

21-22

ESSENTIAL

CORPORATE SOCIAL RESPONSIBILITY



- 3 EDITORIAL
- 4 GROUP PROFILE
- 5 BUSINESS MODEL
- 7 CSR STRATEGY

ACT



> FOR THE ENVIRONMENT



8 Helping protect our environment



> FOR TALENTS



16 Empowering our human resources and developing our talents



> FOR INNOVATION



26 Providing a responsible and innovative service

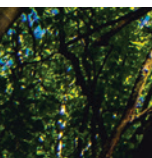


> FOR SOLIDARITY



34 Developing a supportive and sustainable society

38 INDICATORS



Diversity and Inclusion, Solidarity, Societal and Environmental Responsibility, Innovation... Fashionable words to express simple, common-sense notions that have become **concepts** and **elements of language today**.

Personally, these values simply remind me of "education", that precious moment in life when we learn **to be "responsible"**.

You cannot build a society without respect and trust, just as you cannot grow a business without listening and reaching out. Solidarity is therefore a daily reality. It also asserts its horizons and ambitions, for example, to support people in returning to and remaining in employment, to organise and participate in employability and skills development.

Finally, solidarity means simply being human, as we are currently doing with Ukraine, via our Polish foundation: helping families to provide housing, clothing and work.

By addressing the major issues facing society, the company acts as a relay and spokesperson for this humanity. I see Samsic as a collective that can and must have a concrete influence on future societal organisations. Faced with the changes in these organisations, Samsic must of course be able to **adapt, but also to maintain and strengthen its core values**.

Being an attractive and inclusive employer means being able to offer healthy, safe, positive and welcoming working environments, which give meaning to the fact of getting up every morning and the desire to make a contribution to the company. This is an ambitious goal that requires the involvement of customers, suppliers and employees to put **together** the puzzle of shared responsibility.

This conviction is in the very DNA of Samsic. It is the meaning of our raison d'être "Committed, attractive and innovative" and the basis of our responsible project "Samsic Planet 2030". This certainty that we are nothing without each other guides us and we can be collectively proud of it.

Thierry Geffroy
Chairman of the Samsic Group



GROUP PROFILE

Samsic is an international business that is constantly planning to continue expanding into new territories. Our teams provide daily services in living spaces and workplaces to ensure the comfort, well-being and peace of mind of the occupants and develop the professional skills of millions of people. Through our 3 major areas of expertise: **Samsic Facility**, **Samsic HR** and **Samsic Airport**, we deliver global service solutions that drive the performance of our clients by allowing them to fully concentrate on their core business.

27 COUNTRIES **30,000** CLIENTS **€2.8 B** IN REVENUE **93,000** EMPLOYEES

OUR STRATEGIC DRIVERS

Ensure our external and organic growth through the development of our service lines, our markets and our territories

Shift our integrated service offering towards "B to B for C"

Accelerate our R&D innovation to support our transition challenges

Cultivate the "One Samsic" to develop operational excellence, a customer culture and common values

Capture & retain our talents by listening to our employees, developing their skills and advancing their careers



€1.6 B
in revenue

450 agencies • **68,000** employees



€900 M
in revenue

420 agencies • **20,000** employees



€300 M
in revenue

33 airports • **5,000** employees

OUR **BUSINESS MODEL** FOR SUSTAINABLE VALUE CREATION

Samsic contributes to the well-being and development of all and participates in making environments cleaner, safer, more welcoming and stimulating.

OUR CORE RESOURCES

Human

93,000 employees
18 training centres
1 R&D center

Services

+800 local agencies in 27 countries
Strategic partnerships with 30 French start-ups

Financial

Family shareholding
Sound financial structure
Debt-to-equity ratio below 1.5

Environmental

Eco-responsible services
Low Carbon Trajectory

Societal

Sponsorship and patronage
Caring for Forests programme

OUR STRENGTHS

Business expertise

social engineering and service integration

Innovation

and "tailor-made" design of services

International presence

and close relationships

A commitment

to sustainable and responsible performance

OUR EXPERTISES



Global integrated solutions to serve people, environments and performance through more than 200 services lines

CREATED VALUE

Employees

Development of expertise and talent empowerment
Well-being
Citizen involvement

Customers

Performance of real estate assets and Human Resources
Co-Innovation and environmental management

Suppliers & Partners

Ethical and sustainable partnerships
100% of buyers trained in Responsible Purchasing

Financial Community

30.5% taxes of which 71% paid in France

Planet and Society

Reduction of carbon emissions and forest restoration
Contribution to social inclusion and development of territories

3 QUESTIONS TO

Stéphanie Delamarre

CSR and Sustainable Development
Director of the Samsic Group



1

What are your first perceptions after the launch of the new CSR programme "Samsic Planet 2030"?

The launch of Samsic Planet 2030, combined with the arrival of the health crisis, highlighted the inseparable nature of the social and environmental dimensions of our commitment. Already very advanced on the social front, we wanted to accelerate our environmental commitment, with two key objectives: to develop increasingly eco-responsible service solutions for our customers and to offer eco-citizen working environments to our employees and those of our customers.

This awareness has led us to further integrate into the heart of our offer this even stronger aspiration to well-being at work, which now makes the office a space for social interaction, animation and creativity.

The crisis has also had a positive effect, which we have always hoped for: our jobs, which were previously invisible because they were carried out at night, are now reassuring. The revelation of their essential dimension has made them jobs that people now want to see. This fair recognition gives our teams the light they need to be proud of what they do.

2

How is the programme deployed?

R&D to design ever more innovative service solutions and the promotion of our employer brand to attract and retain talent are among our key challenges and guide "Samsic Planet 2030" by irrigating our entire value chain. This programme, like a common roadmap, lays the foundation for a shared language at all levels: countries, subsidiaries, regions, agencies. Our co-construction approach, with all that this philosophy entails in terms of respect for the constraints, singularities, strengths and performance of each individual, enables us to involve our teams in a concrete project that is useful to everyone and beneficial to our planet.

We are also working on a new vision of performance with operational reporting based on ESG criteria - Environmental, Social and Governance. Recently, the Samsic Group has also chosen impact credits to accompany its investments and further its social commitment.

3

Can you cite some significant results?

In 2021, we organised a CSR challenge in all our countries of operation. Our teams organised 900 customer meetings and more than 1,250 CSR initiatives were proposed. Many good projects were rewarded, such as the employment of Ukrainian women in Poland or the deployment of a roundup robot in high-risk areas. During the last update of Samsic Facility's CSR programme, we listed over 400 initiatives in France. The momentum is not weakening and our teams are more than ever united to create a real societal project to serve a new balance.

INTERVIEW

The key priorities for Samsic

Launched in 2000, the United Nations Global Compact is a non-binding United Nations pact to encourage businesses worldwide to adopt sustainable and socially responsible policies, stating ten principles in the area of human rights, labour, the environment and anti-corruption. Participants commit to work on each of the themes and report their progress annually in the Communication on Progress (COP).



1999

Certifications ISO 9001, ISO 14001

2001

Promotion of Art with Entrepreneurs Mécènes

2005

Joined the Global Compact and creation of an internal Employment – Disability service

2010

Creation of the Sustainable Development Management Committee

2011

Signature of the Diversity Charter and creation of the Ethics Charter



Scan the QR Code to watch the video of our programme "Samsic Planet 2030"

CSR STRATEGY

The Samsic Group's CSR initiative "Planet 2030" is built around 4 key areas. The objective is to address the major environmental, social and societal challenges associated with our activities. The 4 areas are broken down into 13 commitments.



2013

1st CSR Challenge and prize for the best societal and citizen initiative for Samsic Sécurité

2014

Sam'Aide, 1st adapted company and creation of the BAA Fund to support medical research

2015

Creation of an Innovation Committee National literacy programme Advanced Level United Nations Global Compact

2019

Samsic Italia obtains the European Ecolabel certification for "interior cleaning services"

2021

Launch of our Sustainable Development programme "Samsic Planet 2030"



ACT

> FOR THE ENVIRONMENT

The 2022 IPCC report emphasised human responsibility for climate change and the necessity of investing in curbing global greenhouse gas emissions by 2025. As one of the world's largest integrated business services groups, Samsic is fully committed to achieving this goal. To reduce our carbon footprint, we encourage our employees' initiatives to develop, improve and evaluate our services, and we focus our energies on researching innovative solutions.

83%

eco-labelled products

86%

Euro 6 vehicles*

88

electric vehicles

*European standard for limiting pollutant emissions





Helping protect our environment

Given the key issues shaping the airport sector, what are your big challenges in terms of csr?

