

**We see
something you
don't see, and
that's your
contact person
for security and
peace of mind.**



Don't worry. Live safely.

WE ARE CERTAS

As the market leader, we – together with our alarm monitoring centres – offer innovative, networked and highly reliable services for private customers and companies across Switzerland. We give people protection, security and peace of mind at all times – thanks to our reliable, visionary and people-driven services.

As a subsidiary of the two parent companies Siemens Schweiz AG and the Securitas Group, Certas is Switzerland's leading company in the areas of receiving and handling incidents and information from security systems and home technology in places where people want to feel safe.

Backed by a strong commitment to provide a responsible and reliable service, Certas has been combining its experience with state-of-the-art technology for 25 years. We offer high-quality services to our customers and partners.





OUR VALUES



RELIABLE

Certas operates professional alarm monitoring centres at several locations, active around the clock, and provides all key services itself. We treat all customer data confidentially and attach the utmost importance to data security.



VISIONARY

Certas uses state-of-the-art communication tools to monitor and process relevant data between systems and people.



HUMAN

At Certas, we are committed to understanding the needs of our customers. We listen and continuously improve our services with every step we take.

OUR COLLEAGUES

Certas AG is a performance and market-driven company that actively takes into account its employees in designing its business processes. Practical further training measures and fair promotion opportunities

increase the extent to which our employees identify with the company. Our employees are encouraged to complete their tasks independently, responsibly and as team players.

OUR WORKING PROCESSUS

The certification helps a potential customer or partner to choose a suitable service provider. During the information phase, this already ensures that the company to be selected provides an optimal and controlled service. Therefore our concern is to always provide an optimal and controlled service. This is the only way to react quickly to changing customer requirements and new market needs.



Our certifications: EN 50518 (1-3)
ISO 9001, 14001, 45001



→ **More information on these and other certificates can be found at**
www.certas.ch

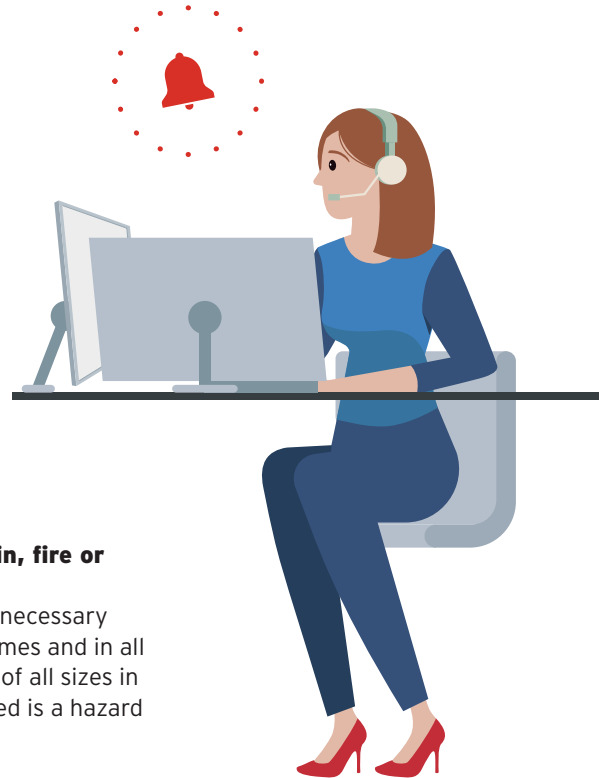
ENVIRONMENTAL POLICY

As market leader, Certas is committed to protecting the environment and avoiding unnecessary pollution. Certas attaches great importance to a forward-looking environmental policy as the basis for its actions. We implement our environmentally friendly behaviour as follows:

- Environmental aspects flow into the development and provision of our services.
- We consider ecological criteria in the selection of our suppliers and partners.
- We motivate our employees to behave in an environmentally friendly manner and report regularly on our environmental activities.
- The roofs of the two complexes in Zollikofen and Lausanne are equipped with photovoltaic systems that meet a large part of Certas' electricity needs.

By striving to continuously improve our environmental performance, we want to strengthen our competitiveness and lead by example.

