



A Present for the Future

20

SUSTAINABLE DEVELOPMENT

REPORT

08



A WORLD OF SERVICES



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MANAGEMENT COMMITMENTS



ELISABETH COQUET-REINIER
PRESIDENT OF HOLDING REINIER,
PRESIDENT OF THE SUSTAINABLE
DEVELOPMENT STEERING COMMITTEE

IN 2008, A PRESENT FOR THE FUTURE

In 2008, despite the economic context, our commitments have remained strong and unchanged. The Group has stayed the course by remaining responsible, reactive and effective.

The guidelines of our social policy, which are employment, training and health preservation, have been actively put into practice with initiatives such as the Hope for the High Rise Estates Plan¹, the integration of disabled workers and training in business writing. In a general sense, training remains at the center of our commitments. In the area of health protection, our focus has been on risk prevention.

As regards environmental matters, action plans, as described in the Report, have continued ; however, the objectives of reducing consumption by 5% have not all been reached. We must continue our efforts in 2009.

In 2008, we actively desired to confirm our societal commitment which this year represents a much greater part of our Annual Report. Our relations with our stakeholders have become formalized and systematic (in particular, through our networks).

The Group aims to be a responsible player in sustainable development and I am proud to be able to say that we have made progress in these objectives in 2008. I want to thank all of the employees for this positive outcome which is encouraging for the future.

In 2009, the Group will launch the company project "O3, Osons ONET Ensemble" [O3, ONET Let's Dare Together], in which sustainable development will be one of the guidelines.

¹ "inner cities".

IN 2009, A PRESENT FOR THE FUTURE

The strategy and values of the ONET Group are based directly on principles which generate sustainable development. The Group is continuously seeking ways in which to improve. Since 2002, a number of actions have been implemented, and we are only starting to see the effects thereof. Our stakeholders (customers, employees, suppliers and partners) are increasingly aware of our results in these areas.

Since 2004, the Group has become involved in the *Global Compact* initiative. In 2007, the Group signed the *Caring for Climate* pledge. In 2009, a crucial year for the climate, the Group is supporting and promoting these principles.

If in view of the economic uncertainties, 2009 will be a year of caution and moderation, it will also be a pivotal year for the Group to regroup around its values. The Group will launch the company project "O3, *Osons ONET Ensemble*" [O3, *ONET Let's Dare Together*]. This project gathers the Group's employees together, beyond their job specificities, around a common vision and shared stakes.

2009 will be marked by the search for technical innovations in order to be able to better meet the criteria of profitability, environmental and health protection. In this last area, the Group is devising a system which will ensure the protection of our employees and the continuity of our customers' activities in the face of the flu pandemic risk. Beyond technical innovations the Group will promote social innovation to be able to respond to the needs of its employees and its customers in these difficult times.

With regards to environmental matters, in 2009-2010, the Group will evaluate its greenhouse gas emissions by carrying out a carbon footprint assessment in order to be able to proceed with carbon labeling of its services.

Our aim is to consolidate our leadership position by adhering strongly to our values. We continue to be committed in the present to the future.



MAX MASSA
PRESIDENT OF THE SUPERVISORY BOARD,
ONET S.A.





INTRODUCTION

55 047 WOMEN AND MEN IN FRANCE, IN SPAIN, IN LUXEMBURG, IN SWITZERLAND AND IN BELGIUM.
 27 COLLECTIVE LABOR AGREEMENTS IN THE OF CLEANING AND MULTI-SERVICES FIELDS, ENGINEERING, CONSTRUCTION AND DECOMMISSIONING OF NUCLEAR POWER PLANTS, HUMAN AND ELECTRONIC SECURITY, TRAINING, TEMPORARY WORK, RECRUITMENT AND HOME CARE SERVICES.

THE TEN PRINCIPLES OF THE GLOBAL COMPACT

HUMAN RIGHTS

- Principle 1 Support, promote, respect the protection of human rights within our sphere of influence.
- Principle 2 Ensure that the group's companies as well as the subcontractors or suppliers are not complicit in human rights abuses.

LABOR

- Principle 3 Promote and protect the freedom of association and the recognition of the right to collective bargaining.
- Principle 4 Eliminate all forms of forced and compulsory labor.
- Principle 5 Abolition of child labor.
- Principle 6 Eliminate discrimination in respect of employment and occupation.

ENVIRONMENT

- Principle 7 Support a preventive approach to environmental challenges.
- Principle 8 Promote greater environmental responsibility.
- Principle 9 Encourage the development and diffusion of environmentally friendly technologies within the group's companies, suppliers and subcontractors.

ANTI-CORRUPTION

- Principle 10 Fight against corruption in all its forms including extortion and bribery.



The ONET Group has been, since 2004, involved in the promotion and the defense of the Global Compact principles.

This worldwide action instigated by the United Nations, is aimed at encouraging companies to adopt sustainable management.

The implementation of the principles is found in the various Sections of the Report *A Present for the Future*: social, environmental and societal.

In order to materialize its commitment to combat climate change, the ONET Group supports the initiative "Caring for Climate".

Since November 2007, Elisabeth COQUET-REINIER has been the patron of the Global Compact Marseilles Provence network. This network has been set up to promote the ten Global Compact principles with small and medium size enterprises.

A PRESENT FOR THE FUTURE
THESE ARE OUR COMMITMENTS
IN FOUR AREAS:



1

ECONOMIC

- Ensure economic performance
- To be integrated into the local economic fabric
- Combine our expertise to propose a complete package
- Satisfy our customers



2

SOCIAL

- Develop employment whilst integrating diversity
- Develop skills through training
- Monitor the health and safety of the employees



3

ENVIRONMENT

- Integrate environmental and social criteria within the purchasing policy
- Support innovative projects
- Improve consumption control



4

SOCIETAL

- Implement awareness campaigns with respect to environmental issues
- Take part in study networks on sustainable development
- Take part in the change of mentalities



**>>A WORD FROM ANJA STOLL
MANAGER OF PARTNERSHIPS WITH INTERNATIONAL COMPANIES AND RSE EUROMED SCHOOL OF MANAGEMENT**

What is the role of the ONET Group in the promotion of Global Compact in Marseilles?

Anja STOLL: The ONET Group agreed in 2007 to be the sponsor company of the Global Compact Marseille Provence, and to help coordinate this network. EUROMED MANAGEMENT, the management school in which the ONET Group has been a partner for a number of years, has been mandated by the United Nations to promote the Global Compact in the Marseilles region and to assist companies in the region to become members and to meet one another.

The ONET Group collaborates with students in order to create tools and identify levers to encourage SME's [Small and Medium sized enterprises] to join Global Compact.

What are the synergies between EUROMED MANAGEMENT and the ONET Group within the framework of this promotion of Global Compact?

Anja STOLL: This cooperation allows a synergy between two needs, one stemming from the academic and educational world, the

other from the business world.

Both visions overlap and are mutually enriched. We have been able to jointly define the objectives and the actions of the "Global Compact Marseilles Provence" network, relying on the ONET Group's experience with regards to social responsibility, specifically with regards to responsible purchasing. We have been able to define communication tools which "speak" to the business world, the Small and Medium sized Enterprises with whom we follow up during their membership, have been able to benefit from the experience and advice of the ONET Group. But foremost, it is the students leading the "Global Compact Marseilles Provence" project who benefit from a real experience by working with the ONET Group and its different departments. In this way they are able develop and test a diagnostic tool on responsible purchasing and work closely with the sustainable development department of the Group. Such role-playing provides very good training and corresponds to our goal of training responsible future manager.

The commitments are implemented through initiatives evaluated periodically.

Commitments, implementation and traceability

COMMITMENTS	INITIATIVES	INDICATORS
Ensure economic performance	Correlate economic performance, social equality and preservation of the environment	Horizon designation page 10
Integrate the local economic fabric	Participate in social integration	GEIQ page 11
	Act with the external parties involved by implementing the conventions signed with the AGEFIPH ² and ANPE ³	Monitoring the employment of the disabled page 19
Combine our expertise in the social, technical and environmental fields in order to provide a complete package	Promote cross-functional environmental and social actions between the entities of the ONET group	Pilot Agencies page 12
Customer satisfaction	Promote the Quality Security Environment integrated system approach	Certifications monitoring page 34
	Control energy consumption by reducing consumption and using renewable energy	Monitoring of electric consumption page 32 Renewable energy proportion page 32
	Take part in the preservation of water resources and limit chemical pollutants by implementing products and techniques aiming at reducing water consumption and using eco-friendly products	Monitoring of microfibers, steam equipment purchasing, eco-friendly products page 31
Integrate environmental and social criteria within the purchasing policy	Promote the preservation of resources by increasing the proportion of recycled and recyclable paper	Monitoring of recycled paper consumption page 31
	Reduce the volume of weak and medium impact effluents	Monitoring of R&D programs page 33
Support innovative projects	Improve the control of waste and discharge by reducing packaging	Monitoring of concentrated products see page 31
	Reduce green house gas emission by controlling fuel consumption and optimizing the delivery of equipment and products	Monitoring of consumption page 32
Develop employment by integrating diversity	Support social integration	Signing of the Hope for Suburbs plan
	Improve the integration and recruitment process	Monitoring of youth and disabled employment page 18
Develop skills through training	Improve skills to develop employability by training employees	Monitoring of training courses page 21
	Support social integration	Monitoring of adult literacy courses page 21
Monitor the health and safety of employees	Improve working conditions by increasing safety awareness, reducing chemical risks and reducing employees' exposure to ionizing radiation	Monitoring of safety certified entities page 27 Monitoring of persons exposed refer page 27

² Association for the Management of Funding for Integration of Disabled Persons a private organization, in the service of both disabled persons and companies.

³ Agence Nationale Pour l'Emploi – national job centers.

THE STEERING COMMITTEE

The Sustainable Development Steering Committee was created in 2002. It is headed by Elisabeth COQUET-REINIER, President of REINIER HOLDING, and a member of the Supervisory Board. This committee is led by Laurence ACERBO, Group Quality sustainable Development Manager. The complete range of cross-functional and operational functions is represented in order to provide an overall vision of the Group.

The action plans are monitored by the Sustainable Development Coordinator.

The contractually identified stakeholders: employees, customers, trade unions, shareholders and suppliers are regularly involved in the initiatives of *A Present for the Future*. For the non-contractual stakeholders, please refer to Section 2.4. Societal and stakeholders, page 38.



Elisabeth
COQUET-REINIER



Laurence
ACERBO



1. SCOPE AND METHODOLOGY FOR DRAFTING THE REPORT

The scope of the Report covers, unless stated to the contrary, the companies set up in France, except for seven entities (DSN, TELEM TELESURVEILLANCE, TELEM, AXXIS EVENEMENTIEL, AXXIS A DOMICILE and the temporary workers of AXXIS RESSOURCES) because this data is not consolidated in the human resources centralized information system.

	2007	2008
Group total workforce	50 471	55 047
Structures excluded from the scope of the reporting	7 942 persons	9 324 persons
	15,73 %	16,94 %

These results are, unless indicate otherwise, from calendar year 2008.

Indicators

The Report indicators fully comply with the requirements of Decree No. 2002-221 of 20 February 2002, the standards applied to this Report. The indicators allow the measurement of the actions. The action plans derive from the policy and the assessment of needs and risks of the operational centers.

Editing Circulation

The A Present for the Future 2008 Report was written by members of the Steering Committee, coordinated by the Quality - Sustainable Development Management. You may forward your questions or comments to: devdur@onet.fr.

This Report is being forwarded to all the agencies of the ONET Group and to the workforce representatives. It may be viewed/downloaded on the intranet portal by all employees. It is available to stakeholders on the internet at:

<http://www.groupeonet.com/fr/groupe/dd/promouvoir.php>

2. A PRESENT FOR THE FUTURE

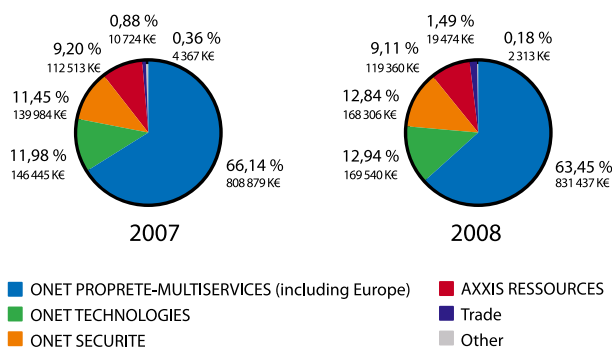
The activities and locations of the Group's Divisions are described in the leaflet *Activities and key numbers*, available upon request at devdur@onet.fr.

2. 1. The economic commitments

2.1.1. Ensuring economic performance

Since 1860, the sustained profitability and economic performance comprise the primary commitment of the ONET Group.