> **Y.** 4 pillars underpin our 2025 CSR strategy, "Pioneers for Trust". 1. Designing the airport of the future, by building multimodal hubs using sustainable, low-carbon materials. 2. Improving connectivity to local areas and developing daily transport. 3. Factoring CSR criteria into pay and advocating for gender equality. 4. Supporting local jobs and calling on the supported employment sector.

> **C.** The airport sector is home to technical and digital skill sets, irregular working hours, difficult-to-access workplaces and regulated security occupations. Against such a backdrop, recruitment is a challenge, not least owing to our location in disadvantaged employment areas far from urban centres. Regarding clients, the aim of airport operators is to achieve carbon-zero and that of airlines to transition to greener runways. Our role is therefore to support these changing needs amid a complex employment context.

Can you tell us more about the environmental aspects?

> **Y.** Our environment & energy policy is grounded in 4 priorities: 1. Factoring in strong commitments to the climate, waste, biodiversity and intermodal transport. 2. Delivering solutions for transitioning to greener runways. 3. Making each airport part of a system of local resources. 4. Reducing the environmental footprint of our projects. We have also defined 15 pledges on the basis of which each platform has set out its roadmap. Our climate ambition: carbon neutrality by 2030.

> **C.** Supporting the sector's carbon-zero strategy means first of all replacing our runway equipment with electric-powered machinery. This is the case already for 80% of our fleet of trucks, shuttle buses and facilities for wheelchair users. Wheelchairs and workwear are recycled and less polluting products are given precedence, as are electric golf carts to travel between terminals. Our external challenge is more complex: staff commuting takes its toll both on quality of life at work and on our carbon footprint. We are working on developing car-sharing solutions, but these are by no means straightforward owing to working hours and family commitments. Together with local authorities, we are also striving to improve accessibility, but again, this is a slow process.

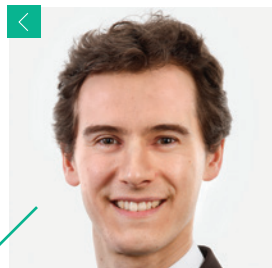
How can we take joint action?

> **Y.** The work themes with our stakeholders could concern employability, recruitment, training and the appeal of our airport-related occupations. The Paris 2024 Olympics and Paralympics will give us an opportunity to jointly consider how employees could get involved.

> **C.** Today, the general specifications include respect for the environment. This transition is speeding up the search for innovative technologies, especially for more environmentally friendly equipment. Overall, innovation is central to our business lines. Accordingly, big data is now managing employee scheduling by taking personal commitments on board. In partnership with our clients, we are also strengthening our service culture, particularly in terms of waste collection. This ongoing search for innovations has always existed, but is now much more in the spotlight.

INTERVIEW

Yannaël Billard
Head of the Environment-Energy Department, Groupe ADP



Christophe Busca
Director of Samsic Airport



JOINT

> DEVELOPING ECO-FRIENDLY SERVICES

1,083
kg of CO₂
saved

Crédit Agricole: our Performance Rewarded

For several years now, Samsic Facility has been supporting the environmental strategy of Crédit Agricole's SQY Park campus in Saint-Quentin-en-Yvelines, covering an area of 100,000 m². The sorting centre set up in 2020 has reduced the carbon footprint through waste recycling.

➤ **Results:** 554 T of waste treated per year, including 75% compacted non-hazardous industrial waste, 15% methanized bio-waste and 10% paper and other waste.

In 2021, Innovation Facility, in partnership with Aura Évolution, recycled surgical masks into socks and T-shirts. Aura Évolution works with social and solidarity economy organizations that disassemble and wash the masks. The initiative was deployed at 3 sites.

➤ **Results:** 637 kg of masks were recycled into 3,700 tee-shirts, a savings of 1,083 kg of CO₂.

Thanks to this environmental initiative, which began several years ago, we were able to apply for European Ecolabel certification for cleaning services. The Samsic and Crédit Agricole teams worked together to develop a customized roadmap. We focused on many issues, including the use of low environmental impact products, staff training in environmental concerns, and energy efficiency for equipment and vehicles. Samsic is the first large corporation in France to have earned European certification for cleaning services.



Hewlett Packard Spain: victory over waste!

The Hewlett Packard-Samsic Spain contract started in 2019. Since then, we have sought to reduce the environmental impact of our services through innovation and continuous improvement of our services. We have developed a 360° service offering that is increasingly eco-friendly. For example, an electrolysis system now allows for ecological cleaning that eliminates chemical products and plastic waste. The windows are cleaned with telescopic poles with recycled water jets, which are also safer. And we carried out a waste management diagnosis. After an inventory, needs analysis and identification of collection routes and frequency, we put in place a waste reduction plan. Paperboards have been replaced by reusable boards, sorting containers have been installed, distinguishing recyclable vinyl from non-recyclable vinyl. And all water bottles are now recyclable.

➤ **Results:** more than 213 tonnes of waste sorted, 20% less plastic waste, and 19 tonnes of CO₂ avoided.

Congratulations to the determination and commitment of our teams in Spain!



ACTIONS	KEY PERFORMANCES 2021	TARGETS
Increase eco-friendly services in our activities	Tailor-made development of an environmental performance calculator for cleaning services Achievement of European Ecolabel certification for interior cleaning services 1 site certified	+30% more eco-friendly services in our activities by 2025 50 certified sites by 2025
Reduce our carbon impact	Realization of greenhouse gas assessments and energy audits of the Cleaning, Facility Management and Airport Security subsidiaries	A low-carbon trajectory aligned with the Science-based Targets methodology by the end of 2023
Raise awareness of eco-gestures among our employees*	Eco-gesture communication campaign Animations around eco-talks and eco-challenges 8,300 employees made aware	100% of employees trained in the eco-gestures module of the CSR e-learning programme by the end of 2023

*Support and permanent staff



AUUM, an alternative to disposable cups in companies

In July 2019, Milléis, a private asset management bank, opted for a Full FM contract to outsource multiservice and multitechnical maintenance facility management services, which it has entrusted to Samsic Facility. In February 2022, Samsic Facility installed 4 AUUM machines at the Milléis head office in Bercy-Saint-Émilion.

AUUM is THE elegant and effective solution for disinfecting glasses. AUUM cleans, disinfects and dries a glass in 10 seconds with just 2 cL of water, no chemicals and no need to connect it to the water supply. A quick, easy and environmentally friendly way to reduce waste and encourage reuse in the workplace.

Monthly reporting provides staff with continuous information about the savings made.

“This initiative, which highlights the company’s social responsibility and gets us thinking about how we consume, has won over staff.”

Fabrice Kerekdjian
FM Contract Director Samsic Facility



14,000

litres of water have been saved at the Milléis head office in just 3 months!



Samsic Switzerland: green leaf removal replaces electric brushwood clearing

The CSR Meetings Trophies were handed out on 29 September 2021 at the Samsic Headquarters in Cesson-Sévigné. This international challenge offered to branches in the Group's 25 countries aims to raise the profile of the social issues of our activities, by working alongside our clients to build sustainable partnerships and responsible commitments. The 2021 CSR Encounters were illustrated by more than 1250 commitments made with 900 clients.

A special distinction was recognised for the Samsic Switzerland branch for their ecologically responsible project with the Ensemble Hospitalier de la Côte - replacing thermal engines in green space management with an ecologically friendly, natural solution: Valais blacknoses, a Swiss sheep breed that contributes to the preservation of the local heritage. This green “leaf removal” spares the patients the sound pollution caused by mowers and replaces pesticides. The soils are fertilised naturally, and a healthy and sustainable ecosystem is created. Bravo for this simple yet innovative way of reducing our environmental impact!

> REDUCING OUR CARBON FOOTPRINT

43

tons of CO₂ avoided per year. That's 20 round trips Paris-New York

Samsic Airport in San Francisco: heading West and Going Green

After Canada in 2020, Samsic Airport set its sights on Chicago and San Francisco in 2021. Thanks to our vast experience with our French and international partners, we have a very proactive approach to green ground handling equipment. After installing electric baggage tractors and belt conveyors in San Francisco, we are now the first provider to offer electrically powered loaders, the Champ 70 WE Neo by Trepel.

▶ **Results:** in 2021, in San Francisco, 65% of our ground handling equipment was electric.

“By actively helping reduce the environmental impact of airports, We demonstrate our commitment to the Planet.”

Stefano Sciotti
Director of International and Commercial Operations
Samsic Assistance

Samsic Logistique and Solvay

In January 2021, Samsic Logistique won the tender of Solvay, the world leader in materials, chemicals and solutions, for the outsourcing of packaging and internal logistics services. The contract provides four innovative solutions.

1. Replacing gas-powered forklifts with electric ones and reducing the handling equipment fleet. We identified this optimization solution, which was a deciding factor in our being awarded the contract, as it aligns with Solvay's objective of carbon neutrality by 2050.

