



Service & Maintenance

Safety through technology

Helinick owns all the licenses and legal authorizations needed for the specific activities related to the security systems, safety systems and for special applications execution (ORNISS certified)

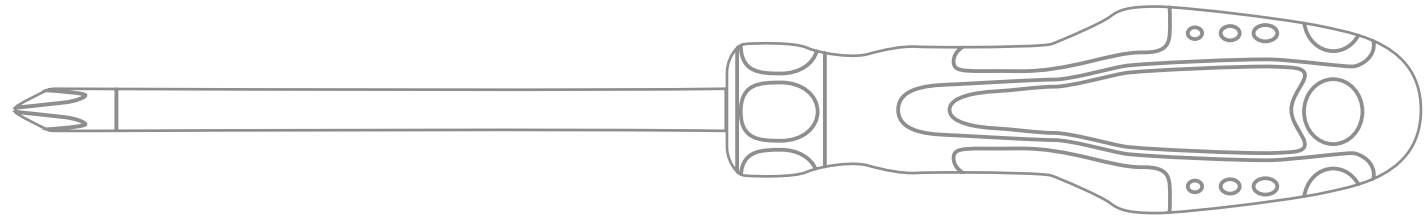
Attestation certificate for design, execution, verification, maintenance and/or repair of signal systems and instalations, alarming and extinguishing systems in case of fire and fire limiting and extinguishing systems and installations.

Operating license for design, instalation and maintenance of alarming system against house breaking and for the manufacturing of alarm system components.



ISO 9001 ISO 14001 OHSAS 18001
ISO/IEC 27001 ISO 2231

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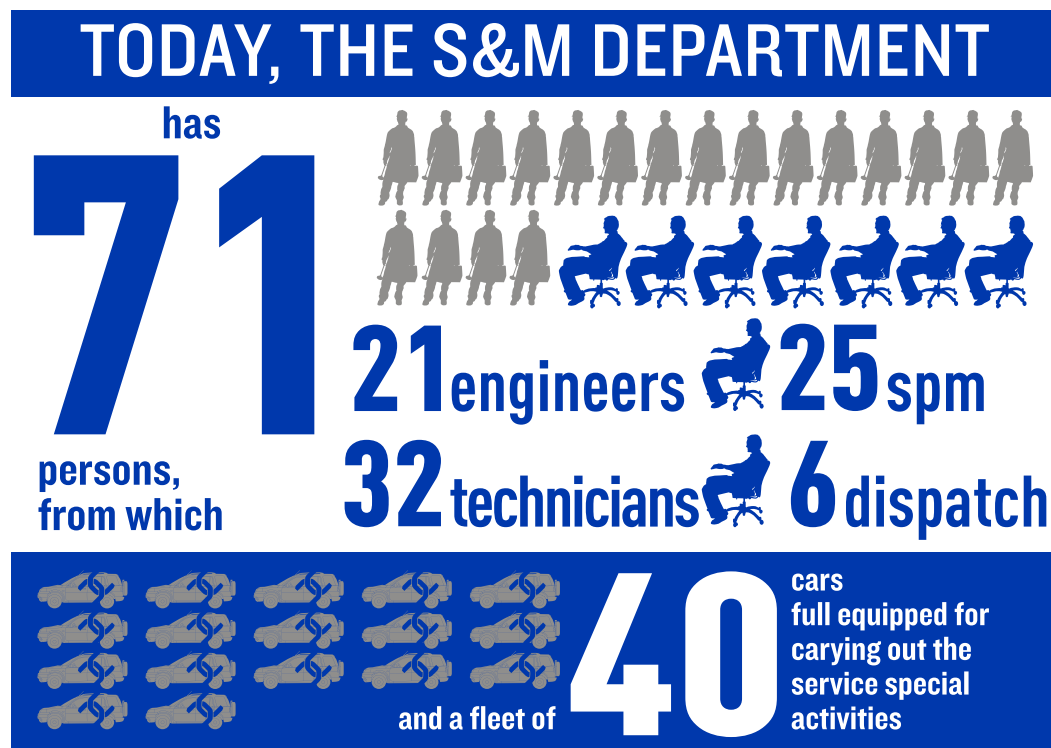


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1. Background and short description of the S&M Department.

The Service and Maintenance represents the commitment of HELINICK in front of its Customers for ensuring a constant care for satisfying their needs. The setup of a high specialized dedicated division took place in 2003, aiming the creation of a service system applicable to all sales of integrated security solutions. By creating this system, it is ensured that HELINICK offers a support to its customers in each professional relations phase.

