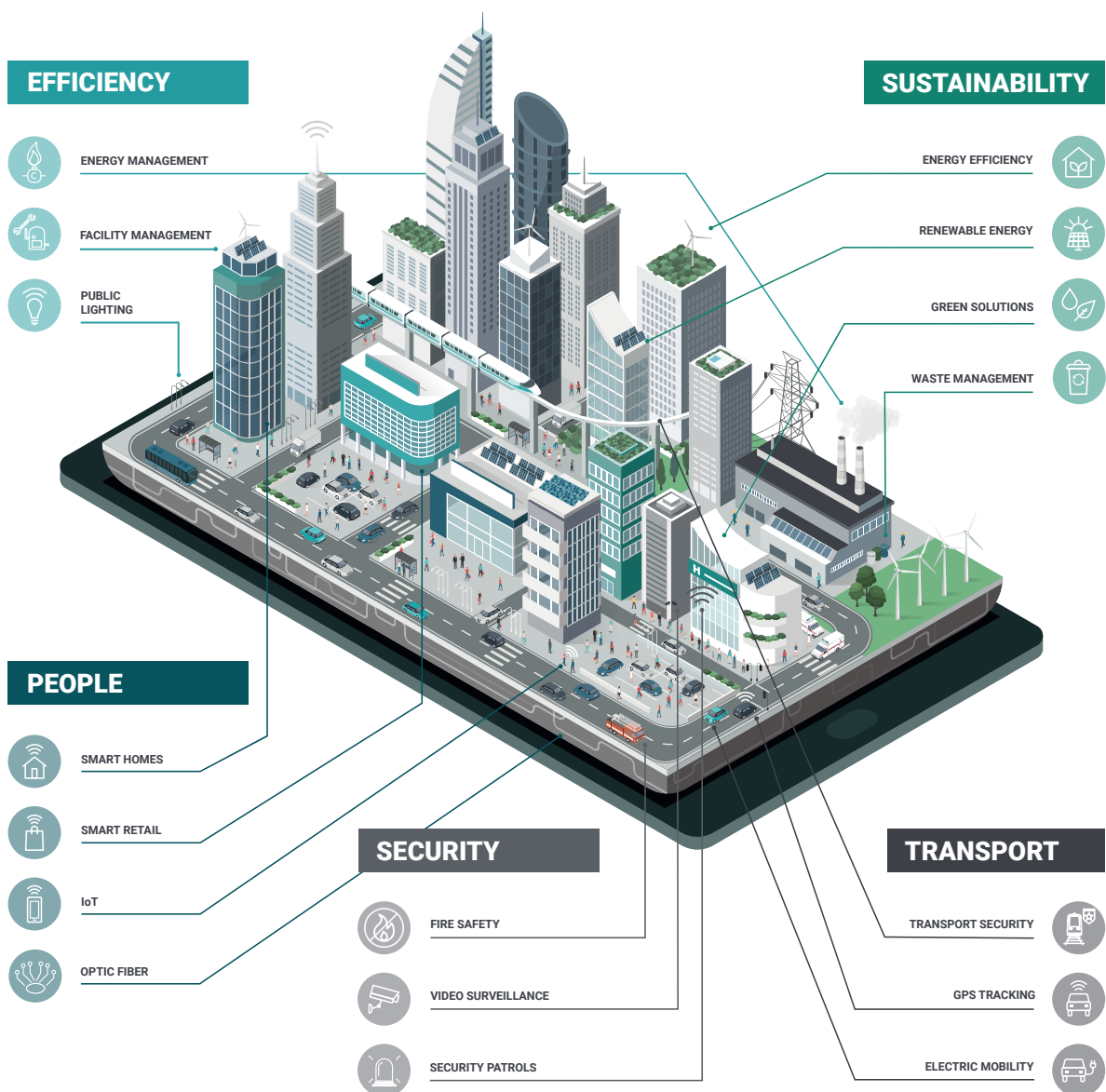
In carrying out our services, we make use of advanced technological tools such as drones, home automation, IoT, artificial intelligence, geolocation, and we minimize our impact with the use of electric vehicles and energy-saving solutions that allow us to reduce the consumption of resources, such as water or energy.

Our goal is to be the leading actors and change-makers to improve our cities and consequently the quality of life for all.



Video Coopservice
Integrated Services





Services for Healthcare



The hygiene and sanitation service is undoubtedly a crucial element in all health care facilities: it must guarantee the healthiness of the environments and help safeguard the health of patients, guests and operators. This is why we have developed highly efficient techniques, methodologies and tools to clean and sanitize all types of environments (low, medium and high risk) and invest substantial resources in the training and safety of our workers.

To keep the buildings, premises and facilities in perfect efficiency, we take care of all aspects related to internal and external transportation and logistics (such as: transportation of pharmaceuticals, medical-surgical devices and non-medical consumables, patients, meals, biological materials, equipment and instruments), auxiliary support services, and all

facility and energy management services ranging from heat management, landscaping, and fire safety management.

The security guards of Istituto di Vigilanza Coopservice S.p.A. are responsible for security both inside and outside the facilities. They monitor entrances and high-risk areas, such as emergency rooms, internal pharmacies and car parks, to control access, verify that healthcare and assistance activities are carried out regularly and ensure timely intervention in the event of critical security incidents.

We tailor our services to the client's needs and also provide them in global service and project financing modes.

HEALTHCARE LOGISTICS

We are a leader in healthcare and pharmaceutical logistics and a key provider of management and distribution services for pharmaceuticals, medical-surgical devices and non-medical consumables. We specialise in the handling, archiving and management of medical and administrative documentation. We also offer both healthcare facility moving and consultancy and design to optimise healthcare facility logistics (e.g., warehouses, archives, transport and distribution).