2. Automating the heat sealing process on bags containing finished products. The CEROX heat sealing machine we introduced reduces agent fatigue and automates the weighing process, making it more accurate.

3. Introducing a new automated catalytic packaging system to eliminate manual handling by the agents.

4. Implementing the Keep Tracking performance monitoring solution to track and analyse activity, and forecast and improve routes. The result is a reduction in handling operations for the same activity.

▶ **Results:** improved employee health, safety and comfort, 40% increase in productivity, reduced carbon footprint and process optimization.

360

tons of CO₂ saved





Samsic Ireland: towards greener mobility

Since 2017, Cagney Contract Cleaning, Samsic's Irish division, has been committed to reducing its carbon footprint by promoting an array of measures including the use of robotic cleaning solutions or water- and energy-efficient cleaning machines. With ISO 14001 certification, the company was particularly one of the first in Ireland to adopt cleaning products with European EcoLabel certification.

More recently, our Irish subsidiary has decided to embrace green mobility. As such, Cagney Contract Cleaning replaces its internal combustion engine vehicles with electric vehicles. Target by 2024: to replace half of the 50 vehicles in the current fleet with electric vehicles, which means 500,000 km of annual travel will switch to greener mobility.

“ Given the carbon impact of diesel vehicles, we are determined to reduce our emissions by investing in a fleet of electric vehicles. Launched in 2021 following COP26, this ambitious plan in favour of a sustainable environment is cost-neutral. ”

Shane Curran
Managing Director of Cagney Contract Cleaning Samsic Ireland.

Samsic Portugal and Altri: a sustainable partnership

Since 2011, Samsic Portugal has looked after the green spaces of Portuguese-based Altri's mills specialised in the production of paper pulp, special steels and storage systems. As operator of a FSC® and PEFC certified 85,000 ha forest area, Altri is energy self-sufficient. Its mills use wood components not suitable for pulp production to produce and resell no less than 500 GWh of electric power every year.

In keeping with its client's eco-friendly and sustainable mindset, Samsic Portugal has committed to using only environmentally friendly products and to digitising its bills. And to go the extra mile, Altri has aimed to join us in our tree-planting challenge.

For more than a decade, Altri has placed its trust in Samsic, an innovative, committed company by its side, capable of delivering a reliable, high-quality service. Well done to the Samsic Portugal teams for this enduring partnership!

Acquisition of Studeffi: enhancing our eco-friendly and digital solutions

The Group agreed to the acquisition of Studeffi, a company specialising in energy efficiency. Through this move, Samsic is rounding off its service range supporting work environments and will be even better equipped to support its customers in addressing their current challenges. Energy management has become a high-stakes issue for our customers, who must contend with rising energy prices and new regulations to tackle climate change. The solutions provided enable us to stand out from the competition.

“ We help companies to consume better and to negotiate their energy use better. At Studeffi, our advice is human-driven. By joining forces with Samsic, we are going to be able to rely on a strong portfolio and network. ”

Damien Vittaz
General Manager Studeffi

Studeffi has also developed its own platform, Studéo, connected to a team of consultants who, after analysing customer data, lend bespoke advice on reducing consumption and optimising energy costs.

2022
acquisition of Studeffi



> PROMOTING THE CIRCULAR ECONOMY

Samsic Santé: an environmental performance calculator at the Eugène Marquis Centre in Rennes

Samsic Santé, a specialist in bio-cleaning and hospitality services for healthcare establishments, has made the Eugène Marquis Cancer Centre in Rennes a pilot site for our software that calculates the environmental performance of our services. The software calculates our performance based on values such as carbon footprint, human health, water pollution, biodiversity, depletion of non-renewable resources and more. It performs a life cycle analysis of our services, including the initial design, the use of chemicals, water and energy and the end-of-life of the materials used. The data were collected and integrated in partnership with the Centre. The results are expressed by infectious risk area, and performance is evaluated over the entire patient journey, from the outer office to the operating room.

Based on 7 global impact indicators and 4 common indicators, we work with the Centre to reduce the impact generated by our services and implement improvements.

“The cleaning and bio-cleaning sector consumes a lot of energy, water and chemicals. Samsic's initiative is in line with our vision and goals. Our partnership will allow us to pool our skills and experience on healthcare quality and safety, correlated with resource conservation and environmental protection.”

Philippe Briois
Biomedical Director of the Eugène Marquis Centre

Samsic Portugal acquires Profijardim

Profijardim is specialized in the design and maintenance of green spaces. It also provides forest management and urban landscaping services for cities. In September 2020, they received the status of 'PME Líder' in Portugal.

Social responsibility is a fundamental component of Profijardim's culture, as shown by its partnerships with several local associations, as well as the event it has been organizing for three years in schools, 'Projecto Profijardim na School'.

The establishment of the headquarters in Murtosa should promote Samsic's growth in central and northern Portugal.

L'Oréal Adopts a Unique Circular Service

Since October 2017, the Samsic Propreté Agency in Gennevilliers has been providing cleaning services at L'Oréal's Charles Zviak campus. With over 2,000 employees, this site is one of L'Oréal's largest campuses in terms of number of occupants.

In 2021, we installed the Tork PaperCircle system, the world's first paper hand towel recycling service, which locally recycles used paper towels into new paper products.

This is further proof of our commitment to limiting our carbon footprint and promoting the circular economy.

633
kg CO₂ saved
per month

Samsic Poland joins Planet Heroes

To mark Earth Day in April 2021, Samsic Poland took part in the challenge organised by the movement Planet Heroes and the GRID-Warsaw Centre, whose purpose is to implement the activities of the United Nations Environment Programme (UNEP) in Poland.

The aim was to pick up litter in Biebrza National Park. This year, the official partner of this initiative was our client Coca-Cola Hellenic Bottling Company. For each bag filled, local environmental associations received a financial donation.

In November 2021, a new litter-picking campaign was organised on the banks of the River Vistula, in partnership with volunteers from the region, Coca Cola and Kozyra Services.

In all, more than 42 bags of litter were collected. Another small step towards a cleaner planet: a big effort on the part of Samsic Poland!



Multimasters by Samsic and Renewi: a 100% natural partnership

Since 2017, our Belgian branch, Multimasters by Samsic has been a preferred partner for the provision of cleaning and maintenance materials for the green spaces in Renewi's 26 sites. This company, which operates primarily in Benelux, is one of Europe's foremost waste management and recycling organisations. To support this client's particular commitment to preserving the planet, we use only probiotic, European EcoLabel-certified products. Composed of 100% natural micro-organisms, these products use bacteria whose preventive and curative action against odours contributes to purifying waterways and conserving a natural microbial equilibrium. These probiotics therefore respect, restore, and protect the environment.

“Through Samsic Planet 2030, the Samsic teams are developing ecologically responsible services for their clients. Cleaning responsibly and excellently with probiotic products is, of course, another added benefit. Together, we are ensuring that future generations will enjoy a cleaner, more sustainable planet.”

Simon Yzerbyt
Sustainability Manager Renewi

This collaboration with Renewi takes another, even more engaging form: the two companies are now partners in invitations to tender! Samsic-Renewi: bravo for this sustainable partnership!

Services 3D makes the buzz

Bees contribute to the pollination of 80% of flowering plants and cultivated plants. In response to the increasing mortality among these little insects, Services 3D, a branch that specialises in the prevention and combating of harmful materials, installed a beehive at its headquarters in Cesson-Sévigné. A conference on the world of bees followed by the opening of the hive, marked the inauguration in the presence of around thirty clients and staff members. A fun moment of sharing and togetherness. Little insects, big issues...

Thank you to Services 3D for participating in the preservation of the environment and biodiversity by contributing to restoring ecosystems!



SAMSIC'S COMMITMENT TO A LOW-CARBON STRATEGY

Our future low-carbon strategy involves modelling a 'low carbon trajectory' that shows us by how much and how quickly we need to reduce our greenhouse gas emissions by 2050. The 'ACT pas-à-pas' transition model developed by ADEME will guide us in structuring and implementing this strategy. It aims to take stock of the Group's carbon footprint and bring about change by asking us the following question: 'What type of company do we want to have in 2050?' The results will be reflected in a new strategy that will encompass concrete actions involving all the company's departments and will demand the full commitment of the senior management team. Setting a trajectory using the 'ACT pas-à-pas' method means responding to the urgency of reducing greenhouse gas emissions, as called for by the IPCC.

FORESIGHT

ACT

> FOR TALENTS

The post-Covid era has heralded profound changes in how we work and in recruitment. Remote working is an increasing priority for well-being at work and for achieving work-life balance. With these new demands, our long-established values of support and inclusion become even more significant. Today, to advance in the company and in their careers in the long term, employees need their work to be meaningful. It is this meaningful approach that we provide in the attractive working environments and rewarding careers we offer our employees each day.