In 2021, the S&M Department activity registered a total number of 9,586 interventions, of which 3,215 as preventive maintenance (revisions).



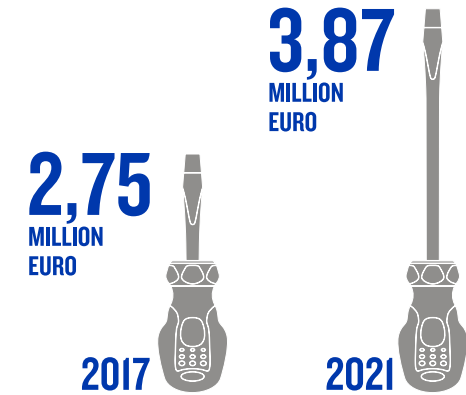
All these operations took place within the 1258 locations of the 152 Beneficiaries, with which Helinick had signed Warranty or Post-Warranty contracts.

Thanks to its infrastructure, created within the Department, we have succeeded to reduce the requests reception feedback and confirmation times to 2 minutes by e-mail and to 5 minutes by phone. Also, depending on the Customers' needs and mutually agreed provisions within the signed Service Contracts, we can ensure observation and repairs actions of 2 to 8 hours, based on defect type and repairs requirements.

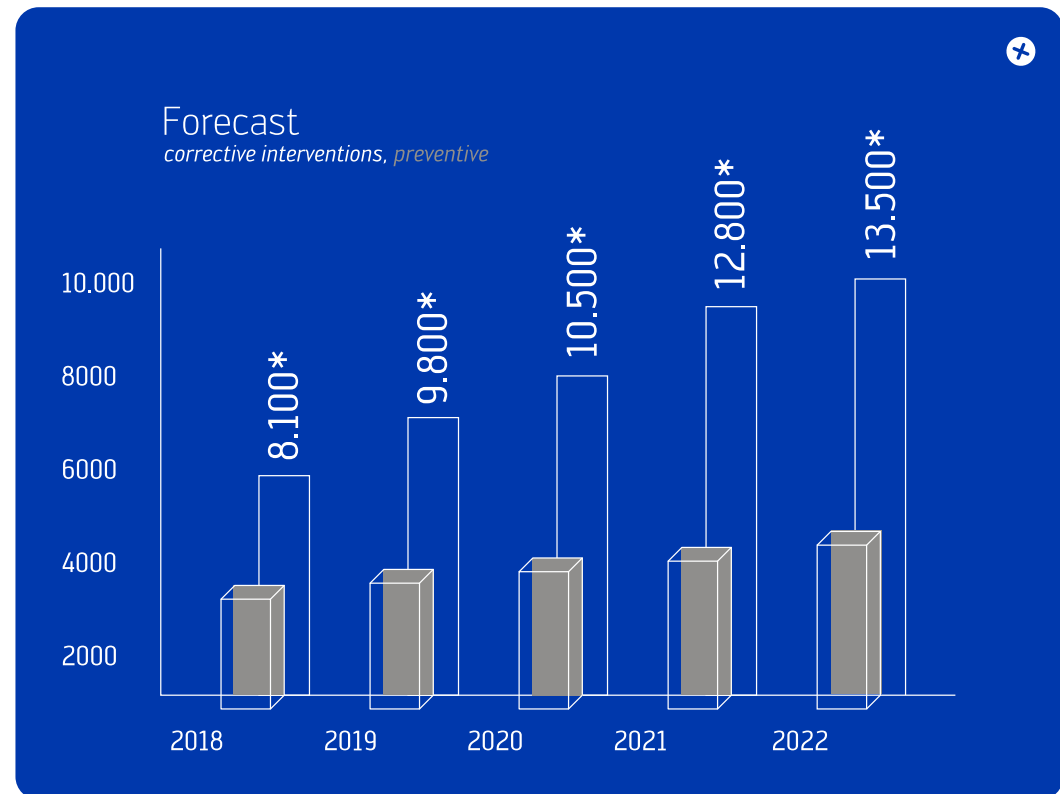
The Department ensures the country coverage within the main cities through their offices and own area representatives/ managers and/ or partners. Presently we have offices and employed technical teams in Iasi, Bacau, Galati, Constanta, Bucharest (3 offices: Central Headquarters/Logistics and S&M and PM Headquarters), Craiova, Brasov, Targul-Mures, Cluj-Napoca, Timisoara and Chisinau.

