

# INNOVATION

Corporate Social Responsibility

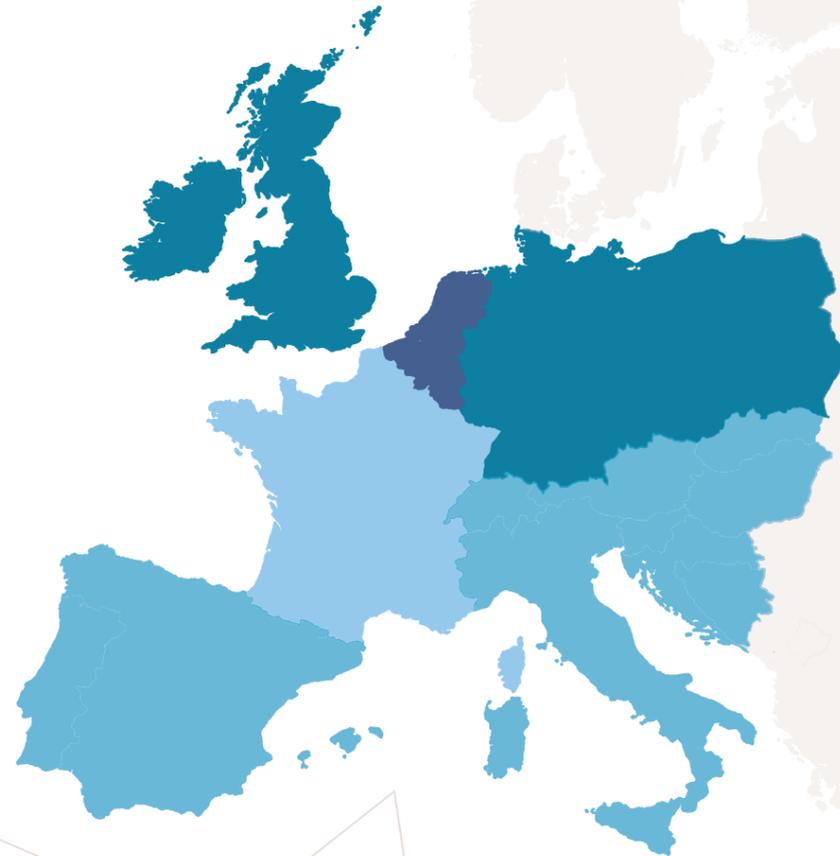
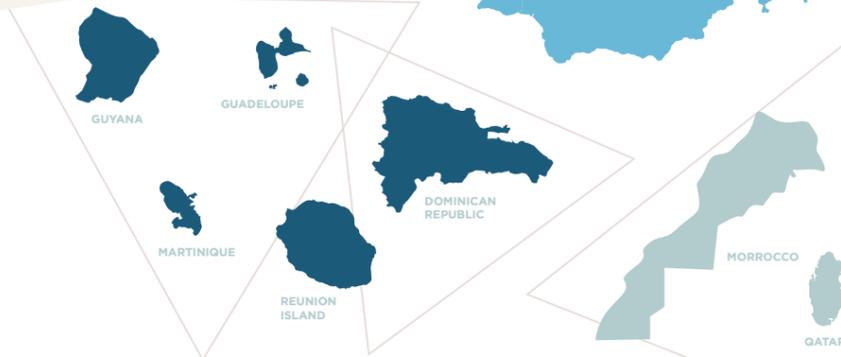
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## Locations

Samsic is pursuing its growth strategy, particularly internationally, with the aim of becoming the leader in integrated business services in Europe. Our partnerships and acquisitions help us actively progress towards this goal.

- **FRANCE**  
61,440 employees • 1 924 M € in revenue
- **BENELUX**  
3,630 employees • 181 M € in revenue
- **NORTHERN EUROPE**  
10,350 employees • 249 M € in revenue
- **SOUTHERN EUROPE**  
9,110 employees • 166 M € in revenue
- **CARIBBEAN • REUNION**  
1,010 employees • 45 M € in revenue
- **AFRICA • MIDDLE-EAST**  
4,460 employees • 35 M € in revenue



## Acquisitions

There was a lot of news in 2018 in terms of acquisitions. Quatre Epingles for concierge services, Air Shuttle for airport handling services, Itiremia for train station services and Fauvel for vocational training are some of our latest acquisitions.

- **ENTERING MOROCCO WITH PCS GROUP**  
**PCS Groupe** joined the Samsic group in September 2018. Samsic is entering the African market through the acquisition of this company that has more than 3000 employees and operates in 3 major sectors: **security, cleaning and temporary staffing.**
- **STRENGTHENING OUR TRAINING CENTRE WITH FAUVEL**  
In April 2018, **Forget Formation** acquired a stake in Fauvel Formation, a family business. This union created **the leading French private vocational training company** in the transport, handling, logistics, safety and public works sectors.
- **NEW MARKETS IN IRELAND WITH CAGNEY**  
In January 2019, the Samsic Group expanded its activities in Ireland by acquiring **Cagney Contract Cleaning**, enabling it to pursue its international expansion. The company has **18 million euros in revenue** and is now a true leader in cleaning and related services on the Irish market, operating in the tertiary, pharmaceutical and packaging sectors.
- **FPS JOINS SAMSIC'S BELGIAN SUBSIDIARY**  
Multi Master Group, a subsidiary of the Samsic Group, is developing its expertise in airport security through the acquisition of FPS, thus strengthening its position as a leading Facility business in Belgium. FPS has **10 million euros in revenue and currently has nearly 200 employees.**

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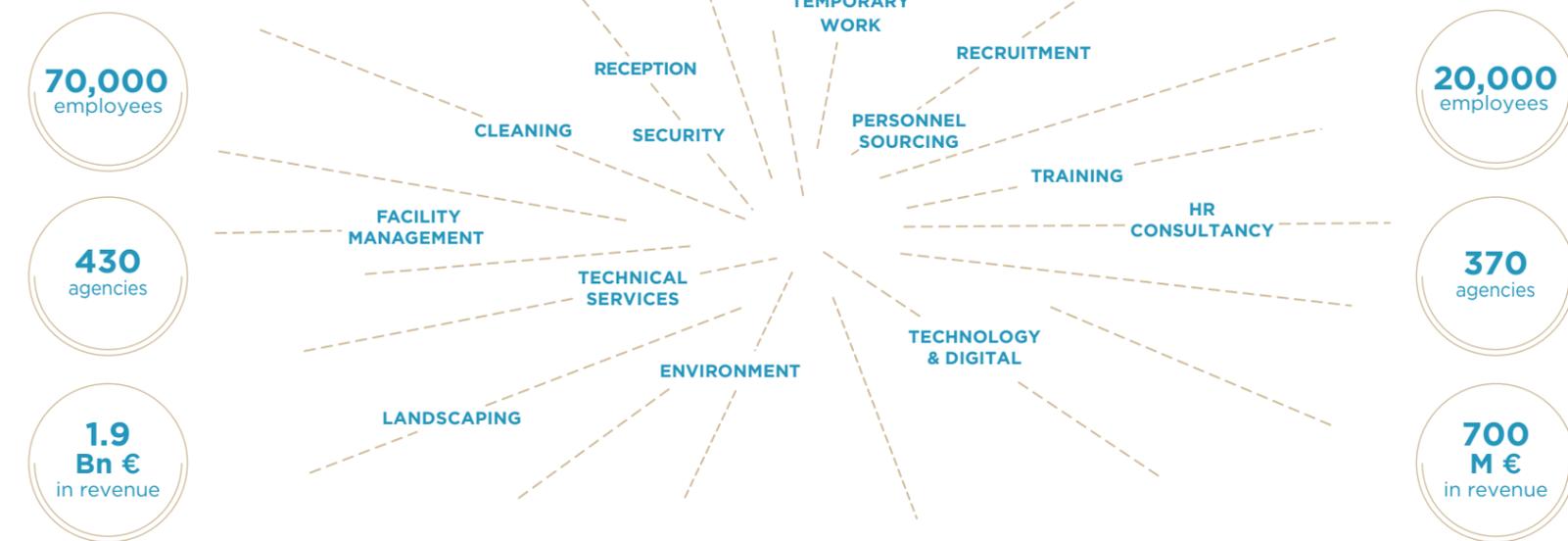
# PROFIL

**Le Groupe Samsic propose une offre globale de services intégrés qui valorisent les hommes, les environnements et la performance. Avec Samsic Facility, nous veillons au bien-être des collaborateurs en leur offrant des environnements de travail sains, sécurisés, accueillants et stimulants. Avec Samsic RH, nous valorisons les parcours professionnels des femmes et des hommes en les accompagnant dans l'évolution de leur plan de carrière.**



## SUSTAINABLE PERFORMANCE

## DEVELOPMENT AND OPTIMISATION OF RESOURCES



## Samsic Airport

L'expertise Samsic est au service des aéroports et des compagnies aériennes. Samsic Airport fait aujourd'hui partie des rares acteurs européens de l'aéroportuaire capables d'intervenir dans les domaines de l'assistance aux aéronefs, la sûreté aéroportuaire, l'Assistance aux Personnes à Mobilité Réduite mais également dans les métiers de la propreté, de l'accueil et du travail temporaire.

## INTERVIEW WITH THE CEO

### Christian Roulleau

#### *In what way is Samsic a forward-looking organisation?*

Ever since we opened in 1986, we have always tried to be avant-garde. Today, more than ever, innovation is a core component of our business strategy. We develop new services; we upgrade our offering to enhance the experience of our customers and employees. This technical and social innovation allows us to grow in line with our ambitions, in particular beyond our national borders.

Samsic is a family-owned business, open to the world and inspired by tomorrow. That is why we base our growth on responsible governance, focusing on the future and on value creation.

#### *What are Samsic's main challenges in achieving its ambitions?*

Samsic must be an agile organisation, capable of adapting - sometimes boldly - to anticipate tomorrow's needs. To achieve this goal, we need to focus on our people. We must inspire, attract and develop talent, through training and managerial support. This is enshrined in our values and our top priorities.

Our CSR commitments, in addition to providing our business strategy with a responsible framework, also make our daily actions meaningful. This responsible vision must act as a lever for employee empowerment and engagement.

Our future success is built on our ability to change, while cultivating a close relationship with our customers and staff. The human connection is our driving force enabling us to improve our services, innovate and grow.

“ *Remaining at the forefront while respecting our history, our talent and our environment is the key to our future success. We are on the right track.* ”

#### *Samsic's model is increasingly moving towards service integration. What does this mean in practice?*

To effectively design our solutions, it is crucial to focus on customer benefits and creation of value in use. Our expertise is a strength, but also a limitation. By focusing on our top priority, we open up the field of possibilities in terms of service development. As a result, we are able to offer tailor-made solutions that do more than just meet our customers' needs. We position ourselves as a true partner to forge strong and lasting relationships with our customers.

#### *How CSR is a lever for value creation for the group?*

As our organisation continues to grow, our Corporate Social Responsibility program supports our transformation. It is a major pillar that reflects our corporate culture, our values and commitments. The CSR program brings us together around meaningful goals and projects. In concrete terms, our CSR strategy accelerates the creation of sustainable value. It also allows us to showcase our unique culture. This is a major advantage when it comes to addressing our market and attracting new talent.

We demonstrate through our actions that economic, social, environmental and societal performance is embedded in our business strategy. Today, we are continuing to implement our 2018-2022 program. I hope that this program will support the new Group Presidency in its responsibilities and strategy decisions.

**Christian Roulleau**  
Founding President of Samsic Group

## JANUARY 2019, A NEW MANAGEMENT BOARD

### Thierry Geffroy

#### PASSING THE BATON

As he announced two years ago, Christian Roulleau handed over the reins to **Thierry Geffroy, who took over as Chairman of the Management Board** in 2019. Together they have set the goal of doubling the company's turnover between now and 2022. The new President has been with Samsic for more than 27 years. Appointed Chairman of Samsic RH in 2010, he is now working to develop the company's territorial coverage, particularly internationally, while remaining faithful to Samsic's DNA. **A new era is beginning for the group.**

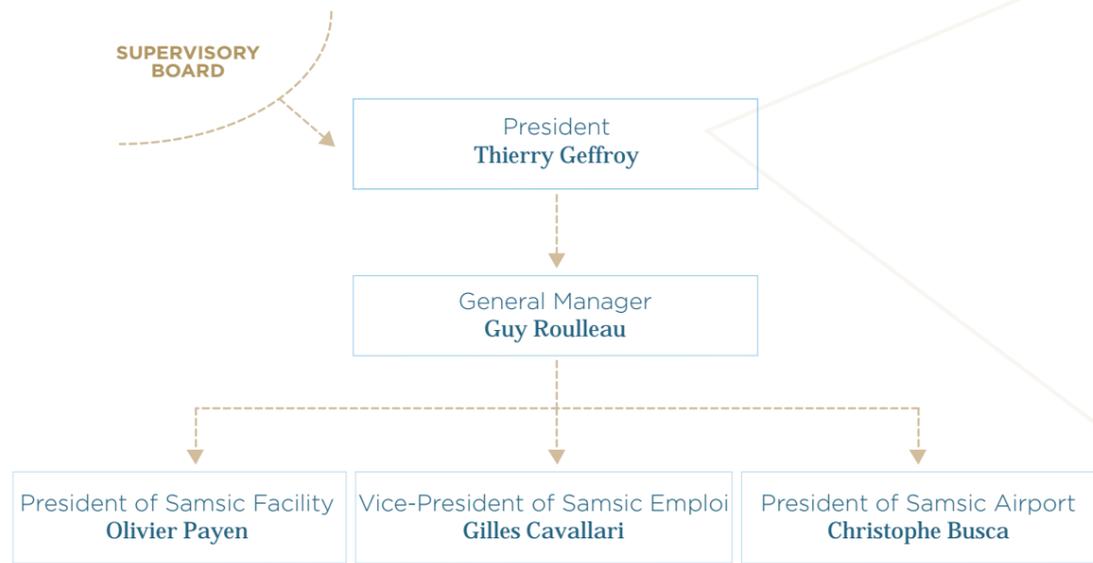
“ *Samsic, avant-garde since 1986.* ”

# A FAMILY BUSINESS, FOCUSED ON THE FUTURE

Our corporate governance is organised, managed and controlled. It consists of a Supervisory Board and an Executive Committee, composed of the Heads of each Division.