Share of each entity in the ONET Group turnover



	2006	2007	2008
ONET Group Turnover in thousand of Euros	1 144 861	1 222 912	1 310 430
Growth	+ 12,72 %	+ 6,82 %	+ 7,16 %
Profitability	3,78 %	3,73 %	3,87 %

The principal risks and stakes in terms of Sustainable Development for the ONET group concern the economic and social aspects. The environmental part, as well as the relationships with the stakeholders, will be addressed only at the end of the Report.





>> A WORD FROM DOMINIQUE MOUILLOT PRESIDENT ONET TECHNOLOGIES

How does Sustainable Development play a role in the economic performance?

Dominique MOUILLOT, President of ONET TECHNOLOGIES: I think it is necessary to state at the outset, that the principles of sustainable development are intrinsically woven into the values of ONET TECHNOLOGIES. We have not waited for the recent national communications on the subject to operate in a compliant fashion. Our knowledge and skills, acquired over more than 20 years, have helped us to identify, over time, areas for our consideration and improvement.

Our ability to develop and create a true circular economy in order to limit our impacts, and be more responsible, plays a part in the economic efficiency of our jobs. To implement a dedicated and identified policy, as is the case with the ONET Group, is also a source of added value to our services and the tasks we perform for our customers.

Furthermore, all of our customers are themselves committed to sustainable development procedures. This important point is therefore an integral part of the technical specifications that they submit to us.

We are thus involved in an approach stressing innovation at our level, but which also is cascaded to our stakeholders. As a supplier, we are regularly audited on this subject, be it at the level of ONET TECHNOLOGIES, companies we are comprised of, or directly at the sites where we perform our services. In order to be consistent, we also ask our suppliers to support and apply the same principles.

Lastly, our economic performance is formulated with respect to other concepts such as social performance and environmental performance.

What do you mean by social performance?

Social performance primarily requires good working conditions, but also the safety and security of our employees with, for example, the continuous reduction of the dosimetry at our customers' sites.

For this purpose, we have implemented in each of our companies and even within all of our agencies, QSE⁴ relays, and we have trained our local management.

Further, we regularly reach out to them through the organization of safety challenges and the posting of the frequency and gravity rates in order for each individual to become aware of these numbers as they evolve and to be able to take an active part in their reduction.

Within our social performance, we also promote respect for human rights and the equal treatment of men and women. For this purpose we have created internal networks such as Actu'elles. The objective of this network is to provide the opportunity for each woman within ONET TECHNOLOGIES to act well beyond her professional responsibilities to take part in the change and recognition of nuclear jobs. This first network is rounded out by a second one: Nouv'OT, an integrator for

our new recruits.

We are also involved with our stakeholders, within the WOMEN IN NUCLEAR (WIN), with the Energia project developed by EDF⁵, and with young people and students.

Lastly, what does your environmental performance consist of within the framework of the economic performance?

Our environmental performance primarily involves a massive reduction of all types of pollution within the context of the services we perform for our customers.

To that end, we are dedicating a portion of our investments to research and development programs (0.5% of our turnover) which aims to create solutions and improve the waste disposal issue. We are addressing our working methods as well as our daily practices. Our facilities, and the facilities at which we perform services, are assured, in this respect, of being fully compliant with regulations in force.

The creation of a solar power – photovoltaic – line of activity within ONET TECHNOLOGIES enables us to develop our know-how and methods as well as positioning ourselves on the renewable energy and mixed energy markets.

ONET TECHNOLOGIES therefore combines a number of axes for improvement in order to grow?

Indeed, ONET TECHNOLOGIES has made the choice to concentrate on a number of improvement points impacting different operational levels, whilst at the same time involving all of our employees. We prefer to move forward in steps and stages along the different levers of sustainable development.

All of this ensures that ONET TECHNOLOGIES will undergo continuing development where every day brings with it new capabilities and new skills in all safety-related matters.

⁴ *Qualité Sécurité Environnement* - Quality environment and safety.

⁵ *Électricité de France* - French Electricity Group.

ONET PROPRETE-MULTISERVICES, SINCE 2006 REWARDS THE BEST PERFORMING AGENCIES WITH A "SEAL OF APPROVAL". THE CRITERIA FOR THE SEAL OF APPROVAL ARE BASED ON ECONOMIC PERFORMANCE SOCIAL EQUITY AND PRESERVATION OF THE ENVIRONMENT.



**>>A WORD FROM
PASCALE DELOUCHE
MANAGER QUALITY SECURITY ENVIRONMENT
ONET PROPRETE-MULTISERVICES**

What is the Horizon designation?

Pascale DELOUCHE, Manager Quality Security Environment ONET PROPRETE-MULTISERVICES: this designation is an internal frame of reference specific to ONET PROPRETE-MULTISERVICES and its subsidiaries. It is a result of the thinking by our General Management with as an objective to set improvement guidelines to be updated every year. Indeed, this brand has not only been devised to certify capabilities, but is also a strong driver for improvement.

It is made up of three areas, commonly called: staff, customers, and agencies.

The objectives marked in each of these areas are viewed in relation to the objectives necessary for ISO qualification and the objectives of our own internal sustainable development policy.

Further, this brand is a national steering tool as well as a regional one through our eight regional management offices.

What are the criteria for obtaining the Horizon designation?

Obtaining the Horizon designation involves going through a number of stages.

The first concerns meeting the budget. Each agency must adhere to the expenditures budget which it has been allocated, and must also meet the forecasted sales targets. Fulfilling this first stage is a sine qua non condition to be able to move forward in the designation process.

Second, each of the regional management offices puts forward agencies to be designated, depending on the results obtained along the three indicator lines.

Gold, silver and bronze Horizon designations are awarded to the three best-performing agencies in terms of their budgets and reaching their targets. After that the Horizon designation are awarded.

A trophy illustrating these performances is presented by the ONET PROPRETE-MULTISERVICES management to each designated agency.

How many agencies have been awarded this Horizon designation?

There are 42 designated agencies out of the 180 which make up the ONET PROPRETE-MULTISERVICES network. But far beyond a simple number, thanks to this internal distinction, it is all of our employees who are mobilized each day to improve, to innovate, consume more intelligently, and develop in a responsible manner.

Could you discuss some of the indicators applied in obtaining this designation?

Prevention action and safety are some of the themes which are particularly dear to us ; we follow closely the monitoring of the completion of preventive action plans, changes in the frequency and gravity rates.

In terms of employment, our Group has been involved for a number of years, amongst other things, in retaining and integrating disabled workers. Compliance with our policy in this matter, embodied in the form of agreements with the AGEFIPH, is also a strong indicator.

With respect to our customer guidelines, and taking into consideration that "close ties to the customers" is an important value for us, we have put in place an indicator to make sure of customer follow up and of the action plans which result from these visits.

The rollout of our IT space dedicated to our customers, as well as the development of our activities in the area of multi-services, are also major criteria since they illustrate our intent to expand.

Lastly, we are also establishing indicators on the level of customer satisfaction, our progress in terms of quality control, and the compliance of our service vehicles.

This designation is therefore a guideline which evolves every year in the quest for improvement of our complete range of services.

LISTENING ATTENTIVELY AND “BEING CLOSE TO THE CUSTOMER” ALSO HELP TO MAKE THE DIFFERENCE MANAGEMENT IS COMMITTED TO IMPROVING ITS PERFORMANCE IN LINE WITH THESE PRINCIPLES.

2.1.2. To be integrated into the local economic fabric

The ONET Group has 414 agencies in France (386 in 2007, and 336 in 2006) and thousands of customers across the whole country.

In order to best meet its customers’ and employees’ expectations, it is mandatory to recruit locally for the majority of our jobs. Recruitment within the vicinity of our customer sites ensures that absenteeism is reduced and facilitates the use of public transport.

Agencies collaborate with the ANPE’s specifically by using tools such as recruitment by aptitude. They also collaborate with disabled workers employment organizations. See 2.2. Social commitments, page 14.

Amongst the different *Groupements d’Employeurs pour l’Insertion et la Qualification* - GEIQ [Employers Union of Employers for Integration and Qualification], ONET PROPRETE-MULTISERVICES is particularly involved with the GEIQ Cleaning. The goal of these organizations is to recruit and integrate young people. (<http://www.geiq.net>)

Since the creation of GEIQ Cleaning, there have been 2000 integration courses with an integration rate of 70%, thus approximately 1400 people who have found employment.

Out of the fourteen GEIQ Cleaning entities, five are presided over on a voluntary basis by ONET employees.



GEIQ's distribution in France.

2.1.3. Combine our expertise in the social, technical and environmental fields in order to propose a global offer

As a leader, the ONET Group must:

- meet its customers’ expectations,
- anticipate new regulations,
- act as a responsible company.

Since 2006, ONET PROPRETE-MULTISERVICES has identified a network of voluntary agencies, laboratories for the implementation of Sustainable Development. The 16 agencies are spread across France. They have first been evaluated according to a specific methodology and have then implemented personalized action plans. By working in a “tailor-made” manner, the agencies identify good practices which are then spread throughout the network via the Intranet site.



Award ceremony for the Horizon label.

>>> A WORD FROM CHRISTIAN GUILLAUME AGENCY MANAGER ONET SERVICES BORDEAUX

What, for you, constitutes an exemplary sustainable development agency?

Christian GUILLAUME: It is an agency which carries out concrete actions whilst at the same time finding the right balance between the economic, social and environmental themes which form the pillars of our sustainable development policy.

And specifically?

I am personally, every day, in close contact with my agents whether at the agencies or at our customers' sites. The first essential parameters are the respect and appreciation of our employees, and this, at every level of the hierarchy. Without a doubt, the agency manager is the front-line player but not the only one. Each individual has a role to play and to become proactive in turn.

An exemplary agency also implements a regular exchange with staff representatives but also team leaders and works supervisors, be it within the framework of their reporting task or through annual reviews. Listening to each party allows for moving further forward and finding solutions to all the issues encountered.

Training at all levels: adult literacy courses, Professional Qualification Certificates, management... are also a key lever for differentiation with regards to sustainable development.

All these elements support the development of our employees as well as reducing turnover within our teams, and therefore play a role in the economic performance of the agency.

How do you integrate the economic theme within an exemplary agency?

In the first instance, we fulfill our commitments to our customers: we perform what is written in our contract and in the technical specifications of the site.

Next, we do not consider financing linked to sustainable development as a necessary evil but truly as an investment for our development.

And the environmental theme so often put forward with regards to sustainable development?

An exemplary sustainable development agency is an agency which has successfully managed not only to modify its consumption habits but also its thinking. All of the employees are, in this respect, important players in this change.

Processes such as selective recycling can only be put in place with their involvements.

For this purpose, and in order to find solutions to the issues faced, an exemplary sustainable development agency sets up task forces and engages in brainstorming at every level of involvement.

In all our jobs, the men and women on our teams represent our strength and are involved in 80% of our tasks; it is together with them that we move forward. The environmental objectives are 'easily' achievable (reduced consumption, use of eco-labels, electrical vehicles) if all men and women are convinced.





2.1.4. Customer satisfaction

Being close to customers and striving for customer satisfaction are the foundations of the economic development of the Group.

The control of the quality management systems has resulted in 339 days of audits against 313 in 2007 and 480 in 2006. In 2008 the quality systems have been validated through the extension or maintaining of certifications.

2008 STANDARD	
ONET PROPRETÉ-MULTISERVICES	ISO 9001 standard (AFAQ certificate) Qualiprope (OQEPSA ⁶ certificate)
ONET TECHNOLOGIES	ISO 9001 standards Customer frame of references EDF-COGEMA-CEA Asbestos frame of reference (AFAQ-ASCERT certificate) CEFRI ⁷ E and F (qualification and monitoring of staff working around ionizing radiation)
ONET SÉCURITÉ	Norm NF X 50-777 for <i>Main Sécurité</i> APSA [fire prevention] for TELEM ISO 9001 for Société Européenne de Surveillance
AXXIS RESSOURCES	ISO 9001 standard for SERI TT CEFRI I (qualification monitoring of personnel working under ionizing radiation for the temporary work activity) for ONEPI
European Subsidiaries	ISO 9001 standard for the following subsidiaries: ONET SUISSE SA ONET BELGIUM ONET ESPAÑA ONET LUXEMBOURG

ONET TECHNOLOGIES and ONET ESPAÑA have integrated certifications under the ISO 9001, ISO 14001 and OHSAS 18001 standards.

The roll-out of the application “onet-client.com”⁸ has been extended to 795 national and regional customers (445 in 2007) demonstrating our willingness to communicate regularly and in a structured manner with our customers.

