



PROSERO

SECURITY GROUP

This is Prosero Security Group

Market leader in technical security

Prosero Security Group is a European leader in tech-based security. The core business is to create a safe and open society by offering effective crime prevention and safety measures. Through tailor-made technical security solutions within locks, alarms, access control systems, surveillance, fire protection and personal safety, Prosero plays an important role in shaping today's and tomorrow's successful security solutions and thereby helps create a safe and more secure society.

Founded by leading locksmiths

The group was founded in 2017 by eight leading locksmith and security companies in Sweden and Norway that joined forces to meet the market's increasing demands. Today Prosero comprises of more than 65 decentralized companies that are serving over 75,000 customers across the northern Europe.

Based on a decentralized business model

The group's successful development is driven by Prosero's decentralized business model. The model distributes operational and strategic decision-making to the Prosero companies. Important decisions are taken locally close to the business, customers, and employees. This creates flexible fast-paced companies with short decision making that can rapidly adapt to the changing needs of the market. It enables faster growth, greater responsibility, and a closeness to the customer.

Employees have great opportunities to influence both their own work and contribute to the development of the business. Typically, Prosero's employees are highly skilled technicians with great knowledge and experience of the industry, the craft, and the latest technical solutions. Their input and ideas are essential for the Group's continued development.



Our offer

The core business of the affiliated companies is to offer tailor-made technical security solutions based on the latest products and services. By assuming responsibility from project start to finish, Prosero's offer typically includes design, sales, and installation of a complete system with several different types of hardware electronics such as locks, sensors, cameras, batteries, and software. Supplier independent expertise in multiple areas and deep understanding of customer needs, allow the companies to offer tailor-made security solutions – the basis for building long-term collaboration and attracting loyal, returning customers.

We always engage in a close dialogue with the customer. Frequent visits to the site of the assignment are fundamental to fully understand the need and ensure solid and secure solutions, tailored to suit each individual customer's needs and requirements.

To provide a positive user experience, it is central to offer good support after the installation phase is completed and the system is put into operation. By offering service agreements with regular inspections and maintenance, Prosero's companies ensure the systems' long term functionality and thereby help extend the expected lifetime of the installed solutions.



Our Services



Access control systems



Parent / integrated systems



Intruder Alarms



Personal alarms



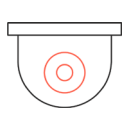
Fire alarm



Fire protection



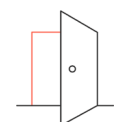
Alarm monitoring services



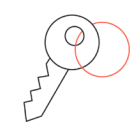
CCTV



Electromechanical locking systems



Entrance automation



Mechanical locking systems

Our customers

Prosero has more than 75,000 customers including large apartment buildings, companies, public environments, sensitive infrastructure, high-security facilities, and personal security. Common to the customers is their desire for protection of people and property as well as the need to ensure that the right people have access and that adequate security measures regarding fire safety, evacuation and personal safety are considered.

Sustainability work at Prosero

All Prosero companies are responsible for reviewing their own operations to create a healthy work environment and minimize negative environmental impact.

Based on this, Prosero as a group has chosen to focus on four of the UN global goals and formulated ten sustainability indicators to measure group improvements over time.

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1 Sustainable cities and communities (#11)
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2 Climate actions (#13)
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3 Decent work and economic growth (#8)
- 
4 Industry innovation and infrastructure (#9)



1. Sustainable cities and communities (#11)

Prosero's core business is to create a safe and open society, providing the best security solutions of today and tomorrow. Our systems protect people and property. Prosero keep properties accessible to all, through accessibility adjustments while ensuring that they comply with applicable fire protection and evacuation regulations. The security solutions quickly become an integrated part of homes, public areas and work places. They are discreetly integrated into the environment and hidden until needed, they make everyday life more secure and comfortable.

Prosero creates safety, both through psychologically perceived values, such as a higher sense of security also through physical values by helping create a safer society. By making everyday life more secure, Prosero Security Group is contributing to sustainable cities and communities.



