



2030

Planet



CORPORATE SOCIAL RESPONSIBILITY 2022

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We are **117,000 women and men united** in a family-owned company *dedicated to serving others*.

Since 1986, we have been effective, **ground-breaking entrepreneurs** with worldwide reach.

We strive to **contribute to the well-being** and au *development of everybody* everywhere, every day.

We aim to **grow** our collaborators and *simplify* our customers' lives.

We are **united** around *ambitious projects* ensuring our environments are cleaner, safer, more welcoming and more stimulating.

We **CONTINUE TO INNOVATE** to step up inclusion and diversity and **engage our COLLABORATORS** and customers in biodiversity protection, putting the environment at the heart of all our decisions and making sure that *living in harmony with each other* really means something - preserving **THE FUTURE OF OUR PLANET**.

4 Green Apple Awards for JPC by Samsic

In 2022, the group's London subsidiary, JPC by Samsic, renewed its premium cleaning and waste management contract with Chiswick Park Enjoy Work, a major London business campus. This attests (a testament) to the quality of the services provided throughout our 15 year-period of collaboration. In 2022, JPC by Samsic was also the winner of four prestigious Green Apple Awards for sustainability best practices at the Chiswick Park, Broadgate and White City Place sites.



Acquisition of ISS Facility Services

Samsic Facility pursued its international development in 2022 by acquiring ISS Facility Services Portugal, a Facility Management and business services giant. Leading the Portuguese market with 100 million euros in turnover, Samsic Facility's 10,000 collaborators now make it one of the 5 largest employers in the country. A strategic expansion that opens up new business opportunities for Samsic in the field of multitechnical maintenance.



Samsic Sûreté overseas

Ranging from flight coordination, runway operations and traffic to baggage and passenger handling, Samsic Airport teams in Guadeloupe have been providing comprehensive ground handling services at Pointe-à-Pitre Airport for 10 years. Since 2022, Samsic Sûreté has also been responsible for airport security services, including new missions to implement the screening of passengers and personnel accessing the reserved area of the airport.



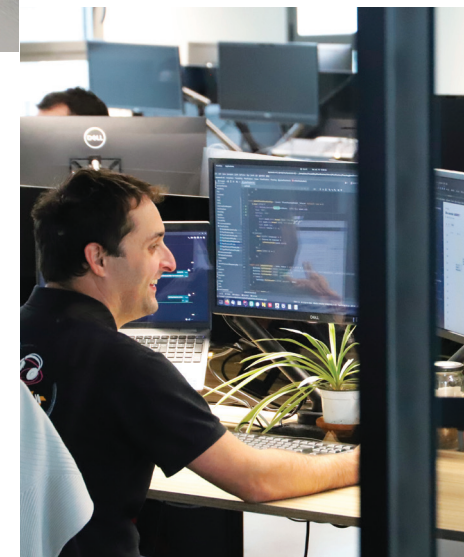
Samisc acquires SIRSA

In 2022, Samsic Facility expanded the scope of its activity by acquiring the Spanish company Servicios Industriales Reunidos SA-SIRSA, making it a market leader in the Iberian Peninsula with a turnover of 200 million euros. SIRSA was one of the first companies to be ESG-certified in recognition of its ethical and socially responsible management. Javier Rodriguez Baquero, CEO of Samsic Facility Iberia, pledges to provide the best possible customer experience while expanding business lines and entering new markets.



Cybervadis assessment

In the CyberVadis assessment of its cybersecurity and information protection performance in 2022, the Samsic Group achieved an overall score of 740/1000, qualifying its performance as "Advanced". This assessment is based on a set of international standards, ranging from ISO 27001 and GDPR to NIST, underlining the effectiveness of our approach and the value of the technological and human investment we deploy to protect our Information Systems.



Creation of Samsic Médical

Following the takeover of the AGEMS Group healthcare profession employment agency in 2022, Samsic RH created Samsic Médical and is now consolidating its position in the medical sector temporary employment and recruitment market. With 12 regional and 38 local agencies, Samsic Medical now has nationwide coverage and maintains a close relationship with healthcare professionals in major employment pools.



HIGHLIGHTS 2022

AMBITIONS

01 What place does CSR occupy in the Group's strategy?

THIERRY GEFFROY: CSR occupies a major position within the group's strategy and is central to all our strategic decisions. It also constitutes both a strong managerial challenge and a means of communication with our stakeholders that enhances their understanding of our strategy. Economic, social, environmental and wider societal issues are now inextricably intertwined and have direct repercussions on our activities, as is currently being shown with the impact of inflation on our company and on Samsic's collaborators – to cite just one example. Within our Group, social policy on issues related to quality of life and working conditions as well as supporting our employees to access housing are therefore primordial. CSR is also an issue on which both the younger generations and our employees have strong expectations that need to be taken on board. Similarly, the international reach of our group with its wide diversity of experiences and cultures underscores the way in which different sensibilities and degrees of maturity are ultimately extremely complementary and positive. Our commitments to solidarity, the preservation of the environment and health and safety at work are much more effectively expressed in the field through our daily actions than through the regulations and standards which are progressively being imposed everywhere.

STÉPHANIE DELAMARRE: Samsic nurtures its Corporate Social Responsibility commitments with both conviction and common sense – qualities which over time have become firmly embedded in our DNA. Our Disability and Solidarity Employment commitment perfectly illustrates this point. Transforming our commitments into CSR initiatives with the input of our collaborators, customers, and more generally, local stakeholders everywhere, is taking place in a natural, pragmatic manner. On the other hand, data reporting and consolidation on CSR initiatives that are being deployed in the field – across our 3 business units and the 27 countries where the Group operates – constitute a real challenge for us. However, measuring our impact is essential to making the right operational management decisions to ensure that we meet the strict sustainability reporting requirements laid down by international regulations, as well as to guide the group's future strategic decisions. For this reason, we're all working together on this issue with our ESG platform and CSR programmes. Measuring our ESG performance is essential to be able to base the Group's future strategic decisions on clear, accurate information and ultimately meet the requirements of the new CSRD Directive on sustainability reporting.

Thierry Geffroy
CEO, Samsic Group



Stéphanie Delamarre
Director, CSR and Sustainable Development



INNOVATION

02 What are the initial results of Samsic Planet 2030, Samsic's CSR programme launched in 2022?

STÉPHANIE DELAMARRE: Through our Samsic Planet 2030 programme, we sought to strengthen our environmental objectives – and we can now say that we're on the right track. The launch of our Low Carbon Trajectory together with environmental performance studies on our services and a host of other projects – on issues ranging from mobility, sobriety plans and our eco-responsible offer to raising employee awareness – attest to this.

As part of our international "Caring For Forests" programme, our very first trees were planted in Brittany – our home territory – fostering our ambition to raise collective awareness on the need to preserve biodiversity.

With regard to social criteria, we're pleased to be able to bring together operational staff and customers committed to working alongside us to improve literacy skills. We're also continuing our actions in favour of intergenerational integration and those furthest away from the labour market. Finally, we launched our CSR communities, aiming to address those challenges that we need to work on at an international level, such as our Low Carbon Trajectory, of course, but also responsible purchasing, civic engagement and ethics – all of which all correspond to the real issues facing Samsic today.

Broadly speaking, CSR is progressing at a very satisfactory pace, driven by ever-increasing employee engagement.

"Nothing is so contagious as an example"

LA ROCHEFOUCAULT

IMPACT

03 What do you think will be the priority CSR issues in coming years? How do you see Samsic in the coming decades?

THIERRY GEFFROY: The Samsic Group lives and thrives at the heart of its economic, social and ecological environment, in which it is also a player. Samsic must therefore ensure it is an exemplary player. By driving momentum and valuing the input of everyone, I'm convinced we have the capacity to become a leading group of collaborators actively committed to pursuing our CSR objectives. There are numerous ways we can leverage change. From the point of view of the environment, we must ramp up our efforts to achieve energy sobriety, switch to decarbonised energies for our future investments and purchases while taking the social impact of our choices into account. Our low-carbon trajectory must lead us towards ever more eco-responsible services and working environments, with carbon neutrality being achieved by 2050. Finally, we're determined to continue our actions in favour of regenerating forests and preserving biodiversity, both essential allies in the fight against climate disruption.

Samsic is one of the links in a chain of life for which we are all – individually and collectively – responsible. To encourage collective action and the emergence of a common front, Samsic's actions must serve as an example - with a conscious, responsible approach towards each of our actions and choices. Each and every one of us has the power to make a real difference.



3.45 billion euros in turnover
30,000 customers
117,000 employees

Samsic is an international group that brings comfort, well-being and serenity every day to the heart of living and working spaces and develops the professional skills of millions of people.

BUSINESS EXPERTISE
 social management,
 and integrated services

INNOVATION
 and tailored design
 of services

INTERNATIONAL
 reach and strong
 local ties

HIGH STANDARDS
 for sustainable, responsible
 performance

Through our 3 major areas of expertise: **Samsic Facility**, **Samsic RH** and **Samsic Airport**, we offer a global range of services that enhance our clients' performance by allowing them to focus entirely on their core business.

- France
- Belgium
- The Netherlands
- Luxemburg
- Switzerland
- Germany
- Austria
- Portugal
- Spain
- Italy
- United Kingdom
- Ireland
- Poland
- Slovakia
- Czech Republic
- Romania
- Slovenia
- Croatia
- Serbia
- Bosnia and Herzegovina
- Bosnian Serb Republic
- Hungary
- Morocco
- Qatar
- Dominican Republic
- Canada
- USA

27
COUNTRIES



2 billion
 euros in turnover

450 locations
80,000 collaborators

RECEPTION
 SECURITY
 CLEANING
 MULTITECHNICAL
 MAINTENANCE
 ENERGY
 MANAGEMENT

ENVIRONMENT
 FACILITY
 MANAGEMENT
 LOGISTICS
 FLEX SERVICES
 GREEN AREAS



1.1 billion
 euros in turnover

420 agencies
30,000 collaborators

TEMPORARY EMPLOYMENT
 RECRUITMENT
 HR CONSULTING
 TRAINING
 SOURCING



350 million
 euros in turnover

33 airports
7,000 collaborators

AIRPORT HANDLING
 AIRPORT SECURITY
 ASSISTANCE FOR PEOPLE
 WITH REDUCED MOBILITY

Our resources

Human

117,000 collaborators
18 training centres
1 R&D centre

Services

+ 800 agencies in 27 countries
237 strategic partnerships

Financial

Family shareholding
Robust financial structure
Debt ratio < 1,5

Environmental

Eco-responsible services
Low Carbon Trajectory

Societal

Sponsorship
"Caring for Forests" corporate philanthropy programme

Our expertise

Samsic delivers a global, integrated range of services with the aim of enhancing people's environments and performance, thanks to over 200 business lines

FACILITY MANAGEMENT

- Multiservice
- Multitechnical

Skills development & employment



Our specialised markets



Industry and construction



Health care



Tertiary sector



Airports and aeronautics

Our value creation

For collaborators

Skills and talent development
Team spirit and engagement
Civic engagement

For clients

Performance of real estate assets, work environments, airport platforms and Human Resources
Co-innovation and environmental management

For suppliers and partners

Ethical, long-term partnerships
100% of buyers trained in responsible purchasing

For the planet and society

Reducing carbon emissions and restoring forests
Contributing to social inclusion and regional development