More about
healthcare
logistics

FOCUS





Cleaning and sanitising of
low/medium/high risk areas | 1

Healthcare support | 2

Meal transport and distribution | 3

Day and night manned guarding | 4

System management, maintenance and energy supply | 5

Security patrols & response guarding services | 6

7 | Management of healthcare/administration documentation

8 | Patient transfer

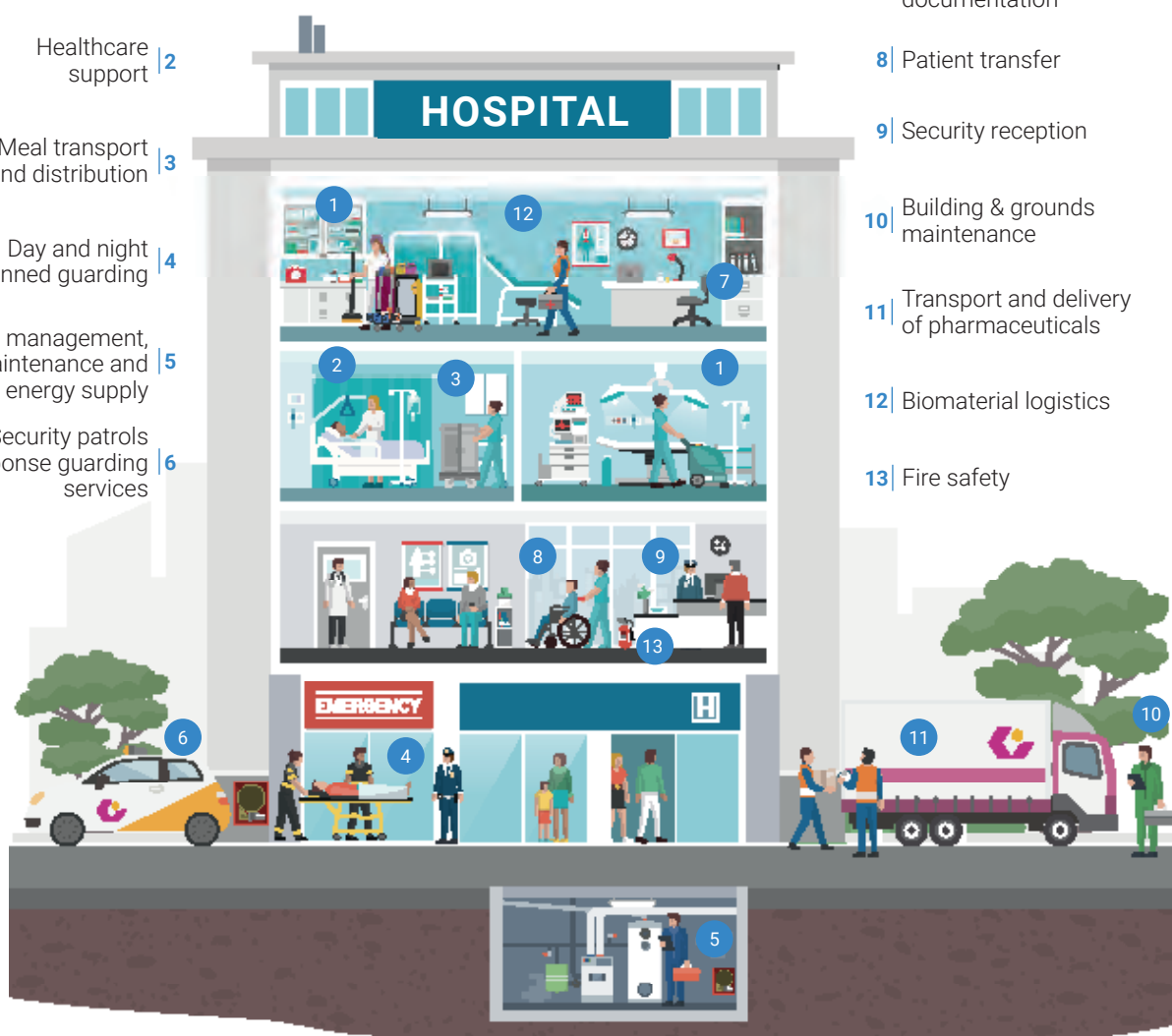
9 | Security reception

10 | Building & grounds maintenance

11 | Transport and delivery of pharmaceuticals

12 | Biomaterial logistics

13 | Fire safety



Services for Public Administration



Public administrations and authorities safeguard the interests of specific communities. Therefore, when they outsource their essential services, it is imperative that their stakeholders can see that optimal parameters of effectiveness, efficiency and affordability have been achieved by these external partners.

We work with public administrations, including through the public-private partnership formula, to analyze and understand their specific needs and design tailor-made services, seeking the best value for money and the highest level of satisfaction from users and all stakeholders.

Our technical and maintenance services ensure proper maintenance of buildings, proper operation of heating and air conditioning systems for the

well-being of people who work or transit. They also facilitate energy management and the upgrading of buildings to limit consumption, reduce waste and protect the environment.

We professionally clean all areas of buildings to ensure healthiness and comfort. We take care of portage, moving and handling services to keep offices and public areas tidy and efficient, and provide our warehouses for document storage.

We monitor the security of buildings and the assets they contain. Thanks to their high level of professionalism, the security guards and security operators at Istituto di Vigilanza Coopservice S.p.A. control and regulate access, manage critical situations and intervene in the event of an alarm to ensure an adequate level of security in all circumstances.



More about
digitalisation

FOCUS

DEMATERIALISATION AND DIGITALISATION

Simplifying the work of municipal employees makes citizen services more efficient, saves energy and improves relations with users. Our dematerialisation service for documents and dossiers involves collecting paper-based information and digitising it for intuitive, rapid search and consultation. We also staff a public relations office for private individuals and professionals using this service, which handles all phases from initial requests to payment management.