The Executive Committee suggests and confirms the strategic orientations and the group's policy integrating the CSR commitments to the Supervisory Board. The Executive Committee executes the defined policy among the operational management of the group, in collaboration with a Management team.

The Supervisory Board, chaired by the founder of Samsic Group, provides for supervision and control on the Executive Committee and the group overall sustainable performance.



## The CSR monitoring Methods

The CSR & Sustainability Director coordinates the policy throughout our territories in close collaboration with the group's Directions while guaranteeing the healthy relationship with all our stakeholders.

The **Sustainable Development Strategy Committee** suggests and confirms the CSR strategy's goals to the Executive Committee.

At the international level, the **country CSR management committees** integrate the group's policy in the Sustainable Development strategy on the scope. They define and manage the CSR program local implementation while participating in the overall sustainability performance.

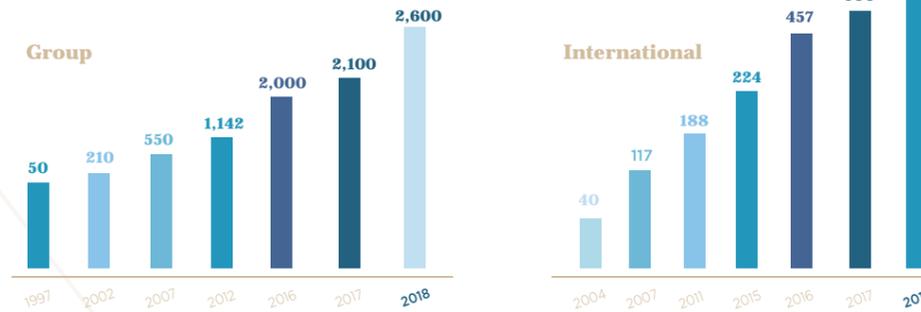
Our **CSR Leaders** network makes sure to give life to our strategy to insure an efficient implementation, to encourage responsible initiatives and to bring our community together in our positive transformation.

# FINANCIAL PERFORMANCE

Through constant market adaptations, an employee focus and strong societal commitments, Samsic creates sustainable value and builds its future. The group continues to grow by developing its solutions and services, while aiming to double its revenue for 2025. Including CSR issues in our business strategy also helps to drive our growth and development.

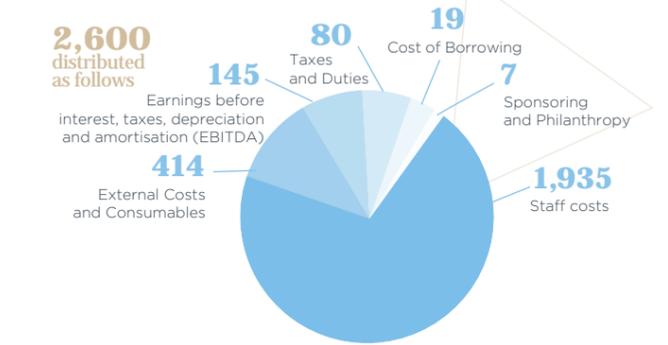
## REVENUE

IN MILLION OF EUROS



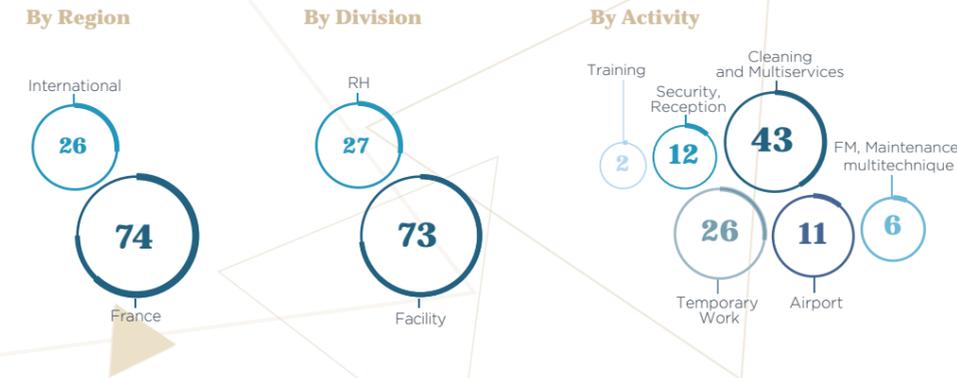
## VALUABLE CREATION

IN MILLION OF EUROS



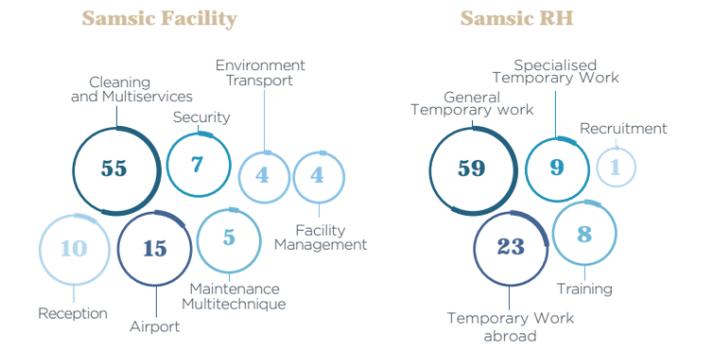
## REVENUE BREAKDOWN

IN PERCENTAGE



## BREAKDOWN OF ACTIVITIES

IN PERCENTAGE



Principles 1, 2, 6 & 10 of the Global Compact

## ETHICS

Samsic Group makes sure that ethical and responsible principles are well integrated within the company's governance and in all its activities, with respect to its clients, suppliers or employees. The group operations are driven for the sake of ethics, compliance, regulations, current laws and recommendations.

To promote and develop the trust of all its stakeholders, Samsic has been committed to

supporting the 10 universal principles of the Global Compact of the U.S. since 2005, reaching the Advanced Level in 2015. To strengthen this program, an ethic Charter, created in 2011 and given to each of functional staff when hired, allows them to understand how these ethical principles have to be conducted throughout their behaviour and daily actions.

## DIVERSITY

Since 2011, Samsic has been a signatory of the French Diversity Charter. Samsic thus strengthens its commitment to ban discrimination and promote diversity in the workplace.



# STRATEGY

GUY ROULLEAU, GENERAL MANAGER OF SAMSIIC GROUP

Convinced that our customers' performance is built on happy employees and satisfied users, Samsic develops a global and complementary service offering under Samsic Facility and Samsic RH, dedicated to enhancing the work environment and empowering Human Resources.

Every day, our 90,000 employees work in the core of residential facilities and work environments to provide well-being and comfort and stimulate professional careers.

Since Samsic's creation, our environment has changed considerably, creating new challenges. Co-working, well-being at work, employability, recruitment and digital tech are new realities that lead us to challenge and reinvent ourselves and to develop innovative solutions.

Our goal is to become the leader in integrated services in Europe and beyond. To this end, we are working on expanding our service portfolio. We now offer a multi-sector solution ranging from cleaning to security, from employment to training.

We are also increasingly challenged by international customers. In this context, we cannot just address the French market, but must be able to offer solutions for the European and international markets.

Always attentive to our customers and their needs, we design tailor-made services to specifically meet their requirements. We are exploring the field of new technologies and artificial intelligence, to be able to connect buildings, users and services and develop new recruitment and training channels.

Samsic's agility and ability to constantly transform our organisations allow us to «assemble» the skills and solutions needed by our customers.

In this environment, our employees are our greatest asset. Empowering resources and cultivating talent is a core strategy of the company's policy. Our success is based on three pillars: innovative solutions, efficient organisations and an ambitious Human Resources policy.

“ *Our goal is to become the leader in integrated business services in Europe and beyond.* ”



**Guy Roulleau**  
General Manager of Samsic Group

# BUSINESS MODEL

DEIGN ► LEAD ► ENPOWER

## CAPITAL

### Human

90,000 employees  
18 training centres

### Industrial

65 brands and more than  
800 local agencies  
in 25 countries

### Financial

A family business  
and an independent  
financial structure

### Social & Relationships

Strategic partners  
and a start-up community  
13 professional sectors  
in France

### Natural

Eco-responsible design  
of services



Global integrated solutions to serve people, environments and performance through more than **160** service lines

## CREATED VALUE

### Employees

Development of expertise  
and talent empowerment  
Engagement

### Customers & Partners

Performance of real  
estate assets  
and Human Resources  
Co-innovation

### Suppliers

Fair treatment of our suppliers.  
100% of buyers trained  
in Responsible Purchasing

### Financial community

Long-term development  
and 15% annual growth

### Society & Institution

Regional economic  
development  
80 Million in duties  
and taxes

# DIALOGUE WITH OUR STAKEHOLDERS

LISTENING AND COOPERATION, BASES OF OUR STRATEGIES

**It is by listening to and dialoguing with our stakeholders that we succeed in building a relevant, legitimate and ambitious strategy. We organise this cooperation by developing the best information channels and consultation environments. Beyond making our actions meaningful, this dialogue accelerates innovation and helps make our CSR initiatives stronger.**

## OVERVIEW OF OUR INITIATIVES IN 2018



### SAMSIK PARTICIPATES IN THE NATIONAL CLEANING PROFESSIONS DAY

**500,000 professionals** work every day to make our environment healthier and more pleasant. The very first National Cleaning Professions Day was held on 18 October 2018 to promote this sector.

Samsic naturally took part in the initiative, handing out brochures and stickers to showcase the people who do this important work.



### SIGNATURE OF THE #STOPILLETTRISME CHARTER

*Principle 6 of the Global Compact*

Actively involved with the #STOPILLETTRISME association since 2015, Samsic participated in the 5<sup>th</sup> edition of the **National Days of Action against Illiteracy**.

The event featured discussions, sharing of experiences and concrete solutions, focusing on the theme "How to move from taboo to action?" to address this issue affecting 2.5 million people in France.

### SAMSIK EMPLOI MEETS JOB APPLICANTS ON A FOOTBALL FIELD

*Principle 6 of the Global Compact*

Last november, FACE Rennes organised a completely new recruitment day at Rennes Soccer, for recent graduates from the city's disadvantaged neighbourhoods. At the event, called "**Ça va matcher !**", 40 young people met with local companies. Staff from Samsic Emploi was on hand to chat with the applicants and then offers jobs that matched their skills.

## DIALOGUE WITH OUR STAKEHOLDERS



### SAMSIK'S ONLINE ECOSYSTEM IS BEING REVAMPED

In 2017, Samsic launched a vast project **to revamp its entire online ecosystem** to increase the visibility of the global offer of integrated services in France and abroad. Samsic Emploi celebrated the launch of its new website and application in April 2018. The Samsic France and Corporate websites went live a few weeks later. The next steps include the gradual roll-out of all the country-specific websites.

### SAMSIK, PARTNER OF A DIPLOMATIC MEETING IN MADRID

Samsic Iberia, the Spanish subsidiary of the Samsic Group, was the partner of the diplomatic meeting organised on 5 June on the theme "**Franco-Spanish relations**" at the headquarters of the La Razón press group.

This event brought together no less than 140 French and Spanish companies. The presence of Mr Yves Saint-Geours, Ambassador of France, was much appreciated, emphasising the dynamic and strategic nature of the relationship between the two European countries.

### NEW EDITION OF THE FACILITY WORKSHOPS

Last September, the Samsic Facility teams participated in the new edition of their Workshops on CSR. Throughout the afternoon, participants learned more about the Group's CSR strategy at **the 10 workshops** showcasing concrete and operational actions. The sessions featured testimonials, role-plays and discussions and covered a variety of themes such as customer service, innovation, training and environmental protection. Now it's time to roll out responsible and inspiring initiatives!

### SAMSIK SÉCURITÉ, PARTNER OF SECURI'DAYS

Securi'Days, the private security summit of which **Samsic Sécurité is a partner, was held in Deauville on 7 and 8 February 2018**. At the two-day event, which brought together around a hundred leading private security companies, our staff were able to meet with corporate security departments, participate in workshops and debates on key topics in the sector and share their vision and issues.

### JPC AND KINGS CROSS: A NEW CONTRACT PROMOTING INCLUSION

*Principle 6 of the Global Compact*

When signing with its new customer Kings Cross, JPC, a Regent Samsic subsidiary, wanted to strongly promote social inclusion.

JPC works with the C4WS Homeless Project to support its Jobs Club program, providing mentoring and coaching services, internships and full-time jobs on the Kings Cross and Regent's Place campuses.

This has helped identify some hidden talents and resolve recruitment problems at these 2 sites.



## MESSAGE FROM STÉPHANIE DAUSSY, CSR & Sustainability Director

“ Samsic’s expansion is ambitious and our engagement in Sustainable Development is accelerating. Together, we are committed to making a difference, enhancing Samsic’s strong and unique identity and making our actions meaningful to our employees, our customers, in our territories and for society as a whole.