For the financial community

29% overall taxation, 70% of which is paid in France

OUR STRATEGIC PRIORITIES

Target organic

and external growth through a network of strategic partnerships and by developing our range of services and markets as well as the geographical scope of our operations

Anticipate new trends

related to changes in work environments and customer needs by introducing a B2B4C-oriented service offer

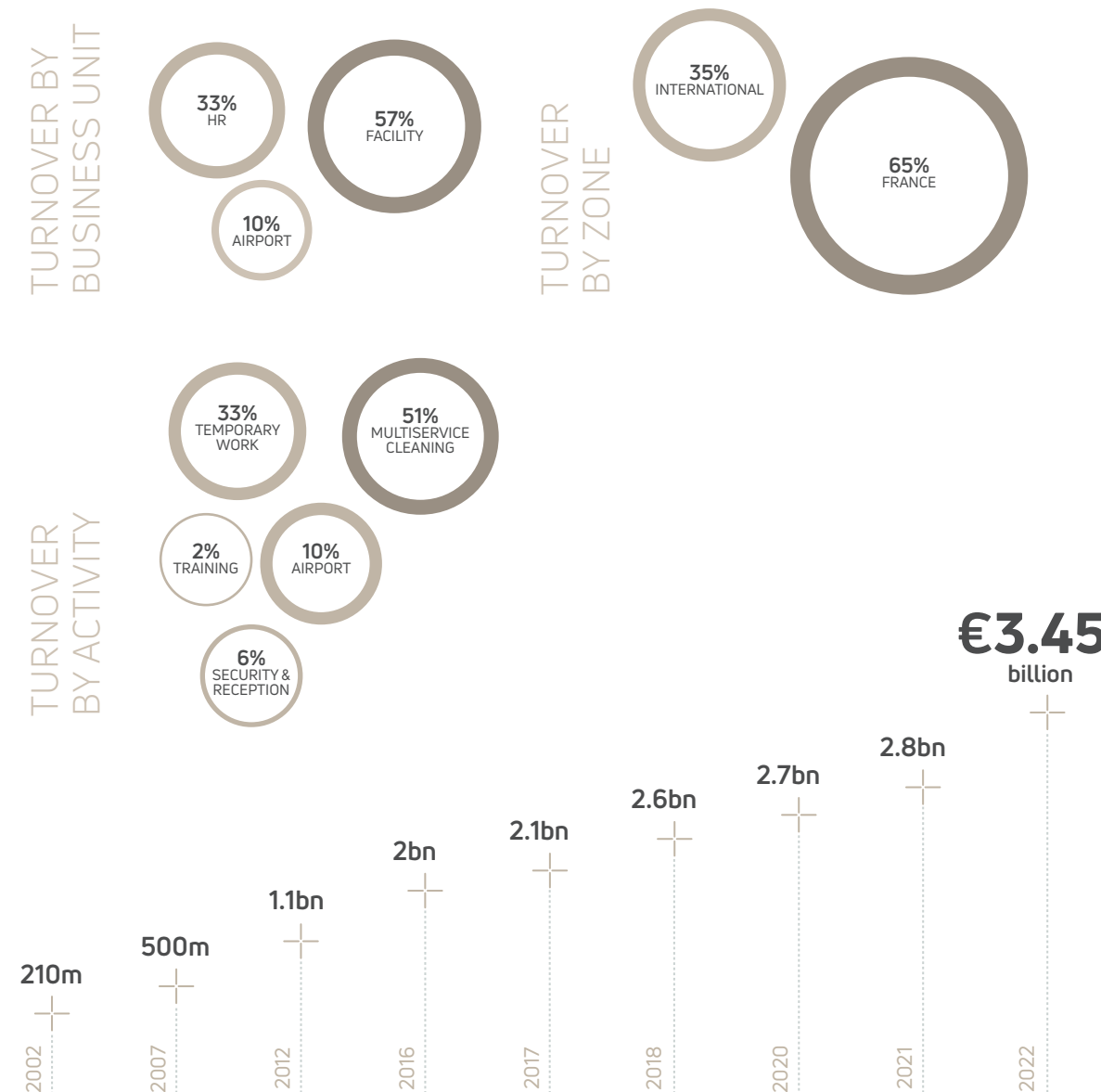
Up the pace of innovation

and R&D to help us meet our transition challenges, create value through differentiation, improve our competitiveness and achieve overall operational excellence

Attract and retain talent

through the roll-out of programmes to improve Quality of Life and Working Conditions (QLWC), internal mobility and skills development

FINANCIAL PERFORMANCE



CSR PERFORMANCE

Because Sustainable Development is at the heart of our strategy and guides us in each of our decisions, we assess our non-financial performance by monitoring around 150 ESG environmental, social and governance indicators at group level.

The recognition conferred by international standards, such as ISO 14001, 450001, Ecovadis and Cybervadis certifications, reflects our ability to sustain our economic growth in an environmentally, socially and ethically responsible manner.

To ensure our transformation towards an ever more sustainable business model, our CSR Department supports all the group's entities each and every day to improve their ESG performance, with a common objective in view: to build a better, more responsible future together.



65/100

cybervadis

Overall score

740/1000

1,311

Work-study students*

9.36%

Persons with disabilities employment rate*

SOCIAL

90%

EURO 6 vehicles**

125

Electric vehicles**

83%

Eco-labelled products*

62%

Women*

55%

Work-study students staying on at Samsic*

845

Delegates with disabilities*

8,300

Eco-aware employees**

12

Strategic Committees*

111

ISO 9001-certified facilities: 2015**

CORPORATE

491,687

Hours of training provided to group employees**

72%

of work-study recruits on permanent contracts*

71

Persons retained in employment*

8,162 kWh

Overall group consumption**

** Indicators based on the performance of the 10 countries that are included on our CSR platform: France, Poland, Italy, Switzerland, Belgium, Spain, Luxembourg, UK, Portugal and Germany.

*In France.



The Supervisory Board

Chaired by Christian Roulleau, Founder of the company, the Supervisory Board approves the orientations put forward by the Executive Committee. It approves the strategic orientations put forward by the Committee. The Supervisory Board is also committed to monitoring the sustainable performance of the Group in order to ensure responsible management over the longer term.

Sustainable Development Strategy Committee

Led by Stéphanie Delamarre, CSR Director, the Sustainable Development Strategy Committee drives the coordination and development of the Group's strategy in environmental and social matters using a collective, participatory approach. It supports each of the subsidiaries in the development and monitoring of their strategic orientations and meets three times a year to approve objectives and report on perfor-

Our CSR communities

Our CSR Communities bring together employees from all over the world several times a month to discuss issues related to sustainable development, thereby promoting a committed and responsible corporate culture and encouraging the exchange of best practices. Acting as real levers of employee engagement across the Samsic Group, these communities are subject to a continuous improvement process that is included in the company's overall performance.

Executive Committee

Composed of the heads of various business units, the Executive Committee proposes and confirms the strategic orientations of the Group's policy to the Supervisory Board and ensures that the Samsic Group's CSR policy is effectively integrated. Supported by a management team for the Group's operational management, the Committee is responsible for implementing the measures that have been decided on.

mance to the Executive Committee. In addition, the Sustainable Development Strategy Committee plays a major role in the communication and transparency of information throughout the Samsic Group. The publication of its annual CSR report fosters constructive dialogue with stakeholders and helps maintain trust in their relationship with the Group with regard to its sustainable development commitments.

Implementation and monitoring

Under the supervision of the Sustainable Development Strategy Committee, our project managers strive to implement the Group's CSR strategy on a daily basis, while guaranteeing constant performance monitoring on social and environmental issues across all Group entities, both in France and abroad.



100%

of our decisions take sustainable development issues into account

RISKS & OPPORTUNITIES

Conscious of the repercussions of its activities on the planet, the Samsic Group strives to minimise its negative impact and maximise the positive benefits for our stakeholders by engaging in a proactive risk prevention approach. Identifying and then classifying risks according to their potential impact, probability and interdependence allows for CSR and Vigilance risk-mapping,

providing our business units with a clear perspective on environmental, social and governance issues. By taking this broad range of essential issues into account in its CSR strategy, Samsic is now able to pinpoint the major opportunities that are set guide the orientations of its Sustainable Development programme over the years to come. This approach is of increasing impor-

tance at a time when regulations are being strengthened, with the entry into force of the Corporate Sustainability Reporting Directive introducing new sustainability reporting standards to induce companies to move towards ever more transparent and sustainable practices.

		Samsic Facility	Samsic RH	Samsic Airport
Environment	Resource management & biodiversity loss	●	●	●
	Impact of activities on climate change	●	●	●
	Waste management	●	●	●
Human Rights & Working Conditions	Human Rights & Decent Work*	●	●	●
	Health & safety at work	●	●	●
	Quality of life & working conditions	●	●	●
Business ethics	Ethical and relationship of trust with third parties	●	●	●
	ESG performance of suppliers & subcontractors	●	●	●
Security of our services & Cybersecurity	Conformity of service offer with CSR criteria	●	●	●
	Cybersecurity & data privacy	●	●	●

* Non-discrimination, prohibition of moral and sexual harassment, child labour, forced or compulsory labor, working hours, freedom of association ● moderate risk ● risk requiring consideration ● high risk ● very high risk

Working towards carbon neutrality by reducing the impact of our activities

Contributing to the wellbeing, health and safety of our collaborators by guaranteeing good working conditions

Building lasting partnerships by encouraging more responsible practices within our value chain

CONTRIBUTION TO SDGS & CSR COMMITMENTS

At a time when sustainable development is becoming increasingly important and a vision is emerging of performance viewed through the lens of the climate emergency and the preservation of life, how could we fail to re-examine the scope of our responsibilities, our contribution to societal issues and our choices?

Joining forces to build a real societal project that is useful and has a place for everyone; nurturing our ambition to create positive, shared and virtuous value for our planet. This is the experience that we're encouraging you to share with us. Through Samsic Planet 2030, an ambitious programme based on 4 pillars with 13 commitments, we're striving to develop eco-responsible services for our customers and provide our employees with an eco-friendly working environment. On a daily basis, they mainly contribute to 8 Sustainable Development Goals aimed at protecting our planet, reducing inequalities and guaranteeing the well-being of all.



