



CORPORATE SOCIAL RESPONSIBILITY REPORT

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PROFILE

“Together we progress with sustainability”

CLIENT-FOCUS, KNOW-HOW, RIGOUR, AND PRECISION are the values that guide our daily actions to better support our 20,000 customers across Europe.

70,000 EMPLOYEES	20,000 CLIENTS	1.54 BILLION € SALES REVENUE	8 EUROPEAN COUNTRIES	280 AGENCIES IN EUROPE
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Established in 1986, Samsic is the European leader in business service and provides its clients with a comprehensive and complimentary offer: the management of the work environment by **Samsic Facility** and the management of human resources by **Samsic RH**.

Samsic completes its offer by responding to the challenges of airport and nuclear facilities. The two dedicated entities, **Samsic Airport** and **Samsic Nucléaire**, rely on the synergy of the Facility and HR activities.

Structure

OF OUR ACTIVITIES

Samsic offers a comprehensive and complementary offer with Samsic Facility and Samsic RH, covering over 50 professions... Samsic operates in a wide range of industries: commercial, telecommunications, airports, industry, transport, logistics, food processing, aerospace, defense, railways, automotive, distribution, energy, health, nuclear energy...



Samsic Facility is the division dedicated to the enhancement and optimisation of work environments. It includes all of our back-office operations for real estate management.

operations for real estate management.

Samsic Facility has the ambition to support businesses' sustainability by looking after the health and well-being of all buildings occupants and staff.



Samsic RH is the division dedicated to the management of Human Resources. It offers a complete range of services to facilitate Human

Resources support and management among companies and staff.

Samsic RH has the ambition to support staff through businesses' sustainability, by taking care to unleash their performance.

1.18
BILLION €
SALES REVENUE

59,000
EMPLOYEES

150
AGENCIES
IN EUROPE



360
MILLIONS €
SALES REVENUE

11,000
EMPLOYEES

130
AGENCIES
IN EUROPE



Samsic Airport and Samsic Nucléaire complete the comprehensive portfolio of the group. Each division aims to deliver all of Samsic's know-how and experience, specifically adapted to needs of their sector. These two entities utilise the synergy of the Facility and HR divisions' activities.





Message from THE PRESIDENT



Christian Roulleau
President and CEO
Samsic

“
*Together
we progress with
sustainability*
”

Our exceptional energy has been the engine of Samsic's growth, providing over time all the resilience and maturity needed to meet the challenges ahead. Our responsibility and our ambition:

“
*Creating increasingly
efficient services for
your work
environments,
being a key-player
in skills development*”

Whilst placing customer satisfaction at the heart of its Responsible Corporate Project, Samsic rethinks the paradigms of the past and reinvents itself to better anticipate the needs of tomorrow's world.

The Corporate Social Responsibility policy translates this commitment into clearly identified priorities and commitments in which we are actors and representatives. So, the creation of the Innovation and Development Committee aims to stimulate our energies by bringing together different expertise with the perspective of further growing our services. We seek innovative and responsible solutions by

collaborating with the various stakeholders in our value chain. We develop our skills and build a model which is able to meet the challenges of leading sectors, such as the nuclear environment. The energy that powers performance comes from the company's human capital, and this is why we established the Forget Institut.

The project carried out this year for the Digital Transformation of the business model enhances our relationship model with our stakeholders: the information and applications developed for our clients nurture our mutual dialogue, enrich daily the service we bring them.

Samsic also continues its international expansion and takes part in territorial development through its newly established operations in Eastern Europe. Created in 2014, the Bretagne Atlantique Ambition endowment fund brings together entrepreneurs, including Samsic, which the shared

desire to support medical research. Since the promotion of Sustainable Development involves responsible governance, Samsic is renewing, for the 10th consecutive year, its commitment to the Global Compact. With determination and pragmatism, the group pursues the implementation of the United

Nations' principles, and promotes them towards all its partners. Tomorrow more than ever, it is our ability to innovate and the quality of our relationships that will make the difference. Our company looks to the future with confidence.



THE CHARTER OF DIVERSITY

Since 2011, Samsic has been a signatory of the Charter of Diversity in France. Samsic thus strengthens its commitment both to contribute to the elimination of all discrimination in matters of employment and to promote diversity.



GLOBAL COMPACT COMMITMENT

Since 2005, Samsic has been supporting the ten United Nation Global Compact principles in matters of human rights, labour standards, respect for the environment and fight against corruption. One key outcome of this commitment is the annual publication of a Communication On Progress (COP). The CSR report is an integral part of this communication.

HUMAN RIGHTS

- 1- Businesses should support and respect the protection of internationally proclaimed human rights; and
- 2- make sure that they are not complicit in human rights abuses.

LABOUR

- 3- Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- 4- the elimination of all forms of forced and compulsory labour;
- 5- the effective abolition of child labour; and
- 6- the elimination of discrimination in respect of employment and occupation.

ENVIRONMENT

- 7- Businesses should support a precautionary approach to environmental challenges;
- 8- undertake initiatives to promote greater environmental responsibility; and
- 9- encourage the development and diffusion of environmentally friendly technologies.

ANTI-CORRUPTION

- 10- Businesses should work against corruption in all its forms, including extortion and bribery.

Governance

& ECONOMIC PERFORMANCE

Samsic is a family-owned group led by its founders, Christian Roulleau and Gérard Jicquel. The corporate governance is provided by an Administrative Committee which meets six times a year. The Administrative Committee has appointed an Executive Committee consisting of the heads of each Division.



Members of the Executive Committee from left to right, bottom then top: Mr Christian Roulleau: President and CEO - Samsic, Mr Thierry Geffroy: CEO - Samsic RH, Mr Guy Roulleau: CEO - Samsic Facility, Mr Olivier Payen: Vice-President - Samsic Facility, Mr Gérard Jicquel: Executive Director - Samsic

THE STEERING COMMITTEE FOR SUSTAINABLE DEVELOPMENT

Led by the Director of Sustainable Development, the Committee inspires a participative collective dynamic and organizes the strategy and commitments for the Corporate Social Responsibility of the group.

The Committee's main tasks include:

- to accompany each entity, each Department, in the implementation of policies and the making of its CSR program,
- to propose new directions and goals for the CSR policy, to report on its performance to the Executive Committee,
- to contribute to the development of communication on Corporate Social Responsibility, including its annual report, and to encourage the sharing of best-practice.

Despite the complexity of the current situation showing a barely positive economic growth for France and Europe in 2014, Samsic continues with determination the strategic development of its main poles of activities in France and abroad.