56%

female employees
group-wide

8,68%

employees with
disabilities
group-wide

55%

work-study
apprentices continue
within the Group at
the end of their course





Empowering our human resources and developing our talents

The placement and management of temporary staff are now major priorities for appealing and efficient work organisations. with that in mind, how do you perceive your role?

> F. Since it was established in 2016, U-LOG has created more than 2,000 jobs. People are the driving force behind our project. This is grounded in agile, transparent, objective and caring management. Our permanent staff are mostly sourced from temporary contracts, with 70% of new hires having started out on such a contract. During the health crisis, we had to contend with a surge in second-line needs. Samsic was able to deliver the necessary resources. This local service has been decisive. Our sustainable approach champions the values that staff now need.

> G. The crisis has shaken the very foundations of our status quo. Not only has it driven up needs in terms of employment and transformed recruitment, but people have moved, worked from home and changed their life-work balances... Our temporary worker loyalty policy has been crafted along those lines. It is no longer based on hard skills but soft skills, on training and on the development of employability paths that lead to permanent employment. That's why we always meet with candidates in person. Even if everything that could be digitised has been done, our core business is still people-led.

What are the main actions implemented and the main results obtained?

> F. Samsic HR agencies have the best service, absenteeism, performance and turn over rates. Their very factual management allows employees to improve their skills and performance. We also promote our two employer brands together, for example via visibility spots in shortage areas. And we have the same expectations in terms of innovation. So, to ensure continuity of service, we organise on-site training.

> G. Our methods have changed a lot: face-to-face pre-selection with a minimum of two references, on-site recruitment with situational exercises, training with career paths, evaluation with recognition of "VIP" temps, quality indicators with bonuses/malus. These measures are bearing fruit and contribute to a win/win partnership.

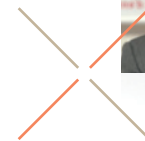
What makes your collaboration sustainable?

> F. The women and men of our companies! Companies whose values converge: respect for the work of others, understanding of their expectations and difficulties. This is a major key to our success. Temporary workers are an integral part of our project, "The logistics company where life is best lived together". It is built on 6 pillars: team leadership, training, working conditions, revealing talents, living together, managerial commitments - which are the subject of a charter signed by the managers.

> G. We have bi-annual strategy meetings with managers to share our objectives and reflect on the day-to-day life of the teams. To work together better, we organise days in warehouses and branches. This collaboration is like that of two subsidiaries. Because each party has understood that it could go much further thanks to an open partnership approach, without unnecessary confrontation, based on shared values. The benefits are not directly economic, but in the sustainability of our activities.

INTERVIEW

Florian Chemy
Director of U-LOG,
U store logistics



Gilles Cavallari
Director
Samsic HR



JOINT

> PROMOTING DIVERSITY AND EQUAL OPPORTUNITIES

40%

of people coming from diversity

Charleen Ile-de-France and Alstom partnership: co-constructing a responsible ecosystem

The Charleen agency in Ile-de-France, a subsidiary of Samsic in the hospitality, reception management and customer relations sectors, and their client Alstom decided to co-construct an inclusive policy. Samsic's Emploi-Handicap division, the local Cap Emploi agency and the CAMAS training centre assisted Charleen in making these positions available.

Today, 40% of the team is made up of people from diverse backgrounds, including people with disabilities, affirmative action beneficiaries and students on work-study programmes.

“Because we want to give meaning to our service business, our vision is to combine the local economy, the solidarity economy and the digital economy to integrate the company in its environment and ensure quality service.”

Oihiba Daoudi
Director of the Charleen Ile-de-France Agency

Workstation accommodations: going the extra mile

For 25 years, Agnès, an administrative employee at the head office with a hearing impairment, has benefited from a workstation accommodation. In 2021, the Emploi-Handicap Division, in conjunction with the occupational physician and Cap Emploi, asked Añvol, an association that supports people with disabilities, to examine the workstation in detail, so that Agnès could be pro-

moted to a new position. The recommendations included technical and organizational accommodations, and training for the local team and managers. In addition to the promotion for Agnès, this initiative demonstrates the commitment of several departments and many partners, as well as the range of possibilities when it comes to accommodating disability.

Helping people with disabilities overcome barriers to employment is a reality at Samsic.

Samsic RH boosts the recruitment of work-study students with Orange

Samsic RH won the consultation for Orange's national temporary staffing framework contract, beating out the other market leaders, and sent in a team of consultants to work with the Orange HR department. Their assignment is to support Orange in the recruitment of students on work-study programmes. Three consultants from diverse ethnic backgrounds joined Orange's Integration and Diversity Department in Issy-les-Moulineaux to recruit no less than 600 work-study students with 5-year degrees to join Orange in France and the French overseas territories. During this operation, we handled three challenging issues: recruiting for non-IT positions, supporting Orange HR Directors based throughout France, most of whom were working from home, and managing long and complex decision-making processes.

Congratulations to our three consultants!

400

apprentices recruited in 6 months
47% of whom are women

S Planet 2030

ACTIONS	KEY PERFORMANCES 2021	TARGETS
Promoting diversity and equal opportunities	<p>Collaboration with local associations and partners for the integration of people with disabilities</p> <p>9.9% of employees* under 25 years old 8.3% of employees* over 55 years old</p>	<p>1 active partnership per department in 2023</p> <p>By 2025, 11.5% of employees* under 25 years old 10% of employees* over 55 years old</p>
Training and developing our talents	<p>525 managers trained to deconstruct stereotypes associated with disabilities Equivalent to 2,000 hours of training</p>	<p>Ethics training for managers in 2022</p>

*Support and permanent staff



Emalec partners with #1jeune1solution

In 2021, Emalec, Samsic Group's multi-technical branch, joined the national mobilisation efforts of #1jeune1solution. The goal: to hire 10 young people under 26 within the year on permanent contracts, and to welcome 10 more on block release or internships. This decision was written in to Emalec's social commitments to combat difficulty integrating among young people, job insecurity, and increasing inequality. It entails working to ensure access to work for all and to combat all discriminations.

➤ **Results:** goals were surpassed: 23 young people on permanent contracts, and 15 young people brought on board on internships and block releases.

Samsic Emploi and Idéa: a new vision of temporary staffing

For their client Idéa, a network of automotive experts, Samsic Emploi set up an all-new permanent temporary staff contract to reward the skills and expertise of temporary staff. Basically, the contracts give these workers similar rights to those of employees: compensation between assignments, paid leave, and full social security coverage. All this while still giving them the opportunity to acquire a variety of work experience.

Samsic Emploi is committed to offering stability to our temporary workers, which means better job security and quality of life, and providing continuity for our clients by guaranteeing them quality services and personalized contract management.

25

temporary staff recruited at Idéa since 2021

Sam'Aide: upskilling the employees of a sheltered work centre

Just like for all other employees, upskilling people with disabilities means training them to carry out new activities. This is the goal of the partnership between Sam'Aide, the Group's sheltered work centre, and Welock, involving the assembly of a smartphone charging station for Samsic's customers.



“ After writing the specifications on how to install the station, Sam'Aide called on the Laval occupational therapy training institute. Thanks to their hands-on assistance, which resulted in individualized reports and recommendations for workplace accommodations, the people gained confidence and the project was a success. ”

David Le Port
Head of Samsic Solidarity Employment Division

➤ **Results:** employees with disabilities were empowered, and an additional service was provided at our clients' workplaces.

EMALEC, A SOLIDARITY EMPLOYER WITH THE FAIR[E] NETWORK

In 2022, Emalec joined the Fair[e] project, a group of solidarity employers committed to supporting acutely vulnerable individuals in the workplace. Led by the Maison Métropolitaine de l'insertion et de l'emploi in Lyon, this project aims to create a network of solidarity between economic and social stakeholders in the Lyon metropolitan area with a view to fostering professional inclusion among young people without university degrees, RSA recipients, returning workers, etc. Emalec thus participated in supporting 45 people, and hopes to continue its commitment by recruiting some of them.

FORESIGHT

WOMEN OF TALENTS SAMSIC ENCOURAGES THE EMPOWERMENT OF WOMEN

In the business world there are still persistent inequalities between men and women. At Samsic, gender diversity and professional equality are fundamental principles that we claim, that we value and that we develop.

Whether they work in the field, in agencies or in management, we encourage all of our female employees to train, develop and nurture their skills so that they can grow alongside us.



“Putivnik dla Żinki”, promoting diversity and inclusion by helping Ukrainian women

At the 2021 “CSR Meetings” Trophies ceremony, Samsic Poland was awarded the Special Distinction for its project to help Ukrainian women arriving in Poland to find work. The project was born out of the linguistic and cultural barriers encountered by Samsic Poland’s Ukrainian employees on their arrival. The idea was therefore to rely on them to mentor the new arrivals. Polish language courses, workshops led by a psychologist, role-playing films “At the doctor’s” and “At work”, as well as training in Polish labour law were also offered. The project benefited from European funding and support from the social innovation incubator “Transfer Hub”.