Stéphanie Delamarre

Director, CSR and Sustainable Development



Planet 2030



PARTICIPATING IN PRESERVING **OUR ENVIRONMENT**

- Develop eco-responsible services
- Mitigate our carbon footprint
- Promote the circular economy



UNLEASHING THE POTENTIAL OF OUR RESOURCES **AND CULTIVATING OUR TALENTS**

- Foster diversity and equal opportunities
- Train and cultivate our talents
- Preserve the health and safety of our employees
- Develop team spirit and wellbeing in the workplace



DELIVERING **RESPONSIBLE AND INNOVATIVE SERVICES**

- Guarantee customer focus and expertise and seek innovation
- Evaluate our performance with transparency
- Build a long-term partnership with our value chain



CONTRIBUTING TO THE DEVELOPMENT **OF A SOLIDARY AND SUSTAINABLE SOCIETY**

- Take action to promote solidarity
- Participate in local economic and cultural development
- Support biodiversity

OUR KEY CHALLENGES

Climate

We encourage sustainable practices to reduce our footprint and engage in a low carbon trajectory

Eco-responsible range

We design innovative services to help our clients achieve their own environmental goals

Diversity and inclusion

We fight discrimination, reducing inequalities and supporting the most vulnerable

Quality of life and working conditions

We prevent risks, take care of our collaborators' health and contribute to their wellbeing

Responsible purchasing

We work alongside our value chain to optimise the social and environmental impact of our operations

Ethics & Compliance

We ensure that respect, trust and transparency are at the heart of interactions with all our stakeholders

Biodiversity

We help regenerate forests to restore ecosystems and mitigate climate change

Employee civic engagement

We encourage our collaborators to commit to causes promoting solidarity

› 2005

Membership of the Global Compact and Creation of an Employment – Disability service

Creation of the Sustainable Development steering committee

› 2010

› 2011

Signature of the Diversity Charter and creation of the Ethics Charter

1st CSR challenge and Samsic Sécurité winner of the trophy for best societal and civic approach

› 2013

› 2014

SamAide, 1st sheltered work centre and creation of the BAA Fund to support for medical research

• Creation of a National Innovation Programme Committee to tackle illiteracy
• Achievement of the United Nations Global Compact Advanced level

› 2015

› 2019

Achievement of European Ecolabel certification for "interior cleaning services" by Samsic Italia

Launch of the "Samsic Planet 2030" Sustainable Development programme

› 2021

› 2022

Launch of our "Caring for Forests" programme with the planting of 7,950 trees in Erquy



REDUCE OUR IMPACTS AND DEVELOP ECO-RESPONSIBLE SERVICES

83%

share of eco-labelled
products in France

90%

of Euro 6 vehicles

125

electric vehicles



Concrete measures for an ambitious carbon strategy

Samsic launches its “Low Carbon Trajectory” project with GreenFlex.

Thibault, how does GreenFlex help companies to decarbonise their activities?

For over 10 years, GreenFlex has been helping its clients contribute to the overall achievement of the global carbon neutrality objective. This objective is essential to all of us to ensure that acceptable climate conditions prevail and to stave off the possible environmental, health, social and economic consequences for society and individuals.

To achieve these objectives, everyone must “do their bit” and align their business strategy with strong climate objectives. This is where GreenFlex comes in, by helping our clients measure their greenhouse gas emissions (an essential prerequisite for any climate action); set reduction targets across their entire value chain; enable their customers to generate avoided emissions and build a robust carbon sequestration strategy to support reduction measures.

Beyond these strategic orientations, GreenFlex ensures that climate strategies are

workable by carrying out feasibility studies on GHG emission reduction measures; providing finance and management solutions; selecting appropriate carbon sequestration projects; implementing change management and getting customers and suppliers on board.

GreenFlex has co-signed 10 principles for an ambitious climate strategy with ADEME and the Net Zero Initiative.

In your opinion, what are the key factors for the success of Samsic’s “Low Carbon Trajectory” launched in 2022?

The scope of Samsic’s activities is complex, due to its wide-ranging operations and international-scale organisation. Deploying an effective low-carbon strategy will depend on adapting data collection to Samsic’s specificities and defining effective methods.

It will be essential for each entity and business line in Samsic to be involved in defining which actions to reduce GHG emissions should be implemented and how the approach should be managed over the longer term. The objective is clear: get employees

and business units on board to ensure that the objectives we set are achieved.

We must develop a real Samsic “carbon culture” that everyone feels they are part of, and which makes them feel proud to belong to the company.

How do you see the position of Samsic and its services in a future where low carbon is a priority?

Beyond just a “technical” reduction in GHG emissions, Samsic must consider where it stands in a low-carbon world. What new services could it provide? How can it align corporate strategy with climate issues? How can it raise employee awareness on these issues?

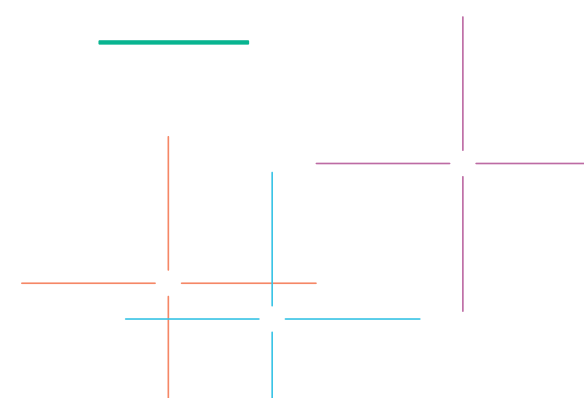
Just imagine a world where Samsic offered new services allowing customers to avoid GHG emissions, extend the lifespan of their equipment, electrify a large majority of their services, convert to solar energy and develop enhanced sobriety and energy efficiency. Then all that remains is to get all this done in the next ten years!

W
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Thibault Ben Khelil
Director of Consulting,
GreenFlex

For 15 years at GreenFlex, Thibault has been developing low-carbon plans for various sectors, ranging from the measurement of GHG emissions to carbon neutrality strategy, and including setting ambitious reduction targets and implementing transition plans. His technical and environmental skills and project management experience are put to good use in industry, services, transport and construction.



AllADP buses, operated by Samsic Assistance to transport connecting passengers between terminals at Paris-Charles De Gaulle airport, run on HVO biofuel. Processed from food industry waste and fats, HVO reduces CO₂e emissions by more than 83% and avoids the emission of 794 tonnes of CO₂e per year.



50 %
of the fleet runs
on electricity
and biofuels

"Samsic Assistance currently deploys a fleet that is 50% green and runs on electricity and biofuels."

Samsic Facility Germany boosts its eco-responsibility credentials thanks to dematerialisation

In Germany, Samsic Facility completed the roll-out of its new dematerialised document management system and the automation of its operational and administrative processes, leading to a 75% reduction in manual tasks.

The creation of 145,000 digital documents allowed 2,160 kg of wood, 36,420 L of water and more than 700 kg of CO₂eq to be saved.

As well as saving resources, the system allows documents to be accessed anywhere, fostering a flexible working environment, helping to ensure continuity and resulting in an overall improvement of the service.

700 kg
CO₂eq avoided thanks
to dematerialisation



Samsic Group sobriety plan: from global engagement to local involvement

In the context of the energy crisis, companies have a decisive role to play in orienting their activities towards sustainable sobriety.

Samsic Group's energy reduction plan for winter 2022/2023 includes simple, immediate actions to be implemented to bring about a rapid reduction in its energy consumption. It is designed to meet three main objectives:

- Ensure that work organisation is in line with the obligation of sobriety,
- Track down energy wastage,
- Raise employee awareness on how to achieve sobriety.

A significant number of relevant tools have been created and rolled out to 870 Samsic establishments around the world: a presentation of 10 key measures to reduce consumption; a technical guide to help tackle wastage by adopting good practices; an awareness-raising campaign on eco-friendly behaviour and a guide for managers on how to implement the sobriety plan and sensitise their teams to these issues with a range of challenges, green nudges and webinars, etc.

These initiatives are in addition to the group's up-and-running measures and longer-term projects such as its low-carbon trajectory and the deployment of a company travel plan. The actions are being introduced by Samsic to respond to the french national call to reduce energy consumption by 10% over the next two years.

Greenweeks By Samsic

In September-October 2022, within the context of the European Sustainable Development Weeks, 150 collaborators from Samsic's head office were able to attend awareness-raising workshops on energy sobriety and mobility issues. During this two-week period, Greenweekers learned how to identify sources of energy consumption and how to reduce their bills.



-60%
chemicals used in 2022

JPC by Samsic launches 100% carbon offset cleaning services

Samsic's London subsidiary specialising in premium cleaning services, JPC by Samsic, is now bringing its client Chiswick Park a new 100% carbon-offset cleaning service. It is based on a three-step process: calculating carbon impact; implementing an action plan to reduce impact by switching to greener products, raising awareness and relocating supplies; and offsetting residual CO₂e emissions through a range of VCS (Voluntary Carbon Standard)-certified projects.

In 2022, 13.5 tonnes of CO₂e were duly offset, while the introduction of over 150 innovative products at the site slashed the consumption of chemicals by 60%.



31,680
litres of water saved
each month

-35%
energy consumption
thanks to Studeffi

Studeffi: a new energy management solution to support Samsic customers in their energy transition

In March 2022, Studeffi became part of Samsic Facility, enabling the group to offer its customers a new energy management solution and improved support for their transition. By allying technology with consulting, Studeffi optimises its customers' consumption mainly by means of Studeo, a solution that monitors and manages energy consumption using over 12,000 connected meters.

For instance, based on an energy audit, Studeffi enabled a key clothing retail player to introduce concrete solutions and reduce energy consumption at its site by 35% in 2022, representing a saving of 764,931 kWh!



Samsic Facility and Energias de Portugal (EDP) eco-responsible services for a commitment to sustainability

Leader du Facility au Portugal, Samsic joue un rôle important face As the leading company in the Facility Services sector in Portugal, Samsic has an important role to play in addressing environmental and climate challenges. By reducing the impact of the services it provides, this Samsic subsidiary not only reduces the footprint of its own activities but also supports its customers in their transition.

Being the national supplier of cleaning services for Energias de Portugal (EDP), a leader in the energy transition, Samsic Facility's Eco Service methodology enables EDP to concretise its strong sustainability commitments. The shared values of Samsic and its client are producing very tangible results.

In 2022, by adopting the use of highly concentrated products and microfibre textiles to replace traditional water-based cleaning, 31,680 litres of water and 120 litres of chemical products were saved and waste and packaging were significantly reduced. As well as helping to improve the quality of the cleaning service, the use of automatic dosing equipment and lighter, more ergonomic work tools also helped to limit exposure to the hazards associated with chemicals and related occupational health risks.

“EDP looks for partners engaged in the energy transition and meeting standards of excellence with regard to ESG practices. As a key Facility Management supplier, Samsic supports us in our sustainable development commitments and in the implementation of the Eco Service methodology.”

Luis Clemente
Facilities Management Director at EDP Global Solutions



European Ecolabel: 5 new sites certified

With the ambition of achieving certification for around fifty of its strategic customer sites within 3 years, the Samsic Group is continuing to roll out its certification programme. After a first site in 2021, another 5 were awarded the “European Ecolabel - Interior cleaning services” in 2022.

A certification that guarantees excellence, the European Ecolabel highlights how the impact of Samsic's activities on the environment has been significantly reduced and rewards an approach that encourages virtuous choices and promotes a relationship of co-construction with customers.

In concrete terms, the label certifies that Samsic delivers services that comply with the European Ecolabel standard, which focuses mainly on the use of environmentally friendly products, staff training on environmental issues, waste sorting, the use of equipment to monitor and to reduce energy and water consumption, the use of greener vehicles and the implementation of an environmental management system.

“Our Green Care Ecolabel range attests to our environmental performance and encourages our customers to opt for ever more virtuous technical choices, often going beyond standard guidelines.”

François Pierot
Director, Quality Safety Environment, Samsic Facility



VIEWPOINT

EXPERT

Cleaning services to help bring about the environmental transition

What are cleaning companies doing to preserve the environment?

Cleaning companies have a long-standing commitment to mitigating their environmental impact, mainly through the use of eco-labelled products or consumables, certifying to their reduced impacts on health and the environment, as well as by raising awareness in cleaning staff on eco-friendly practices. In addition, as 80% of the sector's GHG emissions are related to travel, many cleaning companies have committed to sustainable mobility projects. Finally, the health crisis has heightened awareness of the need to guarantee hygiene at sites. In consequence, companies have sought to develop appropriate methods to minimise the impact of hygiene measures on the environment.