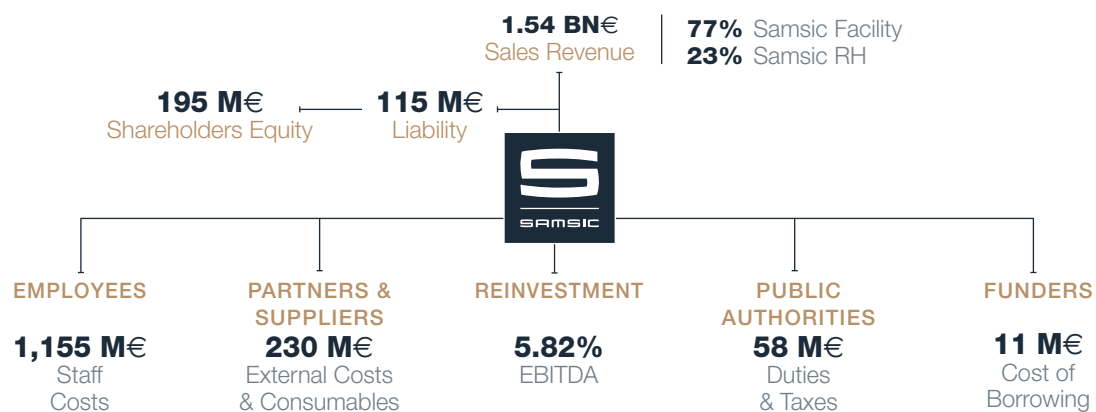
Samsic Facility, whose current turnover revenue exceeds 1 billion €, further aims to pursue external growth in Eastern Europe in Serbia, Slovenia, Croatia, Bosnia and Herzegovina, Montenegro; and its internal growth with facilities implantation in new territories such as Germany, the Netherlands, with the development of 25% of the Airport Division in 2015.

With a target of 500 million € in turnover revenue, Samsic RH continues its growth with the opening of 25 new agencies in all its activities and responds to the challenges of employability through its temporary employment and training solutions.

The 2014 achievements are accelerating the group's growth dynamic and enhancing the expertise of its teams - particularly through the creation of Samsic University and the development of digital solutions which enrich the clients and staff relationship. All supported by the optimized and controlled processes of our new organization.

Samsic thus shows a significant increase in operating profit and looks confidently to the future to reach the 2020 target of 2 billion € in turnover revenue.

Confident in the strengths and the quality of our teams to serve our ambition, we move forward together sustainably.



Corporate Social RESPONSIBILITY POLICY

THE DIRECTOR OF SUSTAINABLE DEVELOPMENT'S VISION

Sustainable Development promotes value creation through a renewed vision of performance. It shapes our ambitions and urges us to look for meaning in our daily actions, towards sustainable and responsible success.

With determination and leadership, Samsic furthers its commitments to Sustainable Development and issues a Corporate Social Responsibility Policy, convinced more than ever of its ability to go even further with all of its stakeholders.

Providing a responsible and innovative service, developing our resources and growing our talents, participating in the preservation of our environment, contributing to the development of an inclusive and sustainable society are all challenges to be met and the *raison d'être* of Samsic.

The commitments of our Corporate Social Responsibility Policy are an integral part of our organization. They consist of clearly defined objectives, managed at all levels within the group.

The various CSR initiatives and performances presented in this 2014 report, are the result of the unwavering adherence and contribution of Samsic's staff to the commitments of our policy.

The variety of environments and tasks in which the women and men of Samsic are involved on a daily basis, inspires our company project and our desire to grow in the service of our clients.



Stéphanie Daussy
Director of Sustainable Development
Samsic

Chronology of CSR policy



CSR Strategy:

4 AXES, 12 COMMITMENTS

PROVIDING A RESPONSIBLE AND INNOVATIVE SERVICE

- Ensuring Client Focus, Expertise and Seeking Innovation
- Assessing Our Performance with Transparency
- Building a Sustainable Partnership with Our Supply Chain

VALUING OUR RESOURCES AND DEVELOPING OUR TALENTS

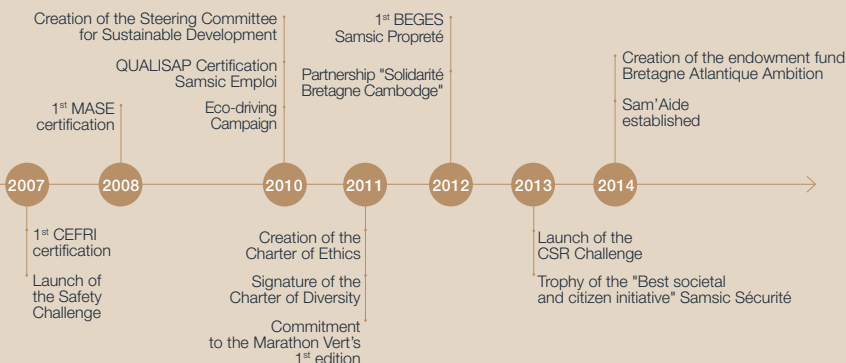
- Promoting Diversity and Equal Opportunities
- Training and Developing Our Talents
- Preserving Health and Safety for Our Staff
- Developing Cohesion and Well-Being at Work

PARTICIPATING IN THE PRESERVATION OF OUR ENVIRONMENT

- Developing the Use of Environmentally Friendly Products and Processes
- Managing Our Energy Consumption and Waste Recycling
- Reducing Our Carbon Footprint

DEVELOPPING A SUPPORTIVE AND SUSTAINABLE SOCIETY

- Taking Action for Solidarity
- Contributing to Local Economic and Cultural Development



“Together we progress with sustainability”

Major Events in THE YEAR 2014

01



02



Dialogue with our stakeholders is increasingly rich and frequent throughout the years. It is a tremendous source of innovation for the group and feeds our Sustainable Development commitment as well as our whole strategy.

01 CSR CHALLENGE

Samsic organises an annual CSR challenge to promote the results and initiatives of agencies and facilities in the field of Corporate Social Responsibility. The Regatta challenge rewards the best combination of frequency rate and severity rate.

The Regatta challenge rewards the best CSR initiative developed by the facilities and agencies.

The 2014 winners are presented in this report.

INNOVATION AND DEVELOPMENT COMMITTEE

Established in 2014, the Innovation and Development Committee aims to boost expertise to provide a scalable and efficient portfolio of offerings. It brings together representatives of various businesses, segments, operational functions, with the principle of multi-activity at its heart.

It diffuses through the Samsic network the benefits and rollout conditions for new solutions.

"COFFEE TIME" BY FORGET INSTITUT

Coffee Time is an opportunity offered to our clients to share on issues and events that may affect companies' performance: Hard Work Environments, Value Added Sales Process, Preserving Health and Safety in the Workplace... all themes for which Forget Institut develops and proposes solutions.

02 PLENARY SESSIONS

From time to time, the Board of Directors brings together all of its members to present the group's key news and developments, share feedback and experience, facilitate workshops and measure performance.

05



03



04

03 SAMSI REWARDED BY ALSTOM

On 22nd May 2014, our agency of La Rochelle was awarded the trophy for best performance in Environmental, Health and Safety from the hands of Alstom's Director, Mr François Papin.