We are demonstrating our determination to create human value first and foremost, in order to strive for and promote sustainable economic value creation in Europe and beyond. That is why we are announcing the launch of «Innovation», our new Corporate Social Responsibility program, with concrete commitments through 2022.

Our subsidiaries are already working together as a team to define worthwhile actions in line with our CSR values and commitments. We have developed a reporting platform as well as a number of CSR committees and Leaders to oversee the management of our program and strengthen our performance in terms of Sustainable Development.

Our responsibility is to continue making progress and sharing these successes in order to inspire people to do even more. ”

### VALUING OUR RESOURCES AND DEVELOPING OUR TALENTS

- Promoting diversity and equal opportunities
- Training and developing our talents
- Protecting health and safety of our staff
- Developing cohesion and well-being at work

### HELPING PROTECT OUR ENVIRONMENT

- Developing the use of environmentally friendly products and processes
- Managing our energy consumption and recycling our waste
- Reducing our Carbon Footprint

### PROVIDING A RESPONSIBLE AND INNOVATIVE SERVICE

- Ensuring client focus, expertise and seeking innovation
- Assessing our performance with transparency
- Building a sustainable partnership with our value chain

### DEVELOPING A SUPPORTIVE AND SUSTAINABLE SOCIETY

- Taking action for solidarity
- Contributing to local economic and cultural development

**CSR STRATEGY**  
**4 AXES**  
**12 commitments**

## CSR STRATEGY DYNAMIC & INTERNATIONAL

Samsic’s CSR program «Innovation» underpins all of Samsic’s activities and missions and is structured around 4 axes. This new program, launched in 2018, aims to accelerate the group’s deployment and improvement of its CSR program by 2022. As a responsible company, Samsic wants to contribute to a more resilient and positive society. That is why we have selected 6 Sustainable Development Goals from the 17 SDGs adopted by the UN in 2015.

AXES	KEY ISSUES	ACTIONS	SDG
Valuing our resources and developing our talents	<ul style="list-style-type: none"> <li>Diversity</li> <li>Equal opportunities</li> <li>Talents and skills management</li> <li>Health and safety</li> <li>Employee Well-Being</li> </ul>	<ul style="list-style-type: none"> <li>Promoting our apprenticeship program</li> <li>Strengthening our employment and disability policy</li> <li>Promoting professional inclusion and fighting to end illiteracy</li> <li>Training our employees in key skills</li> <li>Minimising risk and preventing accidents</li> </ul>	3 • 4 • 8 • 10
Providing a responsible and innovative service	<ul style="list-style-type: none"> <li>Expertise and integrated services</li> <li>Customer satisfaction</li> <li>Performance, innovation and technology</li> <li>Lasting partnerships</li> </ul>	<ul style="list-style-type: none"> <li>Deploying our new integrated service model</li> <li>Developing innovation in services</li> <li>Measuring customer satisfaction and boosting clients loyalty</li> <li>Evaluating our CSR performance Ecovadis and GC Advanced Level</li> </ul>	3 • 8 • 9 • 11
Helping protect our environment	<ul style="list-style-type: none"> <li>Responsible purchasing</li> <li>Water and energy</li> <li>Waste recycling</li> <li>Carbon footprint</li> </ul>	<ul style="list-style-type: none"> <li>Promoting our CSR Charter for Suppliers</li> <li>Prioritising organic, ecological and eco-certified products</li> <li>Reducing our greenhouse gas emissions</li> <li>Digitising administrative processes</li> <li>Raising awareness of eco-responsible practices among our teams</li> </ul>	3 • 8 • 10
Developing a supportive and sustainable society	<ul style="list-style-type: none"> <li>Education</li> <li>Research and healthcare</li> <li>Solidarity and social inclusion</li> <li>Contribution to local economies</li> </ul>	<ul style="list-style-type: none"> <li>Supporting medical research through the BAA fund</li> <li>Contributing to the “professional harmony” professorship with Université Rennes 1</li> <li>Developing local employment</li> </ul>	3 • 9 • 11

The 6 priority SDGs for Samsic



# Portugal and Poland in the lead

**Samsic Portugal and Samsic Poland are launching their new 2018-2022 CSR programs.**

Internationally, Samsic's teams are also working to meet the group's CSR goals.

The launch of the CSR programs of Samsic Portugal and Samsic Poland is a strong signal of support for our responsibility strategy. The international deployment of our CSR strategy guidelines is now an absolute priority for Samsic Group.



## CSR STRATEGY

DYNAMIC & INTERNATIONAL

### A NEW MONITORING SYSTEM TO SUPPORT OUR CSR PERFORMANCE

Samsic has developed a web platform designed to radically improve the collection of CSR indicators from all countries in order to better monitor and manage the CSR programs.

With centralised reporting from nearly 500 Samsic entities, we have a real opportunity to develop new tools to support our CSR performance. Above all, this new platform helps to unite all our business divisions around our mutual sustainability goals.

### THE GLOBAL COMPACT IS THE BRODEST INITIATIVE IN TERMS OF CORPORATE SOCIAL RESPONSIBILITY

This initiative encourages companies to integrate the main principles defended by the United Nations into their strategy:

- Human Rights
- Environment
- Labour
- Anti-Corruption

In 2018, Samsic's Communication on Progress obtained the «GC Advanced» level for the 4<sup>th</sup> consecutive year.

Samsic ranks among the top 8% most advanced companies worldwide. Only 73 companies in France have achieved this performance.



### CSR QUESTION CARDS

Encouraging employees to adhere to the group's responsibility commitments is an ongoing priority for our CSR teams. This is why they took advantage of the CSR Workshops organised during the Facility plenary session in September to roll out an original awareness-raising tool for the 350 people present: a question and answer card deck. 26 questions, 4 themes, with explanations of jargon, all designed to help employees understand these new issues. This may be the first in a great new series of question and answer cards!



### FOR THE 6<sup>TH</sup> CONSECUTIVE YEAR, THE GROUP'S CSR PERFORMANCE ACHIEVED ECOVADIS® GOLD LEVEL WITH A RATING OF 68/100.

This result places Samsic among the top 2% of firms offering Facility Management services and the top 3% of firms across all sectors in world. The rating recognises our organisation based on the creation of business support services as well as our economic, social and environmental actions.



## CSR IN MOTION

AS SEEN BY YANN LEROY-GUÉRIN

### How is CSR crucial for our society?

CSR gives meaning to who I am as an individual and as a group, both in terms of my mission, beliefs, principles and values and in my integration into the environments where I operate.

Matthew B. Crawford, in his excellent book "Shop Class as Soulcraft" offers one of the finest reflections on the meaning of work in our societies. He talks about how work has evolved, how workers have become disempowered, and tells us to get back to the basics.

“ CSR gives meaning to who I am as an individual and as a group. ”

This is why CSR is crucial, going far beyond the short-term, profit-minded thinking specific to many organisations. It is important to truly integrate all the components of success, ensuring the sustainable future of our company. And I believe that Samsic is fully in line with this vision.

### How is Samsic's CSR strategy legitimate?

I think the strategy we are developing is the right one. I see many great initiatives and real implementations of our CSR guidelines, everywhere we operate. We still have a long way to go before our CSR policy becomes truly self-supporting. For this reason, I think we need to take a practical approach, with concrete local actions and everyday practices.

### What measures do you take to include CSR goals as a core component of your team management?

As with our sectors and expertise, we are working to bring down silos in order to include CSR goals as core components of our performance targets. The idea is simple: to merge our strategy with our CSR commitments.

This change in approach is reflected in the way we conduct our annual appraisals interviews.

Our way of communicating with our employees has also changed. In short, we have worked closely with the individual priorities of each agency by giving meaning to reflection and action.

**Yann Leroy-Guérin**  
Regional Director Centre Loire  
of Samsic Facility



# Market trends

Samsic is a company connected to its time and attentive to trends and signals in order to anticipate and satisfy the needs of its customers.

- ▶ **More and more outsourcing**  
The companies with which we work are increasingly outsourcing their resources in order to achieve more flexibility.
- ▶ **Increasingly integrated services**  
In just a few years, the services offered by Samsic have evolved from single-sector solutions to increasingly developed and integrated services.
- ▶ **New ways of working**  
With the arrival of new generations in the workplace, where tech and innovation are omnipresent.
- ▶ **The age of well-being**  
Employees are increasingly attentive to their working conditions and want to work in a healthy and caring environment that promotes well-being.
- ▶ **Collaboration for value creation**  
Project mode, teamwork, digital technology, all this means our customers are entering the age of «co»: co-construction, co-development, co-llaboration.
- ▶ **Smarter buildings & cities**  
Technology helps us to be more efficient day-to-day, in our buildings and cities, to reduce our environmental impacts by optimising our consumption and our travel behaviour.
- ▶ **Artificial intelligence & robots to help with decision-making**  
Since the early 2010s, projects and experiments using artificial intelligence have been developing in medicine, construction, automotive and other sectors.

# SAMSIC FACILITY IS REVOLUTIONISING

JOINT INTERVIEW OF DOMINIQUE BISAGA, GENERAL MANAGER OF SAMSIC FACILITY FRANCE AND OLIVIER PAYEN, PRESIDENT OF SAMSIC FACILITY

**Samsic Facility continues to grow. Why is a major transformation plan currently underway?**

**Olivier Payen:** First of all, the group has always been proactive and on the leading edge. The Samsic Facility teams closely monitor the major trends in our macroeconomic environment in order to anticipate the new needs of our customers.



We have identified three major trends: steady social progress in the 25 countries where we operate, with the countries significantly lagging behind making up ground rapidly. Occupational safety, which is now a major concern in all countries.

Finally, digital technologies, which along with task automation, is transforming our operational processes and performance management methods. We clearly include these major trends in our strategy, as do our customers.

**Dominique Bisaga:** Adopting a global approach to integrated service solutions and strengthening our capacity for variability enables us to meet these new needs and anticipate market developments. That is why we are working to create the conditions for an agile organisation. While strengthening our sector-specific expertise, we are working to break down inter-sector walls in order to maximise the variability of our service models, i.e. our ability to adjust our solutions according to the specific expectations of each customer.

**What is the main force of this strategy?**

**Olivier Payen:** By positioning ourselves as the leader in integrated business services, we are able to achieve operational excellence in all regions, with better risk management. Moreover, this approach allows us to deliver our services with the same high standards for local, national and international contracts.

**Dominique Bisaga:** For me, our main strength is that we are evolving while preserving our values and our purpose. We make huge efforts in terms of management to get everyone on board, leaving no one behind. This transformation plan is above all a major HR project to empower our employees. Despite technological innovation and the rise of digital technology, we remain in a sector with a strong human dimension. We are an organisation that creates employment and diversity. Whatever the scope of our mission, single sector, multi-services or Integrated Facility Management, a large part of our success is built on the quality of our engagement.

**Olivier Payen:** Absolutely, beyond the relevance of our offer, our customers expect a strong contribution from us. We are responding to this request for proactivity by positioning ourselves as a true partner whose approach is not just to comply with specifications. We maintain and optimise our customers' real estate assets and we also deliver innovative services to the occupants. This means we have to challenge ourselves, innovate, anticipate and engage in dialogue.

**Dominique Bisaga:** I would add that our customers expect us to actively support their own sustainability objectives. We control our direct and indirect environmental impacts, thereby driving commercial success. Of course, in our efforts to achieve environmental excellence, we have set challenging targets.

**What are your hopes for the future of Samsic Facility?**

**Olivier Payen:** We want to pursue sustainable growth and leverage international development to unite our staff. It is up to us to share our own success stories with all our staff in France and abroad, in order to strengthen our corporate culture and continue supporting our customers.

**Dominique Bisaga:** I hope that each Samsic Facility employee, regardless of its position, will engage with the purpose of its assignments. We must make each assignment meaningful so that our employees feel empowered and engaged in our business strategy, with customer service as a priority. My vision of responsible leadership is that of a company that creates value for its customers at the same level as the value it creates for its employees. We have reason to be optimistic!

**Dominique Bisaga**  
General Manager of Samsic Facility France  
**Olivier Payen**  
President of Samsic Facility



# NEW HEADQUARTERS

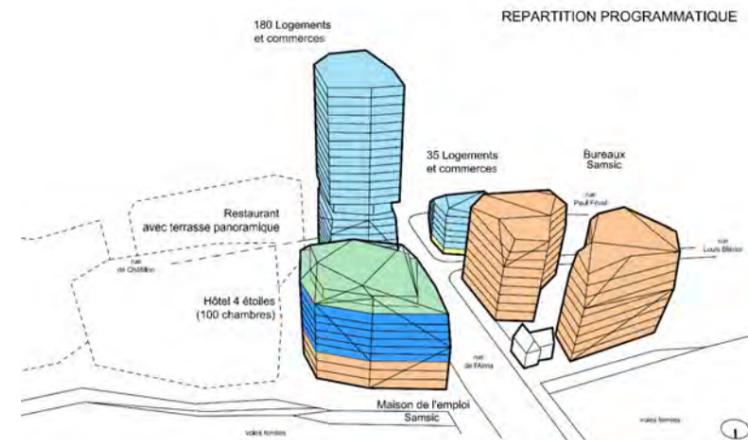
## SAMSIK, BEATING HEART OF EURORENNES PROJECT

Samsic has announced its intention to set up its headquarters in the new EuroRennes complex, near the HSL train station, in 2023. This huge mixed-use development includes the construction of a high-rise building, housing, shops, a job centre, a hotel and a panoramic restaurant. Of the 30,000 m<sup>2</sup>, spread across 5 buildings, approximately 10,000 m<sup>2</sup> will be dedicated to the group's activities, helping to create new jobs.