How are the main orientations of the sector defined and what are the next steps to accelerate the transition?

The FEP (federation of cleaning, hygiene and associated services companies) relies on the input of its committee of CSR specialists, on which Samsic represents a federation of large companies, whose expertise serves the development of policy and support programmes within the sector. To accelerate the ecological transition, the committee is working on a support scheme aimed at strengthening the involvement of cleaning companies and their management and measuring the impacts of their respective cleaning services, with the overall aim of bringing about a transition towards alternative, more environmentally friendly practices.

Véronique Vansteene
CSR Project Manager,
Fare Propreté





SUSTAINABLE MOBILITIES

The Samsic Group commits to local communities

As a key element of its low-carbon trajectory, the Samsic Group is ramping up its sustainable mobility policy by deploying a series of local action plans in line with regional specificities. For example, in cooperation with the City of Rennes, Samsic is producing a mobility plan for the 550 collaborators based at its head office and in agencies in the Rennes metropolitan area, a plan that will duly be rolled out across France.

Mobility plans, often led by internal “mobility managers”, have also been deployed by Samsic teams in Spain, Italy and the United Kingdom.

Samsic Emploi Millau promotes soft mobility among temporary workers

In a bid to promote soft mobility and remove obstacles to employment, Samsic Emploi Millau encourages its temporary workers to use alternatives to solo driving. Based on a mobility diagnosis involving a wide range of local players, at each first individual interview the Samsic team helps temporary workers to find the best available transport solution for them, by, for example, informing them about an affordable bus service run by local manufacturers or putting them in contact with other temporary workers to arrange carpooling.

Result: 35% of temporary workers now use soft mobility, and 23% of them have switched from solo driving to carpooling!

Questions to Morgane Le Roy, Sustainable Development and Mobility Project Manager, Rennes Métropole

Why and how does Rennes Métropole support economic players on climate issues?

The vast majority of local home-to-work trips are still by private car. In view of the current climate and environmental challenges, it's now essential to help economic players to reduce the impact of the travel generated by their business. Rennes Métropole has been doing this since 2004 with its mobility consulting service for businesses.

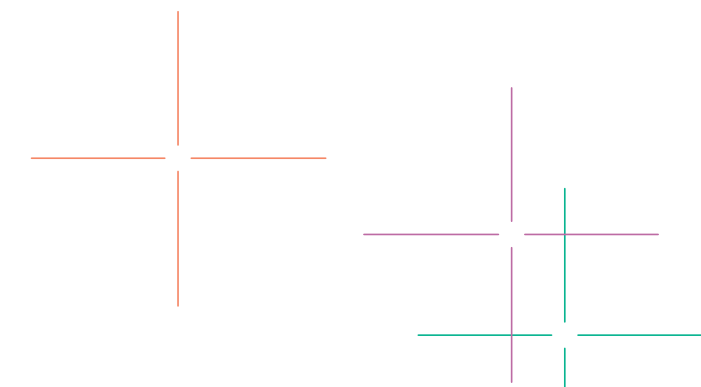


What exactly is an employer mobility plan?

Among the tools that Rennes Métropole can provide is the Employer Mobility Plan which, on the basis of a diagnosis drawn up with the company, identifies the relevant actions to be implemented to encourage employees to switch to modes other than the private car, such as raising employee awareness of alternatives to the private car, facilitating the transition to cycling by providing refresher courses, and offering financial incentives to employees who opt for carpooling.

What factors ensure the success of the employer mobility plan for a group like Samsic?

To be successful, the mobility plan must stem from a strong desire on the part of the company to change mobility practices and be backed up by significant resources, particularly human resources. Communication and employee engagement is also essential, as collaborators must feel involved in and empowered by the project. To monitor and manage the process over the longer term, we suggest that organisations appoint an internal mobility specialist.



In France and Belgium, the Samsic Group is stepping up the greening of its fleet

Reducing the environmental footprint of mobility has become a major challenge for the group and is reflected in various initiatives in the field.

In France, Samsic is accelerating the electric transition of its mobile car fleet. In 2022, 30 charging stations were deployed at the group's main sites, an experimental phase that enabled the optimal use of these charging points to be developed according to the group's activities: charging of vehicles dedicated to security during the day and those dedicated to cleaning at night. To support and encourage the change, electric vehicles are also made available to the group's 500 French establishments for test periods. To date, 95% of the vehicles in the fleet comply with the Euro 6 D standard. By 2023, the aim is to deploy 120 new low-emission vehicles.

At Brussels Airport, where Mobility Masters, Samsic's Belgian subsidiary, cleans 30,000 aircraft per year, 4 electric vehicles have already been deployed, representing 15.38% of the fleet. In addition to this, every new vehicle is now a hybrid or electric vehicle.

Driving simulators to reduce the carbon impact of training

In 2022, the ABSKILL Group, a leading professional training organisation in France and a subsidiary of Samsic, replaced ten heavy goods vehicles from its 100-strong fleet with driving simulators, successfully avoiding the emission of 260 tonnes of CO₂eq a year!

Beyond its obvious ecological advantages, this digital innovation is also of great educational value for learner drivers as dangerous situations, such as aquaplaning, can be effectively simulated.

The long-term objective: a mixed fleet, with an equal number of HGVs and simulators.



Ecological window cleaning services with a 3-wheel cargo bike

Samsic Facility Tours provides its window cleaning teams with an electric cargo bike, making life easier for the teams and benefitting the environment. Road-approved and with no need for a driving licence, the cargo bike makes travel and parking in the city centre easy and convenient, and has reduced CO₂eq by 341 kg over a year.

This eco-responsible and flexible mobility system is set to be rolled out more widely as it is particularly well-suited to window cleaning rounds in city centres.

VIEWPOINT

Moving towards more sustainable mobility

What is Samsic Facility Italia's mobility challenge?

Sustainable mobility engages and empowers each of us. It is a cultural transformation that is changing the way we experience travel. For Samsic Facility Italia, this commitment is set within a specific local context, since we have pledged to actively contribute to the City of Turin's plan to reduce CO₂eq emissions in the community.

What does your mission consist of?

My role is to create a truly shared culture based on sustainable mobility. To achieve this, I did a training course on implementing a business travel plan which taught me how to carry through this type of project. Based on a diagnosis I carried out on travel patterns, I then deployed a set of initial actions: introduction of carpooling as an alternative to solo driving, raising employee awareness, purchasing two electric vehicles, etc. These measures have already enabled 30 people to be trained in soft mobility and avoided the emission of 400 kg of CO₂eq.

What about the longer term?

As I'm also in charge of organisational innovation, I contributed to setting up the Samsic Academy, which aims to foster collaborators' skills development. The subject of mobility is an important part of this because the real challenge is to bring on change, particularly with regard to employees' practices.



Piero Camerone
Mobility Manager
Samsic Facility Italia



PROMOTE DIVERSITY, CONTRIBUTE TO THE WELLBEING AND DEVELOPMENT OF OUR COLLABORATORS

62%

of women in the group

9.36%

employment rate of persons
with disabilities in France

55%

of end-of-course work-study students
stay on at Samsic, France



The women and men of Samsic are our company's key resource

**What are the main HR challenges with
in a group like Samsic?**

F.L.: The main HR challenge facing Samsic is the attractiveness of the company and its business lines. To address this issue, we must ensure that practices are harmonised throughout the company. For this reason, Samsic has launched the «Digital Recruiters» platform aimed at all the group's recruiters across France.

Integrating and retaining new collaborators is another key issue. Our objective? Give everyone visibility on career opportunities within Samsic worldwide and make sure employees know how to access them. This evolution in our practices is essential if we want to meet future challenges and new employee expectations. The «For-Me» platform therefore lists all the training courses our collaborators can access, allowing them to play a proactive role in their own career development.

Finally, we are very proud to have expanded work-study training within Samsic in recent years. From being few and far between just three years ago, there are now more than 1,000 work-study students in France who are core to the group's HR policy.

They are also our most effective ambassadors for making our services and businesses more attractive to young people.

**What does diversity and inclusion
mean for Samsic ?**

I.C.: Because the company reflects the society within which it provides its services, it must embrace the talents of everyone without any kind of barrier. I'm also convinced that diversity makes us collectively better, increases team commitment and motivation and makes the company more efficient overall. Seven years ago, our subsidiary's workforce included less than 2% disabled people - today that number has risen to 6%.

Samsic Facility Iberia also fosters the integration of women who are victims of domestic violence through an agreement signed with the Ministry of Labour. This programme has already reached out to 54 women. The inclusion of young people is another major challenge for our group, particularly in Spain where the youth unemployment rate remains very high. On this subject, in addition to strengthening the attractiveness of our business, it's essential to set up agreements with schools to improve work experiences and ensure that training is really relevant.

Finally, within our functional and operational staff, we're strongly committed to benefitting from the experience of over 50s who have been excluded from the labour market.

**Is developing the skills of collaborators
a priority?**

I.C.: For many years, the group has been striving to recruit the best professionals. The training and skills development of these employees is essential to the growth of our group. In the context of a tight labour market, Samsic must reinvent itself in order to retain the best collaborators. How? By offering its employees greater flexibility, a better work-life balance and encouraging them to see development opportunities within the group.

The challenge here is twofold: firstly, to open up the spectrum of possibilities for employees; and secondly, for Samsic to have a better understanding not only of employees' talents and skills but also their choices in order to more effectively orienteer their development within a group that now has global reach. Because in our businesses, attracting and retaining talent is becoming as important an issue as attracting customers.

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Isabel Cid
Director, Human Resources,
Samsic Facility Iberia

In charge of Human Resources since 2015, Isabel Cid also coordinates CSR and talent development initiatives with passion and commitment.



François Leroux,
Director, Human Resources,
Samsic Group

Joining Samsic in 1988, two years after its creation, François Leroux has held various positions in operations, from Supervisor to Managing Director for Île-de-France. In 2004, he took over the management of the group's Human Resources at its head office.

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The Samsic Facility Île-de-France Oscars: celebrating the stars of everyday life

For the space of a morning, Samsic Facility employees enjoyed being in the limelight at a specially dedicated ceremony: the Samsic Facility Île-de-France Oscars.

The event sprang from the imagination of the Regional Management of this Samsic division and aimed to showcase and reward our collaborators, especially our onsite frontline staff. In the presence of more than a hundred employees, 80 winners were presented with an oscar as a souvenir of this extraordinary day.

In total, more than 36 trophies were awarded to employees in different categories: best cleaning agent, best security agent, best hostess, best head of establishment, best sales rep, etc. The ceremony concluded with the awarding of two Golden Oscars to Mohammed B. and Dellel M., in recognition of their professionalism, bravery and dedication in the exercise of their missions.

A friendly and heart-warming event that allows Samsic to underline that its force depends on the women and men who, day after day, contribute to the collective success of the group.

Dellel M'hamed, Security Site Manager and Golden Oscar 2022

What did you think of the Samsic Oscar ceremony?

It was a really nice event that brought together all our local colleagues and the group's management. Enjoying a friendly, relaxed moment together after the health crisis felt good! In 20 years in the business, this is also the first time that I've participated in an event dedicated to frontline staff.

What led to you being awarded one of the two Golden Oscars?

In the course of my duties, I saved the life of someone who was choking by successfully dislodging the blockage.

How did you feel when you received this award?