No fewer than 80 employees are involved in the handling of tasks, cleanliness and first level maintenance for this client.

The number of work accidents has decreased from 10 in 2011 to 1 in 2013 to reach 0 in 2014.

These results were made possible by the implementation of a daily awareness security scheme towards our teams, by investing in new equipment and

through a profit participation reward system for our Agents, who scrupulously apply rules and instructions.

Strong performances valued by a prestigious client.

04 CLIENTS EVENT

Since 2004, Samsic has been the main sponsor of the "Rouge et Noir". It is as such the oldest partner of the French Football Premier League. On 3rd May 2014, the group invited 250 clients to the final of the French Cup. A 100% Breton meeting since the Stade Rennais Football Club met Guingamp at the Stade de France.

05 SAMSI SUPPORTS RESEARCH

Supported by members of the Board of Directors of Samsic, Christian Roulleau decided to join the Beaumanoir group in its support of research and of Rennes' teams of excellence.

Thus, "BAA" the Bretagne Atlantique Ambition non-profit endowment was established in order to raise funding from sponsor companies driven by the values and commitments of this worthy project.

Find the full article on page 54.

European

LEADER IN SERVICE

The Corporate Social Responsibility policy fully supports our international growth strategy with the aim of combining value creation, valorisation of our resources and preservation of our environment.

Different cultures, as well as a diverse client portfolio, confer a particular richness to this approach depending on the sensitivity and the perspective brought by different countries to the issues of Sustainable Development.

UNITED KINGDOM



Regent Samsic is a pioneer in the use of Toucan Eco: an avant-garde "green" labelled cleaning solution. The concept: a hypochlorous acid is produced by mixing tap water, salt and a small electrical charge. It is an acid that is found in the natural defense system of the human body against infections. An ideal solution, therefore, for cleaning and disinfection. Toucan Eco reduces environmental impact at several levels:

- No hazardous waste through the removal of chemicals,
- Reducing the company's carbon footprint by limiting deliveries,
- Reducing to a minimum the quantities of water and energy used.

BELGIUM



Multi Masters Group, a Samsic subsidiary, has climbed up into the top 5 service companies in Belgium thanks to a sustainable partnership promoting the environment.

The number of electric cars emitting no hydrocarbon, no particles and no exhaust fumes now represents 1.6% of the entire Multi Masters fleet.

Since 2014, tests have been carried out with cars running on natural gas. They account for 2.4% of the fleet.

Just as it challenges itself, the Belgian group also does its suppliers and subcontractors. Cleaning products and services are equally organic and environmentally friendly: commitments have been made with BioOrg and Ecover.

LUXEMBURG



In Luxembourg, Samsic has led discussions with the organization Yollande Coop® on the establishment of sheltered workshops for disabled workers. Samsic is keen to invest in the development of training to teach the basics of industrial cleaning to people with disabilities in a sheltered environment.

The second phase of the Luxembourg project will be the mobilisation of these workers and their integration into a dedicated team on a client site. This phase should be finished by late 2015.

This initiative would bring - or bring back - professional independence and fulfillment. An approach that is a natural fit with the values of Samsic.

From these differences arise the common will to constantly increase our CSR performance and to push further our existing actions, so as to support our clients' demands and meet the challenges of tomorrow.

Olivier Payen - Vice President Samsic Facility



SWITZERLAND



In order to reduce the number of workplace accidents, Samsic in Switzerland focuses its prevention on high-risk work environments.

To do this, it takes part in SUVA, the Swiss state accidents insurance, which relies on "vital rules" elaborated for agencies and high-risk activities.

In July 2014, the "Safety Charter" was signed, committing pledging that all safety rules be followed and met. Staff and clients are made aware to not leave anything to chance when it comes to safety.

PORTUGAL



The Institute of Employment and Vocational Training (IEFP) offers a springboard to younger generations wishing to access employment.

To date, Samsic has welcomed several trainees in Portugal and is planning new recruitment in the coming months.

Meanwhile, the IEFP proposed a reduction of social security contributions for 36 months to all companies hiring an individual who has been unemployed for more than twelve months. In this context, Samsic recruited new staff in administrative positions.

SPAIN



Samsic has managed to attract prestigious Hospitality groups and become their indispensable partner through its expertise and skill in cleaning technologies. And the benefits of this outsourcing are numerous for clients: reduced and controlled costs, flexibility, quality of service, knowledge and respect of methodologies...

But it is also the ecological aspect that charms clients. Wholly biodegradable products are used in the daily maintenance of rooms and communal areas. They are kind to users, hotel workers and visitors.

A real step ahead of our competitors.



PROVIDING A RESPONSIBLE
AND INNOVATIVE SERVICE



By ensuring client focus, expertise, by seeking innovation, by transparently assessing our performance, by building a sustainable partnership with our supply chain, we aim to offer a responsible and innovative service.