“This project is an innovative way to show solidarity by promoting talent development and team engagement in favour of equal opportunities.” explains Illia Lysak, Coordinator of Integrated Operations in Poland.



Let's hear it for Baldip Bbreach,
Administrative and Financial
Director Samsic UK

We could ask you about being a female member of the board of Samsic UK, but could you tell us more about your vision of ESG performance?

› In my opinion, our Environmental, Social and Governance performance is about how we can, as a company, make small changes in these three areas. For example, we have partnered with the Rainbow Trust, a charitable organisation that helps families who have a child with a life-threatening illness. In 2019, I did a parachute jump that raised £2,000 for this association. In terms of governance, for me, I see myself as a steward who ensures that our accounting methods are rigorous and transparent to our stakeholders.

What actions is Samsic UK implementing to encourage women to progress to greater responsibilities and to break the glass ceiling?

› At Samsic UK, all employees are judged on merit and not on the basis of their gender or geographical or ethnic origin. My presence on the board is testament to this. I joined the company in 2011 and then, based on my work, came to join the board in 2016 at the age of 33. Since then I have been involved in strategic business decision making. Samsic UK has placed its full trust in me.

> TRAINING AND DEVELOPING OUR TALENTS

'Talent & Career': meeting the need for internal mobility

As part of its Group-wide Talent Development policy, the Samsic HR department created in 2021 a 'Talent & Career' department headed by Julie Legaud-Grégoire. The team, composed of career management experts and HR project managers, supports talent and offers everyone the same opportunities for professional success.

Our employer brand: concrete resources to support and develop our current and future talents.

“To encourage internal mobility we have built bridges to facilitate moves between our different business units. We provide support via our training centres and develop communication tools to enable all employees to see the many opportunities for growth within the Group, including job fairs and relocation assistance.”

Julie Legaud-Grégoire

Head of the department Talent & Career Samsic



An impressive career path

Heykal Hachefi joined Samsic in 2004 as a sector coordinator and became operations manager in 2008. In 2018, his long field experience made him the ideal candidate for a position as agency manager in charge of one of the largest client portfolios in the Paris region. To help him in this new challenge, he benefited from a five-week sales training course called L'Argumentaire de Vente.

His job makes him feel useful. He aspires to help and empower all his employees every day. He tries to support them, provide advice and help them understand the technical and human characteristics of our business sector.

“Connecting with people and developing personal relationships are the most important aspects of my job. It's why I feel good about coming to work every day and why I want to come back the next day. The fruit derived from labour is the sweetest of pleasures - to quote Luc de Clapiers.”

Heykal Hachefi

Samsic Facility Ile-de-France Agency Manager



'Safe & Go': training to ensure airport security

Since 2015, Samsic Sûreté and Hubsafe, have implemented 'Safe & Go', a lean management training system designed to help all employees achieve operational excellence. The Notice Board workshop has ensured that memos and other important information notices are clearly visible to all. Using short interval management and visual management, managers and supervisors hold quick meetings and share performance data displayed in their offices.

➤ **Results:** 70 certified Yellow Belts and the 2 certified Master Black Belts, the highest level of Lean Six Sigma achievement!

This has resulted in increased productivity, reduced passenger wait times, and more successful intrusion testing.

2,160
employees who benefited from animations at short interval

'Sustainable performance': training the managers of tomorrow

In a constantly changing economic and social climate, the continuous improvement of managerial practices has become an important aspect of training. Since 2021, in partnership with Happy Up Performance, Samsic has been supporting the three strata of operational management, namely the regional directors, sales directors and agency directors.

➤ The initiatives include:

1. Discussing and comparing perceptions and beliefs about what a manager is. While management tools and techniques are important, leadership qualities and understanding the employees' motivations and skills are key assets for success.
2. Sustainability: how to be successful over the long term while taking care of yourself and your team? Communicate, motivate and clearly frame your management processes. How to achieve sustainable performance?
3. Levers: effective governance, capable management, employee engagement, clear and defined processes, a good working environment, and if necessary, strategies for managing emotions.

These are essential issues for supporting the growth of Samsic and our managers.

“Over the course of three days, we help operational managers take a step back and reflect on the benefits of sharing a common set of standards, clearly-defined management actions and timelines, and how to drive the sustainable performance of the agencies.”

Franck Simon
Co-director and coach Happy Up Performance



> PROTECTING THE HEALTH AND SAFETY OF OUR STAFF

2,500

employees trained since 2020

Samsic Spain: an Occupational Health and Safety policy that is bearing fruit

Over the last few years, our Spanish subsidiary has developed a "Zero Accident Plan" aimed at implementing an internal culture of prevention and reducing the number of accidents at work. This plan is designed to train middle managers in employee and customer health & safety. Today, they all have a "Basic level of occupational risk prevention" qualification. Alongside the prevention technicians, the managers also become key sources of information for the investigation and detailed analysis of each accident. Each month, a good practice sheet is distributed explaining the causes of the accident and how to prevent it in the future. Finally, via a digital platform, all employees are trained and informed about their tasks and the prevention of related risks.

➤ **Results:** since 2020, 35 specific business modules have been put online, which have enabled 2,500 employees to be trained, and a significant reduction in accidents at work.

Fewer accidents are possible! Samsic Spain proves it!

'La Bonne Conduite': a safe driving programme to reduce road accidents, and much more

Road traffic accidents are the number one factor in workplace fatalities. In order to reduce accidents involving vehicles, we have implemented a comprehensive policy, including a film to launch the 'La Bonne Conduite' driver safety programme, training for managers and support for drivers who have had multiple accidents, and a system for tracking accidents, fuel consumption and traffic violations.

Getting managers and teams involved is fundamental in reducing the number of road accidents.



“ For us, the greatest value of a company is the people who make it up. That is why the health and safety at work of all is a priority. ”

Enrique de Lucas

Quality and Environment Prevention Technician, Samsic Spain.

BONNE CONDUITE

TOGETHER, LET'S REDUCE DRIVING RISKS





> DEVELOPING COHESION AND WELL-BEING AT WORK

ATR Aircraft: daytime cleaning services!

In 2020, we implemented daytime shifts for cleaning services, from 6 a.m. to 8 p.m., at our client ATR Aircraft, a regional aircraft manufacturer. In consultation with the client, we changed the specifications to find solutions that address the needs of both the client and our workers.

This initiative is particularly important to us, since it enables employees to have better work-life balance and take public transportation to and from work. It's also better for their health, and safer than working the night shift.

This is a meaningful change that helps improve the image of cleaning companies and the working conditions of the people who do this important job. It profoundly changes the way clients view the cleaning agents, who feel valued and appreciated.

➤ **Results :** a significant decrease in the rate of turnover rate and good customer satisfaction satisfaction.

The great news is that it's possible to make life easier for the cleaning agents and improve the image of the profession!

Haribo : Participative management for collective performance

To promote the well-being and cohesion of their teams, Samsic Facility South-East decided to set up a participative management process at the Haribo site in Uzès. Several significant initiatives were taken: participative progress meetings twice a month, a quarterly performance bonus and a quarterly job rotation for the agents. By performing different jobs, the agents develop new skills and become more versatile, which enables them to help improve the equipment, processes and organizational performance. We thank the Haribo teams who encouraged these changes!

➤ **Results:** new skills, more motivated agents and better quality of work.

“ Involving employees in making decisions and defining goals has direct effects on improving agent performance and customer satisfaction. This collective performance was praised by all. ”

Jean-Louis Rubio
Samsic Facility Avignon Agency Manager

National Quality of Work Life (QWL) Week: Samsic takes action

From 14 to 18 June 2021, during National QWL Week, Samsic Facility Ile-de-France organized communication campaigns, workshops and competitions around five themes: movements and posture, addictions, healthy eating, exercise, stress.

200 employees involved, this is a good start!

“ Given the recent pandemic, the employees really appreciated spending the week coming together and sharing their experiences. ”

Amélie Fouqueray
Quality-Safety-Environment Manager,
Paris region



ACT

> FOR INNOVATION

Becoming the global leader in integrated business services means being able to embrace an increasingly digital world and provide an agile response to an increasingly wide range of needs. More than ever, it's also about keeping people at the heart of our business. With our exceptional combination of technological innovation and human values, we deliver the performance expected of our teams. That's how we stay one step ahead.

THREE ISO CERTIFICATIONS

ISO 9001 – ISO 14 001 – ISO 45 001
achieved by Samsic

78%

of clients recommend Samsic
Facility

8 DECENT WORK AND ECONOMIC GROWTH



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



11 SUSTAINABLE CITIES AND COMMUNITIES





Providing a responsible and innovative service

The COVID crisis has profoundly changed the relationship to work. How are you responding to these new aspirations?