Starting with 2002, the Service and Maintenance Department offers an additional range of service and maintenance activities through services like T-Call Center, Remote Service Center, HelpDesk Ticketing and Car Fleet Tracking and Monitoring.

Thus, we have succeeded to not only reduce the feedback, action and repair time but also we have noticed an increase of the satisfaction level of our Customers.



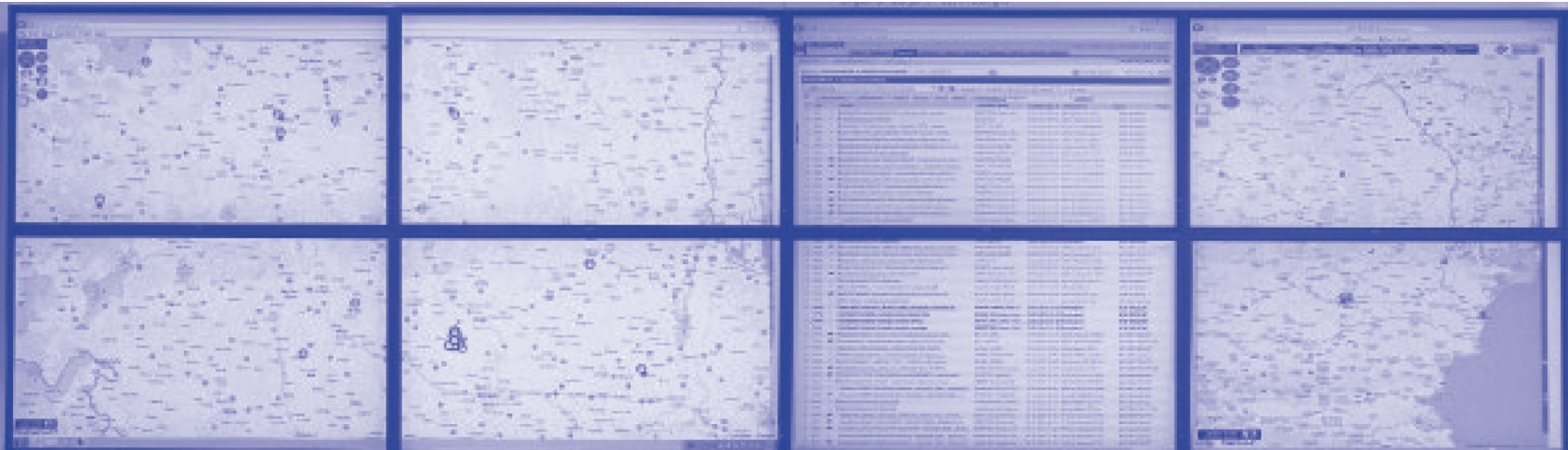
During 2021 the total number of preventive and corrective interventions within the department is 12800, the presidency for 2022 is an increase of 10%.



2.

T-CALL CENTER Service

- Call Center type technical support
- 24/7/365 operational
- Direct technical support with "operator voice", to any customer having a S&M subscription (*)
- A high quality communication, minimizing the feedback and log registration times
- "On-line" monitoring of the installed systems
- Processing the received signals and incidents
- Signals and incidents analysis and evaluation
- Beneficiary alerting when technical issues appear and allocating the problem to the technical team
- Video images transfer from the archiving systems to digital support
- On-line instructions for the Customer staff for administrating various alarm events



T-Call Center

R-Service Center



Measures taken by the operator

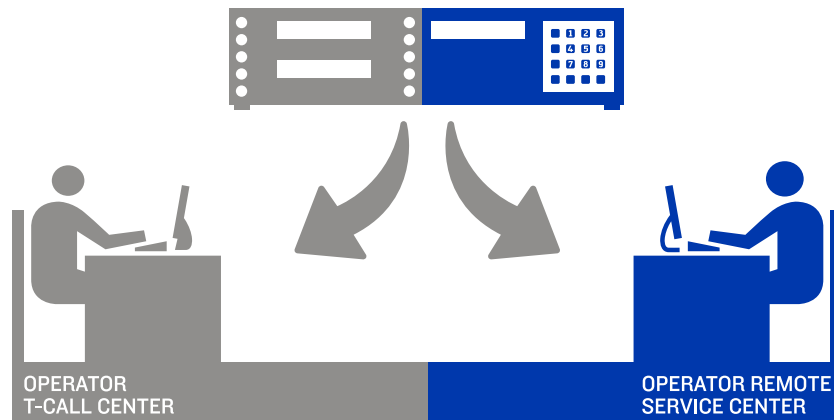
- Checking the request/signal history from the beneficiary
- Checking the actions performed for this beneficiary for the type of the signal/request received
- Allocation of comments and statuses
 - Permanent
 - Temporary