Management and maintenance
of photovoltaic systems | 1

Moving &
handling | 2

Archive digitalisation | 3

System management,
maintenance and
energy supply | 4

Day and night
manned guarding | 5

Video
surveillance | 6

Public lighting
management | 7

8 | Energy upgrading
of buildings

9 | Professional
cleaning

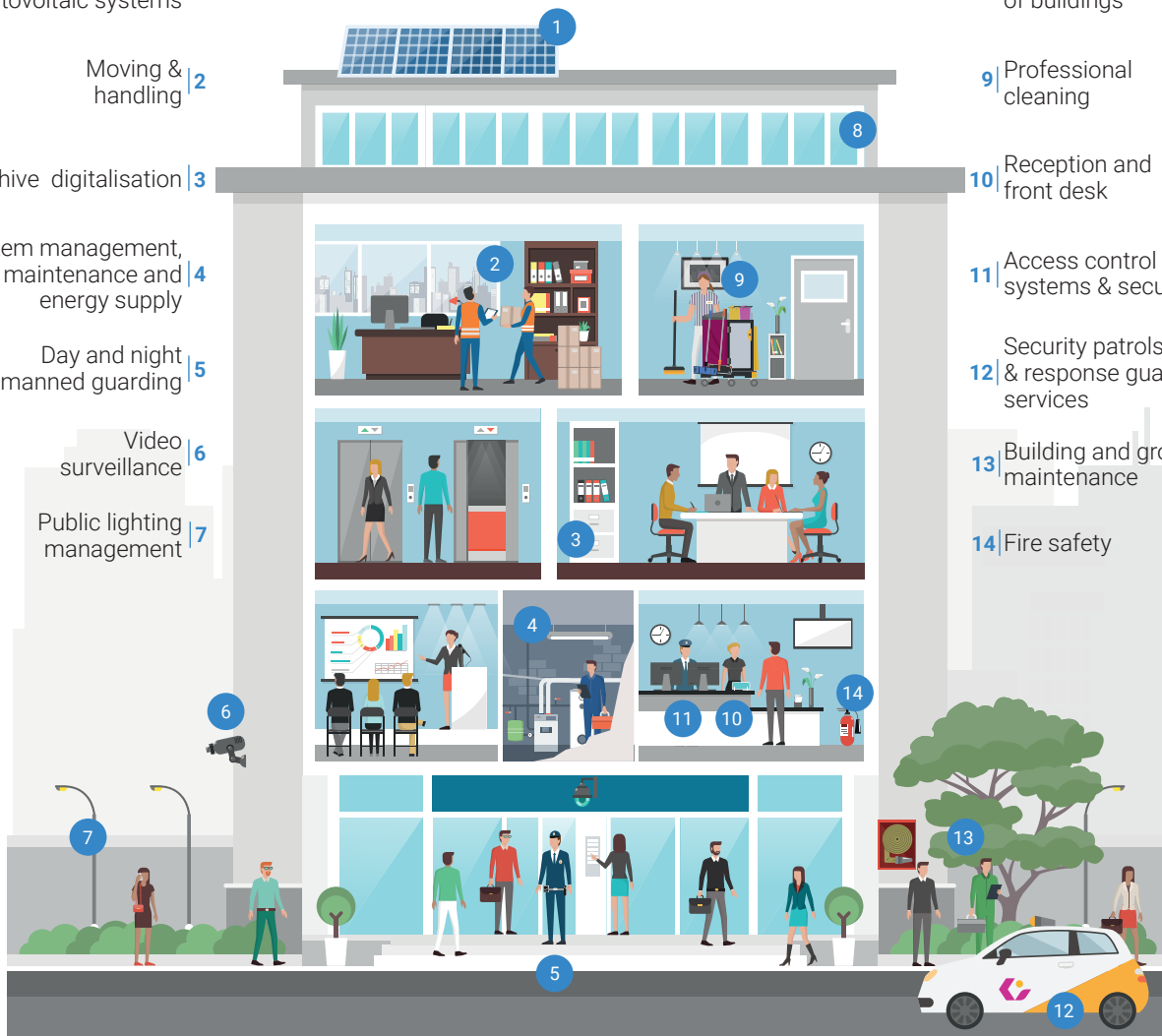
10 | Reception and
front desk

11 | Access control
systems & security

12 | Security patrols
& response guarding
services

13 | Building and grounds
maintenance

14 | Fire safety



Services for Industries

We provide services to many industrial sectors including agro-food, textile, manufacturing, mechanics, chemical and pharmaceutical. Each company has its own specific requirements and this calls for non-standard designing that offers performance calibrated to real needs.

Thanks to our many years of experience, we have perfected strict and continuously updated protocols for the complex, highly specialised cleaning services that we accurately and punctually carry out in industrial plants. We use cutting-edge equipment and techniques to facilitate workloads, reduce work time on large surface areas and maximise safety for working at height and on machinery.

We provide energy at affordable costs, keep buildings and systems running efficiently and upgrade them when needed to improve energy savings and reduce emissions.

Our expert staff can intervene whenever extraordinary procedures or complex goods and system handling are required; such as industrial moving, which calls for expert studies and methods during each phase of the process.

We take care of the security of industrial sites with security guards from Istituto di Vigilanza Coopservice S.p.A., who monitor and guard the internal and external areas day and night, carrying out important prevention and enforcement activities against potential illegal acts. To do this, we use the most advanced security and safety technologies and constant coordination from our operations centres.



Security Solutions
for industries



More about
food industry
cleaning

FOCUS

AGRO-FOOD INDUSTRY CLEANING

Good hygiene during production phases is fundamental for agro-food companies to both protect consumers and comply with strict regulations.

Moreover, improper cleaning of work areas and machinery could compromise production and product safety. We offer our clients an optimum service by managing and monitoring the entire cleaning process, thanks to our highly specialised workers and use of innovative technologies.





- | | | | |
|--|--------------------------------------|--|--|
| 1 Industrial cleaning | 5 Day and night manned guarding | 9 GPS monitoring of company vehicles | 13 Energy upgrading of buildings |
| 2 Agro-food industry cleaning | 6 Video surveillance | 10 Remote monitoring of technological systems | 14 Management and maintenance of photovoltaic systems |
| 3 Warehouse management | 7 Reception and front desk | 11 Moving & handling | 15 Building & grounds maintenance |
| 4 Security patrols & response guarding services | 8 Access control systems & security | 12 System management, maintenance and energy supply | 16 Fire safety |



Services for Transport



The transport sector is characterised by a high flow of people, the need to adhere to a strict timetable, very high user expectations, and large dimensions in terms of both space and vehicles. Our integrated services are designed and developed to ensure maximum reliability and flexibility, constantly striving to achieve a virtuous balance between service quality, efficiency of solutions and cost-effectiveness.

We care about the well-being of passengers, accompanying persons and staff on duty, and we guarantee them clean, welcoming and comfortable environments and vehicles. We work closely with infrastructure managers to ensure a safe and satisfying parking and travel experience for everyone. Our operators are trained and educated to perform their duties with the utmost professionalism, discretion and courtesy. Because we know that good

cleaning, portage and facility maintenance services have a significant impact on the overall level of user satisfaction.

Istituto di Vigilanza Coopservice S.p.A. is authorised to provide, in accordance with ministerial provisions, complementary security services at airports, ports, railway stations and underground stations. Security guards carry out security checks at entry points, apply all measures required by health regulations and ensure that everything runs smoothly, without interference or risk. Through their presence and their patrol and access control activities, including the use of canine units, they constitute a fundamental and indispensable element in the prevention and combating of criminal acts and threats directed at these highly sensitive targets.

FOCUS

AIRPORT SECURITY CERTIFICATION

Istituto di Vigilanza Coopservice S.p.A. was one of the first companies in Europe to obtain UNI EN 16082:2011 certification for 'Airport and civil aviation security services'. The standard aims to respond to the request of key stakeholders, particularly airport operators, to qualify the reliability of suppliers in a highly sensitive sector such as airport security. With the certification of airport services, we fully meet this need, distinguishing ourselves from our competitors for the high efficiency and quality of our security processes.





Services for Retail and Large-Scale Distribution



The retail and large-scale distribution markets are under pressure from intense competition and growing client expectations. Retaining customer loyalty comes from clever marketing strategies and brand promotion, which must also be supported by external partners who manage non-core services to ensure that performance meets these high expectations.

Our widespread presence throughout the country and our organisational flexibility allow us to respond to the needs of all types of businesses: from large retail outlets to franchise chains, shopping centres to outlets, shops and smaller commercial premises. We provide professional cleaning services, maintenance of green

areas and car parks, management and maintenance of facilities, remote control of technological systems (such as cold rooms and refrigerated counters, so that we can intervene promptly in the event of malfunction and avoid disruption), special cleaning, including work at height, portage and goods handling, energy supply and energy saving. The security guards and operators of Istituto di Vigilanza Coopservice S.p.A carry out surveillance and anti-shoplifting activities to prevent and discourage any illegal acts that could damage commercial activity. And all this without ever forgetting that the quality of the service must always be excellent because it must reflect the values of our client's brand.

LOGISTICS FOR LARGE-SCALE DISTRIBUTION

The operations of storage, picking and preparing of goods to be delivered to sales points are crucial phases in logistics for large-scale distribution. Our service blends the experience and professionalism of our staff with innovative tools that improve performance and maximise productivity.