It was very emotional because it was the first time that I received an award like this. Getting official recognition is very rewarding - it gives real meaning to my work and above all highlights the collective work accomplished with all my team.



Talent development - a core strategy of Samsic Facility Iberia

In view of the shortage of talent and the rapid pace of change affecting its businesses and markets, Samsic Facility Iberia is investing in the skills development of its collaborators.

In 2022, 100% of sales reps and entity managers - more than 65 people - were therefore able to follow a master's level sales programme to better match our offer to customer needs. In addition, 80% of supervisors - 55 people - were trained in the use of a new digital service planning tool for operational teams.

Rennes School of Business: a new class of Samsic graduates

Enhancing skills, harnessing talents and supporting men and women in their professional development are strong commitments and essential performance levers for the Samsic Group.

In 2015, to support the skills development of its future profit centre managers, Samsic HR, Facility and Airport divisions jointly approached the Rennes School of Business with a view to creating a tailored training course. Spanning team management, finance, HR, negotiation, customer relations and strategy, the "Samsic Profit Centre Manager" course encompasses the entire range of knowledge necessary to manage an economic entity and the group's activities.

This year, 8 students graduated from Rennes School of Business with a level 6 diploma (the equivalent of an M1) under their belt. Since the launch of the programme, 50 students have graduated of whom 88% are still part of the group's workforce.

65 people completed a master's level sales programme



CSR PROGRAMME

RÉALISATIONS & PERFORMANCES 2022

AMBITIONS

- Diversity and equal opportunities >
- Development of the **literacy programme** which has helped 500 collaborators to learn to read and write since its launch
 - Collaboration with **250 French charities and partners** for the integration of persons with disabilities
 - **Intergenerational integration:**
 - 9.9% of employees under 25*
 - 8.3% of employees over 55

- Occupational Health & Safety >
- With managers, **definition of a programme for the prevention of psychosocial risks and harassment**

- Harnessing and cultivating our talent >
- Development of the **Tremplin programme** to ensure the long-term success of work-study courses for 200 work-study students
 - **Work-study satisfaction survey** during the integration phase
 - **Training of mentors & three-party** mid-course assessment

- >
- **Expand our programme to fight illiteracy and language barriers** on an international level
 - **Roll out our inclusion programme** at an international level by 2025
 - By 2025 :
 - 11.5% of employees under 25*
 - 10% of employees over 55*

- >
- **Train 100% of managers** on psychosocial risks and harassment by 2024

- >
- Extend our Tremplin programme **to 100% of work-study students** by 2025
 - **Deploy the Tremplin programme** internationally

*functional and permanent collaborators

VIEWPOINT

Training, a freely accessible path to development at Samsic

Why did you sign up for this training course and how did it work?

I signed up on the advice of my Director, who had done the course herself. I had never had the opportunity to take the baccalaureate, so this qualifying course was a real personal challenge.

What did you learn?

This course allowed me to acquire the necessary knowledge to analyse my professional environment and anticipate changes more effectively. It enabled me to develop an overall vision of the strengths and areas for improvement in my profit centre and the type of new development projects to be built. This vision was particularly enhanced by the writing of my dissertation which studied the impact of new airport technologies on customer handling and support.

What are the added values of this bespoke Samsic programme?

The teaching is really relevant to our professional environment and uses techniques and tools that we can actually use in our missions. The training also allows us to take a step back from our daily life, look at issues from a different point of view and improve our analysis and understanding of customer expectations. Finally, the multidisciplinary group allows us to find out about other business units within the group and discuss our practices, strengthening the bond that unites us.

Audrey Loury
Director of Samsic
Sûreté sites at Rennes,
Caen and Cherbourg
airports



Samsic Facility Iberia is mobilising its efforts to reduce the number of workplace accidents

With its “0 Accident Plan”, the Spanish subsidiary of Samsic aims to nurture an internal culture of preventing and reducing the number of accidents at work. How? By training not only managers but also its 2,500 employees with 35 job-related modules accessible on a digital platform and by distributing information leaflets on good practice.

2023 objective: visit customers twice a week to reassess and reinforce our workers’ health and safety.

Road Safety Day at Samsic Group headquarters

As part of “La Bonne Conduite”, Samsic’s global programme to reduce driving-related risks, a special Road Safety Day was organised at its headquarters in Cesson-Sevigne. On the agenda: driving simulators, checking and correcting the tyre pressure of employees’ cars, and raising awareness on road-sharing for motorists and cyclists. A dozen workshops and events were attended by over 500 collaborators.

This event is set to be rolled out to other group entities in order to promote the safety of as many people as possible.



500 employees participated in a dozen workshops and events



Anthony Tropée’s testimony, Samsic Group Automotive Fleet Manager, tells us about the event

As part of the special Road Safety Day in partnership with Norauto France at the Samsic headquarters, the Pump Operation Express workshop ticked some important boxes by checking the tyres on around a hundred employee vehicles and raising awareness on not only the safety aspect but also the economic and environmental impacts of under-inflated tyres.

This joint action led to a saving of 1,850 litres of fuel, or more than 3 tonnes of CO₂eq avoided over the next quarter!

3 tonnes of CO₂eq avoided

Samsic Santé: muscle awakening to prevent musculoskeletal disorders

Specialising in bio-cleaning and hotel services for health and medico-social establishments, Samsic Santé is committed to preserving the health and safety of its employees.

In partnership with a specialised training organisation, MyOstéo Prévention, this Samsic subsidiary has set up a muscular awakening training programme aimed at preventing musculoskeletal disorders and low back pain.

The principle? Each agent, before starting work, awakens their various body sensors with a series of beneficial movements and postures to limit the risks to the body. After theoretical and practical training, 16 operational specialists rolled the approach out across the site by training another 120 employees.

Samsic Career Booster trains tomorrow’s talents

Welcoming young people on internships or work-study programmes is a key element of Samsic’s human resources policy.

With the “Samsic Career Booster” programme, young talents finishing off their training at the company benefit from internal promotion and support for the pursuit of their career. In fact, 94% of work-study students surveyed say they are “fully satisfied and recommend the group”. 55% pursue their professional career with us. The system also identifies our future ambassadors tasked with promoting the group within schools and at student forums.

The Samsic Group has an outstanding commitment to supporting the integration of the upcoming generation and their professional success, welcoming no fewer than 1,311 work-study students into its workforce in France in 2022.

94% of work-study students are fully satisfied with their experience at Samsic



Ebony Simpson
Senior Consultant and Diversity Ambassador, Sellick Partnership

Sellick Partnership appoints 10 diversity ambassadors

As part of its ambitious inclusion programme, Sellick Partnership, a Samsic RH subsidiary and UK market leading recruitment specialist, has appointed 10 diversity ambassadors.

Their mission? Ensuring the implementation of Sellick’s equality, diversity and inclusion strategy in all company locations so that collaborators, customers and applicants alike feel welcome, safe and valued.

In concrete terms, the team of ambassadors is committed, with the help of its partners, to the continuous improvement of company practices on two major issues: fostering an inclusive internal culture and developing ever more inclusive recruitment practices.

To instil a culture of inclusion, Sellick Partnership places a particular emphasis on training. At the end of 2022, 15 people were trained on how to integrate best practices by means of an intensive 10-hour training programme. This programme will be extended to the entire company in the first half of 2023.

In addition, Sellick Partnership is committed to developing inclusive recruitment methods. How? By making its offers accessible to the widest possible audience, paying particular attention to their wording

and distribution as well as eliminating any possible bias in the way applications are assessed.

To this end, certain information that identifies and potentially discriminates against applicants, such as their name and level of education, is masked and has been replaced by objective scoring matrices. All these measures are aimed at guaranteeing fairness and open competition based on merit.



DIVERSITY AND INCLUSION

Diversity and inclusion: Samsic Italia's commitment is formally recognised

Samsic Italia has achieved ISO 30415 international certification for Human Resources Management – Diversity and Inclusion, the only recognised certification guaranteeing the effective integration of diversity and inclusion criteria in an organisation's governance, human resources, service offer and purchasing policy.

This recognition attests to the unrelenting efforts made by Samsic Italia to improve its practices and processes, create a working environment that is free from all forms of discrimination and harassment and in which each individual feels respected and protected.



Samsic Indoors masterminds a win-win partnership for employment and sport

This ground-breaking partnership bringing together six stakeholders began with an idea: if a rugby club and a local company are facing the same recruitment difficulties, why not pool the two organisations' search for overseas skills? With this objective, Samsic Indoors, a hosted HR solution dedicated to industrial, logistics and service sites, supported the Rugby Club of Haut-Anjou, and Elivia, a cattle slaughtering company located in Lion-d'Angers, to implement a unique initiative.

With the help of Envol, a not-for-profit working in the social and professional integration of foreign employees, and F2o – Bouchers Services, a food industry training centre, this project has enabled seven Georgians to leave behind precarious working conditions in their home country and join a Rugby team, take French lessons and, for six of them, gain permanent employment with Elivia.

A win-win partnership in which Samsic Indoors played a decisive role, intervening at each stage of the project to liaise between the various stakeholders, and guaranteeing the overall success of the operation.

Samsic Facility Iberia and the Integra Foundation: taking action for the insertion of those furthest away from the labour market

As part of its proactive diversity and inclusion policy, Samsic Facility Iberia works alongside the Integra Foundation, which promotes the recruitment of unemployed people and persons with disabilities.

Since the start of the partnership in 2016, more than 730 people have been recruited by Samsic. 3 or 4 times a year, employees of Samsic's Spanish subsidiary also give presentations to this type of audience at the school created by the Integra Foundation to improve employability skills.

Training on finding a job and integrating a company has already benefited at least 187 people.



The Samsic Group commits to improving literacy skills

For 8 years, Samsic has been working alongside the not-for-profit #STOPILLETTRISME and the training organisation ACCENTONIC to support its collaborators in their voluntary acquisition of basic academic skills, including reading, writing and arithmetic.

In 2022, with the much-appreciated cooperation of Crédit Agricole Assurances and L'Oréal customers, the group's cleaning agents benefited from the support of 40 tutors at our sites to help them qualify for their key skills diploma.

Since 2015, over 500 Samsic employees have learned to read and write with this scheme.

Stop illiteracy! Samsic Emploi takes the initiative

With illiteracy affecting some 2.5 million people in France, the Samsic Emploi agency in Sablé-sur-Sarthe decided to act.

In cooperation with the INALTA organisation, it organised a «Proficiency in French in a professional context» training course for its client, LDC. It aimed to foster the integration of people of diverse origins and ensure that instructions are more efficiently taken on board.

As well as creating a strong bond between the course participants and the Samsic and LDC teams, this qualifying training course has enabled 50% of learners to join the company on an intermittent permanent contract.

50 %
of the trainees joined the company
on a permanent temporary basis

Play For the Throne: a serious game to promote women empowerment

Resulting from a call for projects by a social innovation incubator funded by Europe which was won by Samic Facility Poland's AJKUM Foundation, "Play For the Throne" is a serious game aimed at women over 30 with at least 8 years' professional experience.