In July and October, ONET TECHNOLOGIES and ONET PROPLETE-MULTISERVICES (ONET SERVICES Blois) were audited by EDF on the basis of the expanded SA 8000 standard to cover the principles of Global Compact. The results were judged “satisfactory” in both cases, which corresponds to the highest level out of the four possible.



>>A WORD FROM
ALAIN BROUSSE
PRESIDENT
ONET PROPLETE
MULTISERVICES

What is customer satisfaction for ONET PROPLETE-MULTISERVICES?

Alain BROUSSE, President of ONET PROPLETE-MULTISERVICES: When providing services, the quality of the feedback is a fundamental aspect which is mainly measured in terms of customer satisfaction.

This customer satisfaction is therefore an important measurement of our performance. All our strengths, all our resources, and our whole attention must be marshaled for this purpose.

It allows for the gradual building up of a partnership, securing our customers' loyalty but also to secure new customers.

How do you evaluate it?

Alain BROUSSE: Beyond listening to our customers in the field on a daily basis which is one of our important values, ONET PROPLETE-MULTISERVICES has adopted a set of solutions which allows us to measure and improve their satisfaction daily.

For a number of years already, a communications space via the Internet, “onet-client.com” has been in operation which means we can dialogue in real time with our customers, react instantly, and monitor, with a set of indicators, our customers' satisfaction. Lastly, it allows us to put in place and monitor action plans for a continuous improvement. Each year more and more customers are joining this space. ONET PROPLETE-MULTISERVICES is committed to a total quality control approach which is specifically based on the implementation of quality controls with the assistance of our Kezen tool on PDA, the results of which can be provided to customers through the “onet-client.com”.

We have recently developed a new tool using communicating PDA which provides real-time results to our customers.

In parallel, ONET PROPLETE-MULTISERVICES carries out each year, at the national level, a major customer satisfaction survey which allows us to evaluate the level of satisfaction and to better understand the orientations and the requirements of our customers.

The wealth of information gathered allows us to better anticipate and innovate for their increased satisfaction.

To conclude, the best proof of customer satisfaction is measured by the stability of our customer portfolio and the growth we have been experiencing for a number of years.

6 Office de Qualification des Entreprises de Propreté et Services Associés: Office for the Qualification of Cleanliness and Associated Services Companies.

7 Comité français de certification des Entreprises pour la Formation et le suivi du personnel travaillant sous Rayonnements Ionisants – French Certification Commission of Companies for the training and development of workers exposed to ionizing radiation.

8 Extranet allowing customers to transmit their requests or claims, to participate in customer satisfaction surveys, to transfer documents or information specifically on sustainable development.

2.2. Social commitments

In 2008, the Group has been able to consolidate its social commitments in terms of its social policy:

- Employment : increase employment whilst continuing to integrate diversity and anticipate on the needs for different skills,

- Training: implement a training policy adapted to our social objectives and our human resources development policy,
- Health and safety at work: prevent on-the-job risks by means of a prevention policy adapted to the activity of each Division of the Group.



>> A WORD FROM SYLVIE BRUNET SOCIAL AFFAIRS MANAGER ONET GROUP

What are the main themes of the ONET Group's social policy?

Sylvie BRUNET: The ONET Group is mindful of its responsibilities towards society. The social and societal aspects are adapted bearing in mind the specificities of the jobs and of the men and women of the Group.

Through our leadership position, in a certain number of our activities, we also aspire to be proactive and innovative in order to be a pioneer in these matters and maintain our social leadership.

For this, our social policy mainly revolves around three themes:

- employment,
- training,
- workplace health and safety.

What is the impact of your employment policy with regards to your social policy?

To increase employment, whilst continuing to integrate diversity and anticipate the needs for different skills, is for us a sine qua non condition for an equitable and harmonious social policy.

As an example, the percentage of female managers has reached 25% in 2008. There are now more than 300 female managers out of 1,232 managers within the ONET Group. These changes are the result of commitments and initiatives such as the creation of the *ACTU'ELLES* network within ONET TECHNOLOGIES. This type of network is unique within our service activities.

We are also keen to work on the diversity of the age groups, at the youth level, but also the senior group level that represent 27% of our staff which is 3.5 points higher than the national average, all sectors included. To achieve this type of result we have taken a number of steps such as, for youth employment, signing the *Plan Espoir Banlieue* (Hope for High Rise Estates Plan) in Marseilles and having a strong internship policy.

But beyond these objectives, precise action plans characterize our commitments as is shown in the remainder of this report.

The ONET Group has also continued to be involved in integrating and maintaining disabled workers in employment and this in all job categories.

Lastly, professional mobility is also for us an element of social cohesion and societal well-being. Our action range is therefore guided by a Diversity Charter, regular information on available jobs and putting forward jobs which are specific to each Division in order to encourage horizontal and vertical changes.

You have an important training policy. How is it integrated within your social policy?

For a number of years, the training policy of our Group has been active and oriented towards the development of our human resources and the implementation of a training policy in tune with our current social stakes during this economically disturbed period.

Our training policy has lead us to structure an internal training subsidiary for managers and to develop a practical training in the area of business writing and the implementation of *Certificats de Qualification Professionnelle* (CPQ)(*Professional Qualification Certificates*) for a large number of our employees. In this regard, out of 1000 CPQ issued by the cleaning division since 2007, 135 are employees of ONET PROPLETE-MULTISERVICES (thus 13.5 % of the total number). These trainings courses are completed depending on the activities and the specific requirements of each Division.

With this theme we want to increase the loyalty of our employees and advance them in their career-paths.

How does health and safety in the workplace affect the social policy?

In terms of health and safety in the workplace, we have made the choice to prevent on-the-job risks through a widespread policy of preventive action adapted to the activity of each Division.

We have also rounded out our policy by setting up initiatives dealing with road safety. We are pioneers in this area in spite of difficulties to implement this.

And for 2009?

In 2009, we will endeavour to deploy and enrich our social and societal policy taking into account the feedback from our employees, the main lines of our commercial development, and the requests made by our customers.

Our fields of action are far from being set, and we have the desire to be more innovative each year in our improvement tracks and our action plans.

2.2.1. Develop employment whilst integrating diversity

2.2.1.1 Employment increase

The workforce

*	Workforce recorded per division		Percentage change	Trend
	31/12/2007	31/12/2008		
ONET PROPRETE-MULTISERVICES	38 297	40 004	+ 4,45 %	↗
ONET SECURITE	4 046	5 220	+ 29 %	↗
ONET TECHNOLOGIES	1 809	1 955	+ 8 %	↗
AXXIS RESSOURCES (permanent)	524	530	+ 1,14 %	→
TEMPORARY	2347	4 281	+ 82,40 %	↗
EUROPE	3 114	2 710	- 12,9 %	↘
MISCELLANEOUS	334	347	+ 3,8 %	↘
TOTAL	50 471	55 047	+ 9 %	↗
TOTAL Excluding Temporary Workers	48 124	50 766	+ 5 %	↗

The mean average recorded workforce is 53 438 in 2008 and 49 916 in 2007.

The growth in the Group's turnover has been accompanied by a significant increase in the recorded workforce as of December 31, 2008: + 9% in comparison with 12/31/2007. The largest progression is at AXXIS RESSOURCES in view of the significant variations in the number of temporary workers employed.

ONET TECHNOLOGIES continues its development in the high value-added activities and has seen its workforce increase by 8% in 2008 with many engineering recruitments. The European subsidiaries have decreased because there are fewer employees in Belgium.



The workforce by qualification level

*	Workforce recorded by professional category		Percentage change	Trend
	31/12/2007	31/12/2008		
WORKERS	45 509	49 223	+8,16 %	↗
EMPLOYEES	2 040	2 281	+11,8 %	↗
SUPERVISORS	1 787	2 311	+ 29 %	↗
MANAGERS	1 135	1 232	+ 8,5 %	↗
TOTAL	50 471	55 047	+ 9 %	↗

The very large increase of supervisors in 2008 can be explained by the increase in the number of recruitments of temporary workers at AXXIS RESSOURCES and by the significant number of recruitments at ONET SECURITE.

More than 100 engineers were hired in 2008 at ONET TECHNOLOGIES, which has had an incidence on the increase in the number of managers.

* These tables cover the total Group workforce.

Overtime

Our policy of increasing the contractual working time of temporary workers has resulted in a significant reduction in the percentage of non contractual hours.

Ratio of non contractual and overtime hours			
	2007	2008	Tendance
Annual average of overtime hours	0,92 %	1,02 %	↗
Annual average of non contractual hours	2,81%	1,06 %	↘

Reflecting the Group's economic stability, the ratio of redundancies has remained very low in 2008 and almost identical to 2007.

	2007	2008	Trend
Redundancy Rate	0,09 %	0,11 %	→

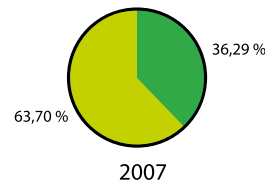
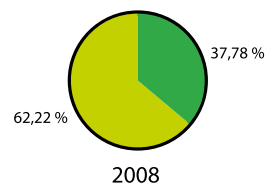
2.2.1.2 Diversity in employment

THROUGH ITS SIGNING OF THE DIVERSITY CHARTER IN 2006 THE GROUP IS BOUND TO PURSUE ITS ACTIONS AIMING AT ENFORCING NON-DICRIMINATION PRINCIPLES AND TO REFLECT DIVERSITY IN ALL ITS SHAPES...

Men and Women

The Men/Women ratio remained stable in 2008: 62.22 % of women as opposed to 37.78 % of men. The percentage of female managers has significantly increased over the year: 25 % in 2008 (23.57 % in 2007). ONET TECHNOLOGIES has created a network of women revolving around expertise and the sharing of knowledge. This network contributes to the strengthening of our policy to give women access to management functions and to improve the appeal and then the integration of young women graduates. The patron of this network is Elisabeth COQUET-REINIER, the President of REINIER HOLDING.

Division men / women



■ Women ■ Men



>> A WORD FROM VIRGINIE VACARISAS HUMAN RESOURCES ASSISTANT AXXIS RESSOURCES

What concrete actions are you taking with regards to combating discrimination?

Virginie VACARISAS: As a full-range player in the field of human resources, it is our desire to fight discrimination. For this purpose, we have already organized training days for agency assistants who, in view of their role, may be confronted with these issues.

The objective for these days is to help them to deal with diversity in their recruitment as well as in their responses to customers.

Furthermore, we clearly point out our determination in this matter by having included on our recruitment site: jobaxxis.com, reference to being a signatory to the non-discrimination charter. Pro-diversity and ADAPT⁹ pictograms highlight this initiative on a great number of our offers.

You are therefore strongly involved with the employment of disabled workers?

Virginie VACARISAS: Indeed, on the basis of the Group's determination and the AGEFIPH agreement that derives from it, we have wished to go far beyond our legal obligations. In this respect, an appendix to the AGEFIPH agreement within the ONET Group is entirely dedicated to this subject. This amendment has allowed us to define quantitative and qualitative results for 2008, which we have reached and even exceeded in some cases.

We are currently assisted in this initiative by a consulting firm specializing in the employment of disabled workers.

Information and awareness days will be organized in 2009 in order to provide our permanent agency staff, in particular, with recruitment tools.

We also regularly take part in events dedicated to these issues, such as the disabled workers employment Week and specialized recruitment forums.

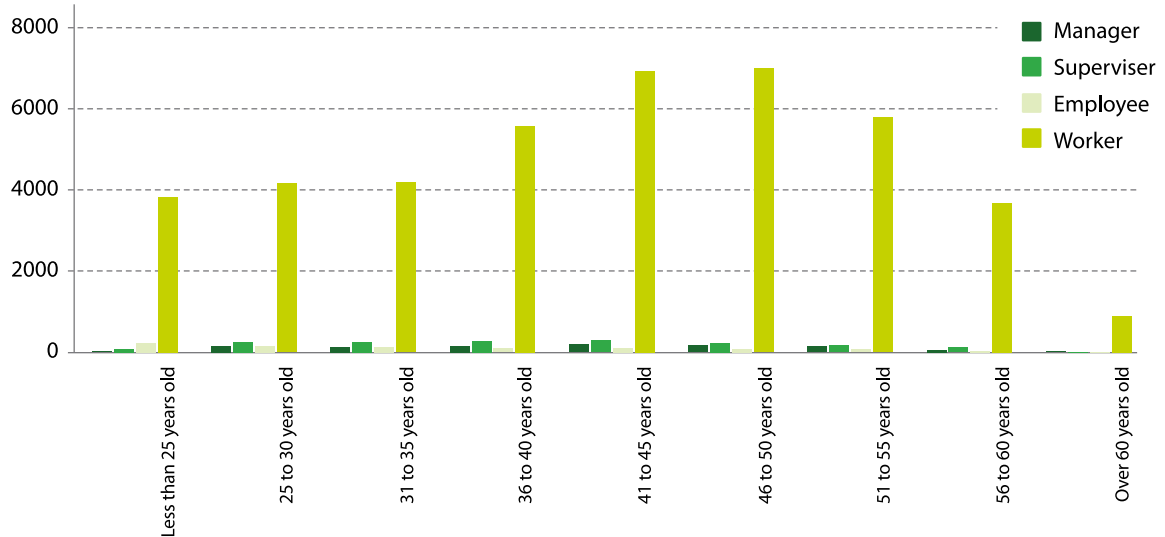
Lastly, through this initiative we want to increase the awareness of our customers and help them also with their obligations in these matters.