*“TOGETHER
we progress with
sustainability”*

Ensuring

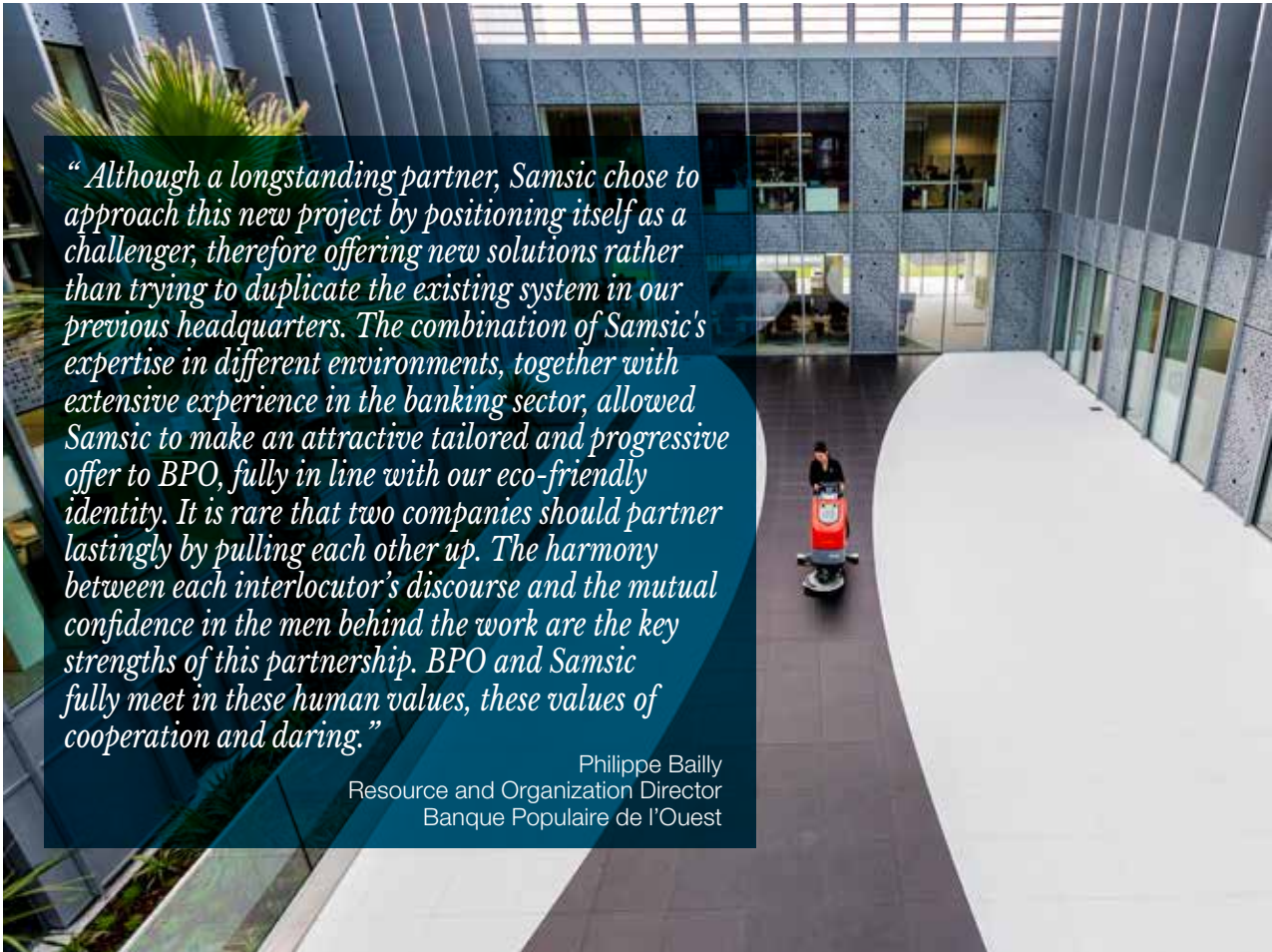
CLIENT FOCUS, EXPERTISE AND SEEKING INNOVATION

BPO, A BESPOKE CLIENT

Samsic has maintained a historic partnership with the Banque Populaire de l'Ouest since 1988. Today, the banking network has entrusted Samsic with the cleaning of 105 of its agencies.

The new BPO headquarters project, Polaris, presented a new challenge for Samsic. At the end of 2014, as employees settled into their new glass building, Samsic was entrusted with its cleaning, security and reception services. There was real pride in winning the contract for such a remarkable place.

Samsic was able to make the difference with the appointment of a contract pilot, the development of a daytime shift, tailored communication with end users of the service brought to their work environment, use of the adapted-company solution Sam'Aide, and training of Agents to the values of BPO.



“ Although a longstanding partner, Samsic chose to approach this new project by positioning itself as a challenger, therefore offering new solutions rather than trying to duplicate the existing system in our previous headquarters. The combination of Samsic's expertise in different environments, together with extensive experience in the banking sector, allowed Samsic to make an attractive tailored and progressive offer to BPO, fully in line with our eco-friendly identity. It is rare that two companies should partner lastingly by pulling each other up. The harmony between each interlocutor's discourse and the mutual confidence in the men behind the work are the key strengths of this partnership. BPO and Samsic fully meet in these human values, these values of cooperation and daring.”

Philippe Bailly
Resource and Organization Director
Banque Populaire de l'Ouest



“ We need to have committed collaborators, who understand the importance of their role among the " Pasteurians ". Collaborators who can offer a service that is both responsible and innovative, taking full account of Pasteur Institute's specificities. Following our own approach to Social Responsibility, our partnerships can only be built on trust and transparency. Charleen has fully integrated our identity and put into action the service just as we have defined it through our specifications. ”

Didier CABEL
Construction, Operations, Maintenance
Department Manager
Pasteur Institute



CHARLEEN AT THE SERVICE OF THE PASTEUR INSTITUTE

Charleen Hostesses deliver occupancy assistance to the "Pasteurians".
They organise multitechnical operational support following telephone calls or recorded triggered technical alarms.
The campus is comprised of 42 buildings and covers 114,885 m². A Biomedical research centre of international renown, Pasteur Institute, established in 1887, is today recognised by the French State as a charity providing an important public service.

Its mission is to contribute to the prevention and fight against diseases, in France and around the world, through scientific and medical research, teaching and public health initiatives. Close to 2,600 people work on its Paris campus.
Pasteur Institute has decided to formalise its commitment to Sustainable Development by adhering to the Global Compact.

SAMSIC AN ESSENTIAL PARTNER

105
MILLION € SALES REVENUE

The airport world requires trade and professional expertise and an organization which complies fully with quality, responsiveness, legal and regulatory training requirements related to this sector.

1,300
EMPLOYEES

Still not present on the market 6 years ago, Samsic Airport now represents 105 million turnover revenue and is today the only expert with fully-fledged skills in so many activities.

95,000
FLIGHTS OPERATED
BY SAMSIC ASSISTANCE
PER YEAR

The Samsic Airport brand has for vocation to represent all of the group's activities:

today present in the assistance, airport security, Assistance to Persons with Reduced Mobility and temping; hospitality and cleaning activities will soon be deployed.

330,000
APRM SUPPORT SERVICES
PER YEAR

As a recognized professional in each activity, Samsic Airport offers a responsible and innovative portfolio of services, thus giving it full legitimacy to position itself tomorrow amongst the leaders in each trade activity.

Christophe Busca,
CEO
Samsic Airport

Principles 8 and 9
of the
Global Compact

ONGOING INNOVATION AND CUTTING-EDGE TECHNOLOGY

Samsic Assistance conducts trafficking operations, flight coordination, runway operations, passengers and luggage assistance, and since its creation, the de-icing of aircraft at Orly airport.

In winter, this cutting-edge activity is performed by qualified Agents, from the analysis of trigger conditions for intervention to the control of its efficiency.

Samsic Assistance has distinguished itself by using a technology that is unique in France, which consists of simultaneously spraying the glycol-based defrosting product, added to pressurized air.

This technique minimizes fluid consumption by 20% and reduces its environmental and economic impact.

This innovation helps to make Samsic a recognized player in the world of airport assistance.

Samsic Assistance also demonstrates its expertise and its ambitions for development with the creation of a service dedicated to producing load estimates.

Also known as "loadsheets", this document is prepared before the departure of a flight and gives a breakdown of onboard cargo weight repartition and certifies the balance-compliance of the plane.

Samsic's expertise lies in the optimised loading of the airplane, meeting security requirements as well as fuel consumption targets.



Principles 1 and 2
of the
Global Compact

RIGOUR, PRECISION AND ATTENTION

Samsic offers Airport Managers a service for Assistance to Persons with Reduced Mobility, commonly referred to as APRM.

As such, Samsic consolidated its position as a recognized expert in the airport sector and now demonstrates its ability to adapt, to evolve and to innovate in complementary activities. By day and by night, people with disabilities or reduced mobility are supported by multilingual agents thus facilitating human relations and trust.