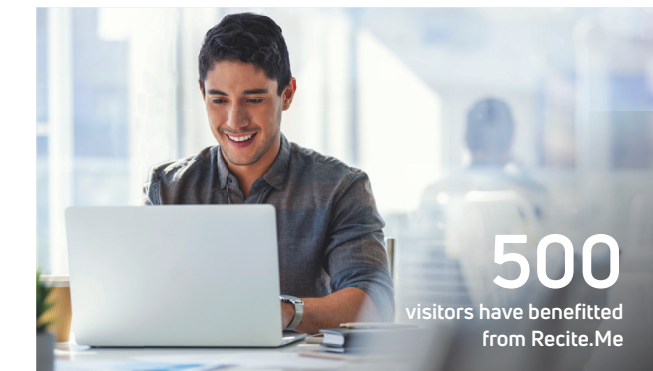
The goal? To develop, through play, participants' representations and practices in both their professional and personal roles. The key objective is to enhance women's managerial skills while at the same time boosting their self-esteem.

After an initial ten participants in 2022, the experiment is due to be rolled out on a larger scale in 2023.

Recite.Me: creating an inclusive online experience

As a market leading UK recruitment specialist, Sellick Partnership, a subsidiary of Samsic RH, is committed to more inclusive recruitment both on its premises and online!

With its Recite.Me digital accessibility tool, it is facilitating access to its website for visitors who can personalise content to suit their needs. Oralisation of texts at variable speed, reading assistance, style options and translation are just some of the features at the service of a proactive inclusion policy that has already benefitted more than 500 visitors.





PROVIDING AN EVER MORE INNOVATIVE, TRANSPARENT AND SUSTAINABLE OFFER

ISO 9001
14001
45001

triple certification awarded

+5,500

connected objects deployed



Creating value in the Samsic ecosystem

What are the challenges of piloting all the Samsic Facility service lines in France?

For the first time in France, all Samsic Facility's service lines are being managed by the same person. This situation opens up numerous possibilities for synergies if we manage to maintain a climate of trust and a spirit of partnership that allows for discussions to take place while respecting existing expertise.

In the short term, in an inflationary context, reviewing our teams' remuneration, and the consequent renegotiation of our customer contracts is an ongoing challenge, together with issues of recovery from those of our customers who are in difficulty, especially the SMEs and very small businesses that make up a large part of our portfolio.

Finally, in our service activities, the issue of recruitment is also critical in the very short term. And looking ahead, Samsic must consider how to adapt its offers and organisation to a rapidly changing world.

What are the main criteria of a responsible and innovative offer?

A responsible and innovative offer must necessarily be respectful of the environment and bring value to at least one element in the Samsic ecosystem: the direct customer, user or our teams. With regard to innovation, one of the group's current challenges is to succeed in promoting innovative ideas that emanate from within our teams in the field, and which can improve our processes, simplify the lives of our collaborators and improve the service we provide to our customers and users.

At Samsic, innovation can also concern social issues, as evidenced by the many initiatives to strengthen diversity and inclusion and improve quality of life at work, thanks in particular to the development of shift and daytime work.

Finally, technological innovation plays an important role in the development of our activities: for example, our partnership with Adaptiv Systems, a start-up specialising in connected traceability which has helped the group to find solutions to a range of everyday challenges through the development of over 5,500 connected devices. A great example of innovation that makes life simpler and brings value to both our teams and our customers.

If you had to choose relevant performance indicators for these criteria, what would they be?

The main guarantees that attest to the quality of our services are certifications awarded by independent bodies relating to health and safety at work and the environment, such as the European Eco-label for cleaning services.

Samsic has also developed a wide range of environmental performance indicators to monitor the evolution of its footprint. They relate to the impact of the group's infrastructures as well as that of the production of services based on use of equipment, related carbon emissions and mobility, etc. Other indicators allow us to monitor our progress on social criteria, ranging from safety at work to the integration of minorities and apprenticeships.

Finally, the essential indicator for evaluating our performance is of course the satisfaction of our customers, end users and teams!

MANAGER



Tristan de Cromières
Managing Director,
Samsic Facility France

Tristan de Cromières joined Samsic in October 2022 as Managing Director of Samsic Facility France after extensive experience in the business services sector, both in France and abroad. He manages all Facility service lines, a first for the group in France.

Sellick Partnership & Karbon Group engage with local communities

A subsidiary of the Samsic Group and a market leading UK recruitment specialist, Sellick Partnership places lawyers, accountants and other types of professionals in both public and private organisations. Its client, Karbon Group, is a social landlord operating in the North-east of England and Yorkshire that has been supported by the Sellick Partnership since 2015.

Implementing an ambitious CSR strategy steered by dedicated team for the benefit of collaborators, customers and tenants, Karbon asked Sellick Partnership to strengthen its action within local communities.

Sellick Partnership responded to this request by setting up 15 skills development workshops to help tenants find work as well as creating workshops at two local universities to help students in their career orientation and development.

The sessions cover practical topics such as writing a resume and application and provide advice on finding work online. Each participant leaves with a workbook and extensive documentation to accompany them in their future efforts. Due to be repeated on a larger scale next spring, this operation will benefit over 130 people.



1,000 vehicles were handled by Samsic Agents

Samsic Transport at the service of mobility operators and passenger comfort

Samsic Transport offers passenger transport professionals a cleaning and disinfection service that guarantees their fleet is spotlessly clean while reducing vehicle downtime. Chewing gum, tags, litter - from top to bottom, nothing can resist our Samsic Agents who have been trained in the most innovative techniques, ranging from the injection-extraction shampooing of seats to stripping flooring and washing windows. Thanks to their level of expertise, mobility operators can be confident that their fleet is in tip-top condition and users can enjoy travelling in a healthy and pleasant environment.

In 2022, more than 700 buses and 1,000 trains were handled by Samsic Agents.

Samsic Facility Poland and Coca-Cola: designing the future of cleaning services together

In Poland, Samsic Facility has been working since 2010 as a cleaning service provider for Coca-Cola Hellenic Bottling Company, which bottles the popular, global soft drink. A mutually beneficial partnership that, over the years, has led to services being developed to take on board ever more responsible practices, both from an occupational safety and wellbeing and an environmental point of view.

This virtuous co-construction approach is just taking off. It includes organising the "Safe Handling" Olympics, distributing employee satisfaction surveys to assess and improve comfort in the workplace, using eco-friendly products and water-saving equipment and cutting waste production. In 2022, Samsic is scheduled to participate, as a stakeholder, in identifying new actions in favour of the climate at the annual CCHBC Forum.



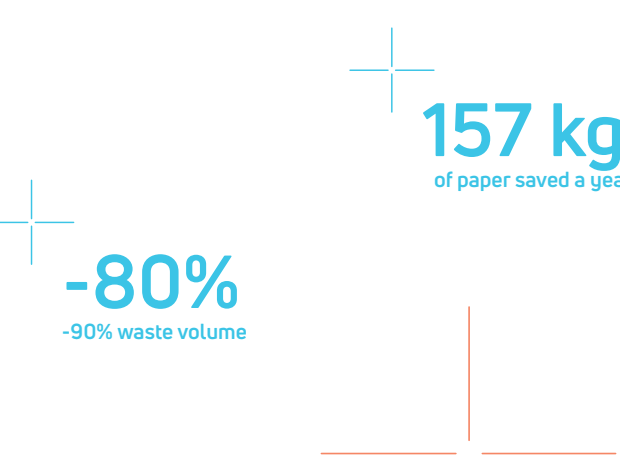
Samsic Facility spearheads innovation in Bordeaux

On September 15, Samsic Facility organised an Innovation Day at Bouscat racecourse, near Bordeaux. An original, green venue that attracted over 120 people including 60 customers and 30 partners, invited to present their innovative solutions to address a range of digital, energy, ecological and safety challenges. At the event, customers were able to exchange with our business experts, find out more about Samsic Emploi support solutions and discover around twenty innovations.

Visitors to the Innovation Day were able to view a thermal dehydrator from the range of GDA Environnement, a Samsic subsidiary which provides companies with support for all waste treatment and recycling issues. In response to the obligation to sort waste, which is gradually being imposed on producers of bio-waste, the thermal dehydrator separates water in food from dry matter, reducing waste volume by 80%-90% and leading to a fivefold reduction on environmental impact. The dry matter recovered from the dehydrators, which can treat - depending on the model - between 30 kg and 1 tonne of waste per day, can also be 100% recycled, either by methanation or composting.

KeepTracking: digital innovation at the service of CSR

With the implementation of KeepTracking, an innovative cloud application that brings traceability to the smallest corners of the supply chain, Samsic Logistique helps its customers to optimise operations, boost productivity and significantly reduce their environmental impact. This solution enabled Michelin to optimise vehicle loading and reduce paper printing linked to order picking by 30%, saving nearly 157 kg of paper per year, avoiding 1.23 tonnes of CO₂eq.



VIEWPOINT

Innovation, an essential added value for our business units

What is the role of innovation in your business unit?

Innovation brings added value to our business units and allows us to differentiate ourselves from our competitors. It's reflected in the development of new solutions that allow Samsic to better meet our customers' needs, simplifying their daily lives and our collaborators' lives too.

Why organise this type of event?

The idea was to create a format that made it easy to exchange with our clients and get a better understanding of their short-, medium- and long term- projects. We thought of this day as an ideal opportunity to help them see first-hand how all our business units are interlinked: site security, welcome and reception, ensuring their working environment is clean, improving maintenance and waste sorting, providing them with support for their "in situ" logistics, etc.

How does such an event benefit Samsic customers and operational teams?

This event allowed our customers to get to know us better, pick up new ideas and familiarise themselves with our tools and the way we operate. For Samsic teams, this event was not only an opportunity to exchange with wide range of customers and promote our new solutions, but also to meet our partners and other sales reps from within the group.

Loïc Henry
Regional Sales
Director, South West



CSR PROGRAMME

COMPLETED ACTIONS & PERFORMANCE 2022

AMBITIONS

R&D and innovation	>	<ul style="list-style-type: none">Deployment of IoT solutions with more than 5,500 connected objects in France, United Kingdom and Belgium2022 deployment: Serbia, Italy, PortugalDeployment of Cobotic in France, Italy, Spain, Germany, Belgium and United Kingdom2022 deployment: Romania	>	<ul style="list-style-type: none">Deployment of IoT and Cobotic solutions across 100% of the areas where we operate by 2025
Ethics and compliance	>	<ul style="list-style-type: none">Drawing up of an ethical charter aimed at prioritising supplies that respond to social, environmental and governance issues	>	<ul style="list-style-type: none">Support our strategic suppliers to reduce their carbon footprint and promote diversity from 2023
ESG steering	>	<ul style="list-style-type: none">Deployment of an ESG Performance platform integrating 150 indicators in France, Poland, Italy, Switzerland, Belgium, Spain, Luxembourg, UK, Portugal and Germany	>	<ul style="list-style-type: none">Roll out the platform to 100% of countries by 2023



VIEWPOINT

Measure CSR performance to operate safe and sustainable mobility

What are Keolis' main CSR challenges?

Keolis' corporate purpose, "We enhance everyday life in cities and communities by imagining and operating safe, sustainable mobility solutions accessible to each and everyone" perfectly sums up our CSR policy and orients our purchasing towards ever greater sustainability and responsibility.

As Purchasing Manager, how do you get your supply chain on board with regard to your CSR strategy?

Initially we measured quality performance through an annual supplier report. We have now moved on to an extended report which measures CSR performance based on a specific CSR reference system co-constructed with our suppliers and based on the indicators we selected together. They cover the reduction of our CO₂e impact and responsible purchasing, together with our efforts to encourage inclusion and the employment of persons with disabilities and those furthest from the labour market.