⁹ Association pour l'insertion sociale et professionnelle des personnes handicapées - Association for the social and professional integration of disabled workers.

Age group diversity and youth integration policy

The age group pyramid as of December 31, 2008



In 2008, the “Hope for High-Rise Estates” plan was signed by the Cleaning Division and implemented locally in Marseilles in partnership with the Prefect for “Equal Opportunities”.

Our actions in support of youth employment are illustrated by the recruitment of 316 young people under the age of 26 on the basis of an apprenticeship contract or a professionalization contract.



Signature Hope for High-Rise Estates Plan. From left to right, Sylvie Brunet, Fedela Amara and Laurent Wauquiez (Government ministers).

	Number of on the job training contracts during the year (apprenticeship, qualification, professionalization)		Trend
	2007	2008	
TOTAL	436	581	↗

The partnerships signed with schools or universities such as EUROMED (management and business school of Marseilles), the IAE of Aix-en-Provence, INSA¹⁰ Lyon, or the ENSAM¹¹, strengthen and facilitate measures for the recruitment and integration of young graduates.

In addition, the ONET Group continues to expand its actions to welcome young persons for internships during their graduate courses: 356 young people were thus able to have an internship in 2008 in the different Group divisions. A network was set up with the creation of *Nouv'OT* aimed at new recruits of ONET TECHNOLOGIES.

¹⁰ Institut National des Sciences Appliquées de Lyon.
¹¹ Ecole Nationale Supérieure d'Arts et Métiers.

Age group diversity and senior citizen employment

	Female	Male	Total
	50 years old +	50 years old +	
MANAGER	64	219	283
EMPLOYEE	107	40	147
SUPERVISOR	108	231	339
WORKER	9 105	3 032	12 137
TOTAL	9 384	3 522	12 906

Senior citizens represent 27% of the Group's workforce in France as of 31 December 2008 (excluding temporary workers, AXXIS A DOMICILE and Europe).

Ways to improve, quantitative as well as qualitative, the employment of senior citizens are being studied as part of the negotiations on the Projected Management of Jobs and Skills, in particular the expansion of tutoring and a strengthened policy of skills appraisals.



Diversity and the disabled workers integration policy

	Disabled workers employment			TREND
	As of 31/12/2006	As of 31/12/2007	As of 31/12/2008	
Group Workforce	1287 for an average reference workforce of 25 936 (5,16 %) ¹²	1360 for an average reference workforce of 26 244 (5,18 %)	1375 for an average reference workforce of 29 180 (5,04 %)	↗

The year 2008 was marked by the signing of a Group agreement drawn up in the appendix by each Division to better match the human resources policy of each. The actions and tools are the same as previously. The agreement will end in 2009.

Consolidated rate of employment of Disabled Workers

	2005	Change in method of calculation	2006	2007	2008
ONET PROPRETE-MULTISERVICES	6,76 %		5,75 %	6,50 %	5,94 %
ONET TECHNOLOGIES	4,38 %		2,92 %	2,58 %	2,24 %
ONET SECURITE	non-covered facilities		2,07 %	1,92 %	2,32 %
AXXIS RESSOURCES	non-covered facilities		non-covered facilities	non-covered facilities	non-covered facilities
AXXIS A DOMICILE (first year)	-		-	-	4,11 %
PRODIM (first year)	-		-	-	0,13 %
GIE ASSISTANCES SERVICES (Administrative headquarters)	-		-	-	2,34 %

¹² The workforce now takes into account the Companies of the ONET SECURITE division and the percentage integrates the reduction coefficients introduced in the Act of 2005.

2.2.1.3 Projected Employment and Expertise Plan

All of the Group's Divisions have become involved in an initiative to negotiate an Employment and Expertise Plan with our social partners.

Two agreements were signed in 2008 within ONET TECHNOLOGIES, covering the ONECTRA and COMEX NUCLEAIRE companies. These agreements commit the companies to anticipating changes to job duties and skills, to promote internal mobility, and to support career-paths by working with the employees' collective bargaining representatives.

- developing skills through training by maintaining the technical abilities and professionalism of our employees and by supporting the building of individual career-paths,
- ensuring the health and safety of our employees, the prevention of risks, and strict compliance with the mandates of safety training,
- building on social, managerial, technical and environmental skills so as to provide a global offer.

2.2.2. Developing skills by training

Each year, the management of ONET Group establishes, in its General Training Policy, the direction that its training program should adhere so as to obtain the right balance between the company's development goals and the management its human resource skills. The training policy thus seeks to build on the policies of anticipation and changes to job requirements in the short and medium term, while keeping the company's economic prospects in mind, its organizational evolution, technical changes as well as the individual and collective needs of the employees. Each Division adapts a general policy that is adapted to its own environment.

The priority themes of training in 2008 were:

The GROUP

Training hours increase by 28% in 2008

In 2008, numerous professional development initiatives of varying lengths, depending on the Divisions, were put together. They affected all of the socio-professional categories. The duration of the training responds in a structured fashion to the needs for skills tied to changes in job patterns and the needs of the customers.

"Hands-on Management" internships were held throughout the course of the year. This type of training combined the operational framework of ONET PROPRETE-MULTISERVICES and of ONET SECURITE. Each intern had the opportunity to develop his managerial skills within the context of an overall provision of services.



>>> A WORD FROM CHRISTOPHE PONS MANAGER TRAINING SERVICES

How has the ONET Group performed as regards training?

Christophe PONS: In 2008, I believe that the most important point to keep in mind is that we offered career-path training to all levels of employees so as to professionalize and ensure their career-paths.

We have quintupled the number of literacy training courses, provided Professional Qualification Certificates at ONET SECURITE and ONET PROPRETE-MULTISERVICES, developed regional sectors at ONET PROPRETE-MULTISERVICES, conducted management training at ONET TECHNOLOGIES and, lastly, extended our national training sectors to ONET SECURITE and ONET PROPRETE-MULTISERVICES.

The fact of having developed a significant training program allows us to develop the corporate culture and spirit. Our employees have, by means of these special sessions, the opportunity to learn more about the history, the philosophy and the values of our Group. It also allows us to conduct

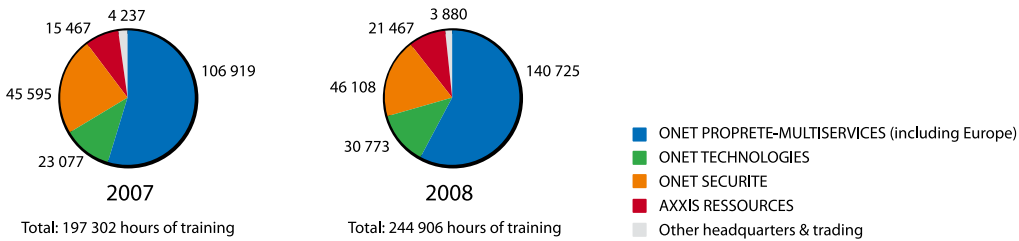
complete career-path training in the form of cycles, which allow for each willing employee to take advantage of an adapted training period which ranges from the basic training in business writing all the way up to agency director training.

Having such training possibilities, what are your goals for 2009?

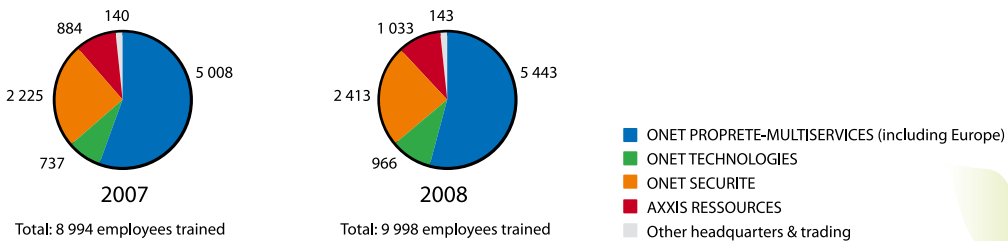
The difficult economic times that we are currently experiencing should, and must, allow our employees to build on their skills by putting the somewhat slower work time to good use...

In fact, before resorting to solutions such as temporary lay-offs, a certain number of training mechanisms may be used. We will therefore apply these solutions in a rational and responsible manner so as to secure their futures, while continuing our basic activities.

Breakdown of training hours by Division



Breakdown of number of employees trained by Division



THE DEVELOPMENT OF SKILLS THROUGH TRAINING AT ONET PROPRETE-MULTISERVICES

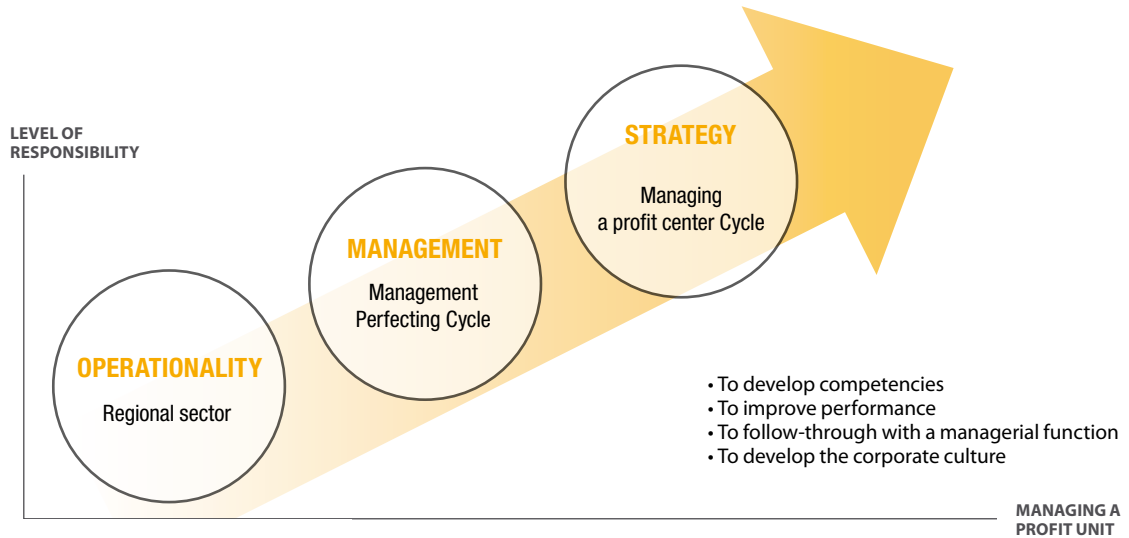
Training hours: ↗ up 32 % in 2008 in particular professional techniques

- For the last 26 years, the sector's objective has been to expand the knowledge and develop the skills of the management and its employees. Specific cycles of targeted training are provided in the form of in-house schooling. This allows for internal promotion and progression of the high-performing and motivated employees along their career-paths.

Between 2000 and 2009

Managing a responsibility center	70 persons
Perfecting of operational management	63 persons

ONET training programs : from operability to strategy



In 2008, the Division continued such training programs as “Managing a Profit Center» and “Perfecting Operational Management “

- The scheme was developed by the regional field agencies. Adapted course content allows for acquiring or reinforcing the skills of hands-on managers in various aspects of their functions. The Southwest regional management of ONET PROPRETE-MULTISERVICES was awarded the “large company” prize for its continuing professional development in the MEDEF¹³ Midi-Pyrénées. The purpose of the award is to highlight the value of initiatives effectuated by companies as regards training of their employees.



Medef award in Midi-Pyrénées.

- The Certificates of Professional Qualifications (CPQ) were granted to various types of workers, in particular
 - CPQ head of cleaning team,
 - CPQ traditional machinist worker,
 - CPQ maintenance and renovation worker (MARW),
 - CPQ window washer.
- The training initiative for middle management in Optimization, Anticipated Selection and Integration of Employees practices (OSAIE) prepared with the APF¹⁴ and APFT PROPRETE¹⁵ was carried out in 2008 with 266 successful trainees.

13 *Mouvement des Entreprises de France*: Movement of French Employers, employers' union.