### Does the new headquarters for Samsic signal a new beginning?

For me, it is more of a continuity. It's a passing of the baton. Samsic is a company that is proud of its history and territory. Our new headquarters in EuroRennes celebrates this tradition while embracing the future: a more sustainable, inclusive and efficient future. It is also an opportunity to spotlight our unique culture and express our values and commitments.

This exclusive architectural complex fully embodies CSR issues such as well-being, energy performance and social inclusion.



### How does EuroRennes embody Samsic's new ambitions?

A large-scale project like this enables us to achieve our international growth targets, without renouncing our roots in Brittany. It is crucial for us to stay close to our partners and customers.

This is why our proximity to the HSL train station in Rennes is so important, as it offers fast connections to the major cities and capitals of Europe. We also want to enhance the visibility of the greater Rennes area and our region. This means building a symbolic and inspirational architectural complex that includes a strong social, economic and cultural component.



### New location, new spaces, how will this project benefit your employees?

This project is an opportunity to look at the best practices being implemented elsewhere in terms of collaboration and comfort in the workplace. We want to establish an efficient and caring work environment that reflects the services provided to our customers every day by Samsic Facility.

The idea is to promote cross-functionality, social cohesion and creativity. I am confident that our future headquarters will be able to strengthen our corporate culture. We have reason to be proud!

### This vast real estate development includes the creation of a Job Centre. Why?

We are currently developing this innovative concept. The aim is to centralise global career support and promote skills assessment and development. This employment centre will enable us to better train candidates in order to meet the needs of our customers and boost professional mobility.

By centralising Samsic RH's competencies, we will be able to identify opportunities for our employees and the businesses we serve. That is why we hope that this organisation will also encourage the candidates to embrace new technologies. For example, they will be able to learn about new job sectors using virtual reality.



**Thierry Geffroy**  
President of Samsic Group

# Valuing our resources & developing our talents

Commitment to our goals is in our DNA. That's why we work day-in, day-out to promote talent, develop skills and boost employability. We have great faith in the diversity of our backgrounds, cultures and professional experiences, and our capacity to accelerate professional learning, boost interpersonal skills and take on new responsibilities.



■ **Promoting**  
diversity and equal  
opportunities

■ **Training**  
and developing our talents

■ **Protecting**  
health and safety  
of our staff

■ **Developing**  
cohesion and well-being  
at work

## VALUING OUR RESOURCES AND DEVELOPING OUR TALENTS

### ■ TALENT + PROGRAM | FRANCE

#### Business Escape Game with Rennes School of Business

At the invitation of Rennes School of Business, Samsic joined an innovative Talent + support program for high-potential French and international students. The project is being carried out with three other major local corporations, Beaumanoir, Le Duff and Roullier. The program was kicked off on October 4 with a Business Escape Game to identify the managerial potential of the top students in the second year Master's program. Nearly 50 students were selected. They will attend ten days of workshops, conferences and meetings with managers of partner companies during the 2018/2019 academic year.

“ *The partnership with Rennes School of Business is a wonderful opportunity to share our experiences and take on new talent to support our development, both in France and abroad.* ”

Christian Roulleau  
Founding President of Samsic Group

Principle 6 of the Global Compact

### ■ EMPLOYMENT | FRANCE

#### Mobility as a vector of employability

Mobility is a crucial issue for employability. Even today, too many potential job applicants are unable to travel to agencies located in urban areas because they don't have a driving license or a car. This is why Samsic and Axe Emploi decided to co-organise

job dating sessions in November and December. The staff travelled to various locations to meet with candidates from all over the Occitanie region. Given the success of the operation with more than 150 candidates, it will undoubtedly be repeated in 2019.

Principles 1 & 6 of the Global Compact

### ■ FONDATION INTEGRA | SPAIN

#### Combating social exclusion with Samsic Iberia

In response to the growing problem of violence against women in Spain, the Spanish government declared the issue a National Cause in 2004.

Samsic Iberia has been involved with this cause for many years, as well as efforts to end the exclusion of people with disabilities.

With these values firmly in mind, on 12<sup>th</sup> June 2018, the Operational Managers of Samsic Facility responsible for recruitment took part in a training session organised by Fondation Integra, focusing on social exclusion linked to gender-based violence and disabilities.

During the session, our employees were also congratulated by Fondation Integra for all the work they have done in this field since January 2016. In that time over 194 jobs have been offered to vulnerable candidates, helping them to regain control of their lives. A total of 82 contracts have been signed by Samsic Facility branches in Madrid, Barcelona, Valencia, Seville, Malaga and Cadix.



## 2 QUESTIONS FOR

### Adeline FIOLEAU

Public Relations Officer - TNB

TNB | FRANCE

#### Promoting culture for all

Since January 2016, the company has been working in partnership with the Théâtre National de Bretagne with the aim of facilitating access to culture and sharing common societal values.

Created in 2013, Sam'Aide, a sheltered work centre, employs people with disabilities and provides a disability caseworker to support them as they work towards mainstream employment. This partnership is beneficial for Sam'Aide employees in terms of self-esteem, interpersonal relations, team cohesion, etc. All these qualities are necessary and expected in the workplace. The engaging program includes access to three shows per season, a chance to meet the actors and directors as well as 4 theatre workshops.

**How is your partnership with Sam'Aide unique?**

The format created with Sam'Aide is unique and was custom-designed. This collaboration demonstrates very strong commitments on the part of the company, since the workshops take place during working hours. We are therefore taking a very proactive approach. The employees are committed and diligent about participating in the programming and the other activities throughout the season.

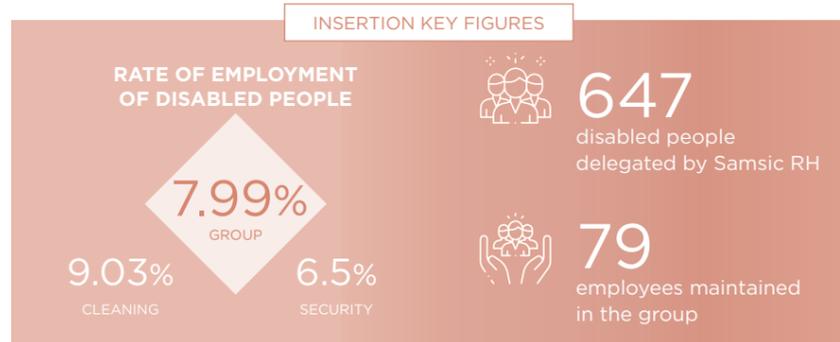
#### What are the benefits for the actors and the employees?

For the actors, prior to the meetings, we educate them about Sam'aide and its employees, who are not necessarily used to participating in cultural events. For some of the employees, it is the first time they've been to the theatre.

The discussions enhance their perceptions as spectators, and they work on expressing

emotions, which is often difficult. But the barriers are coming down!

*This partnership helps develop a cultural background for the employees.*



## VALUING OUR RESOURCES AND DEVELOPING OUR TALENTS

Principles 1 & 6 of the Global Compact

### MOVISTAR+ | SPAIN

#### Samsic Iberia works for the well-being of Movistar+ employees

Movistar+, the largest subscription television provider in Spain and a subsidiary of Telefonica, has contracted with Samsic to provide cleaning services at its headquarters in Madrid. Samsic crews work day and night at a 30,000 m<sup>2</sup> site, cleaning and contributing to the quality of life of the 2,500 occupants.

A look back at this winning partnership featuring mutual commitments with Valerio Gómez González - Head of Infrastructure and Facilities Management:

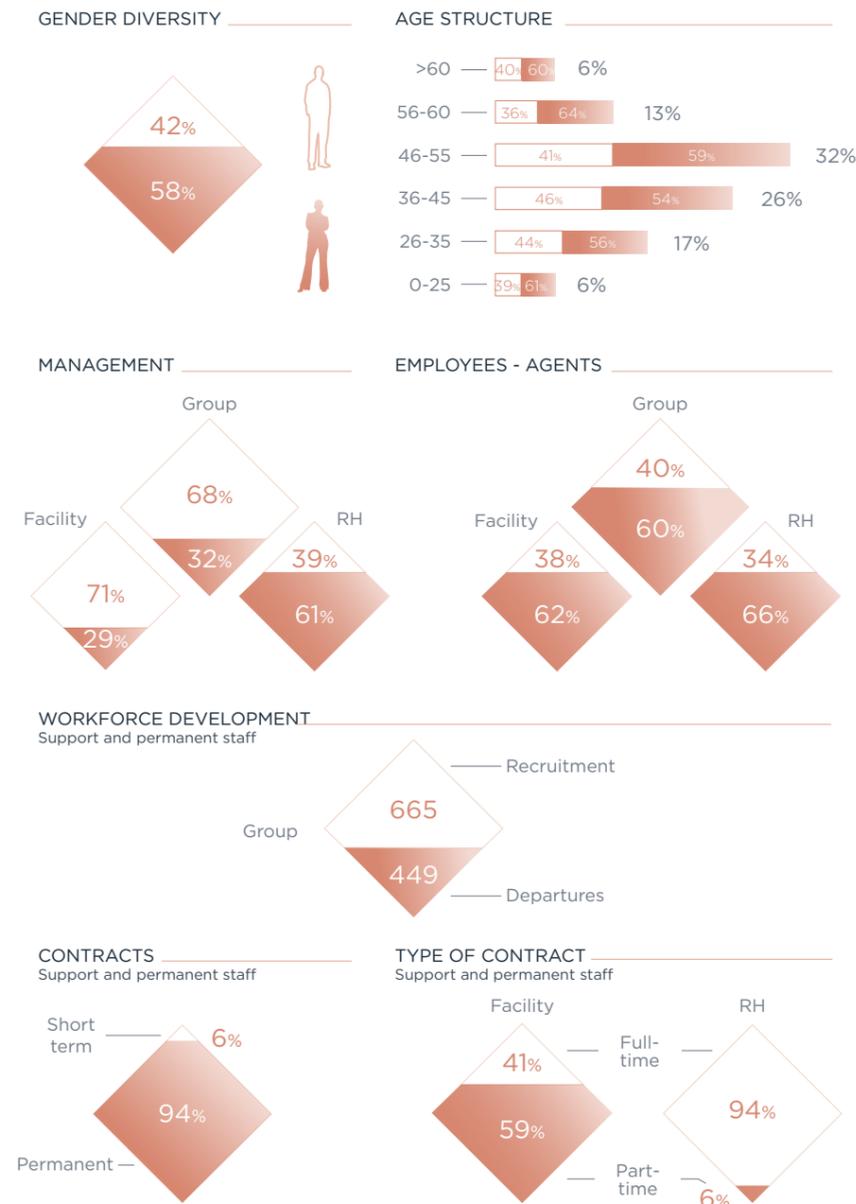
« Movistar+'s CSR commitments, which are an extension of Telefonica's CSR policy,

include diversity and talent development. Samsic's commitment and actions in favour of the employability of people with disabilities, who represent 30% of the cleaning staff, are important and clearly in line with our own goals.

By developing the well-being of its crews, Samsic is naturally able to deliver higher quality service, which ultimately enhances the well-being of Movistar+ employees. »

*Samsic has developed a social bond within its crews while ensuring diversity and respecting each other's differences, and that is a powerful force for good!*

#### EMPLOYEES KEY FIGURES



## ■ INSERTION | FRANCE

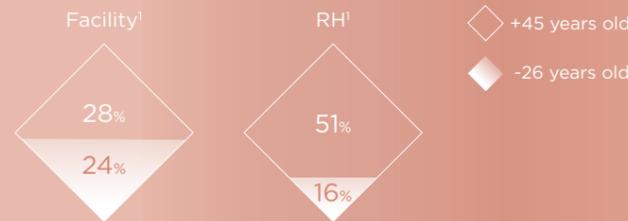
### Samsic Sécurité joins forces with the Police

Baudouin Delescluse, General Manager of Samsic Sécurité, and the Divisional Commissioner, Deputy Director of Training at Police Headquarters, signed a partnership agreement on 12 September 2018. The aim of this collaboration is to promote the employability of Police Community Support Officers. « *This partnership allows us to increase our reputation with a particularly interesting population group, since they are trained and achieved a know-how that is totally in line with what we are looking for to serve our clients. On the other hand, strengthening our image, our credibility and our spontaneous brand awareness to the government services*

*is always an important matter »* points out Baudouin Delescluse. Through this partnership, Police Community Support Officers wishing to pursue their careers in the private security sector will be able to capitalise on their professional experience to join Samsic Sécurité. This partnership provides for the transfer of community policing skills to Samsic Sécurité customers. It also promotes the recruitment of Community Support Officers and Police Interns through greater recognition of their expertise. By building a real talent pool for future Advanced Security Officer services, Samsic Sécurité is committed to actively contributing to national security.

A Community Support Officer is a National Police Agent under contract for a period of 3 years, renewable once, for a total of 6 years. Today, there are more than 11,000 in France, and their numbers are constantly increasing.

#### INSERTION KEY FIGURES



<sup>1</sup> on all hiring

## ■ SKILLS DEVELOPMENT | FRANCE

### Launch of the Samsic Sécurité Springboard program

46 employees of Samsic Sécurité and Charleen started their training program last June to develop skills, know-how and employability while promoting synergy across our sectors. An innovative and tailor-made program in partnership with the ESG MBA school, this post-graduate level program consists of five areas of study. « *This is an innovative and ambitious program, the objective of which is to ensure the employability of employees, to build their loyalty and enable them to pursue other careers*

*with Samsic Facility »* explains Mina Kabour, DHR of Samsic Sécurité.