2. Climate actions (#13)

Prosero today comprises of many decentralized companies, serving over 75,000 customers in various locations. Many of the employees uses their vehicle as a mobile office. Efficient transportation of technicians and equipment is necessary to offer our services and this is also Prosero's main source of CO₂ emissions. In Prosero's organizational model, it is central to be close to the customers. This is an important factor that minimizes overall mileage.



Through several types of measures, all Prosero companies are actively striving to reduce their climate footprint.

Transportation



Efficient transports are central to Prosero's daily operations. Both people and products must be transported. A working day for a technician may consist of many assignments on several different sites. Streamlining and optimization of projects through the use of project softwares, and careful planning of material consumption and work routes, helps minimize the overall mileage. At the same time, unnecessary transport due to lack of correct material are avoided.

By updating the vehicle fleet to more sustainable alternatives, such as hybrid and fully electric vehicles as well as minimizing the mileage, Prosero's companies strive to reduce emissions of CO₂ from the transportations.

Energy-use and consumables



Prosero has local presence in over 100 sites in the Nordics. By encouraging each site to make conscious choices regarding consumables and energy sources, such as fossil free alternatives, the climate footprint is reduced.

Recycle, repair and reuse



Prosero uses many types of electronic products that may contain valuable raw materials and sometimes environmentally harmful substances, if not handled correctly. Prosero companies establish and follow routines for handling these products.

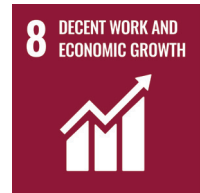
Broken products are either recycled or repaired and reused. Recycled materials such as valuable metals may be sold to third parties for reuse in new products.

Failure to keep installed systems in good shape might result in broken products and unnecessary resource consumption. By maintaining and repairing the products the expected lifetime of the entire security system is extended. Prosero companies always offer long term service agreements which helps reduce waste of resources.

3. Decent work and economic growth (#8)

Prosero has over 1,100 employees, operating in a decentralized business model. Together, the employees and their strong competence represent the true value of Prosero. To retain and develop existing employees and attract new, it is crucial that Prosero's companies are attractive employers.

The group thrives on entrepreneurial leaders, an open corporate culture and short decision making. It promotes the collaborative spirit, motivates further development, and contributes to increased employee satisfaction. The approach has been successful and Prosero companies have very low staff turnover.



Prosero Academy and apprenticeships

To support further competence development, Prosero has founded the Prosero Academy. Through the academy, Prosero offers education in areas relevant to the Prosero group's further development.

Skills development is a key issue for the affiliated companies' continuous competitiveness as well as the employees' individual development and motivation. Through collaborative initiatives with schools and educational institutions, Prosero offers attractive apprenticeships throughout the Nordic region, and by encouraging collaborations between Prosero companies, we advocate continuous knowledge sharing and skills development.



Whistle blower function

It is important that opinions and ideas concerning the company, offerings and workplace-related issues can be shared without fear of retaliation. Irregularities within the companies can be harmful to staff, the company development and its reputation. Prosero therefore has a corporate culture based on openness, integrity and responsibility.

Prosero offers a whistle blower function that protects those who speak up about wrongdoings in their workplace.



Social responsibility

Prosero's affiliates are involved in many different non-profit charity projects such as supporting local sports clubs and youth events, provide job opportunities for people with mild disabilities and offering both apprenticeships and internships. It is important both for society and for the employees who can feel proud to have an employer that contributes to benefit the society. Some examples are

- Feronia – For the benefit of girls' & women's shelters
- Norwegian Firegames championship – A competition for Norwegian firefighters. Increases focus on fire safety with the goal of zero deaths in fire 2025.

4. Industry innovation and infrastructure (#9)

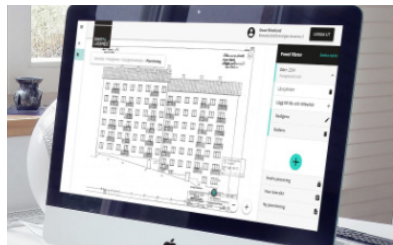
The locking industry has experienced a rapid development during the last decade. The move towards digital locking- and access systems have broadened the need for competence to also include digital solutions. To meet the customers' demand for solid digital locking solutions, Prosero has developed a certification for locksmiths, called Digital Låssmed®.