Thanks to a software specifically developed by Samsic, the Regulatory Agents at the control centre receive requests for assistance and ensure the deployment of the teams.

Monitoring of operations, notably waiting times, progress level of services, resource allocations ... is transmitted in real time by tablets and PDA (Personal Digital Assistants).

MUSÉE DES CONFLUENCES, EXCEPTIONAL SITE

Situated at the confluence of the Rhone and the Saone, the Musée des Confluences is a museum of Science, Art and Human Societies. It presents a journey through time and across continents to observe the world around us, looking at the Earth and the people who inhabit it.

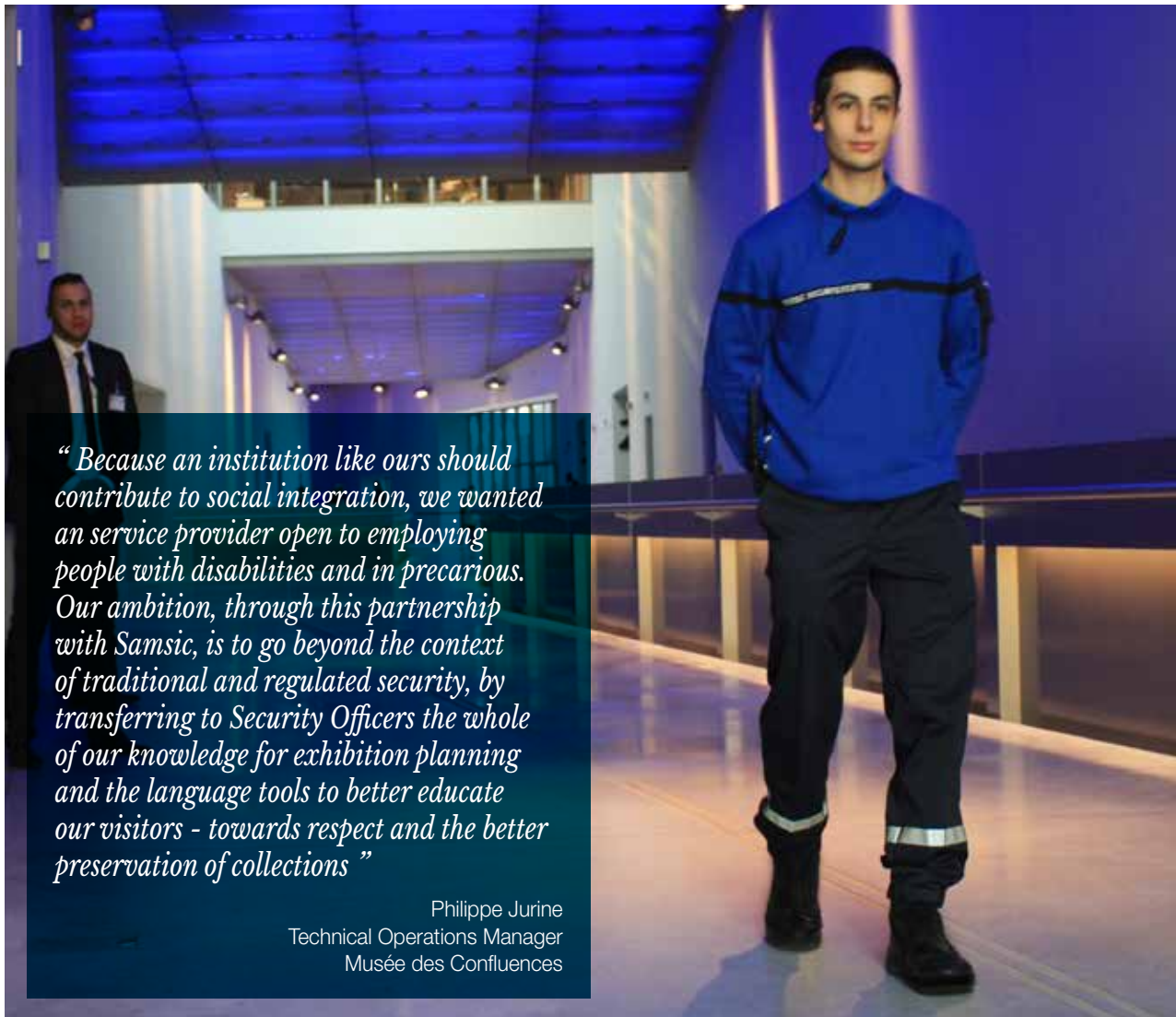
Since 1st December 2014, Samsic has ensured the safety of this iconic venue: taking turns to secure the institution's some 22,000 m² are the Fire Safety and Personal Assistance Department Team Leader, Fire Safety Officers, Security Officers and Video Surveillance Operators.

With 65,000 visitors welcomed in the first 15 days alone, a perfect understanding of flow management in a heightened terrorism-prevention context, has been required from our team.

The management of the building's safety-security also requires special attention to collections, which hold no fewer than 2.5 million objects.

The temperature and hygrometry of rooms, necessary for the conservation of the artefacts, is under the control of technical alarms, managed by Samsic Sécurité teams. Close protection of certain artefacts is sometimes required, especially with stuffed animals.

Much know-how and expertise has to be demonstrated daily by the on-site teams.



“ Because an institution like ours should contribute to social integration, we wanted an service provider open to employing people with disabilities and in precarious. Our ambition, through this partnership with Samsic, is to go beyond the context of traditional and regulated security, by transferring to Security Officers the whole of our knowledge for exhibition planning and the language tools to better educate our visitors - towards respect and the better preservation of collections ”

Philippe Jurine
Technical Operations Manager
Musée des Confluences



Principle 6
of the
Global Compact

THE LYON AREA, A POOL OF ACTIVITIES IN FULL DEVELOPMENT

Samsic RH promotes on a daily basis the Human Resources that will accompany the future ambitions and development of its clients, based on its extensive knowledge of the industries in which it operates.

Thus, the target of Samsic Emploi is to bring its turnover to 10 million euros by the end of 2015, in the Greater Lyon area, the foremost French logistics platform.

This project relies on the complete control of just-in-time management and flexibility, two fundamentals in the logistics sector.

Samsic Emploi shows its determination to develop the skills of its affiliate temporary workers by training them to gain qualifications that meet the specific expectations of the market and its customers.

Expertise, client-focus and responsible innovation are the three key words for sustainable growth for Samsic Emploi.

Principle 9
of the
Global Compact

PAPERLESS WORKFLOW AT THE SERVICE OF OUR CLIENTS

The Board of Directors decided to design its own paperless workflow tool dedicated to clients.

Specifically, the paperless workflow optimises Human Resources management process. It provides time-saving, efficiency, accuracy in monitoring assignments and generates considerable savings in consumables.

Indeed, for each assignment, a significant number of documents are to be produced: customer orders, billing, delegation contracts, employment contracts, time ticket...