> M. During the crisis, we raised our cleaning standards, maximised air circulation, reviewed our signage and made our team visible to customers. We devised an advantageous parking management system, created parking cages and repair stations for bicycles and bought bicycles for our customers. Outside, we installed seating around the lake and offered activities, which brought people back into the social life of the office. So the crisis reinforced our goal of providing an optimal environment for the success of the team, guests, companies, partners and stakeholders.

> O. The crisis has accelerated the need to be an attractive employer. To do this, we have defined three strategic levers. Firstly, to ensure our growth by developing services, markets and territories. It has also become essential to pivot our integrated service offering towards "BtoB forC". Finally, we need to accelerate our R&D innovation. Today, seeing cleaners in the corridors is reassuring. Daytime work which was a major challenge for the revaluation of the profession, is now a reality. This is the meaning of Re+Vive, the highly innovative approach of JPC by Samsic, carried out in Chiswick Park: Re-Birth, Re-Invent, Re-Connect, Re-Generate together. Only the company capable of all this will be chosen by the employees.

What are your commitments to developing quality of life at work?

> M. Building design, landscaping, services, events: our holistic offer is about physical, emotional and social well-being. We also provide a range of concierge services, such as medical appointments, hairdressing, manicures. The outdoor environments are also places for socialising: meeting rooms, sun loungers, bean bags, outdoor games, events, sports, gardening activities and food markets. We communicate about all these initiatives via our EW APP, but also via electronic screens, meetings and forums.

> O. If people feel good at work, they produce better. We are therefore committed to supporting the evolution of workplaces towards spaces that are sources of progress, collaboration and exchange that contribute to the company's performance. Thus, the Samsic One application developed by JPC by Samsic allows the deployment of a collaborative work culture, via personalised communications, the sharing of relevant content and the collection of practical data on services.

Some examples of solutions...

> M. During the crisis, the JPC by Samsic team was able to adapt with professionalism to our need to provide our customers with what they expected. Electrostatic spraying provided peace of mind. The enhance clean approach has become the new standard. The stock management worked well and the flexibility of the organisation made it possible to keep the promises that we made. At each meeting we shared new solutions. We look forward to this collaboration developing in line with our own growth.

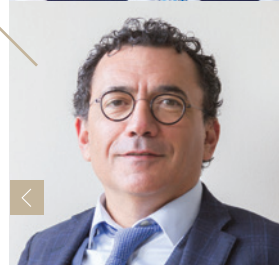
> O. Thanks to our connected solutions such as "My Samsic", we collect data that allows us to track our services and follow the results. The crisis has shown the responsiveness and agility of our organisations. In Chiswick Park, JPC by Samsic set up dedicated cleaning teams for each building and thus strengthened the commitment. We have given operational staff access to our online information portal, and through our Smart Task and e-CAT applications we are tracking time and labour movements for better resource allocation. Our Park Academy & Ambassador programme ensures a consistent skill set for teams. And our on-boarding process provides operational staff with all the standards, skills and knowledge they need.

INTERVIEW

Matt Coulson
CEO
Chiswick Park



Olivier Payen
President
Samsic Facility



JOIN

> ENSURING CLIENT FOCUS, EXPERTISE AND SEEKING INNOVATION

85%

of customer satisfaction

MAIF : “Comfort just like at home”

Samsic Facility champions this motto of the MAIF on a daily basis, whose building is the only one in France to be triple-certified: “HQE Travaux & Exploitation” which stands for High Environmental Quality for Works & Operation, “OsmoZ” for the concierge services and shop, and “Ready to Service” for the IT and digital tools. To manage this 6,500 sq.m. building, Samsic has allocated a 25-strong team for the reception and concierge services, cleaning, safety and security, multi-services, multi-technical maintenance, upkeep of the 10 green space terraces and waste collection and recycling. No less than 3600 intervention requests via the My Samsic platform and 1320 rounds are thus carried out for the occupants. Of course, only eco-certified products are used on the site. In 2021, the first team-building event between Samsic and MAIF teams was a fantastic opportunity to get together, and this is set to become an annual fixture.

➤ **Results** : an 85% customer satisfaction rate and 3,600 intervention requests via the My Samsic platform.

MAIF-Samsic: resources serving shared values.

“As a public-benefit corporation, we have a duty to demonstrate, monitor and challenge our actions on a daily basis. Samsic supports us in this ambition by monitoring our three certifications, taking corrective action and introducing new services such as the concierge services. Our relationship is about giving equal attention to the employee and customer experience, through regular meetings to continually improve the service and comfort of our customers.”

Frédérique Maréchal
MAIF Real Estate Manager



Re+Vive, by JPC by Samsic: innovation for healthier, happier work

Our London branch, JPC by Samsic, which specialises in high-quality cleaning, launched Re+Vive, a global post-pandemic re-connection initiative, to create healthier and happier work environments using responsible technological innovations.

Samsic One App is an accessible tablet and computer platform providing information, advice, well-being and training. Integrated into all third-party software, this innovation provides the delivery status for each site, building news, and remote door access, all in real time. Thanks to a system of push notifications and markers on each of our clients' locations, even remote employees remain informed and reachable. Several other functionalities are available, such as CSR, community, charitable and well-being initiatives, as well as access to an intuitive training platform.

With the artificial intelligence solution for smart buildings, it is possible to monitor buildings in real time via small sensors that send data every 5 or 15 minutes about occupation models and the use and functionality of the buildings. The platform also provides an up-to-date view of the service needs, trends, and models. All of the data is stored in a cloud, accessible, secure, and exportable. Notifications can also be sent for urgent tasks, with personalised alerts.

Reconnect, reopen, reinvent, re-enchant: be reborn with JPC by Samsic!



ACTIONS	KEY PERFORMANCES 2021	TARGETS
Developing R&D and innovation	Deployment of IoT solutions in France, UK and Belgium Deployment of cobotics in France, Italy, Spain, Germany, Belgium and the UK An innovation community of 30 start-ups	100% of Samsic territories by 2025 Animation of the start-up ecosystem on the key issues of our businesses
Evaluating our performance with transparency	Deployment of the "CSR Performance" platform integrating 150 ESG indicators in France, Poland, Italy and Switzerland	100% of Samsic territories in 2023

4,037
agents trained
in fire safety

Gustave Roussy: Fire Safety, in the wider sense!

In September 2021, Gustave Roussy, Europe's leading cancer research centre, renewed its fire safety contract with Samsic Sécurité Ile-de-France-Centre.

As such, the site facilities and security centre were refurbished for more togetherness, and to provide our agents with new fire safety vests. During the COVID crisis, they were the ones who installed the pass verification posts and the PCR testing tents. They were also involved in awareness-raising for mask wearing and in the "Tobacco-Free Hospital" operation. We have also trained 4,000 hospital staff and 37 Samsic agents in fire safety, with touch screens, virtual reality helmets, and fire engines to use the extinguishers. For its part, Gustave Roussy trained our agents in protection against radio-activity and dangerous products.

Fire safety culture: a common culture in the Gustave Roussy and Samsic teams. Bravo to both for this incredible synergy!

“ We have carried out all this safety reinforcement work hand in hand with the Samsic teams, whose reactivity, commitment, attentiveness and support have been appreciated. ”

Mohammed Benarba
Fire Safety and Security Adviser, Gustave Roussy

Vivien Garaud
Head of Fire Sector, Gustave Roussy

PGuard: a security robot!

One of Samsic Sécurité's new clients is Lyondell-Basell, a petrochemical complex spanning 1,000 hectares near Étang de Berre. Samsic Sécurité, in partnership with Enova Robotique, deploys fully autonomous robots to augment human patrol. The PGuard robot carries out security patrols autonomously. Thanks to its 4 HD colour video cameras (360° vision) and its infrared video camera, it detects and records intruders or anomalies, instantly sends alerts to the video operator and provides a constant dissuasive presence. It also features 2 loudspeakers, 2 LED lights and a flashing beacon, to effectively ensure the safety of our clients and facilitate the work of the agents.

“ With PGuard, our agents feel safer at work and the quality of service is improved. Samsic helped us with this high-tech project, whose success has visibility on our 83 sites worldwide. We also appreciated their CSR governance, transparency and regulatory compliance. We hope that this type of sustainable governance will spread throughout the industry. ”

Yann de la Fuente
LyondellBasell security expert



Scan the QR Code to watch the video on our autonomous robots



Nuclear power plants: innovation to improve safety

Our nuclear division provides the cleaning, laundering, private security and logistics services for ten nuclear power plants.

In this particularly sensitive activity, technological innovation is a key lever for improving quality of service and staff safety.