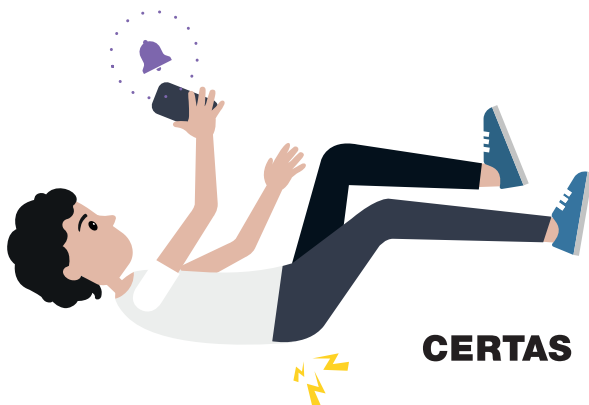
OUR SERVICES



CERTAS alarm

Handling of alarm messages in the event of a break-in, fire or technical problem.

With CERTAS alarm, you can always rest assured that all necessary measures will be taken in the event of an alarm – at all times and in all circumstances. CERTAS alarm is a service for companies of all sizes in all industries as well as for private individuals. All you need is a hazard warning system that can be connected to our centre.



CERTAS care

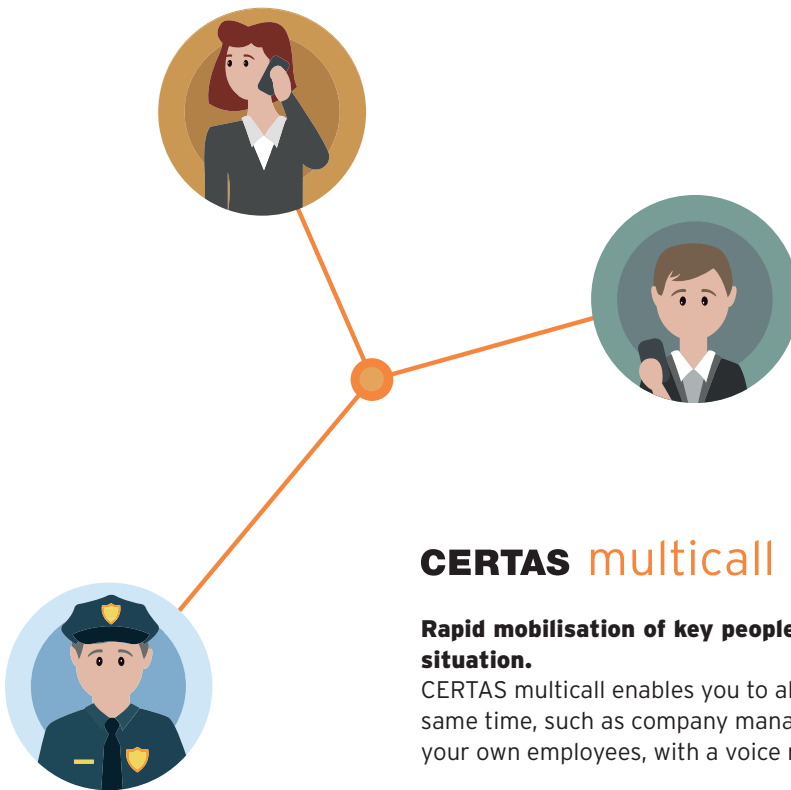
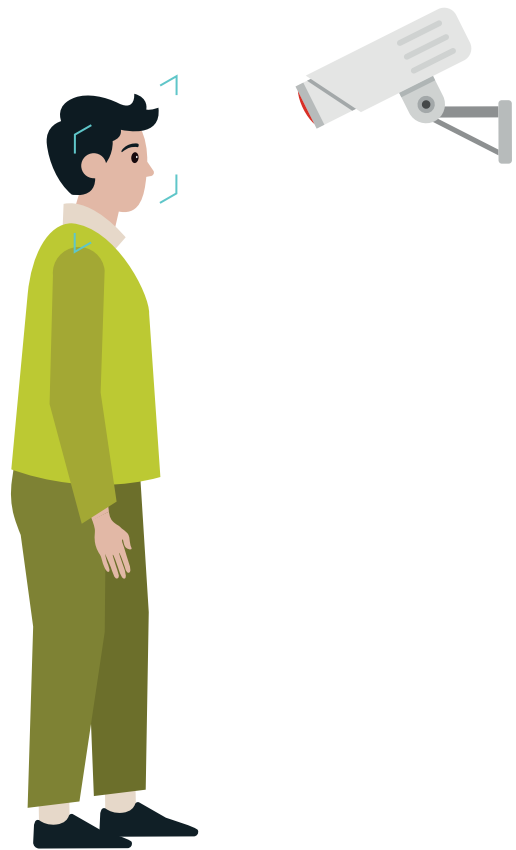
Immediate help for people in need.