R-Service

- "Ip" connection with intelligent interfaces installed by the customer
- Real-time recording of events, signing up for the ticketing application
- Performance of some operations to manage the incident from the distance: acknowledgement, cancellation of audible alarm, system restart/up-grade in case of software problems
- Online configuration of the control systems for access and intrusion, the event analysis
- Image configuration and transfer to the TVCI systems
- Identification of a hardware malfunction and preparation of the service team

CLASSIFICATION AND PRIORITIZATION OF THE SIGNALS RECEIVED IN THE DISPATCH



3.

3RE

RE-FILLING, RE-CIRCULATION, RE-ISCIRIZATION

Helinick has opened the only technological station in Romania for the ecological Re-filling, Re-iscirization & Re-circulation of the cylinders in the fire extinguishing systems with Novec-1230 and Fm-200 and other clean extinguishing agents

In Romania there are installed over 6000 extinguishing systems with clean agents, ensuring the availability of critical processes in the specialized industries such as IT & Com, critical infrastructure, laboratories, archives as well as command and control rooms.

In the field of fire detection and gas extinguishing; clean agents systems are a non-invasive technology intended for the protection of life and high value goods.

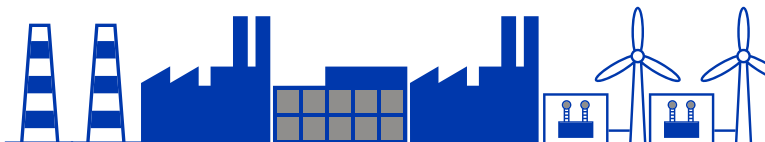
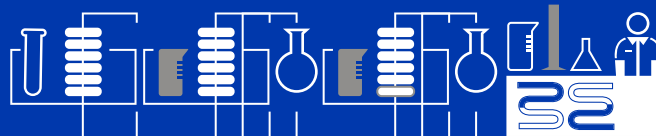
3RE technology is an innovation on the Romanian market, performing all the technical operations necessary for the process of evaluation, emptying, testing, filling and reconditioning of the cylinders used in fire detection and extinguishing systems.

FIELDS OF ACTIVITY



IT&COM,
CONTROL
ROOMS

LABORATORIES AND RESEARCH FACILITIES



CRITICAL
INFRASTRUCTURE

LIBRARIES AND ARCHIVES



OFFICE BUILDINGS



The benefits:

- Reduction of the downtime of the extinguishing systems from 2 months to 2 days
- Substantial reduction of costs by Recirculating the cylinders and doubling the life of an extinguishing system
- Transparency and traceability for Regular Technical Verification operations regulated at E.U. level
- An ECO solution on the principle of recycling and recirculation becomes an investment responsible for a safer future

Approvals:

ISCIR, TPED to be implemented authorized by the General Inspectorate for Emergency Situations for carrying out the Design, Installation and Maintenance operations of the fire limiting systems.

3RE technology is compatible with any extinguishing system of major global suppliers, from Johnson Control/Tyco, Viking/Minimax, to UTC/Kidde and Siemens.



- 3RE ensures the maintenance of the detection and extinguishing systems that use FM-200, Novec-1230 as well as of the cylinders under pressure 24-70 bar through Re-ISCIRization and VTP.
- Re-filling of cylinders and Re-cycling of materials by traceability of ecological storage of extinguishing agents. We have developed an ECO product, for a better and safer future.