14 Action Plan Fund for Integration and Employment in Cleaning Services.

15 Action Plan for Providing Training at PROPRETE.

Trainees for the time period between 2004 and 2008

	2004	2005	2006	2007	2008	TOTAL
Agency assistant	59	53	65	44	85	306
Works supervisor	63	52	70	42	120	347
Team leader	43	15	23	12	36	129
Manager In charge of operations/ Agency Director	22	29	38	21	25	135
Others	0	5	0	0	0	5
TOTAL	187	154	196	119	266	922

This training is one of the career development activities reflecting our commitment to diversity in our workforce. It allows for the consciousness raising and training of managers in the importance of equal treatment in recruitment, training and career management. The number of employees benefiting from this program, as compared with 2007, has nearly doubled. The partnership agreement with the FARE came to an end in December 2008.



- The LIBERO KIT, a cascading tool which allows us to internally “train the trainers» in the Techniques of Traditional Cleaning, has facilitated the training of numerous participants since its application to this level of the job range was launched. For 2008, 41 persons were trained and recognized as having successfully completed the LIBERO KIT training module.
- The training of workers and works supervisors in the command of verbal and written professional skills (mastery of the French language) was continued. The number of agencies having launched this program increased from 4 to 26. The economic situation at the end of 2008 resulted in an increase in the number of training courses. The challenge remains getting trainees to sign up to the courses. Participants are often reticent to openly acknowledge that they have difficulties with the French language.
- For the last several years, ONET PROPRETE MULTI-SERVICES has been building up the employability of the participants by offering them multi-services training...



Quantitative Summary of Multi-services Training 2006/2006/2008

	2006		2007		2008		TOTAL	
	Trainees	Hours	Trainees	Hours	Trainees	Hours	Trainees	Hours
Agency Directors	2	147	7	175	6	119	15	441
Works supervisors	13	721	40	965	31	757	84	2 443
Service employee or Team leaders	151	12 027	136	4 400	195	4 481	482	20 908
TOTAL	166	12 895	183	5 540	232	5 357	581	23 792

2006, large volume due to the important nature of the training sessions: building maintenance.



THE DEVELOPMENT OF SKILLS AT ONET SECURITE

Training hours: **↑ 1 % in 2008**

Beyond these training courses the year 2008 was marked by increased amounts of time dedicated to professional development (135 persons) so as to qualify for the CPQ in Preventive Safety.

ONET SECURITE has developed career-path development and implemented Management and inter-divisional Proximity Internships. 2143 persons out of 5220 have been trained in 2008.



>>A WORD FROM VÉRONIQUE PARRINELLO HUMAN RESOURCES MANAGER ONET SECURITE

Could you briefly explain to us the objectives of your career-path development training?

Véronique PARRINELLO: ONET SECURITE has experienced a significant expansion in recent years with a tripling of its business turnover and staffing levels, and development of employee training which makes it the sole French player to have the capability of managing all of the jobs relating to safety.

Accordingly, ONET SECURITE has sought, in view of its increasingly widespread presence on the market, to develop the relationship network between all of the Agency Directors. We also hope to create a common corporate culture.

To that end, ONET SECURITE has developed new job training tools. For example, in 2008, we launched the first training session for ONET SECURITE in the field which required two years of preparatory work. This training program was headed by a committee comprised of members of the overall management of ONET SECURITE and trainers from MAIN SERVICES TRAINING. This initial roll-out was targeted at deputy directors of agencies, heads of units or operations.

The primary objective of this training is to help them handle any changes in job patterns and in particular, their managerial functions.

This strong emphasis on training reinforces, among other things, our objectives as regards social policy and sustainable development.

You have also significantly developed the Certificates of Professional Qualifications?

Indeed, recent regulatory modifications require that we henceforth recruit preventive safety agents who hold Certificates of Professional Qualifications and this is in addition to pre-employment interviews and formalities with the local Prefecture...

This led us to reassess the number of persons thus qualified in 2004 and 2005, and to conduct training sessions in 2006, 2007 and 2008. Currently, only those persons who have been recently hired or re-hired have yet to undergo such training. The financing for this training is currently under review.

What are your objectives for 2009?

Our objective in 2009 is to continue to develop the training we offer. For this purpose, we will soon launch a new session which will target those who are responsible for operations, their assistants, and the works supervisors. The underlying philosophy will remain the same: to perfect existing competencies, to detect potential, to provide a path for individual contributors in their professional progress and personal fulfillment on the job, while at the same time further developing our corporate culture.



THE DEVELOPMENT OF SKILLS THROUGH TRAINING AT ONET TECHNOLOGIES

Hours of training: ↑ by 33,35 % in 2008

In particular: increase in the number of hours in asbestos risk prevention training, in risks at nuclear plants, and the operation of lifting equipment.

The training effort has been specifically extended to the fields of operational techniques, management, and communications, social legislations and safety and prevention.

THE DEVELOPMENT OF SKILLS THROUGH TRAINING AXXIS RESSOURCES

Hours of training: ↑ de 38,78 % in 2008 of which ↑ de 37 % an increase of 37 % in the safety and prevention sector and particularly the airport environment (security internships...) supporting commercial documentation.

2.2.3. Ensuring the health and safety of co-workers

2.2.3.1. Highway road risk prevention

Highway/road risk having been assessed as the main across-the-board risk throughout the GROUP, the GROUP's Management has decided to implement a road safety and risk prevention plan.

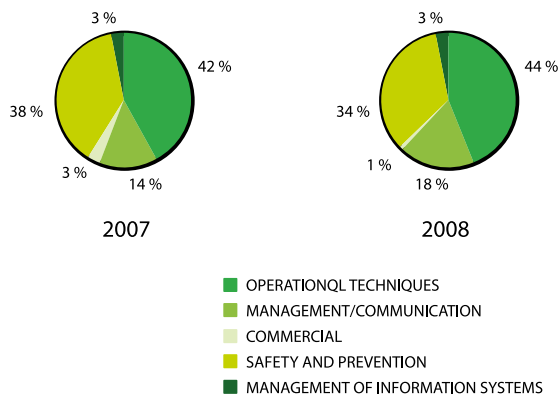
It has been established that a change in driving behavior, such as eco-friendly driving, would give rise to at least 15 % fewer road accidents for the GROUP, along with a decrease in the consumption of fuel.

In 2008, all of the Group's agencies in the PACA¹⁶ Region signed a regional professional driver risk charter with their regional health insurance fund providers (*Caisse Régionale d'Assurance Maladie*). This agreement will enable us to attain a decrease in the rate of work-related "travel" accidents tied to road accidents.

2.2.3.2. Safety and Prevention training

The proportion of training directly tied to accident prevention and occupational safety has decreased (34 % in 2008 / 38 % in 2007) in favor of management/HR – related training for our hands-on managers, which equally contributes to the objectives of improving occupational safety.

Proportion of safety training in relation to other types of training in 2007 - 2008



2.2.3.3. Tracking work-related accidents

The downward trend noted in 2007 of the frequency rate was confirmed in 2008 for all Divisions. It should be noted that for ONET PROPRETE-MULTISERVICES, the rate is still higher than the lowest rate in the trade because this Division performs a great variety of services (industrial cleaning services, logistics) which are more accident-prone than traditional cleaning services, the sole reference value for the cleaning profession.

16 PACA = Provence-Alpes-Côte d'Azur.



	Rate of incidence 2006	Rate of incidence 2007	Rate of incidence 2008 ¹⁷
ONET PROPRETE-MULTISERVICES	55,17	51,99	44,87
Rate in cleaning sector cleaning sector (74.7ZC)	36,86	Currently unknown	Currently unknown
ONET TECHNOLOGIES	SAS ONET TECHN. 0	SAS ONET TECHN. 0	SAS ONET TECHN. 0
	TECHMAN 15,17	TECHMAN 3	TECHMAN 2,92
	SOGEDEC 12,3	SOGEDEC 14	SOGEDEC 5
	ONECTRA 6,86	ONECTRA 3,40	ONECTRA 3,14
	COMEX NUCLEAIRE (NUCLEAR) 10,13	COMEX NUCLEAIRE (NUCLEAR) 15,38	COMEX NUCLEAIRE (NUCLEAR) 8,84
			ONET TECHNOLOGIES LARGE PROJECTS 0
Rate CTN metallurgy	24,7	24,8	
ONET SECURITE	41,02	20,84	15,8
Rate in monitoring/surveillance companies sector (76.6ZA)	23,28	Currently unknown	Currently unknown
AXXIS RESSOURCES	71,98	58,37	59,76
Rate in the temporary work sector (74.5BD)	53,54	Currently unknown	Currently unknown

The rate of severity continues to be better than the job reference rates. They have slightly worsened in 2008 for various jobs. This worsening is due in part to time not worked in 2008 on account of accidents which took place in 2007. The other causes are currently under review.



	Rate of severity 2006	Rate of severity 2007	Rate of severity 2008 ¹⁸
ONET PROPRETE-MULTISERVICES	2,04	1,80	2,57
Rate in the cleaning sector (747ZC)	2,57	Currently unknown	Currently unknown
ONET TECHNOLOGIES	SAS ONET TECHN. 0	SAS ONET TECHN. 0	SAS ONET TECHN. 0
	TECHMAN 1,10	TECHMAN 1,63	0,07
	SOGEDEC 0,59	SOGEDEC 1,07	SOGEDEC 0,6
	ONECTRA 0,08	ONECTRA 0	ONECTRA 0,03
	COMEX NUCLEAIRE 0,49	COMEX NUCLEAIRE 0,20	COMEX NUCLEAIRE 0,53
			ONET TECHNOLOGIES LARGE PROJECTS 0
Rate CTN metallurgy	1,04	1,05	Currently unknown
ONET SECURITE	0,39	0,60	0,85
Rate in monitoring/surveillance companies sector (76.6ZA)	1,66	Currently unknown	Currently unknown
AXXIS RESSOURCES	2,18	1,76	2,83
Rate in the temporary work sector (74.5BD)	2,46	Currently unknown	Currently unknown

¹⁷ Estimated rate for 2008.

¹⁸ Estimated rates of incidence for 2008.

2.2.3.4. *Certifications*

Divisions	2008 Standards
ONET PROPRETÉ-MULTISERVICES	MASE GEHSE ¹⁹ DT 78 UIC
ONET TECHNOLOGIES	MASE OHSAS 18001
ONET SÉCURITÉ	DT 78- UIC MASE
AXXIS RESSOURCES	MASE
European subsidiaries	ISO OHSAS 18001 in Spain VCA ²⁰ verification in Belgium

All of the MASE and UIC²¹ certifications were re-conducted and the scope expanded to new agencies for ONET PROPRETÉ-MULTISERVICES and ONET SECURITE. For ONET TECHNOLOGIES, the OHSAS²² certification was renewed in 2008.

In the European subsidiaries, the Health and Safety policy that was followed and adopted was, in the case of ONET ESPAÑA, the re-certification for OHSAS18001 and in Belgium of the VCA.

2.2.3.5. *Tracking of exposure to ionizing radiation*

Collective statistics over 12 rolling months in millisieverts at January 2008 (population of 1552 employees, Categories A and B) of the ONET Technologies companies

COMPANIES	Average non-zero dose in January 2005	Average non-zero dose in January 2006	Average non-zero dose in January 2007	Average non-zero dose in January 2008
ONECTRA	0,46	0,10	0,27	0,37
SOGEDEC SUD	2,13	1,42	1,96	3,25
SOGEDEC NORD	1,00			0,83
TECHMAN INDUSTRIE OUEST	3,43			2,98
TECHMAN INDUSTRIE EST	4,43	3,65	2,98	2,98
COMEX NUCLEAIRE ²³	-	-	2,86	3,02
TOTAL ONET TECHNOLOGIES	2,29	1,72	2,01	2,09

19 Qualifying standards for the petroleum industry.

20 Certification of the Safety, Health and Environmental Systems of the contractor.

21 (Safety at Work Improvement Manual - Chemical Industries Union).

22 international occupational health and safety management system specification.

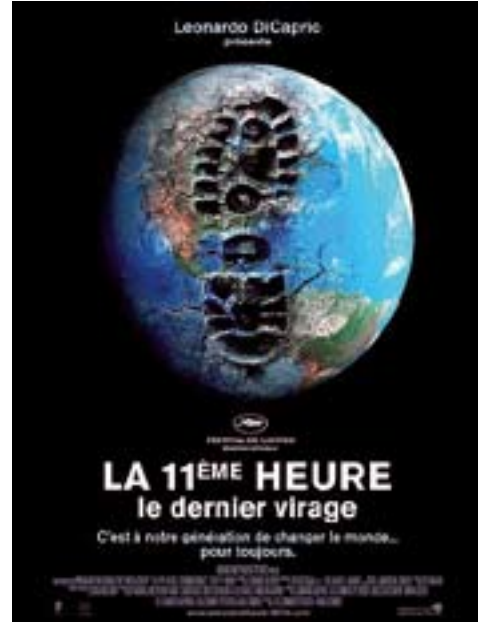
23 Including data for COMEX NUCLEAIRE as of January 2007.