Paperless workflows contribute to increasing and strengthening the reactivity and flexibility of our activities and, therefore, to better meeting the needs of our clients.

Principle 9
of the
Global Compact

FORGET FORMATION AT THE HEART OF SUSTAINABLE EMPLOYABILITY

90 %
SUCCESS RATE
IN PROFESSIONAL
QUALIFICATIONS EXAMS

55,000
TRAINEES

25
TRAINING CENTRES
IN FRANCE

300
EMPLOYEES

25
MILLIONS €
SALES REVENUE

Forget Formation, leading provider in private professional training, now enables companies to anticipate and manage the individual learning track of staff through its new service solutions, "e-Forget".

Rolled out in 2014, "e-Forget" traces the professional training track of each trainee. It gives companies all information on the trainee's progress and individualizes learning solutions, based on the situation of each learner.

The development track thus materialises the strengths and areas for development in relation to the learning referential.

As true drivers in their own training, employees have full autonomy to organise their learning into e-learning, scale their progress at all time and track their target completion.

Companies take part in the development of their human capital with confidence, through integrated administrative management and real-time performance measurement of their professional training activity.

“ Forget’s conviction: education can and should be the amplifier of sustainable economic performance.”

e-Forget means:

- dematerialisation of course materials and administrative flow,
- an e-learning training that allows for a reduction in greenhouse gas emissions,
- organizational flexibility for greater reactivity and enhanced performance.

Key elements of the professional training reform by Thierry Cavallé, CEO Forget Formation

The law reforming professional training, passed 5th March 2014, leads companies to shift their focus towards their human capital. The shift from a duty to fund training to a duty to train staff is morphing professional training into an investment. It carries HR performance to the heart of companies' strategic thinking.

The other development of note is the empowerment of staff to develop their skills throughout their working lives, and thus their employability, through the creation of the Personal Training Account. Each member of staff now becomes a driver in the evolution of their skills.



FORGET INSTITUT, SKILLS AMPLIFIER

Talking about sustainable economic performance may seem daring at a time of uncertainty and doubt. One fact is certain: the energy that powers performance is the company's human capital.

To consider its effectiveness means facing the challenges of tomorrow.

Forget Institut was created in 2014 with the aim of providing companies' Human Capital with sustainable performance. It offers training opportunities to meet the most up-to-date managerial challenges.

Principles 8 and 9
of the
Global Compact

Assessing

OUR PERFORMANCE WITH TRANSPARENCY



350
TABLETS SUPPLIED TO
SAMSIC PROPRETÉ'S
AREA ACCOUNT
MANAGERS AND
FACILITIES OFFICERS

DIGITAL TECHNOLOGY AT THE SERVICE OF MOBILITY AND REACTIVITY

A creative and dynamic digital strategy helps strengthen our mobility, our responsiveness and sense of service through its multiple capabilities, including site management, action plans and client reporting.

For these key reasons, the Board of Directors has chosen to equip Samsic Propreté's Area Account Managers and Facilities Officers with digital tablets.

Already, the results of this new tripartite interactivity between

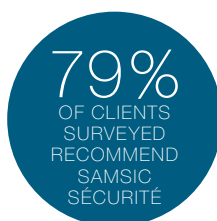
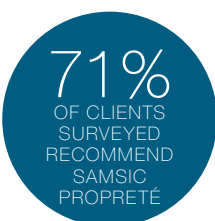
staff, clients and internal organizations, allows us to consider a fulfilling and ambitious digital future.

According to Philippe Hervé, Area Account Manager,

“ The real-time monitoring of quality reports provides immediate feedback on performance levels, in complete transparency with our clients. ”

TO PLEASE YOU EVERYDAY IS WHY WE EXIST

Client satisfaction is the key-issue to loyalty and the spearhead of any business. With this perspective, Samsic dedicates a team to question clients, understand and better meet their needs, reflecting a commitment to continuous improvement. It is by anticipating requests, by reducing waiting delays and response times that Samsic improves service quality and keeps the loyalty of its clients.



“ Because there is no better ambassador, better sales person, than a satisfied customer, Samsic has chosen to invest in the constant improvement of its services. ”

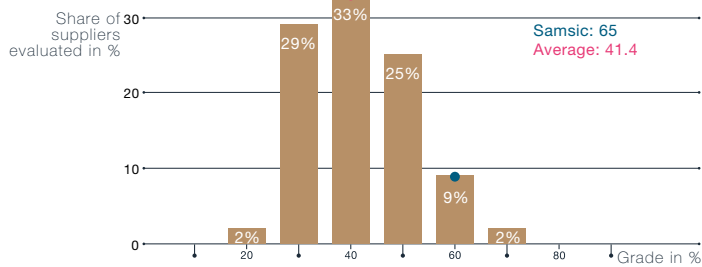
GOLD LEVEL FOR SAMSIC



Samsic was rated 65/100 at its last evaluation: only 9% of companies in its industry have achieved this level of performance. Ecovadis, platform for the development of sustainable purchasing practices, evaluates the CSR performance of companies.

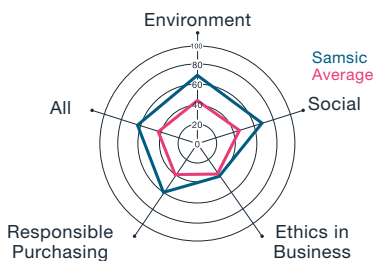
Distribution of scores

Comparison of Samsic to all suppliers evaluated by Ecovadis. The histogram shows the distribution of scores obtained by suppliers.



Benchmarking

Samsic's position relative to the average of all companies evaluated by Ecovadis in the same industry.



CERTIFICATIONS

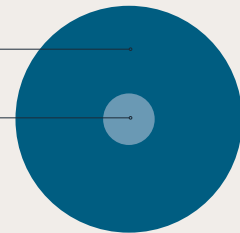
Achieving a certification is the external recognition of control over specified referential requirements. Samsic obtained its 1st certifications in 1999 and now nestles its teams, its organization, within a proactive approach to continuous improvement; be it in the management of quality, health, safety, and the environment or with more specific requirements such as radiation protection management.

CERTIFICATION PERIMETERS FOR SAMSIC'S AGENCIES

ISO 9001

51 Samsic Propreté

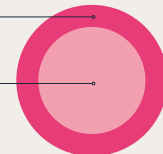
15 Samsic Sécurité



MASE

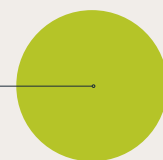
5 Samsic Propreté

4 Samsic Sécurité



ISO 14001

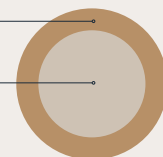
4 Samsic Propreté



CEFRI

5 Samsic Propreté

4 Samsic RH



Principles 8 and 10
of the
Global Compact

Building

A SUSTAINABLE PARTNERSHIP WITH OUR SUPPLY CHAIN

Because we consider accountable purchasing an amplifier of our collective performance, fully contributing to the goals of our Corporate Social Responsibility policy, we work to build a lasting partnership with our value chain. For this, we have to be able to understand the impact of our purchases, understand and know the CSR profile of each supplier and each component of the value chain.