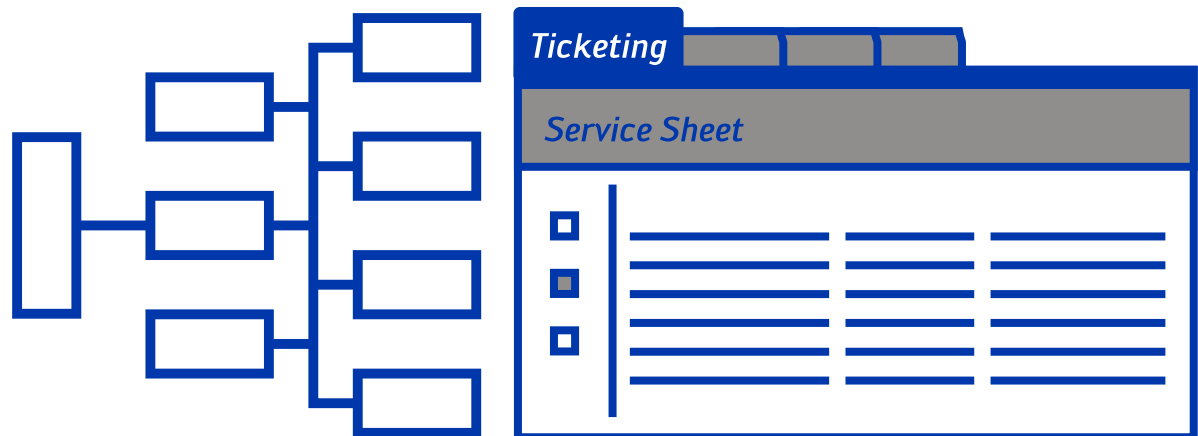
4.

Application of Helpdesk Ticketing Type

The ticketing type application allows a more efficient management of the customers' requests for service and maintenance.

The application allows to monitor the status of the interventions, in this way being able to have real-time information on the works.

The efficient communication of the dispatch and technicians permits fast up-dates on the ticket, the beneficiary receiving real-time information on the work stage.

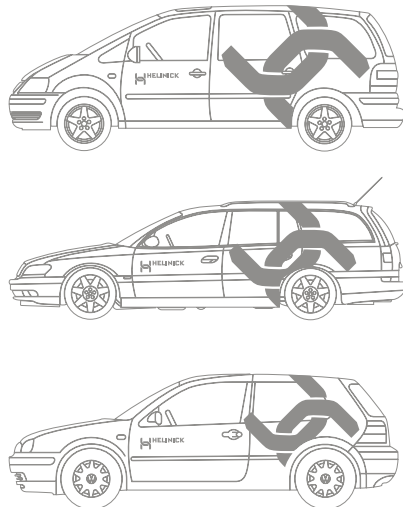


5.

Application of Tracking Type and car fleet monitoring

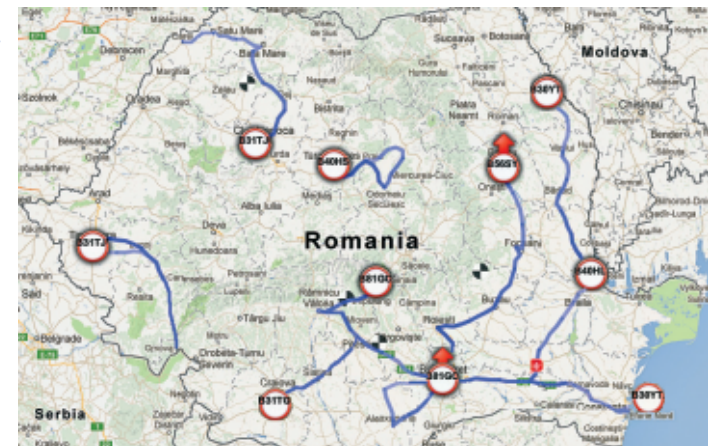
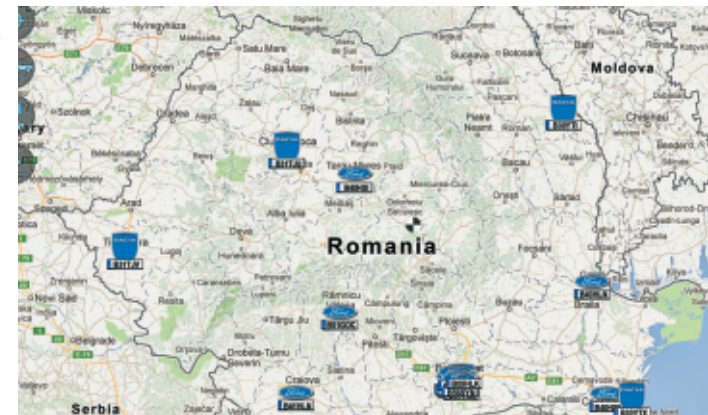
Application of FleetCar tracking through GPS of the vehicles within the Service and Maintenance Department aims at the efficient management and distribution of the resources in the territory and the effectiveness of the intervention times.

With the help of the application, reports can be generated; departure time from the headquarters to the beneficiary intervention location, the arrival time at the location, the time spent in the location, kilometers travelled.