One example is voice-directed technology, which uses voice recognition to send and receive information between the warehouse staff and management system. This solution makes all operations more rapid and fluid and is particularly effective in companies with bulk-product pickings and situations requiring hands-free or eyes-free work.



Security Solutions
for Large-scale
distribution

FOCUS





Remote monitoring of technological systems | 1

Video surveillance | 2

Security patrols & response guarding services | 3

Day and night manned guarding | 4

Shoplifting prevention | 5

Reception and front desk | 6

Cash security services | 7

8 | Energy upgrading of buildings

9 | System management, maintenance and energy supply

10 | System management and maintenance of photovoltaic systems

11 | Moving & handling

12 | Building & grounds maintenance

13 | Professional cleaning

14 | Fire safety



Services for Professional Firms



Business consulting companies must have an impeccable reputation, this includes a good image based on the organisation, cleanliness, efficiency and comfort of their offices and locations. Outsourcing all facility services to a flexible, reliable single provider is a crucial factor that allows firms to focus entirely on their core business and not waste energy.

We are strongly committed to understanding our clients' needs and designing customised solutions with them that will meet their expectations, enhance their workspaces and offer an excellent quality-price ratio.

With our services, we ensure the cleaning and sanitization of premises in compliance with health

regulations, maintain the efficiency of systems to guarantee well-being and comfort, and offer energy efficiency solutions to reduce costs and limit emissions. We support clients in extraordinary activities such as relocations or internal movement of furniture and goods.

With Istituto di Vigilanza Coopservice SpA we carry out duties as a fiduciary concierge and reception at reception, we supervise properties and assets through fixed daytime and/or nighttime supervision with security guards, we manage the installation and remote control of anti-intrusion, fire prevention and video surveillance systems, we patrol the territories with the inspection surveillance service and intervene promptly in the event of an alarm.



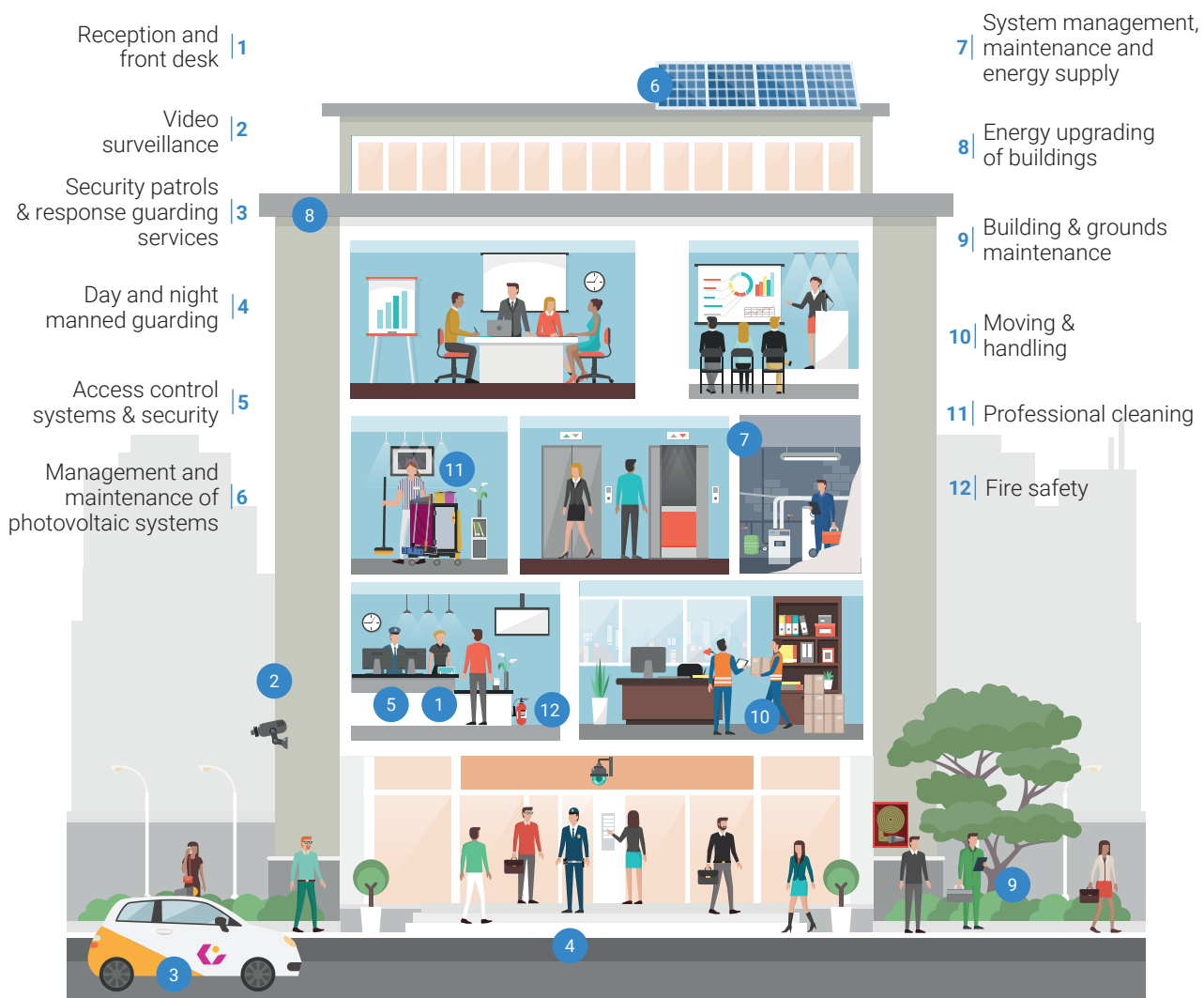
**Security Solutions
for Professional
Firms**

FOCUS

INTRUSION ALARM RESPONSE

We offer various security solutions to prevent and contrast criminal activity that affects property. The daytime and nighttime patrol service, carried out by armed security guards aboard radio-linked patrols to the operations center, serves as a strong deterrent to wrongdoers. The connection to the operations center of Istituto di Vigilanza Coopservice S.p.A. allows for the management of alarms 24 hours a day by highly qualified personnel capable of coordinating the intervention of security guards to address and resolve emergency situations.





Services for Banks and Insurance Companies

Considering the nature of their work, banks, credit institutes, financial firms and insurance companies all need highly specialised services provided with strict monitoring and security procedures due to the presence of cash and valuables in their offices, as well as the delicate and private aspect of the information and documents they manage. These clients must rigorously assess the reliability of potential service providers based on their experience, skills and professionalism.

We offer banks all the security services they need including on-site and mobile guarding services robbery prevention, ATM management, transport of valuables and cash deposit.

Our expertise as a security institute is due to both our many years of experience and extensive presence throughout Italy; the latter is supported by over 21 area offices, ten 24-hour security operations centres and more than 2,000 trained and qualified security guards, as well as over 400 security vehicles.