Over 18 months, the new students will discover different modules including law and management, as well as improvisation and communication workshops with the famous Cours Florent acting school. Language immersion trips and individual English courses were offered to all participants in order to give an international dimension to the program.



## ■ TALENTS | FRANCE

### Skills & Training Program

The Facility Skills & Training program, launched in 2018, builds on the company's new strategic orientations. The goal is to support Samsic Facility's ambition to be the leader in integrated business services by 2022.

This means transitioning to a global organisation of Facility by territories and markets, implementing integrated management systems and capitalising on our sector-specific know-how and expertise.

This new strategy has a structural impact on the group's HR policy, particularly in terms of tailoring manager training and skills to the company's new challenges. A technical committee composed of six people from the cleaning, security and HR business units has been set up to

support this transformation.

This is an innovative approach. Carried out in project management mode, a methodology has been implemented to develop a training program for each employee to learn about the specifics of the Facility sector. The training sessions began in september 2018. Initially, 20 executive managers from Facility took the training courses. Each training course is described in an outline detailing the content, prerequisites, objectives, etc.

*Beyond skills training, it is above all training on open-mindedness: moving away from a silo organisation with «sector-specific» experts towards an organisation that requires a more global vision and management of our sectors and activities. This training program is pragmatic, featuring modules designed with a focus on operations, and it is also a way to share cultures, experiences and visions across different sectors. It provides a framework for sharing skills and knowledge.*

Olivier Bussard

Regional Director North Île-de-France of Samsic Facility

#### TRAINING KEY FIGURES



**5.75%**  
of the hours delegated by the agency



Principles 1 & 6 of the Global Compact

## ■ CAP EMPLOI | FRANCE

### Dedicated to the employability of people with disabilities

The employability of people with disabilities is a major commitment of the Samsic Group. Many awareness-raising actions are carried out, both internally and externally, with agencies participating in local and national forums and events such as the Employment and Disability Week. For the Samsic Emploi agency in Pontivy, this policy has been carried out in close collaboration with Cap Emploi for nearly ten years. « *We need to have a much broader vision of profiles, focused on both technical skills and people skills. In light*

*of the difficulties they have faced, people with disabilities have a real desire to work and make every effort to do a good job. They are often a source of motivation for their colleagues »* says Viviane Da Silva, Agency Manager, Samsic Emploi Pontivy.

This special partnership helps candidates with disabilities to find advice, support and, above all, to return to work. In 2018, 13 disabled people were placed by the agency and 2 were offered permanent contracts by our customers, demonstrating the success of our recruitment and support efforts.

“ *Just because you can't work in certain jobs doesn't mean that you can't work at all.* ”

## APPRENTICESHIP | FRANCE

### Look back on a successful program

In 2017, Samsic Group intended to strengthen its commitment towards youth employability by launching a major apprenticeship program and its dedicated structure, which are both monitored by the HR Development Direction.

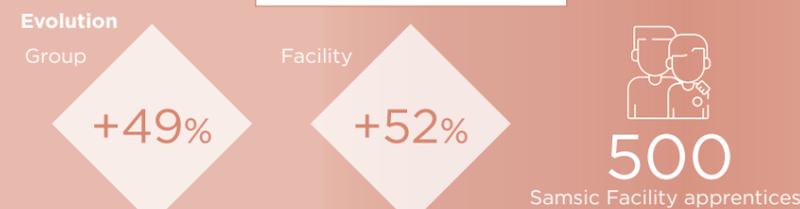
Providing a structure and infusing the apprenticeship culture within the group: these were the main challenges of our HR experts. A winning bet since the number of student-apprentices to join us is today always more growing, by being fully aware of the development opportunities provided by the group. Samsic Facility nurtures its talent pipeline. For example, Paris Santé 1, 2 and 3 agencies have set up two classes for 15 Cleaning and Hygiene Agents in apprenticeship at Samsic Santé. The student-apprentices hold bio-cleaning positions in healthcare facilities across nearly 13 sites in the Paris region. Marwa Hichour, apprentice at the CFA INHNI in Villejuif says: « I chose

*an apprenticeship that allows me to obtain a diploma while putting theory into practice and getting professional experience. I chose Samsic because the company provides ongoing support throughout the program and offers many opportunities. The apprenticeship program allows me to learn techniques and good operational skills. I would like to get further training so I can become an operating room sterilisation technician. »*

In addition to training future professionals, this innovative approach helps to build customer loyalty. Everyone wins!



#### WORK-STUDY KEY FIGURES



Principle 9 of the Global Compact

## DIGITAL LEARNING | FRANCE

With the aim to respond to the new challenges linked to the training reform and to allow everyone to build more easily its own vocational future, Samsic Group integrates all the skills of Anne-Laure Thomas, Digital Learning Manager. Meeting with this new talent.

### What is the purpose of Digital Learning?

It reaches more employees simultaneously. Our goal is to train 2,500 people this year, and double that in two years.

### How does Digital Learning naturally fit into Samsic Propreté's strategy?

It is a smart choice, not just to accelerate the company's digital transformation but also to upgrade our training methods and reduce the costs generated by classroom training.

### What is the benefit for the employees?

The «Assistant Basics» and «Sector Leader Basics» training courses are now online, so employees can start training the very first day they start working. It allows the newcomer to get an overview of the company and its values, specifics on its missions and processes, etc.

## EDUCATIONAL CONVENTIONS | FRANCE

### Digital transformation and team spirit

128 trainers from Forget Formation got together during the summer of 2018 for a series of teaching conventions. The aim of these annual sessions, first launched in 2016, is to prepare our teaching teams for the changes ushered in by new learning practices and the onward march of digital technologies. A perfect opportunity to discuss new training-related challenges, methods and tools, but also to share personal experiences and forge closer professional bonds.

The trainers took part in a series of workshops aiming to reinvent the concept of active learning, putting students at the heart of the learning process and facilitating their digital transformation.

Forget Formation, a subsidiary of Samsic RH, is the first private professional training company specializing in the transport and logistics sectors, as well as in handling, public works and security.

## NOVANDIE | FRANCE

### Training temporary staff with the introduction of professional development contracts

Tasked with supporting the new HR and organisational strategy of client Novandie, Samsic Emploi St Malo has set about forming a new team of 20 employees on professional development contracts. The stakes are high for this subsidiary of Andros, whose activities are centred around the Mamie Nova brand. The creation of a new range of products made with non-dairy milks will require total commitment from the company's new talent, and effective training on Novandie's new challenges and expectations.

With these goals in mind, Samsic Emploi St Malo took care of recruitment operations and set up the necessary professional contracts. Specialist food-industry training was provided to the new recruits, who are now certified automated line managers. They spent 6 months assimilating the company's core values, devoting one week per month to theory training and the rest of the time to hands-on training with their designated tutors.

Samsic Emploi St Malo provided a comprehensive support service for this project: information day, pre-selection of candidates, recruitment and constant monitoring during the contract. Nothing was left to chance, and no effort was

spared to boost the employability of these fresh talents and rise to the new HR challenges of Novandie.

Florence Damette, Agency Manager Samsic Emploi de St Malo, tells us all about this partnership.

### What is the main advantage of this system?

We succeeded in adapting to the new ambitions expressed by our client Novandie, who we've been working with for almost 15 years now. Thanks to our efforts to recruit, train and support new talents, we succeeded in providing trained, qualified personnel in a highly-specific domain.

### What will you take away from this collaboration with Novandie?

One of the keys to the success of this project was the client's commitment to facilitating the integration of the new recruits. By using in-house tutors, Novandie maximised their chances of retaining the brightest talent. The tutors also received training on how to nurture new talents and pass on best practices. We genuinely worked together to develop a healthy, motivating professional environment.

#### TEMPORARY WORK KEY FIGURES



Principle 1 of the Global Compact

## HEALTH AND SAFETY | FRANCE

### Samsic La Rochelle rewarded

Samsic La Rochelle was awarded an EHS\* Best Performance Award by its customer ALSTOM. This prize rewards the team's Facility Management performance at the site. This is the third time the agency has won this award.

Congratulations to Karl Tunçq, Agency Director, and his entire team for this great performance.



\*Environment, Health and Safety

#### HEALTH & SAFETY AT WORK KEY FIGURES



\* prevention index

# Providing a responsible and innovative service

By developing services which are ever more integrated and innovative, we provide vital support to help businesses achieve their goals in terms of performance, well-being at work and flexibility. By nurturing a spirit of dialogue and proximity with our clients, we are able to offer agile solutions which combine technology with our unique know-how, delivering the highest standards of quality and responsibility.



■ **Ensuring**  
client focus, expertise  
and seeking innovation

■ **Assessing**  
our performance with  
transparency

■ **Building**  
a sustainable partnership with  
our value chain

## PROVIDING A RESPONSIBLE AND INNOVATIVE SERVICE

Principle 1 of the Global Compact

### ■ SAM'DRONES | FRANCE

#### Samsic City takes to the skies

Sam'Drones is the latest addition to the Samsic City range, specialised in cleaning roads, public spaces and urban environments, now offering ultra-innovative services which make use of drone technology.

These cutting-edge devices allow for remote intervention, as well as opening up new possibilities in terms of technical inspections, checks, modelling and even cleaning. Of course the deployment of this technology requires a raft of specific technical skills in terms of piloting and safety management, maintaining total control over flight conditions even in high-risk environments.

Sam'Drones guarantees the total safety of its technologies for all professional purposes, working to meet the current and future requirements of Samsic City clients. New technology which is also good news for health and safety at work. By facilitating the remote management of operations in dangerous conditions,

Sam'Drones can drastically reduce the number of situations liable to lead to accidents.

Sam'Drones is a superb addition to the range of services offered by Samsic City, paving the way for an ever wider array of innovative services for our clients.

*« Integrating this new activity is an opportunity for Samsic to expand upon our 'classic' cleaning services. It allows us to offer clients a truly comprehensive service, combining in-person interventions based on the group's cleaning and hygiene expertise, and technology-driven interventions in spaces not accessible to our agents using traditional equipment »* explains **Éric Philippe**, Director of Sam'Drones.



### ■ SHOWROOMPRIVÉ | FRANCE

#### Quality worklife, Samsic steps up

Showroomprivé has opted for the flexible, effective concierge solution offered by Quatre Épingles.

Appointing a designated Happiness Officer, an expert capable of delivering a more personal service, helps to make life easier for all employees and to create a positive, caring office environment.

The deployment of this brand new service was made possible by Samsic's acquisition of Quatre Épingles, a start-up offering «concierge 3.0 solutions». The company provides businesses with a comprehensive concierge service, based on a digital platform but maintaining a resolutely human dimension, particularly

via the network of Qorner concierge hotspots dotted around the offices.

The program includes everything from deliveries to wellness activities and in-home services. This is a valuable addition to the Samsic Facility portfolio, reflecting our commitment to adding innovative, high-quality solutions to our large and growing range of services. Solutions which correspond to the priority's of today's professionals, simplifying their daily lives and boosting their quality worklife.

*We had the idea of providing our employees with a catalogue of day-to-day services, including package deliveries direct to their offices, all taken care of by our Happiness Officer, a person with disability. This collaboration serves to illustrate our commitment to the well-being of our team, and to promoting professional integration. Showroomprivé is heavily invested in CSR, and Samsic's vision in this sphere is one which we share wholeheartedly.*

**Marie Mossea**  
CSR and Public Relations Officer of Showroomprivé

## ■ ALLIANZ | FRANCE

### Optimal, centralised coordination of operations thanks to our OSC

Since March 2018, Samsic Facility Management has been running an Operational Service Centre - or OSC - for its client Allianz France. This service innovation allows us to coordinate all interventions coordinate all interventions and across all 163 of Allianz France's facilities entrusted to Samsic FM. Client data are imported to the MySamsic connected tool, ensuring that all requests made by Allianz France are centralised in real time and the relevant coordinators and contacts are informed immediately.

The solution is still in its infancy, constantly evolving to meet the needs of Allianz France and their occupants, working together to make this service even more flexible.

Meeting with Marion Swemanick, Director of Purchasing and Damien Arcelin, Head of the occupation Purchasing and Services Department at Allianz France.

#### **Why did Allianz entrust us with this mission?**

The Allianz Group is particularly attentive to all CSR things, and we were impressed by Samsic's innovation and capacity to deliver services which satisfy expectations on the ground while also meeting the requirements of the Allianz Group internationally. Samsic stood out because of the strength of its European network, and also because of the quality of its OSC service. The digital dimension of that system ticks all of our

boxes, allowing for optimal operational supervision.

#### **Has the performance of the OSC lived up to your expectations?**

The partnership has been up and running for a few months now, and we can already confirm that this is a real innovation. The OSC gives us a comprehensive overview of all assistance requests made by Allianz teams, allowing us to monitor Samsic's response in real time and make sure that the right action is taken in a timely fashion. It's also an extremely powerful management tool, in terms of its responsiveness. It helps us to achieve a better continuity of service.