*Vehicle travels to interventions
Real time screen capture*

*FleetCar Tracking Mop
Territorial coverage
(40 vehicles)*

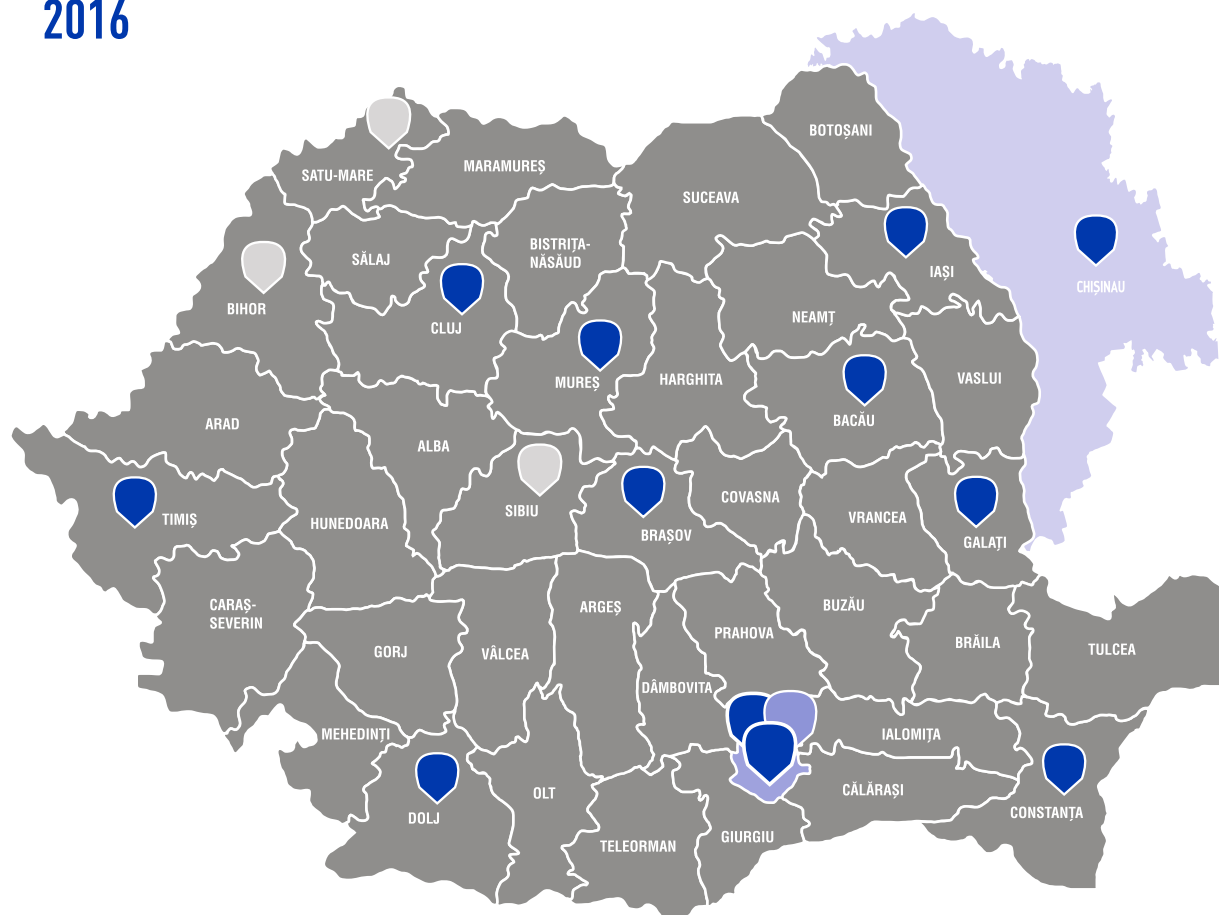




-  Helinick Central Headquarters
-  PM and S&M Central Operational Headquarters
-  S&M Work Points
-  New Work Points

National Coverage

Helinick operational infrastructure covers with trained staff and over 160 employees and offices in the 8 development areas of Romania, with subsidiaries in Timisoara, Cluj-Napoca, Targu-Mures, Constanta, Galati, and zonal agencies in Galati, Brasov, Chisinau, Craiova, Bacau, Iasi. For the installation operations and the service and maintenance ones, we cover any city in Romania, assuring fast intervention times which we establish together with our customers



6.