Banks and financial institutes are also representative offices that receive clients; therefore, they must be kept clean, tidy and comfortable. We take care of this requirement as well by providing integrated facility services, thus making us a secure, reliable single provider for all protection, management and reception needs.

FOCUS

ANTI-ROBBERY SECURITY SERVICE

Banks, credit institutions, post offices, but also jewelers, luxury shops or betting centers, need strengthened supervision, since they are high-risk targets for theft and robbery due to the presence of money and other valuable goods. The service is carried out by armed, specially trained Security Guards (GPG), equipped with the necessary security devices and in constant connection with the operations center. Anti-robbery supervision first and foremost plays an important role in deterrence, dissuasion and prevention, as well as taking the form of a counteraction in the event of criminal acts committed against the site.





Security patrols
& response guarding services | 1

Reception and front desk | 2

Anti-robbery security service | 3

Cash and valuables deposit | 4

Video surveillance | 5

Energy upgrading of builfings | 6

7 | Moving & handling

8 | Building & grounds maintenance

9 | System management, maintenance and energy supply

10 | Professional cleaning

11 | Fire safety



Services for Cultural Sites

Museums, art galleries, theatres, libraries, parks, zoos, nature reserves and botanical gardens are all attractions that both promote Italy's cultural and environmental heritage and provide knowledge, experience and practices that teach proper, respectful behaviour. They are places where users have engaging, immersive experiences and, therefore, where proper levels of hygiene, cleanliness and comfort are required. We provide this by designing innovative lighting solutions and efficient energy and climate control systems that respect, protect and highlight the exhibitions while creating the perfect environment for a pleasant experience.

Management of these sites is often detailed and complex and calls for the work of experts who design and provide highly specialised services. For example, when moving a library, thousands of books must be

dusted off, packed up, transported and accurately relocated without being damaged. Moreover, antique volumes often require special treatment for mould contamination. Another example is moving artwork, such as paintings and sculptures, which is a very challenging operation due to the great value and fragility of the pieces, which are also often very large and heavy. We carry out these services with the utmost perfection thanks to our highly qualified experts that use special techniques, equipment and vehicles.

The security guards of Istituto di Vigilanza Coopservice SpA who carry out day and night monitoring and inspection activities on the structures and values contained therein to prevent and combat any attempt to carry out criminal or illicit acts supervise the safety of the assets.



More about
library and
artwork moving

FOCUS

UPGRADE OF MUSEUM SYSTEMS

Museum upgrade is an opportunity to make structures more efficient, economically sustainable and pleasing to the public. It requires an extremely high level of expertise, as these sites have specific functional, technical and conservational needs. Moreover, the work must respect all the visual, historical and emotional aspects of the spaces and exhibitions. To achieve all this, our approach is based on the perfect integration of buildings, systems and people.





Services for Private clients

Our decades of experience in providing facility services to public and private companies has allowed us to develop a range of services especially for individuals, households and micro-businesses.

For the safety of homes and small craft and commercial businesses, we have set up solutions that combine the effectiveness of the latest generation anti-intrusion systems with the professionalism that only a supervisory institution can guarantee. By connecting the plant to the operations center of Istituto di Vigilanza Coopservice SpA, active 24 hours a day, 7 days a week, in the event of an alarm we take action to promptly send security guards to the scene to intervene appropriately, protecting the safety of the owners, to effectively counter any intrusion and theft attempts.

Recent research tells us that we move house on average 4 times in a lifetime, but also that this number

is destined to increase rapidly due to the demographic and social changes taking place. Moving is also the third cause of psychological stress and for this reason we recommend entrusting this activity, in part or in whole, to an expert supplier. Our solutions are customizable and modular to adapt to specific needs: Light formula, for those who want to save without getting tired and taking too many risks; Pro for those looking for a complete service with complete peace of mind; Deluxe for those who want to take every thought and have a turnkey service.

For the management of properties, private residences or condominiums, we are able to design and carry out energy efficiency and requalification interventions on buildings (also using available tax incentives), as well as maintenance of systems, with the aim of reducing consumption, limiting emissions and protect the value of the asset over time.



More about
tailored moving
services



Home
Security Solutions

FOCUS

HOME SECURITY SOLUTIONS

The installation of an intrusion alarm system inside your home allows you to promptly report any break-in attempt by criminals. But to deal with the emergency, it is advisable to connect the plant to a security operations center that can send a patrol with armed security guards, trained to handle the most critical situations. With our security solutions, we are always at the side of our customers, 24 hours a day, 365 days a year, to intervene quickly and protect their integrity.