For two years, in partnership with Adaptiv Systems, we have been using the 'E-T'as Tout' camera as a complement to the personal dosimeters. Installed at the entrances to controlled areas, this artificial intelligence system checks that the staff are wearing the required passive and active dosimeters. Our agents are also now using the 'Contrôle Siphons' application to scan the QR codes on floor drains for improved monitoring and data security. Floor drains provide protection against fire hazards and must be closely monitored.

Samsic knows that in this sector, cleanliness and safety go hand in hand.



> ASSESSING OUR PERFORMANCE WITH TRANSPARENCY

Protecting our HR data: more than an obligation, a commitment

With more than 40,000 contracts signed digitally each year and thousands of electronic documents exchanged every month, our HR activity is increasingly exposed to cybersecurity risk. From the moment of conception of our applications, we now integrate a set of technologies, processes, and good practices to protect our infrastructures and our digital assets. In response to these threats, artificial intelligence helps us reduce our reaction time and to better understand our vulnerabilities.

The digital systems proposed in temporary staffing illustrate this policy particularly well: we limit the data collected to the elements necessary for evaluating profiles and for our temporary workers' onboarding processes, as well as securing them with encryption mechanisms. Each temporary worker can then access their data and delete it if they wish.

“ Beyond conforming to the General Data Protection Regulation, we are trying to design a space of trust for the 1.5 million candidates who use our online services daily. At a time when digital is a significant element in the Group's growth, this data protection policy forms an integral part of our corporate responsibility. ”

Olivier Colly
Director of Information Systems Samsic



Recruitment: artificial intelligence that puts people first

Recruitment, Samsic RH's recruitment subsidiary in Belgium, has rolled out 'Bullhorn' to automate the time-consuming manual tasks involved in recruitment, such as sending out job offers, practical information and good luck messages, all of which improve the candidate's experience but are not core competencies of the recruiting business.

For Samsic, this is self-evident.

“ I believe that artificial intelligence will help recruiters find the right balance between technological progress and a people-centric approach. This will enhance the personal relationship between recruiters and candidates, because no computer can replace the human connection ”

Andreas Pfeffer
Founder of Recruitment.



> BUILDING A SUSTAINABLE PARTNERSHIP WITH OUR VALUE CHAIN

Samsic RH Chartres - Intermarché: a new way of recruiting

Samsic's HR agency in Chartres, alongside its client Intermarché, co-created the ITM2 base, an innovative training and recruitment programme aiming to train 12 people in order preparation and then recruit them for at least 6 months.

Candidate recruitment took place via around fifty local actors and social networks. Informational meetings were organised to present the project and recruit interns according to the method by simulation, with no CVs. In November 2021, 8 people were recruited and trained over 10 days in order preparation within Intermarché itself, and followed a full integration course. They also received their CACES permits. Five joined the company as temporary workers from December 2021 until June 2022.

“We are delighted with this CV-free method, which allowed us to recruit people from different profiles, who wouldn't have been identified otherwise. Only motivation matters. We are prepared to repeat the experience in November 2022, with an Open-Ended Temporary Worker Orientation.”

Aurélie Lucas
Human Resources Manager ITM2



Roissy-Charles de Gaulle Airport: a first in medical assistance

On March 5, 2021, Samsic Mobility went one step further in providing assistance to mobility-impaired passengers. That day, the medical flight chartered by the French Government to transport 4 ICU patients with Covid-19 from Reunion Island to France landed at 5:30 am at Roissy-Charles de Gaulle. Our Special Assistance teams were there, wearing KN95 masks and protective coveralls, ready to take part in the world's first transport of ICU patients.

For the first time, they operated a ambulift, a vehicle for boarding/disembarking disabled passengers from an aircraft, and then accompanied the patients to the ambulances.

This is a fine example of how we contribute to the continuity of care and demonstrates the expertise and dedication of our teams in all circumstances. We are immensely proud of them!



Samsic and Le Village by CA d'Ille-et-Vilaine: supporting innovation

On 10 May 2021, Samsic signed a convention with Le Village by CA d'Ille-et-Vilaine to become one of its ambassadors. Founded in Paris in 2014 by Crédit Agricole, Le Village by CA is an innovation accelerator that con-

nects startup with companies via a unique network established in France and globally. This partnership, which began in 2017 with Le Village by CA d'Aquitaine, is enshrined in our commitment to innovation through sustainable partnerships.

Together, let's create the world of tomorrow!



Signing of the convention

From left to right: Jean-Yves Carillet, Managing Director of Crédit Agricole Ille-et-Vilaine, Carole Gourmelon, Mayor of the Village by CA Ille-et-Vilaine, Guy Roulleau, Managing Director of Samsic

INNOVATION: STAYING ONE STEP AHEAD

Innovation is the result of a global, collective and structured approach. For a business, it is a way to achieve its strategic objectives, improve its competitiveness, differentiate itself and create value.

Thus, as opportunities arose, Samsic decided to form a start-up incubator to support our R&D policy. The incubator will be responsible for preparing the solutions of tomorrow that will generate added value for Samsic and our clients, and will be managed by the Start-Up Committee. Chaired by Thierry Geffroy and including representatives from the three divisions (Facilities, HR and Airport), the committee will assess the relevance of the solutions proposed by the start-ups and make recommendations on capital investments to the Management Committee.

This is a good way to position Samsic as an innovator in our markets and to stay one step ahead of our competitors.

FORESIGHT

ACT

> FOR SOLIDARITY

How can we dream of a low-carbon world in a society where there is poverty? The Covid crisis reminded us just how much we collectively need support from people 'behind the scenes' to be able to live. Care and support has always been in Samsic's DNA. And now we have translated it into our mission statement: 'to contribute to the well-being and development of everyone...!' A prerequisite for a sustainable world, care and support means delivering on our vision as a responsible business and how we make our business meaningful by responding to our stakeholders' ambitions for society.

+139

associations supported
by Samsic





Developing a supportive and sustainable society

In Poland, the Group's solidarity goes by AJKUM

Samsic Poland and the AJKUM Foundation – Anna and Joseph Kumorek – just launched a project of solidarity for Ukrainian refugees, “Samsic for Ukraine”.

In collaboration with the Group, the AJKUM Foundation, founded in 2018 by Agnieszka Stefanowska, president of Samsic Poland, launched Samsic for Ukraine, a wide-reaching programme of support for Ukrainian refugees who were forced to leave their country after the Russian invasion.

This programme has made it possible to provide transport for 17 people to Katowice in the south of Poland, and to send 97 packages containing food items, toiletries, and first aid products to the families of Samsic Poland employees who were in need. Accommodation was also made available to 111 persons arriving in Poland. The Foundation also provides access for refugee children to crèches and schools, and organises the recruitment of new arrivals to accompany them throughout the integration process. It supports the national assistance plan for Ukraine by organising daily collections of donations in kind.

AJKUM and Samsic Poland sincerely thanks all those who lent their support to this initiative in response to the needs of Samsic Poland's teams and their families.



THE AJKUM FOUNDATION FOR THE DEVELOPMENT OF CHARITABLE PROJECTS

The AJKUM Foundation's primary mission is to support the employees of Samsic Poland, their families and loved ones of all nationalities, who are affected by oncological pathologies. It works to combat inequalities in access to and the right to treatments. Its support is directed not only to Samsic Poland and their families, but also to individuals outside of the organisation who are also battling these illnesses.

The Foundation's objective is also to create a wide range of projects, whether by supporting elderly people and those with disabilities, by combating exclusion, or by contributing to the development of the local community.

> TAKING ACTION FOR SOLIDARITY

261

packages offered. That's worth a big smile to our teams!

In Dunkerque, Merry Christmas with 'Un cadeau, un sourire'!

For the third consecutive Christmas, the Samsic Emploi Dunkerque team is working with the Face Flandre Maritime association, accredited by the Agir Contre l'Exclusion foundation, for the 'Un cadeau, un sourire' corporate giving initiative. Through this initiative, we give out Christmas baskets to the underprivileged families of our clients' and partners' employees. In addition to this warm show of solidarity, the event also provides an opportunity to discuss work-related issues with these people. The project is supported by the Urban Community of Dunkerque, the Prefecture of Nord, the sub-prefecture of Dunkerque and 68 local businesses, including our clients Fruidor and Idéa.

“ This shows that we truly care about the local areas where we operate and promote a supportive and sustainable society, by helping people in need. ”

Karim Fraouti
Samsic Emploi Lille Agency Manager



This technological wonder imported from Canada enables patients suffering from neuro-degenerative disorders and losing the ability to walk to stay independent and improve their day-to-day life and self-confidence. As part of its commitment to an inclusive, sustainable society, Samsic has decided to help finance this very costly acquisition. The Pôle Saint-Héliér develops innovative projects aimed at improving care and support for people with motor and cognitive disabilities. Together with its partners, it is now seeking to make this innovation part of a circular economy model.