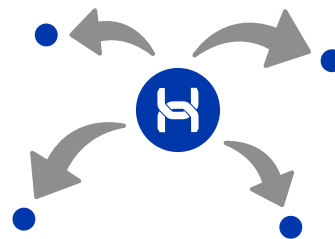
Transparency and visibility of management processes

The management of all resources, equipment and materials stocks within the Department (and at the Helinick Group level) is ensured by the integration within the ERP management and Primavera applications.

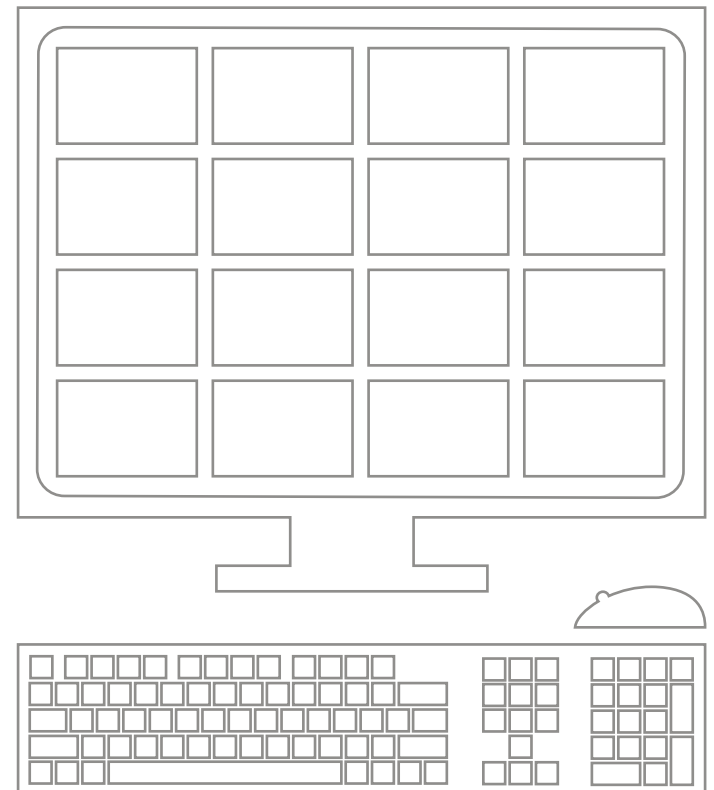
ERP Navision application offers:

- transparency and visibility for the contracts and projects under execution
- events correct evaluation and personnel tasks allocation
- a more accurate reporting system and a better precision both for the Customers' management and projects and works execution

In the same time, the application is used for managing the equipment and material stocks, necessary for covering the repairing actions and preventive operations. Helinick Logistic Center (warehouse) is a location dedicated to this type of activity, which lays out all the necessary facilities, situated in Otopeni City, with access road to the city beltway and covering 1,500 sqm



From the Logistic Center, equipment and materials are daily transported through fast delivery services, necessary for the execution of the regular service and maintenance operations.



References and competencies by market verticals

Industry:

→ ABB, Apa Nova, ArcelorMittal Hunedoara, ArcelorMittal Roman, Argo Rom Plastics, Austria Card Romania, Azomures, Bio Fuel Energy S.R.L., British American Tobacco (BAT) Romania, Butan Gaz Romania, Cameron Romania S.R.L., CET Sud, CET Vest, CET Progresu, Chipita Romania, CNTEE Transselectrica SA, CNE Cernavoda "U5", Complex Energetic Rovinari, Dalkia Romania, Doljchim Craiova, Electrolux Romania, Enel Romania, E.ON Gaz Romania, ETI European Food Industries Romania, Fabrica Honeywell Friction Materials Prahova, Ford Motor Company Romania, General Electric Romania, Gepeto Constanta, Heraeus Romania SRL, Honeywell Garrett România, I.A.C. Bals (International Automotive Components), Kendrion Automotive (Sibiu) SRL La Lorraine Romania, Lukom-A-Romania, MOL Romania Petroleum Products, Nestle Romania, OMV Petrom, Philip Morris Romania, Pirelli Romania, Prysmian Slatina, Procter&Gamble Romania, Palicolor, Rompetrol Downstream SRL, Saint Gobain Glass Romania, STC Star Transmission, Tyres Romania, Verbund Renewable Power GmbH.

Banks and financial institutions:

→ ASIROM, BancPost Romania, Bank of Cyprus Romania BRD – Groupe Société Générale, Citibank, Cardif-Assurances Risques Divers SA Paris Bucharest, Deloitte Romania, GE Money România, ING Bank Romania, KPMG România, Millennium Bank, VB Romania IFN S.A. Leasing, The Credit Office, The Romanian Bank, The Commercial Romanian Bank, Transilvania Bank, Volksbank Romania.