What are Samsic's initiatives in this area?

Samsic is an excellent partner that is helping us to progress in terms of inclusion through the implementation of strong actions to promote the hiring of people who are furthest from the labour market and with disabilities. We are therefore set to increase the number of hours worked under inclusive contracts from 1,820 hours in 2022 to more than 7,000 hours in 2023!

Tanguy Poirier
Purchasing Manager,
Keolis Rennes



Samsic Propreté and Keolis committed to sustainable mobility in Rennes

Commissioned in September 2022, Line B of the Rennes metro transports 100,000 passengers every day. To ensure their comfort and wellbeing each day, the Keolis Group, a major international player in public passenger transit, has entrusted the maintenance of this new line to Samsic Propreté.

32 Agents have been recruited to reinforce the existing Line A team, bringing to 60 the total number of agents who are responsible for the cleaning of the 2 lines, 28 stations and 55 trains of the Rennes metro.



Samsic Nucléaire certified for its radiation protection management competences

Samsic Nucléaire serves as a real skills centre for the nuclear industry, combining expertise in the areas of cleaning, logistical assistance, security, reception, training, recruitment, and delegation of conference speakers.

Within an increasingly demanding regulatory context, in June 2022, all our units working on nuclear sites attained CEFRI OCR Competent Organisation for Radiation Protection certification. A guarantee of quality that ensures that Samsic teams are safe from exposure to ionising radiation, and also positions Samsic as an expert in radiation protection, with the capacity to support external companies in this respect.



Smart tracking assists passengers with reduced mobility and Agents

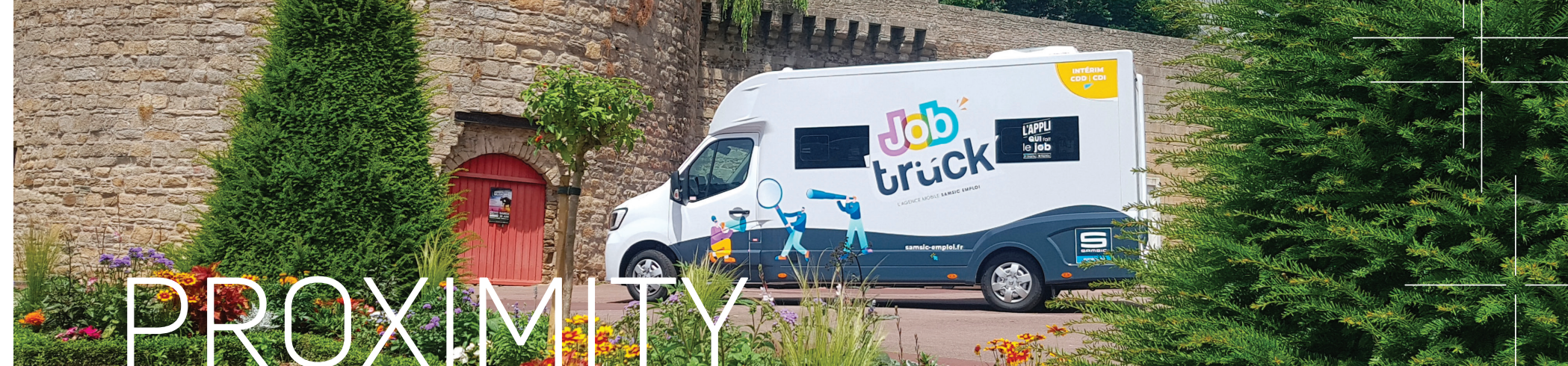
On behalf of Samsic APMR, a Samsic subsidiary that supports people with reduced mobility, Adaptiv Systems has deployed a geolocation system for assistance equipment at Paris-Charles de Gaulle airport.

Connected boxes attached to the different types of wheelchairs enable them to be located on an application, bringing passengers with reduced mobility faster and more personalised assistance, while optimising the management of the fleet of wheelchairs.

Using geolocation, professionals can now check at any time that the equipment necessary for the smooth running of their operations is in the right place, and can also locate specific equipment at a glance, depending on the situation. Smart tracking has succeeded in bringing about a 78% reduction in the time spent each day by Samsic Agents locating wheelchairs in airport terminals. An innovation that combines better service for users with improving Agents' working environment.

"Samsic never hesitates to invest in both technology and people in order to offer the highest possible quality of service. The implementation of smart tracking combines increased productivity with improved passenger service."

Antoine Vigario
PMR Market Manager, ADP Group



With the Job Truck, Samsic Emploi sets off to meet candidates

In June 2022, Samsic Emploi, a Samsic Group subsidiary and a leading player in the temporary work sector, launched "Job Truck", its first nomadic recruitment office. The goal? To hit the roads of France behind the wheel of a converted truck with the aim of reaching out to job seekers and recruiting as many people as possible.

Open to everyone with skills to offer, whether they are graduates or not - and with or without experience, interviews are on-the-spot. The mobile office has already succeeded in gathering over 800 CVs in just 6 months and a hundred people have clinched a local job with us!

Instant and Instant Jobber: digital solutions for temporary workers

Since 2020, Samsic Emploi has been accelerating the digitisation of temporary work with Instant, a tailored, turnkey solution designed to simplify procedures for our clients. Registering an order, signing contracts, filling in time sheets and consulting invoices are all tasks that can now be carried out online and at any time.

In addition to Instant, which has already enabled 300,000 contracts to be signed, at the end of 2022 Samsic RH launched Instant Jobber, a platform that connects client companies and applicants. This SaaS platform is available 24/7 to meet the employment needs caused by peaks of activity in the hotel, catering and event sectors.



Café Joyeux - a blend of happiness for Samsic Facility clients

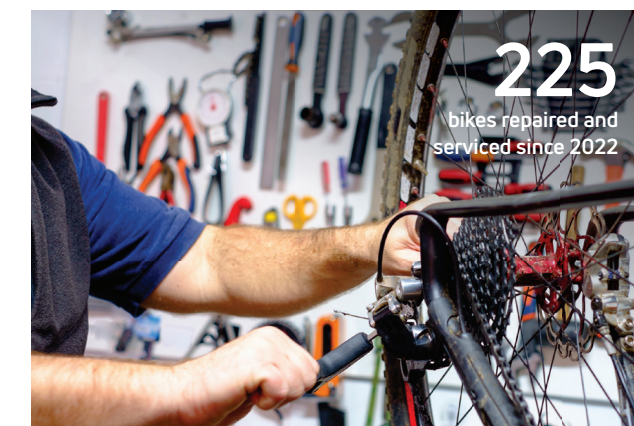
In 2022, Samsic Facility began offering its clients Café Joyeux, a pioneering French brand of exceptional coffees that donates 100% of profits to the development - both in France and abroad - of the rapidly growing family of Café Joyeux coffee shops which train and employ people with mental or cognitive disabilities.

It is a great way to actively support a project that has already enabled 118 people with disabilities to access regular employment in one of the company's 11 Cafés Joyeux that have already found a special place in our hearts and our cities. A gamble that has paid off and is being renewed in 2023 when 3.6 tons of happy coffee are due to be enjoyed by our Samsic Facility customers who have been won over by this initiative.

Atelier vélo, the bike workshop that comes to you!

A new service launched in April 2022 by Samsic Facility in Luxembourg in partnership with "Atelier vélo" offers free bike repairs for employees of the Amazon Campus.

Since then, 25 bikes have been repaired every month, or a total of 225 since the launch of the service. An initiative that fosters the development of soft mobility in the workplace and helps preserve the environment as well as the health and safety of employees!





SUPPORTING INITIATIVES IN FAVOUR OF SOLIDARITY AND ENVIRONMENTAL PROTECTION

7,950

trees planted in 2022

139

charities supported by Samsic



Preserving life through supporting research

What are the objectives of the "Biodiversity and Climate Change" research chair and how does it work?

The main objective of the research chair at the Rennes 1 Foundation is to work on the resilience of ecosystems, find new solutions to help sustain ecosystem services for biodiversity and also to mitigate the effects of global warming.

It operates thanks to the sponsorship of five companies: the Roullier Endowment Fund, Véolia, OKWind, Giboire and Samsic Groups. A range of research topics was presented to these companies after a period of reflection involving several University of Rennes laboratories, such as the Observatories of the Sciences of the Universe (OSU), and the ECOBIO, economics and law research units. The subjects were chosen to align with the centres of interest of these companies who by dint of their activities have a particularly close relationship with biodiversity.

Our common goal? Advancing our understanding of biodiversity systems so that the business world can leverage this knowledge to push forward new practices.

What topics will its work cover and how will results be shared?

The Chair has identified five research topics. The first is linked to the evaluation of biodiversity and ecosystem services within an approach that combines economics and ecology; the second focuses on water and the impact of climate change on the bacteria present in water, and the last three subjects will study plant diversification in three distinct environments: forests, countryside and urban areas, in order to identify what type of diversification provides the best resistance to global warming in each environment.

The results will be published in scientific journals and are set to be widely disseminated through a series of public events.

For the companies, the resulting knowledge is likely to guide their future biodiversity actions related to and possibly lead to definitive recommendations.

Why are collaborations between the academic and business worlds important?

In research, there is always a significant time lapse between the moment when theoretical results are available and their large-scale application. The collaboration between academia and the business world not only enables companies to finance important research but also to use the results and apply them on a large scale. This cooperation therefore plays a decisive role in the dissemination and application of the results of our research.

Stéphanie DELAMARRE, CSR and Sustainable Development Director, Samsic Group

Why has the Samsic Group decided to support this research chair?

Through its services, Samsic strives to make home and work environments healthier, safer, more welcoming and more stimulating. We cannot ignore the link between environment and health, especially that of our 117,000 collaborators. Taking action to preserve living organisms by supporting the "Biodiversity and Climate Change" research chair at Rennes 1 Foundation is fully in line with the objectives of our Sustainable Development programme "Samsic Planet 2030".

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Joan Van Baaren

ELectrurer-researcher in evolutionary eco-ethology

Joan Van Baaren holds the "Biodiversity and Climate Change" research chair of the Rennes 1 Foundation. She is Professor at the University of Rennes 1, Director of the UMR ECOBIO Ecosystems, Biodiversity, Evolution, and a member of the Breton High Council for the Climate.

Samsic Facility Poland shows solidarity through its AJKUM foundation

Founded in 2018 by Agnieszka Stefanowska, President of Samsic Facility in Poland, AJKUM Foundation's primary mission is to fight against inequalities in terms of accessibility and the right to treatment by supporting Samsic Facility Poland employees, their families and loved ones suffering from oncological pathologies. Beyond that, the Foundation fosters a wide range of projects that contribute to the development of local communities, through supporting the elderly and persons with disabilities and fighting against exclusion.

In 2022, the AJKUM Foundation bolstered its action to facilitate patient mobility within specialised treatment centres, particularly in oncology. Made up of dozens of interconnected sensors fixed to the walls, an innovative device shows patients the exact path to take, guiding them «step by step» in their journey within hospital buildings, even in the absence of an attendant. A device that has already proved its worth in the Zagłębie cancer centre in Poland, where ten units have been put into service to provide daily comfort to patients.