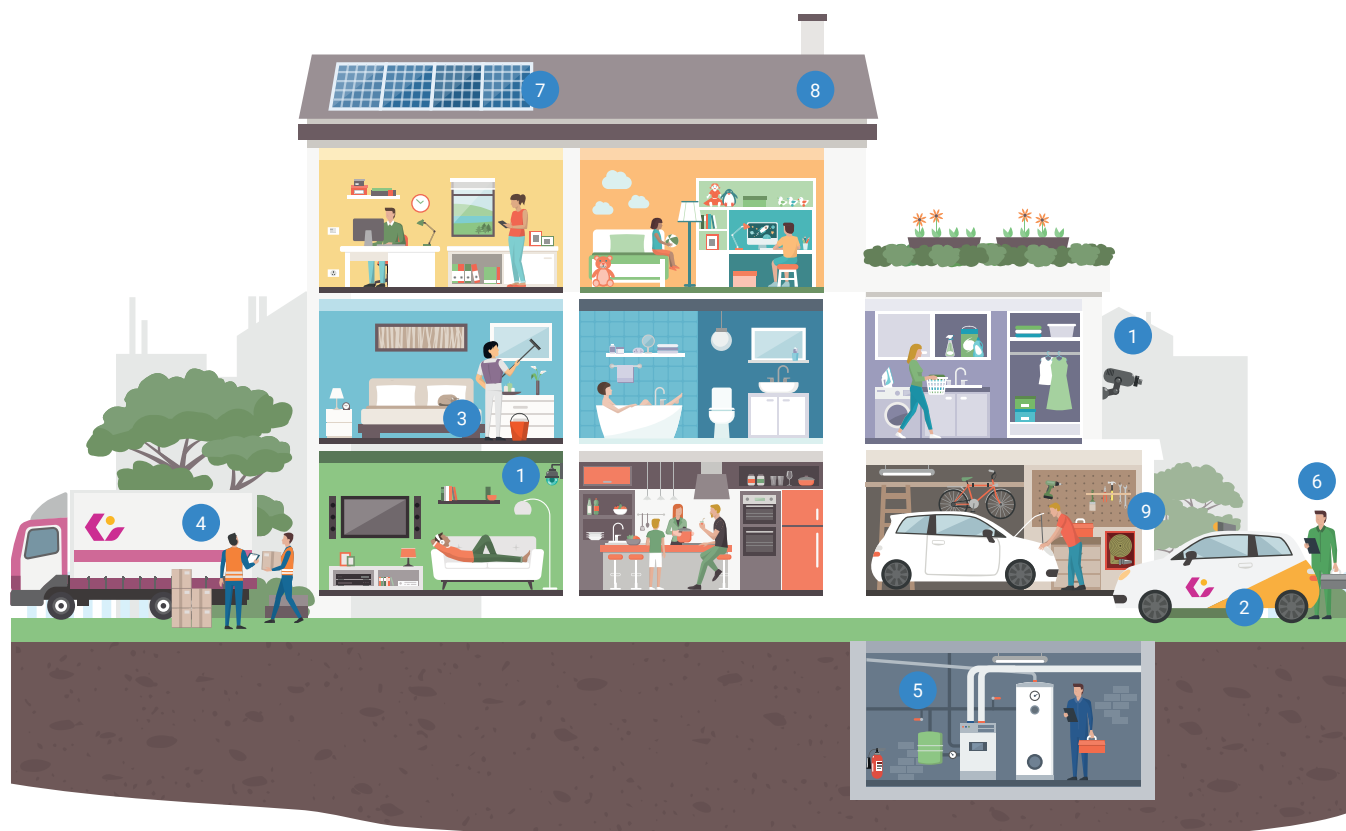




- 1 | Installation and management of burglar alarm systems
- 2 | Security patrols & response guarding services
- 3 | Extraordinary cleaning

- 4 | Moving & handling
- 5 | System management, maintenance and energy supply
- 6 | Building & grounds maintenance

- 7 | Management and maintenance of photovoltaic systems
- 8 | Energy upgrading of buildings
- 9 | Fire safety



➤ Sustainable development

We see sustainability as a commitment to growth that respects people and their needs, communities and their prosperity, and the planet and all its lifeforms. This can only be achieved by protecting workers and providing services at client-sites in accordance with the UN's Sustainable Development Goals delineated in its 2030 Agenda.

JOB CREATION, HEALTH AND WELLBEING, WELFARE

The Coopservice Group employs more than 22,000 people, the majority of whom are women, in Italy and in areas of the world where the social context presents highly critical elements. In Coopservice, 100% of workers guarantee respect for collective rights and agreements and more than 90% of employees have a permanent contract.

Our members and employees can count on monetary and non-monetary benefits aimed at supporting income and improving the quality of their lives and their families. We have established a Solidarity Fund to give concrete economic help to members in very difficult situations and we support families with scholarships, contributions for kindergartens and summer camps, agreements and discounts.

MANAGEMENT, TRAINING, GROWTH OF HUMAN RESOURCES

At Coopservice diversity is a value. We reward merit and invest considerable resources in training as a vehicle for personal and professional growth. Within social life we create the conditions to stimulate participation, mutual exchange, comparison, knowledge of different cultures and sharing of experiences.

ENVIRONMENTAL SUSTAINABILITY

We adopt procedures and methodologies to reduce the environmental impact of our activities. In 2020, we obtained Ecolabel certification for our Green Leaf brand cleaning service, proving the high environmental standards that are applied at all stages and the overall ecological quality. We work to ensure the efficiency of our customers' facilities and buildings and to provide users with optimal levels of well-being and comfort. Rational energy management helps to contain energy costs and reduce greenhouse gas emissions, the main cause of climate change.

SUPPORTING COMMUNITIES

We want to be an active part of a virtuous system for the development of more inclusive, supportive and sustainable communities. Every year there are dozens of associations, non-profit organizations and entities that receive financial support for projects that promote the rights of the most disadvantaged, develop integration and social inclusion, support culture, promote access to education and educational opportunities, spread the healthy values related to sport, defend the environment.





SOME OF THE ENVIRONMENTAL AND SOCIAL SUSTAINABILITY PROJECTS ACTIVE



LET'S CLEAN UP THE SEA FROM PLASTIC WITH SEA THE CHANGE

We support the **Fishing for Litter** initiative by **Sea the Change**, an innovative Italian start-up with a social mission. The aim is to **clean up the sea** for the benefit of everyone and offer extra support to fishermen by financing ad hoc trips to recover waste. Everything is analysed, weighed and verified by the Cetacea Foundation, which ensures proper disposal and supports scientific research.



LET'S DEFEND LIFE. LET'S PROTECT BEES

Bees and other pollinating insects play an essential role in ecosystems. Without them, the consequences on food production would be devastating. We actively contribute to their repopulation on the ground and to the preservation of the environment with the **installation of 12 honey bee hives on our land**, raised and cared for by the specialized beekeepers of Opus Apis.



COMMITMENT TO SOCIAL INCLUSION WITH CASA GIOIA

In collaboration with the **Casa Gioia** social cooperative, a project with strong social value has been launched. It involves the start of a work **integration programme for two young people with high-functioning autism** within the HR department of Coopservice, with the aim of hiring them to support their independence and offer them greater opportunities for socialisation.



PHOTOVOLTAIC PARK AT THE HEADQUARTERS

The photovoltaic park consists of photovoltaic canopies covering 158 parking spaces at the Reggio Emilia headquarters and involved replacing gas boilers with heat pumps. The system **reduces emissions by 31 tCO2e per year**, in line with our decarbonisation targets.

Coopservice's Green Approach

Over the years, Coopservice has developed a 'green' approach to reducing its environmental impact, including the adoption of European and international environmental regulations and the development of a service provision policy that is sustainable from an environmental, economic and social point of view.

Our main goals are the gradual reduction of waste and the optimisation of resources. We are achieving them through the integrated management of all our service procedures, which aims to achieve the following fundamental objectives:



Efficient use of resources,
particularly energy and the resulting
reduced CO₂ emissions.



Reduction of waste volume
by choosing products with reduced
packaging that has as low an
environmental impact as possible.



Reduced use of dangerous substances
in favour of cleaning and sanitisation
solutions that use non-chemical based
techniques.



Efficient recycling policies
through proper separated waste
collection and recovery of useful
materials.

ECOLABEL CERTIFICATION



EU Ecolabel is an environmental excellence brand issued in accordance with ISO 14024 (Type 1) certification, which is awarded to products and services with high performance quality that meet high environmental standards throughout their life cycle: from raw material extraction to production, distribution and disposal.

Green Leaf is the brand created to identify and valorise the 'green' services with reduced environmental impact designed and provided by Coopservice, in which we guarantee the use of certified ecological products, low-emission equipment and vehicles, recycled/recyclable materials and separate waste collection systems, as well as the use of working methods that reduce the use of chemical agents and limit waste, and energy solutions from renewable sources.





TOWARDS A DECARBONISATION STRATEGY

The climate and environmental crisis, which has been wreaking havoc for some time now, is prompting more and more companies to become aware of their responsibilities and implement strategies to reduce their environmental impact. Use of certified eco-friendly products, low-emission equipment and vehicles, recycled/recyclable materials, separate waste collection systems, working methods that reduce the use of polluting chemicals and limit waste, energy from renewable sources, energy saving and efficiency are some of the practices we adopt at Coopservice to reduce our ecological footprint, but they are also an integral part of the solutions we offer our customers and integrate into their environmental sustainability strategies. This is why we have launched an ambitious project to develop a decarbonisation strategy that will see us engaged, over a period of two to three years, in a process of measuring and identifying the factors that determine our **corporate carbon footprint** in order to define realistic and achievable reduction targets and effective strategies towards **carbon neutrality**.