The selection of our suppliers, beyond the criteria of quality, cost, time, takes into account CSR performance and especially its capacity for innovation, for continuous improvement in reducing impact generated through its activity, which we evaluate annually.

At the same time, our purchasing process develops a logical optimisation of logistics flows at source, by a coherent administration of orders flux, thus reducing greenhouse gas emissions.

We encourage adherence to the Global Compact from our suppliers, such as has been achieved with the M2H group.

Principles 8 and 9
of the
Global Compact

INNOVATION AND PERFORMANCE AT THE SERVICE OF A SUSTAINABLE PARTNERSHIP

Market leader in the sale of industrial equipment and services associated with cleaning companies, M2H represents the French cleaning division of Nilfisk-Advanced and supports Samsic in its constant search for innovation and the preservation of our environment.

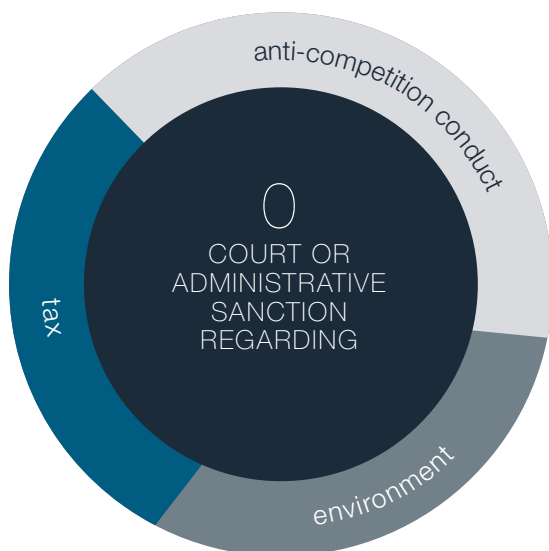
“ Since 2008, our membership of the Global Compact has been encouraged by our major clients, such as Samsic. It fully reflects our mindset, stresses Jean Guyonet, CEO M2H. We are proud to annually publish the progress made and our commitment to sustainable business practices. Our cleaning machines naturally consume energy, water and, in some product lines, detergents. Consequently, designing equipment that is capable of cleaning as efficiently whilst using fewer resources is our greatest challenge: our aim is to achieve more with less, at the same time reducing costs for our customers and improving our environmental behaviour.”

Principles 1, 2 and 10
of the
Global Compact

ETHICS AND INTEGRITY

Incorporated to the fundamentals which have been there throughout the group's development, ethics has been considered a crucial factor in improving our overall performance.

Samsic has always sought to live its values with the highest respect for people and the environment. As such, each member of staff is encouraged to act ethically on a daily basis, in every decision taken, in every act of management and, in general, in their mind-set.



The Charter of Ethics specifically covers :

- Respect of loyalty, human integrity, including the refusal of all forms of discrimination, harassment or intimidation,
- Compliance with laws and regulations including the fight against corruption and conflicts of interest,
- Compliance with competition law, trade practices, particularly in the context of our relationships with clients and suppliers, based on equity, fairness and respect for reciprocal commitments,
- Control of cash flows that meet legal requirements, including specific compliance relating to transactions with governmental bodies and public institutions.

The guide on behaviour and the ethical-test, given to each manager during their hiring process completes the system. For executives and accounts managers, anti-corruption terms are inserted in their employment contracts.

The President and CEO of the group, and, upon his representative delegation, the Director of Human Resources, are responsible for the control and compliance to fundamental rules of Labour Law and Social Security rights as a whole.

Disclosure rights, in case of discrimination and/or harassment, provision for the direct intervention of the Human Resources Department, which then sets up an adversarial procedure to audit the situation.

Furthermore, diligence evaluations of the system of management and Human Resources policies are regularly conducted.

Finally, **the CSR charter for suppliers and the guide on accountable purchasing** make for additional tools towards respecting ethical principles and fighting corruption. The integration of CSR criteria in the annual assessment of major suppliers and the inclusion of specific contractual terms in the general conditions of purchase govern relations with suppliers and partners with fairness, impartiality and compliance.





VALUING OUR RESOURCES
AND DEVELOPING OUR TALENTS



By promoting diversity and equal opportunities, by training our staff, preserving their health and safety, by developing cohesion and well-being at work, we are committed to valuing our resources and developing our talents.

*“Together
WE PROGRESS WITH
sustainability”*



RESPONSIBLE



RESOURCES & TALENTS



SUSTAINABLE ENVIRONMENT



SOCIETY



The year 2014 saw the birth of a new legal reform in vocational training. In fact, besides changing financing conditions, we will have to train all of our employees every 6 years, conduct an interview-review every 2 years and take into account the legislation instituting a Personal Training Account for all, in substitution for the former Individual Right to Training. It will be necessary to shift from an obligation to pay for training to an obligation to train, and with a reduction in resources.

Our various Training Divisions, Forget Formation, IFES, CFS, SINFONI, Innov' Formation will incorporate these new provisions to meet the challenges of employability.

2014 also saw the set-up of the compulsory Private Health Insurance for all. This obligation, arising from the June 2013 Bill on Securing Employment, will come into effect from 1st January 2016. To this purpose, trade unions negotiations are underway or already completed in order to recommend a Private Health provider. Samsic fully welcomes this positive social development: it enables our staff to be better protected in the future.

We can be proud of our early results on apprenticeship vocational schemes. Our Cleaning Division has integrated them fully into their work planning provisions via a contract on generations implemented with unions. In effect, they show a profound acceptance by our Site Managers and the will to go beyond our commitments, which pushes us further into this direction.



François Leroux
Human Resources Director



Promoting

DIVERSITY AND EQUAL OPPORTUNITIES

Principles 6 and 8
of the
Global Compact

PROMOTING LOCAL EMPLOYMENT

Samsic is the cleaning services provider for Numéricable-SFR new headquarters's 80,000 m². For this, it has developed an employment policy promoting the residents of the Seine-Saint-Denis area.

As soon as this new contract was signed, Samsic Propreté's agency in Champerret chose its team-members amongst Seine-Saint-Denis residents. No fewer than 40 jobs were thus created.

After several months of operation, the effects of this employment policy are undoubtedly positive. Evidenced by the stability of the team and the proven "well-being" at work. The spacious, modern and bright surroundings contribute greatly.

No transport problems have been encountered, and absenteeism is almost non-existent. The managing staff is made-up from 100% of internal promotions, allowing operational Agents to become Team Leaders. This is the case for young Eva Camara, who became Team Leader and for Maria Goncalvez, promoted Site Manager, both now managing a bigger team.