In an accident, every second counts. Those working alone and people in need are particularly vulnerable. With CERTAS care, you can rest assured that emergency services will be mobilised as quickly as possible in an emergency, with all necessary measures taken. This ensures that even those who are alone are never left on their own.

CERTAS video

Remote monitoring for alarm verification and access control purposes.

Our alarm monitoring centre does not take its eye off what is important to you. This offers you several advantages: CERTAS video is a professional alarm management instrument and effective access control tool in one. Video transmission means not only that alarms can be verified on the spot, but also that people can be reliably identified.



CERTAS multicall

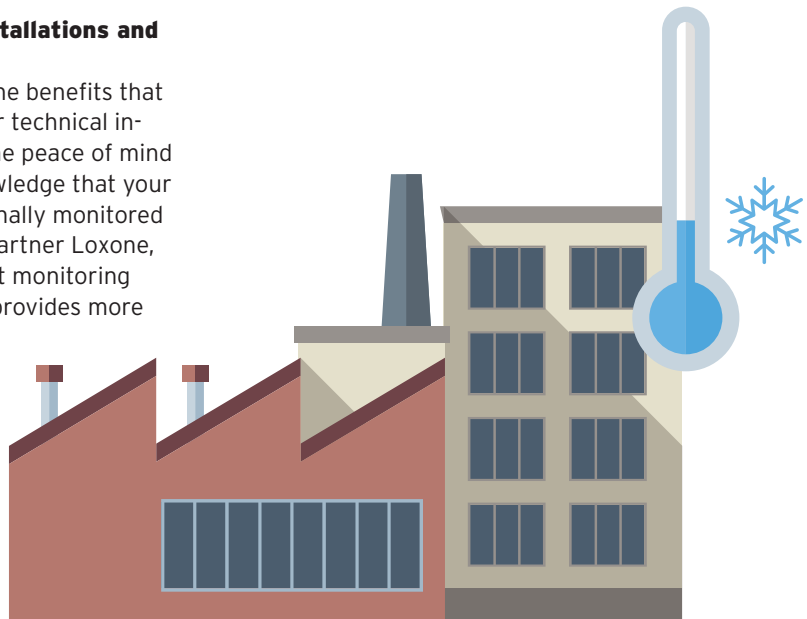
Rapid mobilisation of key people and emergency services in a crisis situation.

CERTAS multicall enables you to alert all of the people you need to at the same time, such as company management, crisis units, technicians and your own employees, with a voice message recorded in advance.

CERTAS control

Remote monitoring of technical installations and devices.

With CERTAS control, you can enjoy the benefits that come with remote monitoring for your technical installations and devices – giving you the peace of mind to enjoy your evening safe in the knowledge that your technical systems are being professionally monitored around the clock. Together with our partner Loxone, CERTAS control also offers permanent monitoring of the Smart Home System and thus provides more security for your smart home.



CERTAS support line

Professional support around the clock.

With CERTAS support line, we ensure that internal and external services are available reliably and quickly. Whether it's a hotline for customers or a triage for internal requests, our qualified employees adapt individually to your needs. On your behalf, we process calls, e-mails and signals from third-party systems. We find a solution for every challenge.



Don't worry. Live safely.

Certas AG Zürich

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From break-ins and fires to personal assistance and technical problems – our alarm monitoring centre has everything you care about and value under control 24 hours, 7 days a week. Better safe than sorry:
www.certas.ch