### Samsic Flex Services for better services

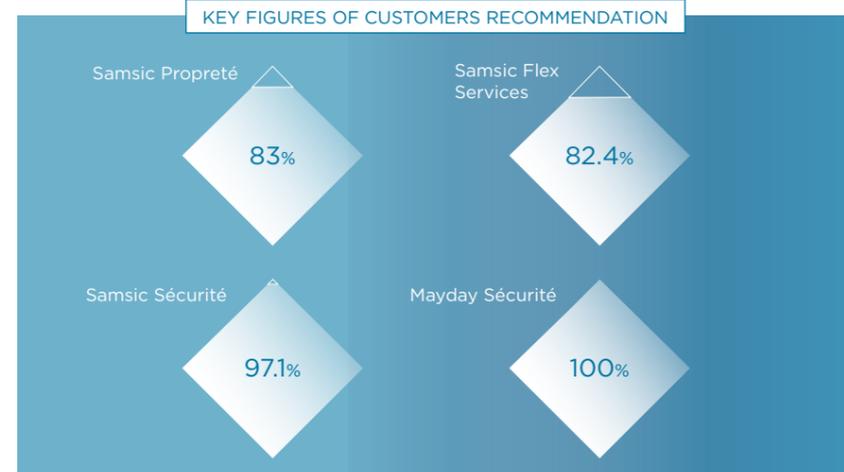
For its customer Allianz France, Samsic Flex Services now offers a handyman solution to handle the many requests made by employees of the Allianz sites in La Défense. We placed ten Agents with a wide variety of skills capable of immediately assisting with removals, preparing meeting rooms, locksmith work, signage, etc. No less than 400 requests for assistance have

been processed per month since the contract began. Thanks to the excellent performance of its teams, Samsic now provides and manages an entire range of services for the 15,000 residents, including cleaning, security, reception, green spaces, handyman services, pest control and mail management, across the 163 Allianz facilities, in France, entrusted to Samsic FM.

#### **What is a handyman?**

A handyman is a multi-skilled Agent who provides logistics, rearrangement, level 1 maintenance and routine maintenance services in a building, contributing to a pleasant working environment that is conducive to well-being and performance.

#### KEY FIGURES OF CUSTOMERS RECOMMENDATION



## 2 QUESTIONS FOR

### Florian CHEMY

South-East Area Director - U Log France

## ■ SYSTÈME U | FRANCE

### Win-win partnership with U Log

Système U and Samsic have enjoyed a 20-year partnership that is constantly growing. Sharing the same values of service and respect for employees and customers, Samsic Emploi now supports the Système U in developing its U Log entity.

Samsic Emploi's missions include placing temporary staff and implementing procedures for tracking assignments across all the warehouses.

Samsic Emploi quickly made adjustments to handle the scope of the mission, by opening new agencies to cover the entire territory and harmonising all the operational and management practices. In 2018, nearly 500 temporary workers were employed at the national level.

With 42 temporary workers recruited on permanent contracts in 2017 and 72 in 2018, U Log clearly trusts in Samsic Emploi's expertise. New projects have already been identified to maintain this partnership on a long-term basis.

#### **How do you explain the success of the U Log - Samsic Emploi partnership?**

Mutual respect and the desire to work together to achieve progress. Our monthly on-site meetings between Samsic Emploi local agencies and our

site managers are a perfect illustration of this. At the meetings, we develop real relationships enabling us to understand each other and work together in a better way.

#### **What were the main challenges for Samsic Emploi in helping you create the national entity U Log?**

To support Système U in its new organisation, Samsic Emploi created new agencies where they were needed. We worked together in win-win mode, reflecting our common desire to establish a special relationship based on transparency. Today, we are very satisfied. Our objective is for the temporary staff to truly feel a part of U Log, because we do not consider them to be transient. We want there to be a continuing relationship after their contract.



#### WHAT IS U LOG?

U Log is the centralised logistics division of Système U, which brings together 29 warehouses serving 1,579 U stores.

■ CNES | GUYANA

**Commitment to expertise in Ultra-Clean processes**

On behalf of the Swiss company APCO Technologies, associated with CEGELEC, Samsic Propreté is carrying out a major operation to keep the CNES launch base in Kourou, across 6 payload preparation complexes.

Our entity in French Guiana proudly deploys all its expertise to serve the French National Centre for Space Studies, a supplier of Arianespace's customers. The mission includes the complete decontamination of satellite containers and associated equipment before access to the clean rooms.

To meet this prestigious demand for Ultra-Clean processes, Samsic Propreté set up a fully dedicated facility with expert teams capable of high adaptability at work.

The teams on site quickly positioned themselves as trusted partners, providing advice and support. Moreover, Samsic Propreté Kourou offered its expertise on additional issues linked to «Ultra-Clean» environment. In this healthy and dynamic atmosphere, Samsic Propreté Kourou supports the skills development of local talent. The goal is to increase its scope of action in the coming years.

Meeting with Alban Parnaudeau, Head of the APCO Technologies Agency in Kourou.

**What are the main qualities that Samsic brings to this partnership?**

Samsic Propreté Kourou immediately identified that the needs and requirements in terms of Ultra-Clean processes would increase in the coming years. In fact, the change happened faster than expected. Samsic was able to anticipate and adapt thanks to its dedication and expertise.

**What were the main challenges for Samsic Propreté in supporting you as a real partner?**

Samsic Propreté managed the transition while instilling the «Samsic touch», namely expertise and customer focus. The staff succeeded in embracing an ultra-specific working environment and strict regulatory requirements. Today, we expect Samsic to play an advisory role to support us even more. All actors are truly convinced to continue efforts to improve processes.



© CNES - Ariane Space - P. PIRON

**What is a payload preparation complex?**

A payload preparation complex is a group of facilities used by Arianespace customers. It includes tertiary buildings, laboratories, airlocks, clean rooms and technical areas. These areas play a vital role in preparing a satellite for launch; the satellite is encapsulated by Arianespace in a separate assembly building.



**11** launches carried out since the beginning of the contract

Principle 8 & 9 of the Global Compact

■ COCA-COLA HBC | POLAND

A member of the Samsic family since 2017, Pulire Group is successfully delivering a wide-ranging support program for the Coca-Cola Hellenic Bottling Company, the American giant's second biggest bottling operation worldwide. First launched in September 2017, this Facilities Management partnership was extended in 2018.

In addition to the know-how noticed by the client, Pulire has succeeded in building a genuine bond of trust with its support on matters of CSR and the proactive development of new solutions. Pulire's expertise in cleaning, landscaping, reception, anti-parasite treatments and maintenance has been rapidly deployed across CCHBC's twelve sites in Poland. Meanwhile, Pulire has developed a program tailored to their employees' training, well-being and workplace safety needs.

Pulire was taken part in the first Suppliers' Sustainability Day workshop, where Coca-Cola HBC Polska involved its key suppliers to discuss the challenges in

sustainable development and answer them by finding together specific solutions.

In terms of environmental performance, no effort has been spared: minimisation of chemical products and water consumption, greater transparency, more efficient equipment and optimised processes have all been introduced to help CCHBC rise to its own CSR challenges.

It is this spirit of cooperation and shared ambition which enables Pulire to constantly deliver value for its clients, in keeping with the Samsic philosophy.

Meeting with Paweł Frydrych, Country Operations Sustainability Manager - CCHBC.

**What does Pulire bring to the table in term of environmental performance?**

We've been impressed by Pulire's capacity to always go the extra mile in this partnership, proposing solutions which correspond to the challenges we face. By way of an example, they've reduced the quantities of chemical products used to clean the floors and introduced initiatives to reduce our use of plastic bags. These valued initiatives were created during our Suppliers' Sustainability Day workshop. It's a real



advantage to have those shared CSR ambitions.

**How does that add value for your business?**

Having that shared vision and values enables us to co-construct a plan of action for the long term. That's exactly what we need. The environmental challenges we face are huge. Plastic consumption is a clear example. Knowing that our partners support us in that transformation adds an extra dimension to the expertise that they bring. Pulire is in total harmony with our vision. I can't wait to see what the future holds for us.



■ AERODROM | SANTO-DOMINGO

Conquering new territories

Aerodrom has chosen Samsic Assistance to provide exclusive handling, aircraft cleaning and disabled services at the Santo-Domingo and Puerto Plata airports in the Dominican Republic.

Samsic did not take over by purchasing the previous service provider, as is often the case internationally for the group, but instead formed a new business. The challenge was to recruit all the staff and purchase and transport all the necessary equipment, in just 3 months, in order to handle the first flights on 1 September 2018.

For the launch of this new entity, formed on 1 July 2018, nearly 500 new employees were recruited and onboarded in just a few weeks. Despite the tight deadlines,

the immediate focus was on team cohesion and well-being, with daily meetings, sharing of best practices in terms of quality and operations, complete renovation of the premises and an individualised onboarding process.

The first steps on this great journey show a strong ambition for continuous improvement via performance indicators such as flight punctuality, accident prevention, on-time delivery of luggage, etc.

Samsic Handling Expertise:

- aircraft guiding and pushback,
- aircraft cleaning,
- loading/unloading of luggage,
- disabled services

About Aerodrom

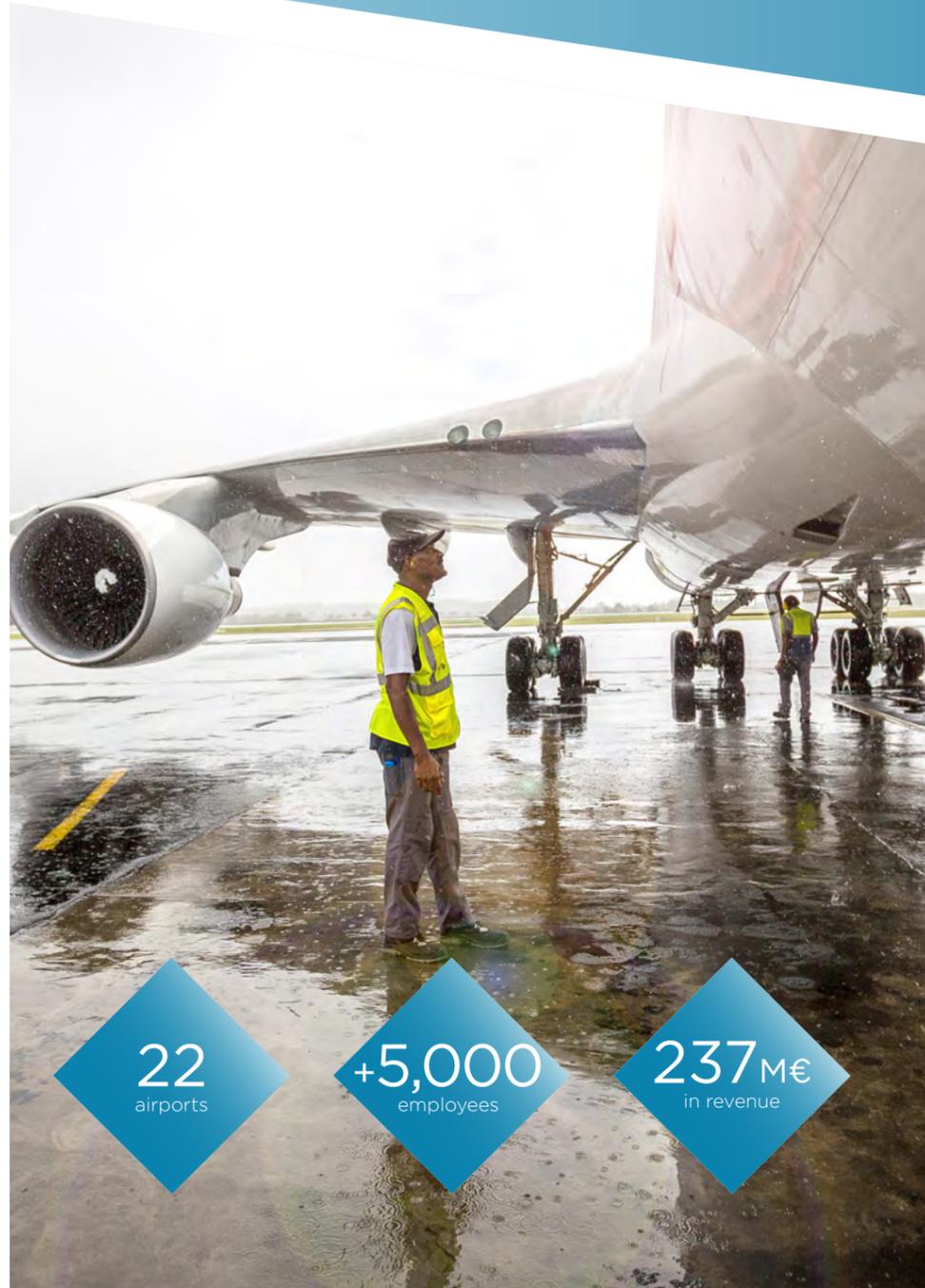
A member of the Vinci Airport group, the world's leading airport operator, Aerodrom manages the airports of Santo-Domingo and Puerto Plata.

 **29,200**  
flights operated/year

 **2.4 M**  
aircraft seats cleaned

 **98.5%**  
Services punctuality rate

 **91.7%**  
Recommendation rate for Samsic Assistance



**22**  
airports

**+5,000**  
employees

**237M€**  
in revenue

■ NICE CÔTE D'AZUR AIRPORT | FRANCE

Implementation of Facility Services on airport

Samsic Airport is activating the Facility model as part of the new partnership signed with Nice Côte d'Azur Airport. This is a first. To maximise its reactivity, Samsic Airport has set up a manager that coordinates all the different services, centralising customer requests. « The organisation has been designed to ensure that there is always a contact person for any type of request. The

regular discussions we have with Samsic Airport, their situational analysis and sector-specific expertise are greatly appreciated by Nice Côte d'Azur Airport » says Pierre Stassi, Disabled Services Manager for Nice Côte d'Azur Airport. This integrated services approach positions Samsic as a highly trusted partner: a key success factor for the next 5 years of partnership.

■ CDG PROGRAM | FRANCE

Together to fight illiteracy with ADP Group

For more than 5 years now, Samsic is combating illiteracy with #STOPILLETTRISME association with the aim of teaching its Agents who volunteer for the acquisition of fundamental knowledge: writing, reading, arithmetic...