As regards SOGEDEC, the collective dosimetry for field jobs has increased in line with expectations, the work sites having increasingly higher dose rates. RP personnel (integrated Radiation Protection) experience a greater individual dose that trends towards values of nearly 2 to 3 mSv per year. This trend will likely result in values close to 4 to 5 mSv/year given the dosing phases at the sites. It is important to keep in mind that these exposures are far from the maximum legal exposure of 20 mSv/year²⁴.

2. 3. Environmental commitments

After having arranged private screenings of the film “An Inconvenient Truth” by Davis GUGGENHEIM with Al GORE in January 2007, the GROUP sought to provide a broader context for understanding. During January 2008, more than 900 persons assembled at six venues to view the movie “The 11th Hour”²⁵ by L. CONNERS-PERTERSEN, N. CONNERS and L. DiCaprio. These screenings were held on January 8th and 10th concurrently in Marseille, Lyons, Paris, Toulouse, Bourges and Nantes. The film is available for downloading as www.la11heure-lefilm.com.



Poster of the movie: The 11th Hour.



Beyond the issues tied to climate change which impact all jobs in transport, the risks have been identified for ONET PROPRETE MULTISERVICES and ONET TECHNOLOGIES.



24 REMINDER: this dosimetry is relative in relation to the risks of daily life: Level of radioactivity (CEA Source) Millisievert Doses an individual is exposed to during the course of one year.
 3,6 Natural exposure at 1500 m of altitude in a single year.
 0,7 Dose received during a chest x-ray.
 25 Full title in English is as above.

2.3.1. To integrate environmental and social criteria into the purchasing policies

For ONET TECHNOLOGIES, environmental risk is part of the job: services performed at nuclear sites. So as to meet this challenge, the Division has obtained ISO 14001 certification which affirms its ability to manage the risk and its impacts. (See. 2.3.4. The environmental activities of Divisions page 34.)

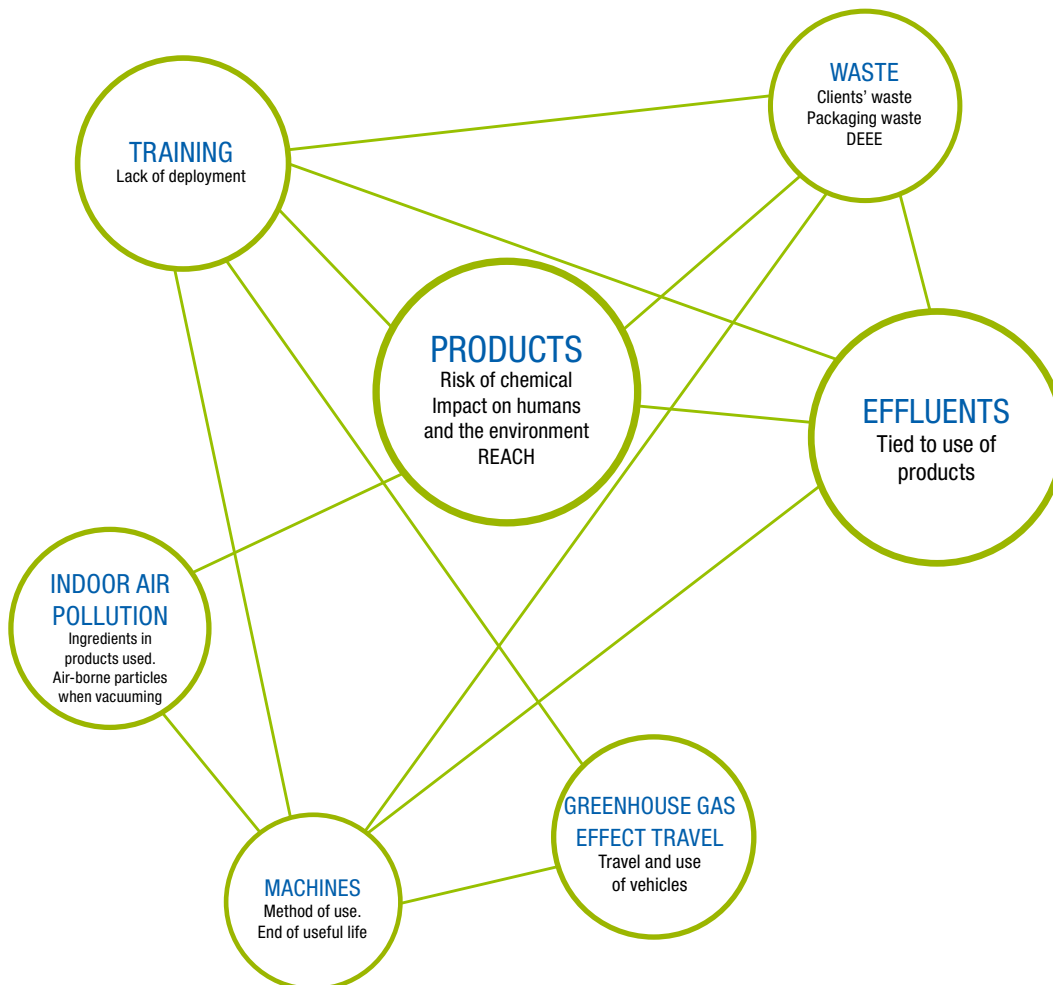
The purpose of these activities was to urgently heighten awareness of the need to take action on climate change. These screenings were consonant with the Group's commitment to the United Nations program - Caring for Climate.

In order to address these environmental challenges, ONET PROPRETE-MULTISERVICES, PRODIM, a subsidiary of the GROUP, has compiled a listing of the methods and products that are the most eco-friendly to humans and to the environment.



Cleaning supplies and products leaflet (PRODIM).

**Identification of environmental risks
ONET PROPRETE-MULTISERVICES**



REACH is the EU system for the Registration, Evaluation and Authorization of Chemicals. DEEE means waste of electrical and electronic equipment.



>> A WORD FROM
JOSEPH PETTINE
GENERAL MANAGER
PRODIM

How has sustainable development enabled innovation at Prodim?

Jo PETTINE: With twenty years of experience, PRODIM is one of the leading distributor of cleaning supplies and products in France. On that basis we are by definition required to differentiate ourselves and further develop on this market. That is why we have decided to get more involved with the challenges presented by sustainable development so as to demonstrate that PRODIM is a company which is both innovative and a good corporate citizen...

We have therefore focused our R&D on materials which meet the standards for sustainable development. Our involvement in this field has enabled us to bring cleaning techniques, products and supplies which link together performance, productivity, safety and are environmentally friendly.

So how are you able to integrate the challenges of sustainable development into your offer?

Sustainable development is not a fad or a strategic choice; it is an important environmental, economic and social imperative.

This translates not only into research into new materials and products, but also to new cleaning techniques which allow a decrease in pollution and lessen the risks and costs of operation.

Such as, specifically?

PRODIM's goal is to implement sustainable development in the field. This commitment is driven by two major lines:

landscaping materials and detergent products...

PRODIM has thus developed a range of electric supplies for landscaping and site work, which was recently awarded the Innovation Prize by the *Salon des Maires et des Collectivités*²⁶.

The MAC vacuum, neighborhood transport vehicles, small multi-service utility vehicles, bikes and electric scooters round out this range of products.

But PRODIM is doing more than that. Based on its belief that the future lies with high-performing, non-polluting equipment, PRODIM has just signed a select partnership agreement with the MATRA Company for the development of its neighborhood electric vehicle (NEV).

The second line of action as regards sustainable development involves the chemical products.

In fact, our research efforts have focused on identifying active ingredients that are non-toxic and are biodegradable. We thus offer an increasing range of biodegradable detergent products which are without the hazardous material pictogram label.

The professional range of *Néo-vert* products certified by Ecolabel, or the industrial detergent SKIPPER are thus the result of long-term research. Thanks to SKIPPER, we are able to market to heavy industry, petrochemical and aviation, purifying stations, wastedisposal plants, tunnels, the cosmetics industry and all areas of manufacturing.

PRODIM demonstrates on a daily basis its real commitment to sustainable development by offering high-performing solutions that are innovative and eco-friendly to humans and the environment.



²⁶ Trade show and Exhibition dedicated to Mayors and Local Authorities involving public procurement.

Follow-up on products, machines having a lesser environmental impact

	2006	2007	2008	Trend
Number of Twister «Silencio» vacuuming machines sold	475	303	212	-
Number of vacuuming machines sold (GROUP annual sales of dust vacuum cleaners)	4 921 thus 9 %	8 027 or 3,7 %	7 646 or 2,8 %	-
Liters of ECO-LABEL detergents sold	300	3 112	26 190	+
Liters of concentrated products sold	172 776	199 667	194 086	-
Sale of steam equipment	26	187	84	-
Number of microfibers sold	99 250	133 980	189 412	+
Percentage of microfibers sold in relation to all wiping products	22 %	30 %	36 %	+

The very major increase in sales of products labeled as eco-friendly²⁷ is likely due to a change in customer preference, and specifically in the public procurement sector.

GROUP Paper	2006	2007	2008	Trend
Purchases of paper (in reams)	60 195	59 709	59 690	-
Purchases of recycled and eco-efficient paper ²⁸ A4 white (in reams)	25 245 42 %	51 400 86 %	59 670 99,97 %	+
Portion of recycled paper	18,41 %	20,6 %	21,33 %	+

→ **GOAL -5 %
REDUCTION OF PAPER CONSUMPTION**

→ **RESULT -3 %**

Purchased paper which is neither recycled nor eco-efficient is colored or A3. The GROUP had set a target of reducing paper consumption by 5 % in 2008.

²⁷ Eco-friendly means respectful of ecology.

²⁸ Eco-efficient: lighter weight. It requires 18 % less wood in its manufacturing, 23 % less energy, and it generates 6 % less waste residue.

2.3.2. Increased control over energy consumption

Employees of all of the entities are regularly made aware via email and the intranet of measures they can take to protect the environment.

Since 2003, the GROUP has made its energy consumption public. Following an in-depth examination, it turns out that such data was incomplete because our supplier had difficulties in properly consolidating the data representing our electricity usage. This indicator will not be published for this year. In an effort to minimize its [environmental] impacts, the GROUP had established a goal of reducing its energy consumption by 5 %. It is not possible to ascertain whether this objective has been attained.



Since early 2007, the contract entered into with EDF has included 30 % renewable energies (solar, wind, hydro-electric) within the amount of electricity purchased.

Water consumption by the agencies does not constitute a significant indicator within the GROUP. The water is essentially consumed on customer sites. So as to decrease water consumption at customer sites, several procedures have been developed: microfibers, material with efficient water and product use properties (see table showing indicators on page 30).

The Group's line of activities does not produce any noxious odors. The use of products having eco-friendly labels allows for a reduction of indoor air pollution.

2.3.2.1. Reduction of greenhouse gas emissions

→ **GOAL -5 %
REDUCTION IN FUEL CONSUMPTION**

→ **RESULT -8 %**

The principal cause of greenhouse gas emissions is linked to the vehicle fleet. In view of the increase in business activities, the number of vehicles has increased. However, numerous efforts have been made to make employees aware of the need to reduce their emissions of greenhouse gases.

Fuel consumption of all vehicles combined: utility, service, and trucks

Liters of fuel

2006	7 714 139	/3 171 cards (average/per year) =	2 432 liters per vehicle
2007	6 366 436	/3 324 cards (average/per year) =	1 915 liters per vehicle
2008	6 915 724	/3 919 cards (average/per year) =	1 765 liters per vehicle

Vehicles that are leased on a long-term basis are selected based upon their low emissions. All employees have been made aware of the need to choose the least-polluting vehicles.

CO2 consumption by vehicles: utility, service, and trucks

	2006	2007	2008	Trend
Emissions (tons)	17 456	14 360 ²⁹	15 560	+ 7 %

²⁹ For a better understanding.

Comparison :

- Annual refinery discharge: 1289 000 tons CO2 (TOTAL Feyzin - 69),
- Annual discharge cement works: 150 000 tons CO2 (CALCIA Cruas - 69),
- Annual waste of average city: 113 000 tons CO2 (Chambéry - 73).

Notwithstanding the decrease in consumption per vehicle, the GROUP is consuming more and emitting more greenhouse gas effects: an increase of 7 % which means an effective increase of 9 %.

In 2008, a Plan to move the company to new headquarters in 2009 was initiated. An agreement was signed with the *Régie de Transports de Marseille* (Marseilles Transportation Authority).

