

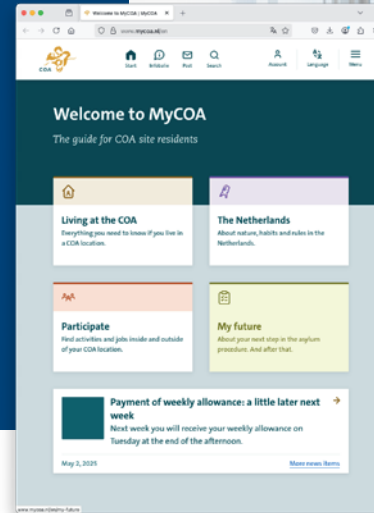
# Information Kiosks at COA Locations

## Support, safety, and information – always within reach

In collaboration with our security company Trigion, a number of information kiosks have been installed at various COA locations. These kiosks are specifically designed to provide residents with essential information from the 'MyCOA App' and direct support in emergencies – any time of day. They serve as a valuable extension of the reception and on-site security teams.

## When to use the information kiosk

The kiosk is available when the reception area is temporarily unstaffed or busy, or when the security officer is making rounds. In these moments, the kiosk provides a helpful alternative for assistance and is accessible 24/7.



## Key Features

### SOS Alarm – Immediate help in emergencies

In case of an emergency, residents can press the red SOS button. A live video and audio connection will be established with Trigion's central control room.

The operator can:

- Communicate in Dutch and English
- Offer help, advice, or reassurance
- Contact emergency services (police, fire brigade, ambulance) immediately if needed

### Don't speak Dutch or English? No problem.

The kiosk includes a built-in translation system via a chat window. Residents can type in their own language, and the messages are automatically translated in both directions.

### Help Me – Information in your own language

By pressing the "Help Me" button, residents can access a range of useful and practical information tailored to their location and daily life.

Examples include:

- Where to find what on-site
- Postal services, housing, and facilities
- Available activities
- General guidance on living in the Netherlands and an introduction to Dutch culture

Can't find what you're looking for? The control room can assist further via chat or video call.

### Future Possibilities

Currently, the kiosk is mainly used for emergency assistance and information services. However, it also offers future potential for:

- Automatic registration of visitors
- Registration of suppliers and license plates
- Access to additional services for both residents and staff

### Always accessible.

### Always safe.

### Always available.

With these kiosks, Trigion ensures that residents feel heard, supported, and safe – even when no staff is physically present.