Through its company's foundation, our client Paris Airports ADP Group

is committed to building a tutoring programme for the Samsic employees who carry out baggage handling at Roissy Charles de Gaulle airport.

With such a support, employees feel more confident to the time they obtain their graduation.

■ AIR SHUTTLE ONE | FRANCE

Samsic Assistance offers a new service for Air France passengers

Following the acquisition of Air Shuttle One, Samsic Assistance is expanding its service offering with a wide range of transport options for the transfer of passengers, crew, baggage and VIP

services. With a fleet of 33 vehicles ranging from buses to limousines, Samsic Assistance helps travellers with mobility issues, making it easier for them to negotiate the queues at the airport.

■ HUB SAFE | FRANCE

Financial Performance: HUB SAFE raises its level of excellence

As part of its proactive corporate social responsibility strategy, HUB SAFE, a subsidiary of Samsic Airport, is assessed every two years by ETHIFINANCE, an independent non-financial rating agency, on the areas of governance, the environment, human capital, customer relations - purchasing and social engagement.

At the end of the audit, actions such as strengthening stakeholder consultation, integrating CSR into the company's

processes, reducing accidents at work and improving working conditions for employees were praised.

HUB SAFE was awarded a score of 80/100 for its CSR performance, further confirming its Excellence rating, already achieved in 2016. This is the highest maturity level in the rating scale, awarded only to businesses that actively include ethical principles and responsible choices in their strategy.

Principle 1 of the Global Compact

## ITIREMIA | FRANCE

### For a better passenger experience

Present in train stations, airports, conference centres and sports facilities, Itiremia offers its customers a wide range of services, including passenger reception, disability services, baggage lockers and services for VIP travellers.

The Samsic Group announced the acquisition of Itiremia last October, reflecting its ambition to grow its passenger mobility of ten customers already, at thirty sites.

“ *This acquisition allows Samsic to strengthen its expertise in the world of transport and to develop its relationship with the SNCF Group.* ”

**Guy ROULLEAU**  
General Manager of SamsicGroup

The responsible policy of the company is inspiring. In 2018, it set up new measures to protect isolated workers, improving working conditions for employees while keeping them safe. This responsible policy reinforces the quality of service, to the great satisfaction of our customers.



**2.85 M**

travellers served each year



INCLUDING  
**260,000**  
people with disabilities

Principle 8 of the Global Compact

## VILLAGE BY CA | FRANCE

### Innovation Day

In the inspirational ecosystem that is Bordeaux's «Village by CA», Samsic Facility delivered a heartfelt presentation of the company's innovation strategy to an audience of existing and potential clients. This relaxed event, held on 4<sup>th</sup> October, provided the perfect opportunity to showcase the many areas

of Samsic Facility expertise, sharing the founding principles of the Facility & Innovation concept both internally and externally. Around three dozen existing and potential clients took part in the event, also attended by the South-West Regional management team and the General Management of Samsic Facility.

Principle 9 of the Global Compact

## DIGITAL LEARNING | FRANCE

### Taking charge of your own training with E-CACES®

As the new reform of the professional training system comes into place, Forget Formation is finding innovative ways to put learners at the very heart of the learning process.

It was with this goal in mind that Samsic RH established a Digital Learning department in 2017, charged with developing innovative new programs combining presentation skills, tools and digital assistance. The E-CACES® program is a perfect example of this philosophy in action.

« *What sets the new E-CACES® program apart is the originality of the approach and the teaching activities it uses. It is fully interactive, enabling learners to take charge of their own training. And to make sure they really take the course content on board, learners are assigned an e-tutor according to their training course.* »

*It strikes the perfect balance between autonomy and human interaction »* says Lucie Ménard, Head of the Digital Learning project in Forget Formation.

This new initiative was conceived in response to demand from transporters, logistical managers and industrial firms for an online training tool for their employees which is both more flexible and more economically-efficient. It can be used as a substitute for actual in-person theoretical training. Taking just half as long, the tool allows learners to manage their own time while also cutting out the need for travel, meal and hotel fees.



**100%**

of Forget Formation collaborators are trained to E-CACES® to better monitor the learners

Principle 1 of the Global Compact

## SODIAAL | FRANCE

### Hosted HR solution with Samsic Indoors

Samsic Indoors offers its customers a hosted HR solution, directly on site, which places and manages temporary staff in various jobs and ensures security and risk prevention *in situ*.

For its customer Sodiaal, an agricultural cooperative specialising in the processing of dairy products, Samsic Indoors set up the «Les quarts d'heure Indoors» two years ago. During these quarterly meetings, we address issues

such as understanding complicated pay slips, how the new withholding tax will work and individual training entitlements. Samsic Indoors operates in an open and collaborative manner to promote a community spirit among employees. Today, these meetings are core components of the company's operations, in diverse environments such as the automotive or pharmaceutical industries.

« *Les quarts d'heure Indoors » provide temporary staff with a broader view of their position and the company, which helps them integrate in a faster and more efficient manner.* »

*This is a differentiating factor compared to other companies, enabling us to attract and retain good employees. This is all the more important when we offer long temporary missions that are likely to lead to permanent contracts.*

**Lise Alquier**  
HRD of Sodiaal



## 2 QUESTIONS FOR

### Philippe BORGNE

Project Purchaser - RTE

#### RTE | FRANCE

##### Peace of mind and well-being in the RTE Villa

Electricity grid manager RTE has chosen Samsic to ensure the safety and serenity of its employees based at the «RTE Villa», a new building in the heart of Lyon.

Samsic's teams are on hand 24/7 to deliver security and fire safety services for this 14,000 m<sup>2</sup> facility, an incredibly light and welcoming place to work. Our Agents perform six daily inspections, going beyond simple security considerations to develop a genuine connection with the RTE staff, and in doing so helping to create a positive working environment. The team is remarkably young and dynamic: 36% of the security Agents are currently on apprenticeship training programs, demonstrating the socially responsible philosophy behind this win-win partnership.

##### What is your vision of the partnership formed with Samsic?

Our Responsible Purchasing policy is all about forming balanced relationships and developing new forms of dialogue with our suppliers. Here at RTE, we consider our partnerships to be vital sources of value creation and innovation.

Samsic Sécurité soon stood out from the lot on account of their proactive

approach. Their customer focus, their understanding of the challenges we face and the commitment to our project demonstrated by all at Samsic Sécurité have proved to be invaluable assets, going above and beyond the project specifications to demonstrate their genuine expertise.

##### Sharing the same values and growing together: are these priorities for you?

Yes, without a doubt. With our ambition to play a major role in local development, employment and diversity are crucial societal issues for us. Our work to encourage equal opportunities and professional integration for young people illustrates not just the shared values which unite RTE and Samsic, but also our commitment to progress. The Samsic Sécurité team, with its high proportion of competent, highly-motivated young professionals, embodies a sense of cohesion and a personal touch which impressed us immediately.



“ Samsic Sécurité soon stood out from the lot on account of their proactive approach. ”

## PROVIDING A RESPONSIBLE AND INNOVATIVE SERVICE

### CEFORAS FORMATION | FRANCE

#### Adapting to the needs of the industrial and construction sectors

Samsic RH and Forget Formation continue to expand its range of training solutions, structured around three strategic priorities: regulatory training, professional training and personal development. With the acquisition of Ceforas Formation, the group has further boosted its expertise in the industrial

and construction sectors, bringing on board a new range of specialist training programs: pipe fitting, welding, industrial painting etc. The Samsic Group continues to transform in order to better meet the needs of professionals in the industrial sector.

Principles 1, 2, 6, 8, 9 & 10 of the Global Compact

### GRI | ITALY

In 2018, Samsic Italy published its first Sustainable Development Report in accordance with the new standards of the Global Reporting Initiative. The economic, social and environmental performance of the Italian subsidiary were measured using newly established indicators.

Each employee was involved in this responsible project, which clearly strengthened team spirit across all the departments. Customers have already shown a strong interest in this very positive development.



##### About the Global Reporting Initiative

GRI is an independent international organisation, pioneering Corporate Sustainable Development reporting since 1997. The GRI standards are the world's most trusted and widely used standards for sustainability reporting.



Principles 1, 2 & 10 of the Global Compact

### RESPONSIBLE PURCHASING | FRANCE

#### Ethical collaboration for sustainable value

The new Responsible Purchasing Charter drafted in 2018 was the first step in the process of formalising the group's ethical principles with respect to its service providers and suppliers.

This Charter sets forth the commitments expected by Samsic in terms of human rights and labour standards, health and

safety, environmental protection, ethics and anti-corruption measures.

# Helping protect our environment

Our environmental performance is a key indicator of the success of our responsibility policy. We work hard to limit our ecological impact, adopting more responsible practices and raising awareness among our staff. We are also committed to supporting the positive transformation of our clients, sustaining the collective effort needed to rise to the challenges posed by climate change.



■ **Developing** the use of environmentally friendly products and processes

■ **Managing** our energy consumption and recycling our waste

■ **Reducing** our carbon footprint

## HELPING PROTECT OUR ENVIRONMENT

Principle 8 of the Global Compact

### ■ CARBON FOOTPRINT | FRANCE

#### Eco-driving challenge

Through a smart solution for managing and optimising its fleet, Samsic Facility is committed to reducing its driving carbon footprint by 15%. Thanks to this new system, staff can learn about eco-driving

and try to improve their performance thanks to associated indicators. In addition to this system, employees have access to a series of online tests called «Sam'Assure».

*If the test phase proves successful, all our fleet vehicles will be equipped with the system in 2019. Our goal is to prevent risks and unsafe driving behaviours in order to maximise the safety of our drivers on the road.*

**Anthony Tropée**  
Head of Vehicle Department of Samsic Group

Principle 8 of the Global Compact

### ■ ENVIRONMENTAL AWARENESS | FRANCE

#### MASE certification

For more than two years, Samsic Propreté Rouen's facility has been MASE certified. This certification underlines the efforts of the entire staff to improve performance in terms of employee health and safety and environmental protection. The agency has also created a health and safety calendar designed by employees' children, with a focus on the environment for this second edition. This

is a fun way to showcase eco-friendly behaviours that make a difference every day.



Principles 8 & 9 of the Global Compact

### ■ CLEANING MASTERS | BELGIUM

#### Made in Blue, ever better environmental performance

Because Cleaning Masters, Samsic's Belgian subsidiary, is fully committed to the development of more responsible and efficient cleaning processes, it has embraced the Made Blue program. By choosing the i-mop system designed to

drastically reduce water consumption and by financing the construction of wells in countries facing water stress, Cleaning Masters drives positive change for its customers while fully embodying the Samsic Group's CSR vision.



**274,500**

litres of water saved with Made Blue

#### CAR FLEET KEY FIGURES



Diesel fuel combustion emission

15,291 t equivalent CO<sub>2</sub>



Fuel consumption by vehicle

1,691 L/year



Euro 6 vehicles\*

\* current air pollution standard for vehicles put into service from 1 september 2015

Principles 6, 8 & 9 of the Global Compact

■ L'ORÉAL | SPAIN

**L'Oréal & Samsic, together for a sustainable environment**

L'Oréal is one of only two companies in the world to have obtained the highest score, an «A», in each of the three CDP rankings relating to climate, sustainable water management and the fight against deforestation.

Its commitment to reduce by 60% the environmental footprint of its plants and distribution centres between 2005 and 2020 is shared with all its partners, including Samsic Iberia.

At the world's first dry factory developed by L'Oréal and their logistics site in Burgos, Samsic Iberia's cleaning crews work on a daily basis to ensure a clean environment, contribute to the well-being of occupants and protect the environment.

In recent months, Samsic Iberia has radically changed its cleaning methods, using only ecological products and reducing water consumption by 70% compared to the processes previously used. By introducing the ec-H2O NanoClean™ technology from its partner Tennant into its cleaning processes, Samsic Iberia is helping to reduce the environmental impact. Water is electrically transformed into an innovative cleaning solution to help save our planet!

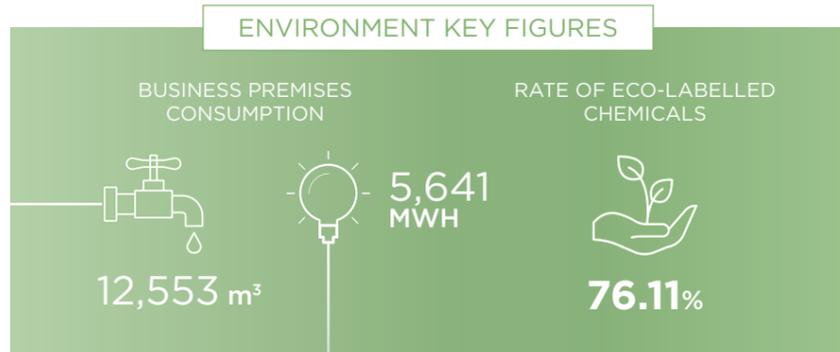
A look back at this partnership committed to Sustainable Development with Benoit Mocquant, Director of the Burgos production site and Ines Plaza, CSR Director.

*« Samsic upholds its values with elegance, reaching out to its customers and proposing ever more ambitious Sustainable Development goals. Since its arrival, Samsic has been able to drive profound changes and demonstrate its mastery of the fundamentals: superior quality staff management, sense of service, innovation to reduce the environmental impact and actions in favour of social inclusion. We have built a relationship of trust and have reached the stage of being able to develop ever more ambitious CSR initiatives, strengthening our partnership sustainably. »*

To further reduce its carbon footprint, Samsic Iberia also deploys My Samsic, a platform connected to the customer environment to monitor services in real time for a totally paperless customer relationship.