Samsic Sûreté and Seals Team: helping victims of war and terrorist attacks

Cohesion, mutual aid and self-transcendence - these are the shared values that have prompted Samsic Sûreté to lend its support to the Seals Team association which organises sporting events to raise funds for the war-wounded and victims of terrorism. The mobilisation of Samsic and other partner companies now helps the 29 beneficiaries of the not-for-profit to thrive by participating in sports activities and taking up new physical challenges every day.

Eurêka Saint-Hélier: research and innovation at the service of disability and health

Created in 2016, Saint-Hélier - the Eurêka Saint-Hélier endowment fund - supports persons with disabilities in their care and rehabilitation journey, regardless of their age, through research and innovation. Along with other Breton companies, Samsic's support notably enables Eurêka Saint-Hélier to develop and then deploy the use of mobile robotic exoskeletons for people with disabilities - a first in France and Europe!

And to prevent the occurrence of Musculoskeletal Disorders, the Saint-Hélier physical rehabilitation educators deploy their expertise and know-how to benefit the health of Samsic employees through a series of muscular awakeness videos. In less than 2 minutes, these cover the areas of the body most frequently affected in occupational incidents, namely the shoulders, wrists and knees.



Cleaning Masters and Made Blue Foundation: 1 l of water used = 1 l of water given back

One in ten people in the world does not have access to drinking water and extreme drought phenomena are threatening water reserves in many countries. With this in mind, Cleaning Masters, a Belgian subsidiary of Samsic, has chosen to engage alongside the Made Blue Foundation. The idea is as simple as it is effective: for every litre of water consumed by its I-MOP scrubber driers, the cleaning teams of Cleaning Masters donate a litre of water to one of the Foundation's projects promoting access to drinking water in Ethiopia, Uganda, Tanzania and Vietnam. In one year, more than 382,500 litres of water have been collected!



Caring for Forests: first trees planted in Brittany

Worldwide, 10 million hectares of forest disappear each year. Since 2021, Samsic has been running its "Caring for Forests" regeneration programme with an objective of planting 100,000 trees by 2027, mainly in the areas where it operates in Europe and North Africa.

Supported by Reforest'Action in the implementation of projects and their monitoring, Samsic's actions are based on precise indicators concerning the number of species to be planted, hectares to be regenerated and people positively affected by these projects.

In December 2022, the first reforestation operation took place with the planting of 7,950 trees on 5 hectares of forest on the estate of the Château de Bienassis in the Côtes d'Armor, in Brittany, an area which had been devastated by bark beetles. More than 50 Samsic employees and customers took part. Oaks, whitebeams, pear trees, Scots pines and redwoods were just some of the new, more varied species, which are better adapted to the local ecosystem. They were carefully selected to ensure this forest will be more resistant to future biological attacks and climate change.

Building on this momentum, Samsic has joined Imagine, an initiative uniting companies aiming to plant 1,000 billion trees in 10 years in order to reduce the level of CO2eq in the atmosphere by 25%.

"Convinced that nature is both our greatest strength and life force, I am strongly attached to forest regeneration."

Thierry Geoffroy
Samsic Group CEO

World Clean Up Day: 1.7 tonnes of waste collected

World Clean Up Day is a global operation aimed at combatting pollution through the organisation of citizen clean-ups. For example, Samsic teams turned out in force on the Var and Escaut riverbanks as well as to clean up green spaces in the city of Limoges. This year, alongside local partners and with the help of around 250 enthusiastic volunteers, Samsic APMR PACA, Samsic Sûreté Nice, Samsic Facility Limoges and Multi Masters Group Antwerp together collected approximately 1.7 tonnes of waste.

Caring for Forests
100,000
trees to be planted
by the Samsic Group by 2027

Honey at the Samsic Group headquarters

Two hives and a wild bee hotel were installed in October 2022, as part of the Green Weeks event at Samsic Group headquarters! A long-term project to raise awareness among our collaborators - who are directly involved in setting up and monitoring the hives - of the essential role of bees in the preservation of biodiversity. Nearly 160,000 bees are anticipated in the spring and the honey will be harvested in September 2023.



CSR PROGRAMME

2022 COMPLETED ACTIONS & PERFORMANCE

AMBITIONS

Forest regeneration



• Launch of our **Caring for Forests** programme, with 7,950 trees first being planted in Erquy, France



• **Plant 100,000 trees** across Europe and beyond by 2027

Civic engagement of our employees



• Launch of our **CSR communities** bringing together leading CSR experts from around the world on sustainable development issues and objectives



• **Bring together 1,000 committed ambassadors** through our Samsic Planet Community by 2025

Sports sponsorship with the French Sports Foundation



The Samsic Group has decided to support 10 athletes to prepare for the Paris 2024 Olympic Games, through a sponsorship agreement with the Fondation du Sport Français. Our Olympic and Paralympic Team will be spurred by the enthusiasm of our 117,000 employees. Through this sponsorship scheme, we will be able to support high-level French athletes in both their sporting and professional projects. The wider objective is to facilitate and finance the training, socio-professional integration and career transition of top athletes across France.

Thierry Geffroy, what prompted you to sponsor these athletes?

The overall aim was to associate the Samsic Group with a prestigious event and engage our employees in a world-famous project that represents strong values.

When Thierry Brailard, President of the Fondation du Sport Français, told me about this support scheme for athletes, I was immediately enthusiastic about this arrangement, which guarantees athletes a sufficient level of resources to plan their life projects serenely. We're expecting to share intense and exceptional experiences alongside the athletes in their various training sessions and competitions during the run-up to the 2024 Olympics.

What are your plans for getting your employees involved in this project?

The idea is to encourage all our employees to identify with the athletes through a range of projects designed to boost team spirit and based on common values.

- Some great actions are already under way for the next stages of this sponsorship scheme:
- Sponsoring an athlete
 - Launching a supporters' club
 - Organising customer and employee events to meet athletes
 - Supporting and finding out about the world of high-level training and competitions
 - Inviting clients to intermediate competitions in the build-up to the Olympic Games
 - Organising an evening event showcasing legendary athletes
 - Participating & supporting our athletes during Paris games



Ysaora Thibus | Fencing



Tanguy de la Forest | Shooting Para sport



Aurélie Muller | Swimming



Marie Patouillet | Para-Cycling



Romain Cannone | Fencing



The Samsic Sport & Performance Team



Lucas Mathonat & Trésor Makunda | Para-Athletics



Romane Dicko | Judo



Estelle Mossely | Boxing



Cyril Jonard | Para Judo

Indicators

UNLEASHING THE POTENTIAL OF OUR RESOURCES AND CULTIVATING OUR TALENTS		FRANCEPOLANDSWITZERLANDITALYGERMANYPORTUGALBELGIUMLUXEMBURGUKSPAINTOTAL 2022											
		BREAKDOWN OF WORKFORCE BY AGE											
		< 25 ANS	7%	21%	4%	4%	8%	6%	6%	30%	7%	2%	8%
		26 - 45 ANS	39%	52%	43%	38%	37%	34%	44%	40%	36%	27%	38%
PARTICIPATING IN PRESERVING OUR ENVIRONMENT	N/A	> 46 ANS	53%	26%	53%	58%	55%	60%	49%	30%	57%	71%	54%
		PROPORTION OF WOMEN	57%	54%	68%	56%	69%	89%	47%	79%	57%	78%	62%
		NUMBER OF TRAINING HOURS	318,567	13,930	1,552	7,844	1,364	27,076	22,212	N/C	75,756	23,386	491,687
		FULL-TIME RATE	39%	99%	19%	26%	14%	50%	49%	45%	22%	34%	40%
		PART-TIME RATE	61%	1%	81%	74%	86%	50%	51%	55%	78%	66%	60%
		FREQUENCY RATE	31.32	5.76	28.12	14.76	9	11.37	16.96	27.90	3.34	20.74	27.7
		SEVERITY RATE	1.72	0.29	0.92	0.37	0.11	0.34	0.68	0.36	0.02	0.36	1.43

PARTICIPATING IN PRESERVING OUR ENVIRONMENT	N/A	SHARE OF ECO-LABELLED PRODUCTS	83%	43%	68%	19%	32%	2%	36%	N/C	N/C	22%	31%
		TOTAL NUMBER OF VEHICLES IN FLEET	3 840	63	57	99	157	254	455	25	98	66	5,114
		DIESEL COMBUSTION EMISSIONS	16,443	293	246	749	683	903	2,146	229	630	308	22,630
		SHARE OF EURO 6 VEHICLES	92%	22%	89%	83%	80%	98%	86%	100%	N/C	71%	90%
		NUMBER OF ELECTRIC VEHICLES	93	0	0	8	9	6	4	0	1	4	125
		WATER CONSUMPTION	28,778 m³	620 m³	N/C	373 m³	N/C	1,168 m³	777 m³	153 m³	584 m³	2,957 m³	35,410 m³
		ELECTRICITY CONSUMPTION	7,262 MWh	35 MWh	15 MWh	94 MWh	N/C	237 MWh	213 MWh	N/C	116 MWh	190 MWh	8,162 MWh

N/C = NON CONNU

GRI compliance

Corporate social responsibility	Global Compact Principle	Global Reporting Initiative G4	Pages CSR report
Profile	—	G4-4, G4-9	6, 7
Business Model	—	G4-4, EC8	8, 9
Financial performance	—	G4-9, EC1	10, 11
Governance	—	G4-4, 34	12
Risks	—	G4-4, 34	13
CSR strategy	—	G4-15, G4-16, G4-36, HR5, HR6	14, 15
Develop eco-responsible services	8, 9	EN10, EN30	16 à 23
Mitigate our carbon footprint	6, 8, 9	EN10, EN30	
Foster the circular economy	8, 9	EC8, EN3, EN8, EN15, EN23, EN30	
Foster diversity and equal opportunities	1, 6	G4-16, EC8, LA10	24 à 31
Train and cultivate our talents	6	LA9, LA10, LA11	
Preserve the health & safety of our employees	1	EC7, EC8, LA9, LA10	
Develop team spirit and wellbeing at work	1, 6	LA6	32 à 37
Guarantee customer focus and expertise and seek innovation	1, 8, 9	EC7, LA10	
Evaluate our performance with transparency	1, 2, 6, 8, 9, 10	26 G4-56, PR5	
Build a long-term partnership with our value chain	1, 2, 8, 9, 10	G4-56, EC8, EN30, SO4, EC7	38 à 41
Take action to promote solidarity	6	G4-S01, G4-S02	
Participate in local economic and cultural development	6	G4-15, G4-16, EC8, LA10	
Support biodiversity	7, 8	EN11, EN12, EN13, EN14	42
Sport sponsorship	—	G4-S01, G4-S02	
Indicators	—	—	
GRI compliance	—	G4-28, G4-29, G4-30, G4-32	43

This CSR report presents initiatives and performance for the calendar year 2022. Samsic aims to make non-financial reporting an ever more effective management tool serving the group's social responsibility ambitions, as well as acting as a channel for dialogue regarding the continuous improvement of its overall performance. Our previous report, published in May 2022, covered the year 2021. The reporting cycle is annual. The CSR report is inspired by the reference framework of the Global Reporting Initiative version G4 (GRI G4), the United Nations Global Compact, Decree No. 2017-1265 of August 9, 2017, and ISO 26000, international standards for reporting and information. Internationally, the GRI G4 promotes transparency and consistency by ensuring stakeholders are better equipped to make informed decisions. The 2022 CSR report is available from May 2023, with French and English versions. If you have any questions about the report or its contents, please contact us at the following address: developpement.durable@samsic.fr



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