We have obtained validation of our **EMAS Environmental Statement** from an accredited verifier, making us, along with other companies and organisations, pioneers of sustainability and careful guardians of our planet. EMAS is a voluntary commitment, a courageous path, a strategy of continuous improvement that both private and public organisations can undertake to embrace a more sustainable future.



The Gold medal in the **EcoVadis** rating places us in the **top 5%** of the most virtuous companies (assessed over the last 12 months). Compared to the previous year, we have improved our overall score from the 85th percentile (2024) to the 98th percentile (2025), demonstrating our **ongoing commitment** to effectively pursuing sustainability goals and reducing our **carbon footprint**.



➤ Innovation and Research

To respond quickly to client needs, we are committed to both developing new services and improving on how we provide our services. These investments increase the wellbeing of our staff, protect the health and safety of our workers and help us to be more respectful of the environment.

INNOVATION AND RESEARCH

Technological innovation is the key competitive factor in a knowledge-based economy and research and development are indispensable for generating innovation. This applies whether we are improving existing services or designing and developing new ones or rendering production processes and service provision more rationalised and efficient.

Innovation takes place every time we design non-standard services for our clients based on the integration of:

- workers, who are and will always be fundamental to proper performance;
- latest-generation technological tools that support workers, help them achieve better performance and reduce their physical fatigue, as well as minimise risk to worker health and safety, and assist in operations that were not possible without technology except with prohibitive costs;
- service provision and monitoring processes that are designed to actively involve clients in every phase via digital communication tools.



Internal Innovation Committee

Composed of internal and external members with a mandate to study, design and implement innovative solutions.



Collaborations with the academic community

We adopt an Open Innovation approach and collaborate with leading Italian and foreign universities and research institutes.



Design Thinking Methods

To design and implement original, innovative and effective solutions that differentiate our service offers from those of our competitors.



Framework for Use of IoT Technology

To acquire performance data in real time during service provision and make them available to our clients for operational assessment.



Creation of the BIM Competence Center

In order to improve the quality of data and implement all possible integrations with operational and energy optimisation methods for buildings and installations.





PANT@INFORMATIONSHARINGNETWORK

In response to our clients' requests for a fast and flexible interactive communication system, Coopservice designed and launched the Pant@ platform, which was developed entirely in-house by our IT analysts, developers and programmers. Our experts can customise and integrate the platform into any client system to both simplify and increase its usability.

We designed and launched our Pant@ Information Sharing Framework in 2006 to provide clients with both better quality services and more efficient management processes by using digital data exchange.

This document-sharing and procedure management platform allows our clients to optimise resources, improve procedure efficiency and reduce costs, thus increasing their service value. Pant@ is a complete solution that includes specific functions for service management, which are simple tools for communicating, analysing, monitoring and reporting.

This user-friendly interface allows client representatives to access information and request interventions regarding all types of operations. Pant@ guarantees transparency, usability and management efficiency in our service provision processes.



Human Resources Development

We see our staff as the fulcrum around which the cooperative develops and achieves its goals. Therefore, we believe it is fundamental to have a human resources management policy that offers both professional growth and skill development, to ensure high performance standards for our clients. Moreover, we focus on the organisation and efficiency of our company so that it can compete successfully on the market.

We are persuaded that improving the quality of life of our employees improves the quality of service and consequently also the company's performance. For this reason, we are continuously committed to:

- **ensure the health and safety** of our workers on sites and at sites through specific training and refresher courses and the dissemination of a safety culture as an integral part of the work;
- **invest in the professional development** of our workers to ensure real opportunities for growth with training programs and career paths built ad hoc;
- **improve the working and living conditions** of our members and employees with a welfare offer that effectively meets their needs and those of their families;
- **promoting diversity and inclusion** as key factors to enable everyone, at all levels, to grow and progress.



Diversity & Inclusion

We promote the value of gender diversity and women's employment, the representativeness of all generations, the integration of people with disabilities, respect and dialogue between different cultures, respect for human rights in all countries where we operate.



Welfare

Welfare has always been part of our cooperative's DNA. Offering a set of non-monetary benefits to support income and improve the welfare of workers and their families is a concrete commitment for us.



Skills development

Developing and updating skills is crucial to adapt flexibly to changes imposed by the market and the context.



Health and safety

It is our primary task to seek a balance between the company's performance objectives and the protection of the health of our workers, who must always operate in conditions of maximum safety.





CONTINUOUS LEARNING

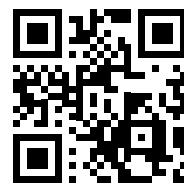
Training has always played a major role in our human resources management policies. In a historical context in which everything evolves with a rapidity that is difficult to control, if we want to remain competitive it is essential to constantly adapt the level of staff skills to respond to technological, cultural and social changes. But training is also necessary and indispensable to motivate employees, because it gives them the **opportunity to grow, acquire new skills, perform their tasks in the best possible way and achieve personal and professional goals**. As a direct consequence, there is an improvement in the performance of individuals in the workplace with positive repercussions on the level of service quality provided for our customers.

“RESTART SMART WORKING” PROJECT

For Coopservice, remote working is a piece of a broader Digital Transformation strategy that aims to **spread a new corporate culture open to change and innovation** and characterized by a constructive approach to processes. The project “Restart Smart Working” wants precisely to signify, already from its name, a new beginning and a new awareness with respect to the benefits of this agile work mode with the aim of **transforming remote work from an emergency response to a structural and permanent tool**, capable of revealing all its potential by increasing on the one hand productivity and quality of work and on the other hand employee satisfaction and engagement.

“YOUNG TALENTS” PROJECT

The strength of a company lies in its ability to **invest in the future and believe in the young people** who will make it happen. Coopservice’s Young Talents Project aims to nurture young people with potential identified within the company and to create unique and valuable opportunities for development, cross-fertilisation and mutual exchange. Participants thus have the opportunity to enjoy highly valuable training experiences aimed at promoting communication and enhancing skills related to project management and teamwork. These skills are extremely useful for tackling the challenge of project work, i.e. working on concrete projects to redefine some of the main business processes with the aim of making them more functional and thus contributing to organisational change.



Video Project Work
“Young Talents”

➤ Regulation compliance

AWe have the ambition to be a benchmark in the world of integrated services. To do so, we listen to customers' needs and offer seriousness, reliability, rapid response, easy access and convenience. We do not limit ourselves to providing services, but we take care to ensure that the people who frequent the places we manage live a pleasant and risk-free experience for their health and safety. Fundamental is the contribution of our Group's 21,000 employees who work with passion and competence in respect of the values in which we believe and which represent the compass of our daily actions.