An inclusive initiative that particularly resonates with Samsic's values.

Young women trained to build peace in the Central African Republic

For several years, supporting research, encouraging access to knowledge and promoting quality education, particularly for the most vulnerable populations, has been one of our key commitments. In July 2021, in partnership with the Scouts et Guides de France, we supported the training of young scouts in the Central African Republic to help them carry out their project 'Building Peace in the Central African Republic'. We provided a training course to help them develop the project with their stakeholders and uphold their values of solidarity, mutual aid and respect, regardless of ethnic, political or religious considerations. More than 50 young women benefited from this training course.

We want to convey these values beyond our borders.

“ These values are particularly dear to Samsic. In a company like ours, the ability to welcome, support and respect others is a key value of all our employees. We are proud of our inclusivity, equity and diversity! ”

Salimata Keita
Director of Operations Samsic Santé

Samsic supports innovation to help people coping with a loss of independence

Samsic has partnered with the Eurêka Endowment Fund of the Pôle Saint-Héliér, a non-profit centre for physical medicine and rehabilitation in Rennes, by contributing to the acquisition of a compensation exoskeleton.



ACTIONS	KEY PERFORMANCES 2021	TARGETS
Contributing to the preservation of biodiversity and the regeneration of forests	Definition of the "Caring for Forests" programme	100,000 trees planted by 2025
Creating a community of committed eco-citizens	Launch of the "Samsic Planet Community" project	Gather 1,000 ambassadors by 2023



> SUPPORTING BIODIVERSITY

'Caring for Forests': Preserving Ecosystems

10 million hectares of forest disappear every year. This is why Samsic has decided to launch 'Caring for Forests', a forest regeneration programme which, with the support of Reforest'Action, plans to plant 100,000 trees by 2025.

Reforest'Action develops and monitors projects to restore fragile forests, based on indicators such as how many species to plant, how many hectares to reforest and how many people are positively impacted by the projects.

The programme will be run in areas where Samsic operates, in Europe and North Africa. The first plantings will be done in Erquy, on the north coast of Brittany, where our founder Christian Roulleau hails from, with 8,000 trees planted in a forest ravaged by insects, as well as in Portugal, with 5,000 trees planted to restore a burned forest.

"I firmly believe that nature is our greatest source of strength and energy, and I am very committed to helping regenerate the forests. 'Caring for Forests' embodies our commitment to future generations," says Thierry Geffroy, Chairman of the Samsic Group.

And to do even more, Samsic has joined 'Imagine', a movement of businesses that share a common goal: to reduce the level of CO₂ in the atmosphere by 25% by planting 1 trillion trees over the next 10 years. A call to action!

JPC by Samsic partners with Plastic Busters to collect plastic waste

In March 2022, JPC by Samsic, the London branch which specialises in cleaning services, in partnership with its client Broadgate Estates, a commercial real estate firm, carried out the first scheduled cleaning as part of its partnership with Plastic Busters. Committed to the protection of natural habitats throughout the world by eradicating plastic waste, Plastic Busters encourages companies to adopt a plot of land close to their offices and maintain it. JPC by Samsic convinced Broadgate Estates to join them in adopting the plot Allen Gardens. Both organisations committed to cleaning it at least once each quarter. Going even further, a second cleaning was planned for April and a third for June. The waste is sent to Broadgate Estates, where it is weighed, recycled or destroyed in accordance with environmental regulations.

Bravo to the JPC by Samsic team for engaging their client Broadgate Estates in this wonderful adventure!

Multimasters by Samsic and River CleanUp: clean engagement

In 2019, Multimasters by Samsic joined forces with the international organisation River CleanUp, which aims to raise awareness about plastic pollution in the oceans: 8 billion kg of plastic end up there each year, 80% of which come from rivers. It organises waste collection, both by hand and using new technologies like Skimmer, a system that filters the water and removes the waste.

In 2021, the teams from our Belgian Multimasters by Samsic branch participated in the first iteration of River CleanUp, "Escaut & Meuse", for the collection of plastic waste along the Rivierenhof, near Antwerp.

➤ **Results:** more than 50 employees and their families got involved, and filled nearly 2 trucks in under an hour! And a milestone for River CleanUp: one million kilos of river plastics collected since its creation.

Bravo to the Multimasters team for doing their part for the preservation of biodiversity, but also for their own team cohesion!



“In the last five years, with increasing calls for waste management and the use of organic products, large companies have been changing. Thanks to actions like River CleanUp, everyone is now aware that we can and must do something.”

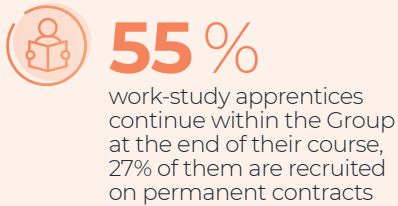
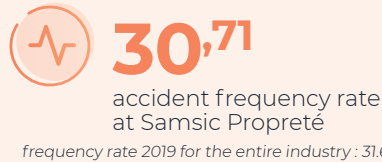
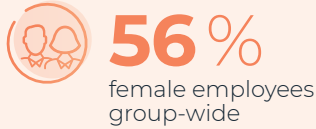
Nicolas de Schutter
CEO of the Multimasters Group



Scan the QR Code to watch our teams in action for River CleanUp

INDICATORS

Empowering our human resources and developing our talents



Certifications



ISO 9001
ISO 14001
ISO 45001

Obtained by Samsic Facility

MASE

Obtained by Samsic Facility & Samsic HR

CEFRI

Obtained by Samsic Facility & Samsic HR

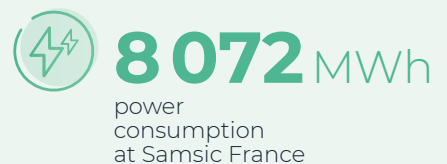
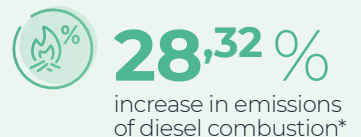
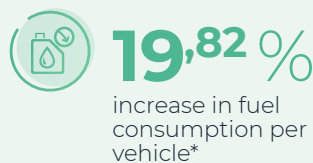


65 / 100

Rating obtained by Samsic Group

Helping





protect our environment



*Increase in 2021 compared to 2020: in 2020 the pandemic generated a drop in activity in several business lines, in 2021 the growth of Samsic Group led to a change in the number of vehicles.

CONCORDANCE TABLE

The CSR Report presents the initiatives and performance achieved during calendar year 2021. Samsic designed this non-financial report as a tool for achieving the social responsibility goals of the group, but also as a tool for dialogue on continuous improvement of its overall performance. The previous report, published in May 2021, presented the data for 2020. 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. Internationally, GRI G4 encourages the highest level of transparency and consistency by providing stakeholders with better information to make informed decisions. The CSR Report 2021 is available in May 2022 in English and French. For questions about the report or its content, please contact us at the following address: developpement.durable@samsic.fr

	Corporate Social Responsibility	Principles of the Global Compact	Global Reporting Initiative	CSR Report Pages
	Profil	—	G4-4, G4-9	4
	Business Model	—	G4-4, EC8	5
CORPORATE	CSR Strategy	—	G4-15, G4-16, G4-36, HR5, HR6	6, 7
	Developing eco-friendly services	8, 9	EN10, EN30	10, 11
ACT FOR THE ENVIRONMENT	Reducing our carbon footprint	6, 8, 9	EN10, EN30	12, 13
	Promoting the circular energy economy	8, 9	EC8, EN3, EN8, EN15, EN23, EN30	14, 15
	Promoting diversity and equal opportunities	1, 6	G4-16, EC8, LA10	18, 19, 20, 21
ACT FOR TALENTS	Training and developing our talents	9	—	22, 23
	Protecting the health and safety of our staff	1	EC7, EC8, LA9, LA10	24
	Developing cohesion and well-being at work	1, 6	LA6	25
	Ensuring client focus, expertise and seeking innovation	1, 8, 9	EC7, LA10	28, 29, 30
ACT FOR INNOVATION	Assessing our performance with transparency	1, 2, 6, 8, 9, 10	26 G4-56, PR5	31
	Building a sustainable partnership with our value chain	1, 2, 8, 9, 10	G4-56, EC8, EN30, SO4, EC7	32, 33
	Taking action for solidarity	6	G4-15, G4-16, EC8, LA10	36
ACT FOR SOLIDARITY	Supporting biodiversity	7, 8	N 11, EN12, EN13, EN14	37
INDEX	Indicators	1 à 10	—	38
	Concordance Table	—	G4-28, G4-29, G4-30, G4-32	39

21-22 ESSENTIAL

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