PRODIM has marketed vehicles for all of its customers both within and outside of the GROUP.

So as to better pinpoint emissions, the GROUP wishes to undertake a carbon footprint analysis in 2009.



PRODIM Electric vehicles.

2.3.2.2. Monitoring of potentially polluting sites and of the Classified Facilities for the Protection of the Environment

SOGEDDEC's Classified Facilities for the Protection of the Environment (Categories 1710, 1711, 2799³⁰) were not inspected by the *Institut de Radioprotection et de Sûreté Nucléaire*³¹ in 2008.

In 2008, the ONET Group was not found by any judicial decision to have violated any environmental requirements and thus did not pay any fines.

2.3.3. Prioritizing innovative projects

Each year, ONET TECHNOLOGIES dedicates a portion of its Research & Development budget to techniques that allow for the reduction or improved management of waste discharges.

Name	Forecast end of 2008 (€)
Thermal treatment of waste	85 000
IMEC [technologies]	50 000
CRTT Onectra	40 000
Criticality calculations	30 000
TIG ³² welding under water	0
Other	11 123
TOTAL	216 123



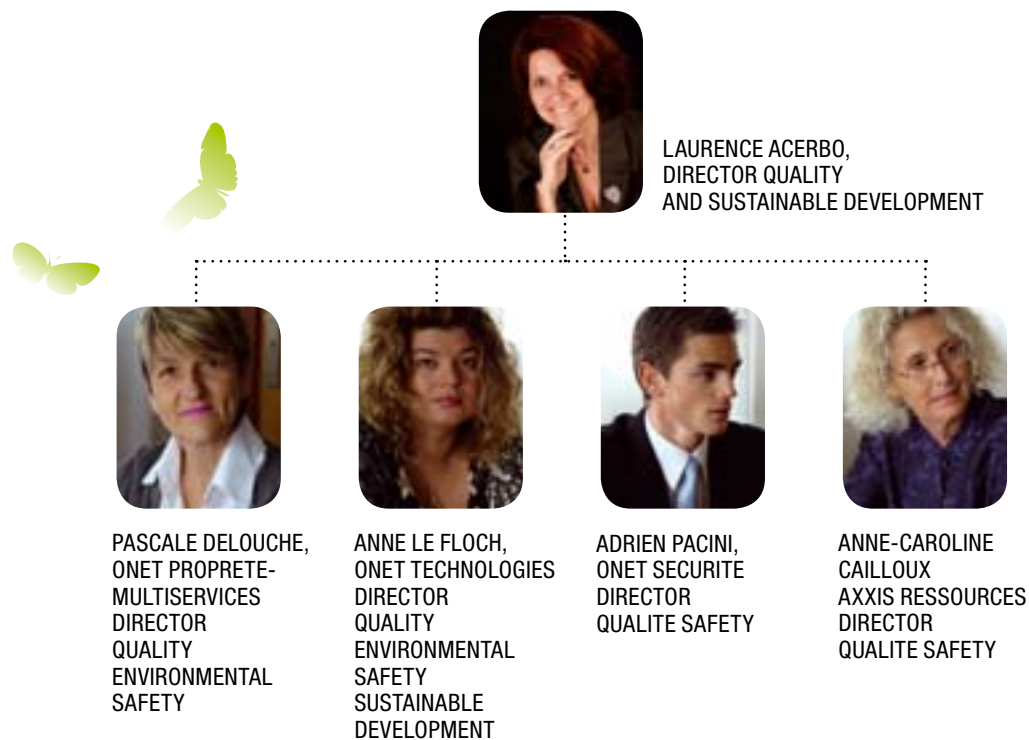
30 Category 1711 = storage, Category 1710 = preparation, radioactive packaging, Category 2799 = waste from nuclear facilities...

31 Radiation Protection and Nuclear Safety Institute.

32 TIG (TUNGSTEN INERT GAS).

2.3.4. Environmental Activities of the Divisions

2.3.4.1. Functional organization



Expenditures ³³	2006	2007	2008
Total provisions and warranties for environmental risks	3 024 490 €	3 044 670 €	3 044 670 €
Total indemnifications for environmental issues	0	0	0

2.3.4.2. Certifications

EXPENSES	2008 Standard
ONET PROPRETÉ-MULTISERVICES	ISO 14001
ONET TECHNOLOGIES	ISO 14001
ONET ESPAÑA S.A	ISO 14001
ONET SUISSE (SA)	ISO 14001
ONET LUXEMBOURG	certificate « Primeiert designation » ³⁴

In 2009, ONET PROPLETE-MULTISERVICES anticipates obtaining the ISO 14001 certification for new agencies, and to continue with the consciousness raising of its employees as to the proper management of hazardous waste. Throughout the course of the year, the Division stressed the importance of good waste management by the agencies leading to a nationwide standard for those agencies which are approved to collect and process hazardous waste (DEEE...)

A national framework to prevent pollution (storage conditions and transport of hazardous materials...) was also established for all of the agencies in a manner intended to minimize the environmental impact of such activities.

The actions taken to heighten employees' awareness of eco-friendly conduct were made along with the implementation of environmental goals in connection with the consumption of raw materials (paper and fuel).

³³ Mandatory indicators pursuant to Decree No. 2002-221 of 20 February 2002 in application of Article L. 225-102-1 of the Commercial Code and amending Decree No. 67-236 of 23 March 1967 on business companies.

³⁴ Approved by the Ministry of the Environment in Luxembourg.



>> A WORD FROM FRÉDÉRIC SIREROL GENERAL DIRECTOR ONET ESPAÑA

What does the ISO 14001 certification contribute to the daily management of your markets?

Frédéric SIREROL: The certification is first and foremost a result. It is all the steps that precede it which are interesting and of added value to the participants in the certification process.

In fact, just the implementation of the certification process gives rise to questioning one's self and reassessing. It compelled us, for example, to take into permanent account the noxious qualities of the products we use and therefore to reconsider our selection and our purchasing policy.

Is that important to your clients?

Frédéric SIREROL: Our customers are in fact highly aware of these issues. They want for us to be as non-invasive as possible. They do not want any degradation to their environments...

The certification is therefore important to them. This label guarantees that we are committed to these key values, and to good professional practices and procedures.

In the case of ONET ESPAÑA, as with other subsidiaries of ONET PROPRETE-MULTISERVICES, the certification is a very widespread process. It is moreover, frequently a requirement, in particular in connection with public calls for tenders.

And some specific examples?

Frédéric SIREROL: Until the time we obtained our certification certain receptacles were deemed toxic at a certain number of our field sites. In addition to toxicity issues, we often encountered logistical problems in connection with removing them.

Our initiative to obtain the 14001 certification led us to implement other solutions. We now prefer products that are organic, eco-friendly and without the hazardous warning image. When, however, we use polluting products we return the containers to the manufacturer or to special reprocessing centers.

We also prefer products which are concentrated and thus generate less waste to be recycled and which are in any event taken back by our suppliers.

We have also implemented a policy supporting dilution and bottles or preloaded batches so as to ensure proper consumption of concentrated products.

All of these product-related initiatives have been topped off by training of all levels of employees. For example, making operators aware of waste management made the implementation of audits of selective waste sorting possible and then to the implementation of waste sorting services at our customers' facilities.

Have you been able to quantify any results flowing directly from this certification?

Frédéric SIREROL: Yes, in one year our product consumption decreased by 6, 7 %. This is a significant decrease because products represent 3 % of the price for our services.

How do you make use of your ISO 14001 certification at the business level?

Frédéric SIREROL: The fact of being certified allows us to clearly advertise our positioning and our competencies. It has also served to expand our range.

Since the time of our certification, we now carry out environmental assessments of site, and we work side by side with our customers in selecting the products to be used.

We recently put into place a battery of tests to demonstrate the effectiveness of our products at the facilities of one of our printing customers who until then had used petroleum-based products to clean his machines.

The ISO 14001 certification isn't your only [ISO] certification. Could you give us an overview in that regard?

Frédéric SIREROL: Indeed, we have been ISO 9001 certified since 7 July 2006, ISO 14001 certified since 18 August 2006 and ISO 18001 certified since 11 September 2007. This triple certification has moreover enabled us to significantly change customer perception of us.

This triple certification has also mobilized our employees and allowed us to take concrete steps in the direction of sustainable development by fundamentally changing our habits.

To wrap up, I would summarize the ISO-driven behaviors in the following three points:

- creating a written record,
- complying with procedures,
- reinforcing rigor in the work of the operational teams.

Environmental Services

ONET PROPRETE-MULTISERVICES offers solutions for waste management.



**>>A WORD FROM
FRÉDÉRIC IVARS
ENVIRONMENT DEPARTMENT
MANAGER ONET PROPRETE-MULTISERVICES**

What is the most notable feature of ONET's waste management system?

Frederic Ivars: Our most notable feature is the fact that we have chosen to provide a full range of services in waste management. For that purpose, ONET PROPRETE-MULTISERVICES has developed a global offer in urban cleanliness, industrial cleaning, and responsible waste management.

This includes our R 14 000 waste basket which has been available in our network for more than five years and storage and transit platforms for cardboard. These structures have been put in place since early 2008. The first was opened in the Lyons region in March 2008 and is operated by ONET SERVICES INDUSTRIE Saint-Priest Lyon, the second one started up on the Limay site and is operated by ONET SERVICES Yvelines.

What was the reason for developing such a system?

Frederic Ivars: The implementation of this new activity represents a strategic will to provide new services in waste management and thus expand our global offer.

It should also be added that our customers have a growing need for services that include the management of waste from their business services.

In fact, at the recycling centers, only the most "recyclable" waste was reprocessed (SIW*, HW**, DASRI*** ...). The increase in reprocessing costs, the end of landfill centers and the added value through waste favor demands from our customers.

Lastly, this increasingly forms part of our sustainable development policy and reinforces the environmentally responsible nature of our Division.

How did you put your cardboard waste storage and transit platforms into operation?

Frederic Ivars: A market study was conducted in 2006 to determine the essential warehousing conditions required and to guide ONET PROPRETE-MULTISERVICES in its selection of sites to accommodate this new activity.

What is your target for this line of activity?

Frederic Ivars: For ONET PROPRETE-MULTISERVICES, the target is nationwide deployment, with the opening of new waste storage and transit platforms distributed throughout our eight regions, with a view toward meeting a national demand.

To be an essential player in the waste management area, it is important to speedily put complementary services into place. Ultimately our offer will include the following solutions:

- Collection from dumpsters and compactors;
- Transport of hazardous waste;
- Destruction of confidential documents...

The platforms in St-Priest and in Limay, already operational, are equipped with a class 3**** document shredder which will allow

us to provide "attestations as to the destruction of documents" and thus broaden the range of services we provide at the site.

Several months following start-up, what is the first assessment of the waste storage and transit platform at Lyon Saint-Priest:

Frederic Ivars: The start-up of the Saint-Priest site has been encouraging. With its line of activity growing, the whole network of ONET PROPRETE-MULTISERVICES shows a common will to continue to develop this new market segment.

Our current as well as our potential customers are now very interested and see us as an alternative to the present market leaders.

ONET SERVICES INDUSTRIE Lyon will be faced with great demand. In order to meet it, a diversification of our services in terms of waste collection, transport and management has been implemented.

How does environmentally responsible cardboard waste management work?

Frederic Ivars: Our waste storage and transit platforms allow us to collect refuse generated by the cleaning services carried out by our agencies and/or on customers' platforms.

Processes for organizing the recycling of waste have thus been put into place.

Lastly, a sale is held for buyers so as to extract economic value from our waste.

* SIW (Special Industrial Waste): waste which must be processed separately from household waste and which by its toxic or dangerous nature requires a special path for disposal.

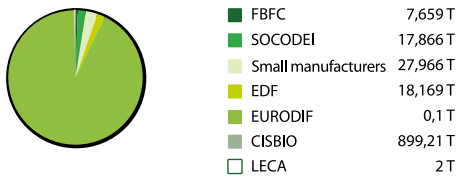
** HW (Hazardous Waste): waste that contains components that are hazardous to humans and to the environment (toxicity, noxiousness, flammability, risk of explosion).

*** DASRI (Medical Waste): waste which poses a risk of infection because it contains viable micro-organisms or toxins which are believed to cause disease to humans or other living organisms.

**** Class 3 = meets the requirements of the banking and insurance sectors...

Environmental risks for ONET TECHNOLOGIES are inherent in the work itself, and so as to best manage such risk, the Division is ISO 14001 certified and submits detailed reports on all of its activities. For more information, contact: Anne LE FLOC'H - alefloch@onet.fr

Recycling and reprocessing of waste for customers



**ICPE SOGEDEC
(Category 2565 cleaning of Class D filters)**

By unit	2005	2006	2007	2008
Oenological filters	3 139	3 445	2 506	2 919
Other	44	0	0	303
TOTAL	3 183	3 445	2 506	3 222

In October 2008, ONET TECHNOLOGIES ENERGIES was created, which will supply turn-key solar power, photovoltaic facilities to companies as well as to individuals.