LEGALITY AND TRANSPARENCY

In 2020 Coopservice obtained **ISO 37001 certification**, a standard that provides, in the management of business activities, commitments to **prevent corruption** through the adoption of procedures and controls (internal audits) aimed at monitoring and therefore preventing any phenomena of active and passive corruption both in the public and private sectors.

ISO 37001 - Anti-Bribery Management Systems, defines the requirements of a management system for the prevention of corruption. These requirements are the result of the knowledge acquired on the subject in recent years, particularly in Anglo-Saxon culture (e.g. British Standard, ABC, FCPA, COSO ERM) and are also considered by ANAC as a valid reference.

The decision to strengthen legality through ISO 37001 certification is in line with Coopservice's growth strategy, which for several years now has adopted the **Code of Ethics, Model 231, Anti-Corruption Guidelines, Antitrust Guidelines** and a Risk Manager for integrated corporate risk management.

COMPLIANCE

One of our competitive advantages is regulation compliance. We believe that conformity indicates **honesty and transparency** and is in line with our ethical code and the principles and values of how we do business. It is also a fundamental aspect of our reputation and distinguishes us from the competition.

We continue to invest resources to maintain and amplify our certifications regarding service quality and client satisfaction, containment of the environmental impact of our operating processes, health and safety protection of our personnel, respect for human rights and labour laws, and provision of highly specialised services (such as private security or energy & facility management services).

The management system allows us to monitor the compliance of the services with the requirements specified in the contracts or regulations in force. Our customers are confident that they can count on a serious, reliable and responsible partner, and this distinguishes us clearly from those operators who act on the market in a reckless manner without any respect for the rules.





CERTIFICATIONS

We adopt an integrated management system to define and implement policies for prevention and improvement in terms of service quality and customer satisfaction; limiting the environmental impact associated with operational processes; protecting the health and safety of personnel; respecting human rights and labour laws; combating corruption and complying with relevant laws; rational energy management for business activities and supporting customers in improving energy efficiency.

- Quality Management UNI 9001
- Environmental Management UNI 14001 and 14064-1 Corporate Carbon Footprint
- Occupational Health and Safety Management UNI 45001 and Occupational Safety Certification (pursuant to Articles 30 and 51 of Legislative Decree 81/08)
- Social Responsibility SA 8000
- Corruption Prevention Management UNI 37001
- Road Safety Management UNI 39001
- Innovation Management ISO 56001
- Information Security Management ISO 27001
- Gender Equality UNI/ Pdr 125:202
- Family Audit
- Diversity & Inclusion ISO 30415:2021A
- sseverazione Asse.Co. Regularity of remuneration and contributions by the company in the management of employment relationships
- Energy management systems UNI 50001
- Energy services in the public sector E.S.Co. | UNI 11352
- BIM management system Regulation 2015/2067 'Fluorinated gases'
- Ecolabel certification
- EMAS certification

ESCo|ENERGYSERVICECOMPANY

E.S.CO. are companies that carry out interventions aimed at improving energy efficiency by assuming the risk of the initiative and freeing the end customer from any organizational and investment burden. The payment of the services provided is based, totally or partially, on the improvement of the energy efficiency achieved and the achievement of the other performance criteria established. As E.S.CO. we propose ourselves as an effective interlocutor for companies and public administrations that set themselves **energy saving and emission reduction targets.**

SOA ATTESTATION

The SOA Attestation qualifies the company to contract works by categories of works and classifications of amounts.

OG1	Classifica VIII
OG9	Classifica III-BIS
OG10	Classifica V
OG11	Classifica VII
OS3	Classifica III-BIS
OS28	Classifica V
OS30	Classifica V



➤ Contact with stakeholders

OPENING A DIALOGUE WITH STAKEHOLDERS

The competition of the future will be based essentially on intangible resources and the ability of companies to understand and make understood the relationship between capital employed, operational activities and strategic objectives. To do this, the company must be able to listen to needs, dialogue with its interlocutors and tell its story through an emotional narrative capable of transforming itself into a new driving force and the privileged tool is the Integrated Report, the concise communication of how strategy, governance, performance and perspective of a company lead to the creation of value in the short, medium and long term.

The **Think Magazine** project was born from the idea of transforming the Integrated Report drawn up every year into a fluid space for information, in-depth analysis and narration on the most relevant and current issues of the social, environmental, economic and work context in which we operate. A space open to all those who wish to understand the changes and trends in the world of facility services, the innovations that can improve the way we work and relate with others, the “green” solutions for sustainable development that respect the environment.



BUILDING LINKS WITH OUR COMMUNITY

The **Coopservice Community** reserved area is available to all our workers and can be accessed via the web or through the App for smartphones.

The Community meets a number of objectives:

- To keep workers informed about the life of the cooperative through the publication of news, articles and communications.
- To constantly update the initiatives and opportunities reserved for members and employees.
- To activate an easy and fast channel to communicate with the cooperative, especially for those workers who work in sites far from the branches/locations.
- Dematerialize the sending of payroll and other administrative documents.
- Have a simple system to administer surveys and questionnaires.



ESG: oltre tre lettere

Il nostro approccio, i nostri impegni, la nostra prospettiva su temi ambientali, sociali e di governance.

FUTURING, THE STAKEHOLDER ENGAGEMENT PLATFORM

FUTURING is the name chosen for the new web platform that recounts the Coopservice Group's commitment to sustainability on a daily basis. It is a dynamic reporting tool, effectively a transformation of the Integrated Report that goes beyond the static nature of the annual paper publication (a financial statement is in itself a communication tool that provides a snapshot of the past) towards the timely and continuous updating made possible by the web, providing live coverage of the initiatives and actions implemented by the Group in the field of sustainability. The website is easy to navigate, with fresh and appealing graphics, clear and direct language and, above all, content of interest and value to all corporate stakeholders – customers, suppliers, partners, shareholders, employees and the community – who can thus discover and verify the many concrete actions implemented. In an age when a company's sustainability is often communicated in a superficial and misleading way, with the intention of appearing to be more than it really is, words alone risk being insufficient or met with scepticism. On the contrary, Futuring's reporting aims to be firmly anchored in the reality of the company's actions and stories through which Coopservice's environmental, social and governance commitment is manifested on a daily basis.

And to give more value to the concreteness and verifiability of reporting, the ESG model has been adopted as the site's navigation structure for accessing the platform's content, within which the following are reported: topics, i.e. subjects and macro-themes related to sustainability; actions, i.e. what Coopservice is actually doing to pursue sustainable development goals through investments, solutions and concrete practices; stories, with videos of the people involved in the actions; voices, through the words entrusted to the podcasts produced. However, this is not the only way to access the content, as there is an alternative, or rather complementary, method of consultation: all content is also accessible through the 17 goals of the UN's 2030 Agenda for Sustainable Development, which, in turn, represents the reference point for ESG logic. This demonstrates how everything is interconnected.



Visit FUTURING



ESG strategy video



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