Certified locksmiths follow a standard procedure when implementing digital locks, to ensure highest quality and functionality. Customers handle all their keys through a smart online system or an App. A digital key can easily be reprogrammed remotely, which prevents the waste of resources involved in producing new keys and locks and at the same time reduces the need for transportation.

By developing digital solutions that increase accessibility and reduce travel, Prosero makes it easier to deliver well-functioning digital locking systems, and thereby provides the best conditions for continued digital transformation and contributes to new industrial innovations.



DIGITAL LÅSSMED



Proseros' pursuit of sustainability

Prosero intends to increase its focus on sustainability efforts. To track group improvements, several sustainability indicators have been selected.



1

Sustainable cities and communities (#11)

1. Number of recurring customers
2. Customer satisfaction



2

Climate actions (#13)

3. Share of companies doing recycling
4. Share of company cars that are electric
5. Share of energy consumed that is fossil free
6. Number of companies with recognized certifications e.g. ISO



3

Decent work and economic growth (#8)

7. Personnel turnover
8. Employee and leadership satisfaction
9. Number of/Share of staff participating in Prosero educations



4

Industry innovation and infrastructure (#9)

10. Digital Låssmed – number of sites

One good example

There are plenty of good initiatives within the Group. One of the eminent companies that has come a long way with their sustainability programme and is an inspiration and a driving force within the group, is Hemer Lås & Dørtelefon A/S.

Since 2017 Hemer Lås & Dørtelefon A/S is certified according to the Norwegian national environmental certification, Eco-lighthouse.

Eco-lighthouse is Norway's most widely used certificate for companies that want to minimize their environmental impact and document their efforts. The certification focuses on several effective and profitable environmental improvements in areas such as the working environment, waste management, energy use, purchasing and transport. With the Eco-lighthouse certificate, companies are qualified to participate in more procurement processes.

Hemer Lås & Dørtelefon was one of the first Prosero companies that became certified. The company has committed to several actions which should be performed on a regular basis, such as safety inspections, a yearly climate- and environment report and continuing education of the staff. One person is assigned to work continuously with environmental issues and the documentation. Every three years, a major review of the company's environmental work is carried out to ensure that sustainability requirements are met.

Several Prosero companies have followed their good example, and more are on their way.



Walking the talk

Working environment

The certification is intended to contribute to a better working environment. Hemer Lås & Dørtelefon has continuous dialogue with its employees and an employee survey is made regularly. Sick leave is followed up and registered carefully. Safety inspection of the working environment and protective equipment is made on a yearly basis and registration of any chemicals used at the workplace is registered.

Waste management

Hemer Lås & Dørtelefon has a complete system for material sorting and routines that are integrated into each employee's daily tasks. But the certification goes further than only recycling and handling of used items. When purchasing new products, these must to a large extent be environmentally friendly and all consumables at each site must be eco-labeled items. The use of printed paper is kept to a minimum, all communication is handled digitally.

Purchasing routine

A purchasing routine has been established which ensures that environmental issues becomes part of the purchasing criterias. A survey of suppliers and their environmental impact and work is done annually. Hemer Lås & Dørtelefon must actively search for and replace or supplement the existing product range with similar products that are more climate and environmentally friendly. The company should always encourage their partners to work in a sustainable way.

Transportation

Hemer Lås & Dørtelefon has replaced most of the vehicles into EV's. Today, 8 out of 11 vehicles are electric and the last three vehicles will be replaced by EVs shortly. The shift to EVs has required some changes in the scheduling of projects, as the charging of vehicles must be a part of the daily routine.

Streamlining of projects

Hemer uses the software Probe to plan and schedule assignments. Through the software, routes can be planned so that geographically nearby projects are scheduled in connection with each other. This helps minimize the overall milage at the same time as unnecessary transports are avoided.

Energy use

The own energy consumption is monitored per month and compiled once a year. The introduction of EV's has affected and increased the total energy consumption. This makes it important to choose clean energy from a renewable source.





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