Educational, cultural and governmental institutions:

→ The National Library, The Romanian Academy Library, Chamber of Deputies, The Cultural and Historic Center of the Municipality of Barlad – Museum, The Local Council of Petrila town,

The Local Council of Costesti town, Municipality of Botosani, The Romanian Parliament, Drobeta-Turnu Severin Town Hall – Municipal Stadium, Pitesti Municipality Town Hall – Nicolae Dobrin Stadium, The American School, The European School, Municipal Stadium "Nicolae Dobrin", The Romanian Senate, Arges Tribunal, The National Theatre for Operetta, Bucharest National Theatre, U.A.T. Tulcea Municipality.

Commercial/Retail:

→ Altex, Auchan Romania, Adidas Romania SRL, Brico Depot, Carrefour Galleries, City Mall, Cocor Store, Debenhams Romania, Fashion House Outlet Center, Interbrands, IKEA Romania, Kaufland, Liberty Center, Librariile Carturesti, Lidl Romania, Mall Palace Iasi, Media Galaxy, Mega Mall Bucharest, Metro Romania, Plaza Romania, Praktiker Promenada Mall Sibiu, Targu-Mures, Braila and Bacau, Romstal IMEX, Selgros Cash&Carry, Schneider Electric Romania, Veranda Mall.

Communications, IT and media:

→ Endava, Ericsson Telecommunications Romania, Intel Romania, IBM Romania, iNES Telecom Inform Lykos Romania, Iron Mountain, Intrarom, Lotrom, Luxoft Romania, MediaSoft, Media Sat, Orange Romania, Microsoft Romania, ProTV, Studiourile Media PRO, Siveco Romania.

Logistics:

→ Chitila Logistic Park, Deva Logistics Center, DSV Romania, Euro Mini Storage, Inform Lykos Romania, Kaufland Ploiesti, KLG Europe, Lidl Chişina, ProLogis, Rynart Romania, SC Nordic Import Export CO SRL

Real Estate:

→ AFI Park Bucharest, America House, Baneasa Business Park&Technology, Biblioteca Academiei Romane, Brasov Business Park, Bucharest One, Buzesti Office, Cathedral Plaza, Castelul Peles - Peles National Museum, Cotroceni Office Park, China Town, Crowne Plaza, Delenco Construct, Ethos House,

Gara Herastrau, Ibis Hotels Romania, North Gate, Nova Park Business Center, Novotel Bucharest, Office Building Delea Noua Palas Iasi, Pipera Business Park, Petrom City, S-Park Baneasa, Tulip Inn Hotel, Victoria Business Park, West Gate Studios.

Medical:

→ Hospitals and Medical Service Administrations Bucharest: "Dr. I. Cantacuzino" Clinical Hospital, "Prof. Dr. Dan Teodorescu" Clinical Surgery Hospital, "Dr. I. Stoia" Rheumatology Center, Clinical Hospital for Orthopedy Traumatology and Osteoarticular Tuberculosis "Faisor", "Sf. Stelian" Hospital, "Sf. Luca" Chronic Disease Hospital, "Prof. Dr. Th. Burhele", Clinical Hospital for Children, "Dr. Victor Gomoiu" Clinical Hospital, "Sf. Maria" Clinical Hospital, "Victor Babes" Infectious and Tropical Disease Hospital, Clinical Hospital of Psychiatry "Prof. Dr. Alexandru Obregia", Actavis/Sindan, AMGEN Romania, Europharm, Genzyme, Fildas, Hospital for Recuperation Borsa, Cluj-Napoca Heart Institute, The Institute for Infectious Diseases "Matei Bals", Relad Pharma, Colentina Clinical Hospital, Targu-Mures Emergency University Hospital, Bucharest Emergency University Hospital.

Special applications:

→ 74 Romanian embassies and consulates, Cluj Napoca Airport, Satu Mare Airport, Cassidian, General Directorate for Intelligence and Internal Protection - The Integrated Center Of The Integrated System For State Border Security SISF, Foreign Informations Center (SIE), The Romanian Palace of Parliament, Romatsa, Ministry of National Defense – Military Establishments - 02550 Bucharest- UM 02450 DM Bucharest, Ministry of National Defense – Military Establishments 02550 Bucharest- UM 02490 NF - NATO 3HQ35002 Project, NFIU-ROU&Multinational Division NE NATO, Summit NATO (2008), UK Embassy Bucharest.

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