“ *Samsic upholds its values with elegance reaching out its customers and proposing ever more ambitious Sustainable Development goals.* ”



2 QUESTIONS FOR

**Xabi ALAMAN**

Co-founder - BILTOKI

Principles 8 & 9 of the Global Compact

■ BILTOKI | FRANCE

**Waste management and recycling**

GDA Environnement collects waste at the Halles Gourmandes de Bacalan market halls located in Bordeaux, for BILTOKI a promoter and operator of markets halls.

To effectively handle the highly diverse waste, the company worked closely with the shopkeepers to design a sorting system, while adapting to new requirements, particularly those arising from a recently-opened restaurant in the market halls.

The waste is sorted into seven waste categories, with separate bins for corrugated cardboard, non-hazardous industrial waste, glass, edible oils, organic waste, wooden crates and polystyrene boxes.

In support of this large-scale project, a sorting education campaign was rolled out when the site opened, followed by refresher courses throughout the year. GDA Environnement plans to support BILTOKI in all its development projects as well as new waste management projects at existing market halls.

**Why did you choose GDA Environnement to handle waste collection?**

GDA Environnement was the clear choice based on the solutions they proposed in response to our requirements, their flexibility and above all the support system they offered. We wanted a tailor-made solution, combined with the ability to educate people about the value of our approach.

**What are the main factors for the success of this support?**

Whenever we inform them of a requirement, whether in terms of education, signage or process optimisation, we always get a positive answer with concrete proposals. GDA Environnement truly listens to the occupants of the market halls and the restaurant to gain a better understanding of their working environments.



Principle 8 of the Global Compact

■ CASTRO DE ZAMBUJAL | PORTUGAL

**Samsic stands up for heritage conservation**

The archaeological sites of Castro Zambujal and Samsic Portugal have very strong ties, since Samsic's subsidiary Floratorres has been providing landscaping services in harmony with the local environment for more than 20 years. In 2018, Samsic Portugal agreed to build new access routes, raised wooden walkways, parking zones and other solutions to improve the visitor experience at this historic site while also protecting the splendid natural setting.

The Samsic team worked in close collaboration with the site's archaeological experts, in order to respect the unique characteristics of the space. Our landscape architects were on hand to oversee the work, putting their experience and aesthetic sensibilities to good use to protect the site's environmental and archaeological riches.

# Developing a supportive and sustainable society

At Samsic we work constantly to create shared value, through our dense network of 800 agencies throughout France and all over the world. Attuned to the world around us, our ambition is to share our vision far and wide. That's why we are so committed to running projects of genuine social importance, in fields such as education, research and healthcare. All part of our philosophy of responsible business.



■ **Taking**  
action for solidarity

■ **Contributing**  
to local economic and cultural development

## DEVELOPING A SUPPORTIVE AND SUSTAINABLE SOCIETY

### ■ BAA | FRANCE

#### Supporting research on a rare disease

The corporate philanthropists of Bretagne Atlantique Ambition met on 3 december 2018 at Arkéa's new headquarters in Saint-Grégoire for a report on the progress of Mélissa Burgevin's research project on Russell-Silver syndrome.

It all began when one of the founders of Bretagne Atlantique Ambition wanted his donation to be used for research on this rare disease affecting the granddaughter of one of his employees. BAA then met Professor Sylvie Odent, Head of the Genetics Department at the University Hospital of Rennes and a specialist in rare diseases. Today, the study is being conducted by Mélissa Burgevin, a psychologist and young researcher in developmental psychology and neuropsychology.

« Without the support of Samsic and the sponsoring companies of Bretagne Atlantique Ambition, this research would certainly not have been possible. The support not only funds research, but also helps raise awareness about

rare diseases and more specifically the Russell-Silver syndrome, via international scientific conferences. Finally, the support above all serves the patients. Your help is greatly appreciated. »

The objective of the study is to establish the cognitive and psychosocial profile of adolescents and adults with Russell-Silver syndrome in order to provide a better understanding of the syndrome and improve the educational, social and therapeutic support for patients. Participants also heard from Anaïs, a 10-year-old girl from Rennes, who has the syndrome. The presentations and discussions validated the companies' corporate philanthropy commitments to BAA in support of medical research projects and to advance science.



#### What is Russell-Silver syndrome?

Russell-Silver syndrome is a rare genetic disorder characterised by slow growth, distinctive facial features and in certain cases asymmetric limbs. Hypoglycemia and eating disorders are noticed quite frequently the first few years of life.

### ■ ALLIANZ | FRANCE

#### Samsic and Allianz France, showing solidarity with Ancre Bleue

Sharing the same societal values, Samsic has joined forces with Allianz France to organise a charitable initiative in favour of disadvantaged children in Lebanon. During the World Clean Up Day on 15 September, Samsic Facility Management teams collected more than 40 boxes of school supplies from Allianz France employees at more than 14 sites in the Ile-de-France region and other sites in the country. So many people generously donated items to this first charitable

event organised jointly by Samsic and its customer Allianz France. This encourages us all to continue our efforts to give back!

At the same time, 290 pairs of glasses were collected for the Association Solidarité Bretagne Cambodge, which Samsic has been supporting since 2014.



Principle 6 of the Global Compact

### ■ FDCAP | FRANCE

#### Meeting with Christophe Calmes, President of HUB SAFE

The training and employability of people working at the airports is the responsibility of all companies in the airport sector.

That is why Samsic, which operates at 22 airports in France and abroad, wanted to support FDCAP, the Endowment Fund of the Paris Airport Community, which supports associations working with disadvantaged populations living near airports in the Paris region to promote social equality. FDCAP focuses on three main areas: training and employability, literacy and education

The fund is an alliance of actors in the airport community from different sectors.

#### Why join FDCAP?

Because we share the same ambition as other actors in the airport community, namely to promote our regions and in particular support and assist youth by improving their employability.

#### What is the main advantage of this initiative?

With this fund, the airport community becomes a powerful force for good. It can speak with one voice and provide concrete support to dedicated and inspirational associations.

## UNIVERSITY OF RENNES 1 | FRANCE

### Samsic signs a philanthropy agreement with the University of Rennes 1 Foundation

Samsic supports the Rennes 1 Foundation for a period of 3 years. This foundation works to promote innovation and socio-economic development. It implements concrete actions in favour of cutting-edge research, career support for students and international entrepreneurship.

By becoming a member of the first circle of the Rennes 1 Foundation and a special partner of the University of Rennes 1, Samsic will help prepare the students as they enter the job market and promote innovation in the region.

« We need to collaborate in order to evolve, underlines David Alis, President of the University of Rennes 1,

and this partnership represents common values that are shared by Samsic and our university: working together to innovate and promote growth in our region. »

This win-win partnership will create synergies with the academic world and business communities by sharing the goal of building sustainable and inclusive synergies.



## LIVE TOGETHER CHAIR | FRANCE

### INVESTING IN RESEARCH

Samsic Group has made research one of the key pillars of its commitment to social responsibility.

That's why, in 2018, Samsic joined forces with 4 fellow Brittany-based organisations - Triballat, Ouest France, Crédit Agricole and Rennes Métropole - to fund new research into «live together within the company.»

All 5 partners will be involved in hosting conferences and debates, organising events and raising the profile of this invaluable program, committed to the

shared values of solidarity and citizenship.

Clémence Péqueux-Roméro, a social law post-graduate, will be the first recipient of the doctoral scholarship. Her work will focus on two major topics: the acceptance of difference in the workplace, and the fight to end illiteracy.

This major project is further evidence of Samsic's commitment to fighting inequality and promoting inclusiveness in the professional sphere.

“ We all have a duty to promote well-being at work ”

Guy ROULLEAU  
General Manager of Samsic Group

# REPORT PROFIL AND CORRESPONDENCES

The CSR Report presents the initiatives and performance achieved during calendar year 2018. Samsic designed this non-financial report as a tool for achieving the social responsibility goals of the group, but also a tool for dialogue on continuous improvement of its overall performance. The previous report, published in March 2018, presented the data for 2017. The reporting cycle is annual. The CSR report is based on the Global Reporting Initiative version G4 (GRI G4) framework, the United Nations Global Compact, French Decree 2017-1265 of 9 August 2017, and ISO 26000, the international standards in the field of reporting and information. At the international level, GRI G4 provides the degree of transparency and consistency required to enable stakeholders to make informed decisions. The CSR Report 2018 is available in April 2019, in English and French. For questions about the report or its content, please contact us at the following address: [developpement.durable@samsic.fr](mailto:developpement.durable@samsic.fr)

CORPORATE SOCIAL RESPONSIBILITY	PRINCIPLES OF THE GLOBAL COMPACT	GLOBAL REPORTING INITIATIVE G4	CSR REPORT PAGES	
<b>Corporate</b> <ul style="list-style-type: none"> <li>Locations</li> <li>Profil</li> <li>Interview with the President</li> <li>Governance</li> <li>Financial performance</li> <li>Strategy &amp; Business Model</li> <li>Dialogue with stakeholders</li> <li>CSR Strategy</li> <li>Tomorrow's trends</li> </ul>	<ul style="list-style-type: none"> <li>-</li> <li>-</li> <li>-</li> <li>1, 2, 6, 10</li> <li>-</li> <li>-</li> <li>6</li> <li>-</li> <li>-</li> </ul>	<ul style="list-style-type: none"> <li>G4-6, G4-9</li> <li>G4-4, G4-9</li> <li>G4-1, G4-34, G4-39</li> <li>G4-15, G4-34, G4-56</li> <li>G4-9, EC1</li> <li>G4-4, EC8</li> <li>G4-15, G4-16, G4-24, EC8</li> <li>G4-15, G4-16, G4-36, HR5, HR6</li> <li>G4-4, EC8</li> </ul>	<ul style="list-style-type: none"> <li>2</li> <li>3</li> <li>4 - 5</li> <li>6</li> <li>7</li> <li>8 - 9</li> <li>10 - 11</li> <li>12 - 15</li> <li>16 - 19</li> </ul>	
<b>Valuing our resources and developing our talents</b>	<ul style="list-style-type: none"> <li>Promoting diversity and equal opportunities</li> <li>Training and developing our talents</li> <li>Protecting the health and safety of our staff</li> <li>Developing cohesion and well-being at work</li> <li>Social reporting</li> </ul>	<ul style="list-style-type: none"> <li>1, 6</li> <li>9</li> <li>1</li> <li>1, 6</li> <li>6</li> </ul>	<ul style="list-style-type: none"> <li>G4-16, EC8, LA10</li> <li>EC7, EC8, LA9, LA10</li> <li>LA6</li> <li>-</li> <li>G4-10, EC6, LA1, LA12</li> </ul>	<ul style="list-style-type: none"> <li>21, 22, 24, 25, 27</li> <li>21, 24 - 26</li> <li>27</li> <li>23</li> <li>22 - 27</li> </ul>
<b>Providing a responsible and innovative service</b>	<ul style="list-style-type: none"> <li>Ensuring client focus, expertise &amp; seeking innovation</li> <li>Samsic Airport</li> <li>Assessing our performance with transparency</li> <li>Building a sustainable partnership with our value chain</li> </ul>	<ul style="list-style-type: none"> <li>1, 8, 9</li> <li>6</li> <li>1, 2, 6, 8, 9, 10</li> <li>1, 2, 8, 9, 10</li> </ul>	<ul style="list-style-type: none"> <li>EC7, LA10</li> <li>EC7, EC8</li> <li>G4-15, G4-56, PR5</li> <li>G4-56, EC8, EN30, SO4</li> </ul>	<ul style="list-style-type: none"> <li>29, 30, 32, 34, 36, 37, 39</li> <li>34, 35</li> <li>30, 33, 39</li> <li>31, 33, 38, 39</li> </ul>
<b>Helping protect our environment</b>	<ul style="list-style-type: none"> <li>Developing the use of environmentally friendly products and processes</li> <li>Managing our energy consumption and recycling our waste</li> <li>Reducing our carbon footprint</li> </ul>	<ul style="list-style-type: none"> <li>8, 9</li> <li>8, 9</li> <li>6, 8, 9</li> </ul>	<ul style="list-style-type: none"> <li>EN10, EN30</li> <li>EC8, EN3, EN8, EN15, EN23, EN30</li> <li>EN10, EN30</li> </ul>	<ul style="list-style-type: none"> <li>41, 43</li> <li>41 - 43</li> <li>41, 42</li> </ul>
<b>Developing a supportive and sustainable society</b>	<ul style="list-style-type: none"> <li>Taking action for solidarity</li> <li>Contributing to local economic and cultural development</li> </ul>	<ul style="list-style-type: none"> <li>-</li> <li>6</li> </ul>	<ul style="list-style-type: none"> <li>-</li> <li>G4-15, G4-16, EC8, LA10</li> </ul>	<ul style="list-style-type: none"> <li>45, 46</li> <li>45, 46</li> </ul>
	<ul style="list-style-type: none"> <li>Table of correspondence</li> <li>Locate us</li> </ul>	<ul style="list-style-type: none"> <li>-</li> <li>-</li> </ul>	<ul style="list-style-type: none"> <li>G4-28, G4-29, G4-30, G4-32</li> <li>G4-3, G4-5</li> </ul>	<ul style="list-style-type: none"> <li>47</li> <li>48</li> </ul>

ISO 9001: International Organization for Standardization standard confirming the ability of an organization to meet customer requirements in terms of product or service quality; ISO 14001 standard confirming the ability of an organisation to identify and control the environmental impact of its activities, and ensure regulatory compliance; CEFRI: French Certification Committee of companies that train and monitor staff working in ionising radiation environments; MASE: French Workplace Safety Improvement Manual.



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