**>>A WORD FROM
MARC BRACHOTTE
GENERAL MANAGER
ONET TECHNOLOGIES
ENERGIES**

Why is ONET TECHNOLOGIES, a subsidiary whose business is closely tied to nuclear power, now expanding into solar energy?

Marc BRACHOTTE: A recognized player in the nuclear energy sector, energy which does not produce any greenhouse gases, ONET TECHNOLOGIES has been involved with other sources of clean energy, such as photovoltaic solar power, since October 2008.

ONET TECHNOLOGIES established ONET TECHNOLOGIES ENERGIES to further this development. This company has the benefits of the know-how and experience acquired on the Division's industrial side which are major assets in generally complex industrial projects.

This diversification fits with the ONET TECHNOLOGIES innovative culture, as is illustrated by its baseline: "the solution ahead of its time".

What do you offer your customers?

Marc BRACHOTTE: ONET TECHNOLOGIES ENERGIES offers "customized" and "turnkey" solar power plants whether involving commercial construction or renovation (roof tops of industrial buildings) as well as individual persons (single houses).

ONET TECHNOLOGIES ENERGIES teams are involved from the feasibility study up to installation. We ensure that solar facilities are harmoniously integrated into the environment. To that end, the company is already working with innovative architects and plans to work with developers and the manufacturer of innovative solar components.

What are your long term objectives?

Marc BRACHOTTE: Given that we are already operating in the PACA region, we would hope to develop on a nationwide level and in the Mediterranean area. We are already studying the possibility of offering other renewable energy sources to our customers. The future belongs to clean energy...

2. 4. Commitments on the societal level and towards purchasers

The GROUP has been active in several sponsorship fields totaling 121 338 € in 2008.

The GROUP complies with all applicable legal requirements. The ONET Group operates in France and in Europe (Switzerland, Belgium, Luxemburg and Spain).

2.4.1. The contractual stakeholders

2.4.1.1. The employees

Employees are regularly informed of the activities of A Present for the Future by all means of internal communication (Intranet, Sustainable Development Communiqués, *Fil Bleu*, *Flash Info*, *Flash Social*).

A newsletter entitled “View on the HW” informs employees of current national and international events and stresses good practices.

2.4.1.2. Social partners

The various aspects of social responsibility are addressed with our social partners in the course of the Central Works Committees, the Works Councils, and the annual negotiations.

Twenty-three collective labor agreements were signed in 2008 concerning salaries, profit-sharing, bonuses, and the organization of work time (7 in 2007).

2.4.1.3. The shareholders

The majority shareholder has given the impetus to the policy of sustainable development. Elisabeth COQUET-REINIER, the President of HOLDING REINIER, presides over the Sustainable Development Steering Committee.

2.4.1.4. The customers

The customers are discussed in Part 2.1.3., Combining our expertise in the social, technical and environmental fields in order to propose a global offer, and in Part 2.1.4., Satisfying our customers.

2.4.1.5. Suppliers and subcontractors

All of the suppliers and subcontractors recommended by the Purchasing Department and by PRODIM have been made

aware of the principles of the Global Compact. They received a questionnaire concerning their social and environmental practices along with documentation explaining the Group’s policy (Annual Report) as well as the Principles of the Global Compact.

Percentage of the recommended suppliers who responded to the Sustainable Development questionnaire

	2006	2007	2008
Purchasing [unit] Management	100 %	100 %	100 %
PRODIM	-	90 %	100 %

If they wish to do business with the Group, they must commit, upon their honor, to respect human rights, the labor laws, and to combat corruption.



2.4.2. Non-contractual parties



POLE EMPLOI (National Unemployment Centre - Has replaced ANPE recently)

The agreement with ANPE on recruiting within the PACA region has been renewed. A nationwide agreement does not appear to be likely. The first agreement has enabled us to acquire familiarity with the networks and to facilitate employment.



WIN GLOBAL participants with Dominique MOUILLOT at the C.C.I. of Marseille.

2.4.2.1. Associations



AGEFIPH and Cap Emploi³⁵

In addition to the agreement signed with the AGEFIPH, the internal organizations within the GROUP collaborate on a daily basis with the CAP EMPLOI agencies, local job placement entities, occupational physicians and health maintenance in employment so as to facilitate hiring as well as termination of employment based on unfitness for duty. The principal contact points are the human resources personnel and the recruiters in the agencies: directors, administrative assistants, works supervisors.



FFNE³⁶

Since 2004, the ONET Group has partnered with this association which protects and promotes the environment: *Fonds Français pour la Nature et l'Environnement*.



WIN France

Since 2006, Dominique MOUILLOT, the President of ONET TECHNOLOGIES, has served as the President of the WIN Association: Women in Nuclear France. Established in 1993, WIN France is a network of women working in all nuclear-related sciences and technologies.

The Association's objective is to cascade the worldwide association in France so as to better communicate with the general public as regards the issues tied to nuclear power: (risks, applications, impacts). In 2008, the GROUP and WIN Global co-hosted an international conference in Marseille on the relaunch of the nuclear sector and the renewal of related skills. This conference brought more than 200 women from all of the continents together.



MEDEF UPE 13

The initiative conducted together with MEDEF in the PACA region, of assisting young people with access to internships with other companies was also continued, by means of the internet portal "Provence-stages".

³⁵ Agencies, set up within each department, are financed mainly by the AGEFIPH and tasked with providing support and placements for disabled workers.

³⁶ *Fonds Français pour la Nature et l'Environnement* - French Fund for Nature and Environment.



PACA For Tomorrow

The GROUP is a member of this association which is aimed at promoting sustainable development in the PACA region by specific actions led by the companies in partnership with local participants.

2.4.2.2. Exchange networks



RESPONSIBLE MANAGEMENT NETWORK

Since October 2007, the GROUP has participated, along with *Euromed Management Marseilles*, eleven companies and Non-Governmental Organizations in the *Réseau Managers Responsables* [Network of Responsible Managers]..

To see the initiatives and publications of this network, <http://www.managers-responsables.com/>

2.4.2.3. Trade organizations



Sustainable Development Program of the Cleaning Companies' Federation.

The ONET Group are involved in the development of the different professions by assuming certain responsibilities within the boards of directors of the trade unions: the *Fédération des Entreprises de Propreté* [(FEP) [Cleaning & Associated Services Federation] and its regional Chambers, the *Syndicat des Entreprises de Travail Temporaire* (SETT) [Union of Temporary Work Agencies], the *Syndicat National des Entreprises de Sécurité* (SNES) [National Union of Safety Companies], and the *Comité*

Professionnel des Sociétés d'Assainissement Radioactif (COPSAR) [Professional Committee of Radioactive Cleanup Companies]. Laurence ACERBO is the President of the sustainable development commission of the FEP.

2.4.2.4. Educational institutions

ONET TECHNOLOGIES Partnerships

At the Université Joseph Fourier in Grenoble: the Division grants internships and hires some 30 % of the young graduates having Master's degrees in GEDERA³⁷, ADIN³⁸ and Nuclear Safety.

The Division also has partnerships with the *ENSAM* in Aix-en-Provence and the *INSA* de Lyon. The partnerships established by ONET TECHNOLOGIES are intended to encourage young people to pursue nuclear-related careers, to make this sector attractive, and to optimize the recruitment of students and the subject material taught, consistent with our employment needs in decommissioning, nuclear waste management, and safety.

Collaboration with these schools consists specifically of designing, implementing and preparing of training curricula (for example, the specialized Masters degree in Nuclear Safety at ENSAM).

Other partnerships are currently being set up, specifically with *UTC Compiègne*, *IUT La Ciotat*..

The Division participates in numerous national recruitments forums organized by the engineering schools (*INSTN*, *Arts et Métiers*, *Centre Universitaire de Nîmes*, *Ecole des Mines d'Alès*). These initiatives in the field are implemented by our agencies taking part in local events.

Partnerships with other Divisions

All of the Divisions regularly participate in heightened awareness forums/in training at the management schools and also in the vocational training centers and high-schools. These initiatives in the field are implemented by our agencies taking part in local events.

37 Radioactive Waste Management (*Gestion Déchets Radioactifs*).

38 Clean-up and dismantling of nuclear facilities (*Assainissement et démantèlement des installations nucléaires*).



THIS DOCUMENT IS PRINTED ON RECYCLED PAPER, IN LINE WITH THE ENVIRONMENTALLY ORIENTED DIRECTION OF OUR SUSTAINABLE DEVELOPMENT POLICY.



CONCRETE ACTIONS

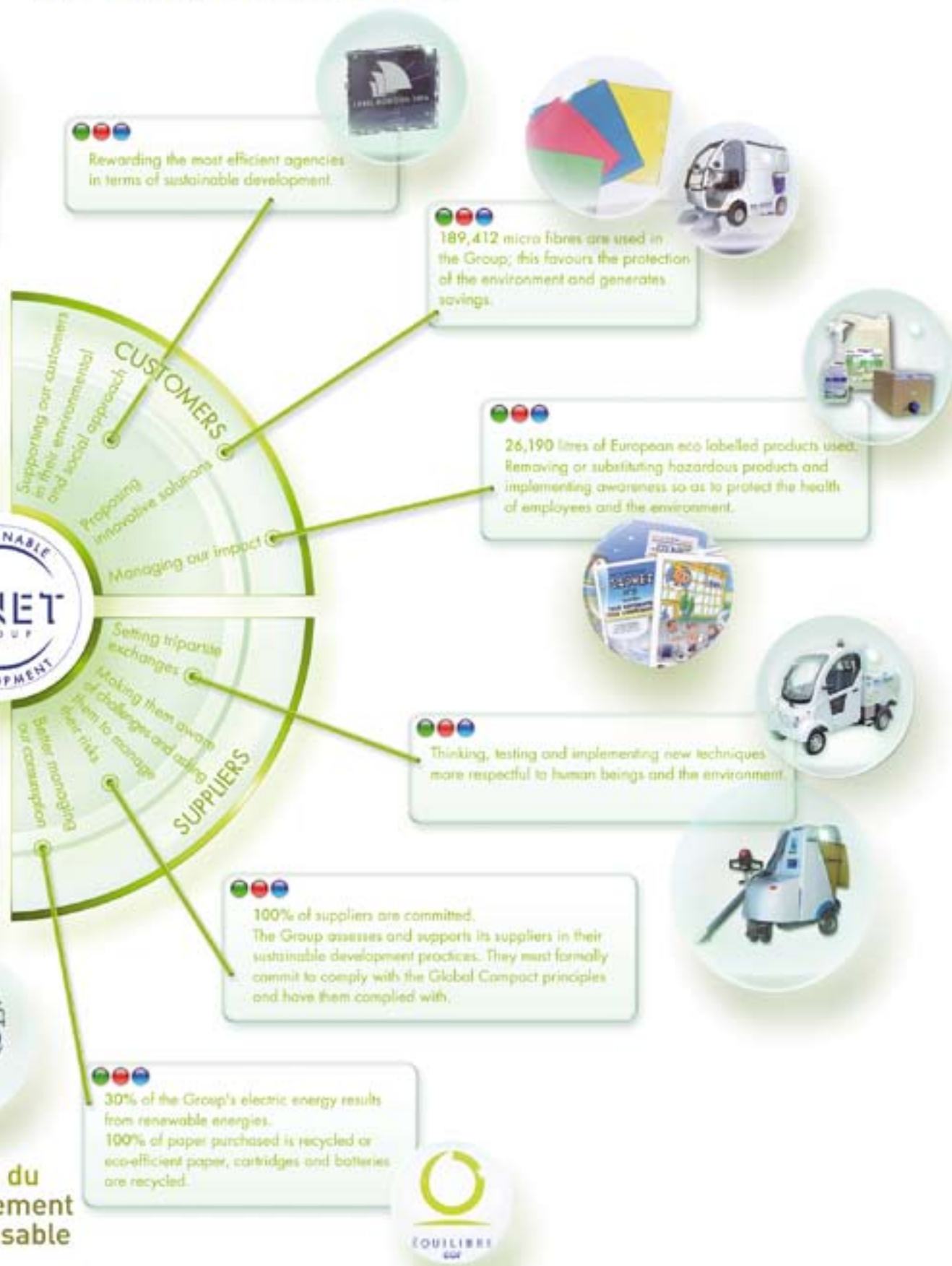


KEYWORDS

- Social
- Economic
- Environment

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