“ Through this new function as Team Leader, I have learnt customer relations and sought partnership with the Agents: the diversity of contacts and assignments require a particular adaptability and contribute to my human and professional development. ”

Eva Camara, 22 years old,
Team Leader



“ When I arrived, I balanced projects, production rates and set up a rotation for controls made. Proximity and dialogue with staff is constant: flexibility, commitment and versatility characterise our team. I enjoy working with a good team as it lets me pass my experience to younger people. ”

Maria Goncalvez, Chef de Site,
35 years' experience in Samsic's
cleaning services

In the same spirit, on 21st October 2014, when SFR signed the Seine-Saint-Denis Equality Charter with the General Council of Seine-Saint-Denis, Samsic was part of the job-stakeholder forum organised for the occasion, continuing its commitment for economic development and employment.

Principle 6
of the
Global Compact

TF1 AND SAMSIC COMMITTED TOGETHER



TF1 has understood the importance, for every human being, of mastering fundamental skills such as writing, reading and mathematics. Thus, a first training curriculum to "Master key skills of the cleaning sector" was offered to Agents working on TF1's headquarter in the first semester of 2014.

"Master key skills of the cleaning sector is a training course which aims to develop efficiency, communication and autonomy for employees of cleaning services companies.

It was so enthusiastically met by Samsic Agents and voluntary TF1 tutors, that new sessions have been scheduled until 2016, in partnership with the Charity B'A'ba Solidarité.

The second course already offers several levels of certification, including the DELF PRO, a French Language Studies Diploma adapted to the work environment, the DILF, Initial Diploma in French Language and the GTC, General Training Certificate, which is equivalent the former French Secondary School Certificate of Study.

90%

OF THE 1ST SESSION
PARTICIPANTS
REGISTERED FOR
THE 2ND SESSION

"Some of our Agents have never been to school. Writing, reading and speaking French is a real victory for them. They feel valued and more confident following the training. We optimised team communication and project organization."

Williams Jaupart and Sanja Jaganjac,
Headquarters Site Managers

03 “The only rich stories are human stories.”

“Samsic was chosen for its values, which are identical to those of TF1. Purchasing must be a responsible act: we have always favoured the highest bidder and considered the human dimension as vital. Our relationship to Corporate Social Responsibility is important.”

Didier Finaz, Director of Facilities
General Affairs TF1



01 “When the project was presented to us, it became immediately obvious to me that I should give some of my time. My goal was to end each session with the conviction that Sayon had understood her new lessons.”

Isabelle Hub,
General Affairs and Security Team,
Sayon Bagayoko’s Tutor

04 “Helping Harouna to understand and better speak French has allowed us to experience together genuine fulfilling and complicitous times. True to the culture inherited from my ancestors, it seemed completely natural to get involved in this process.”

Manuela Costa,
Assistant to the President of TF1
Harouna Cissoko’s Tutor

02 “I thought to myself that I did not want to miss this opportunity that was given to me to learn.

The training was an eye-opener: I understood that my work was a real job because cleaning is an indispensable need for all people.”

Sayon Bagayoko, 52 years old,
Samsic Cleaning Agent

05 “I wanted to improve my conversations with clients and Team Leaders: if I do not speak French well enough, I may not do my job properly. My tutors have helped me, they are good people and I will never forget what they have done for me.”

Harouna Cissoko, 36 years old,
Samsic Cleaning Agent

B'A'ba Solidarity is an inter-businesses charity, bringing together companies that want to promote access to reading, writing and basic skills in the workplace. The charity pays special attention to the fight against illiteracy and functional illiteracy of staff, by:

- Providing access to training courses allowing the acquisition of professional basic skills and essential skills in the French language.
- Support staff in situations of illiteracy through a volunteering B'A'ba tutor from the company, mobilised outside training hours to ensure the acquisition of knowledge, build confidence and self-valuing. Crucial to prevent the risk of dropping out, the tutoring role goes beyond the strict pedagogical education.

Principle 6
of the
Global Compact

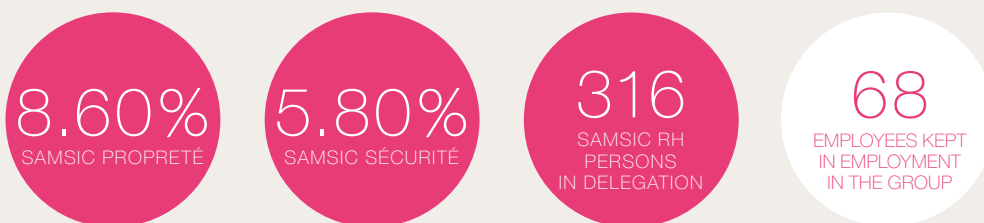
EMPLOYMENT AND DISABILITY

On the eve of 10 years of implementation of the approach, it is interesting to note that the meaning given to the projects is faithful to the foundations that helped initiate and include this policy within the group:

- allowing the return to employment for persons with disabilities, even more broadly affected by unemployment,
- facilitating the continued employment of persons in difficult situations due to their health issues.

The sustainability of our links with Public Employment Institutional Partners Cap Emploi, a French service for helping people back into employment, Sameth, the service in charge of facilitating employment for people with disabilities, and Public Labour Health Services is an essential element for the success and continuity of our employment policy for persons with disabilities.

EMPLOYMENT OF PEOPLE WITH DISABILITIES



As a reminder, the legal obligation is 6%. This is testimony of the constant implication of Samsic teams, as much in terms of insertion-recruitments as in terms of maintaining employment.

Principle 6
of the
Global Compact

SAMCIC CREATES SAM'AIDE, AN ADAPTED COMPANY

Sam'Aide is an adapted company, licensed by the services of the Labour Inspectorate. Based in Mayenne, it comprises 4 people experiencing disability with reduced efficiency, coached and supervised by an educator-instructor.

Via its operational production and thanks to coaching, Sam'Aide's philosophy is to prepare employees with disabilities to enter a normalised working environment.

It offers services related to warehouse operations, from orders preparation to production delivery.

Sam'Aide thus enables Samsic the deployment of a comprehensive employment policy for persons with disabilities and also contributes to the dynamics of accountable and caring purchasing, as well as shaping the CSR and disability policies of ordering end-customers.



The first prize of the Regatta Challenge 2014, rewarding the best CSR initiatives of the year, was awarded to our agency in Le Havre.

A member of staff, registered as having a disability because of his highly-pronounced dyslexia, was given a laptop with adapted voice-recognition software. A tool that transformed his work methods, making him more autonomous in his relationships with clients and in the management of his tasks.

Training and Developing OUR TALENTS



© Jean-Luc Petit

SAMSIC STRENGTHENS ITS POSITION IN THE NUCLEAR SECTOR

Through the synergy of professional expertise from the Facility and Human Resources departments, Samsic Nucléaire offers a wide range of skills dedicated to serving companies operating in the demanding sector of nuclear energy.

To better support its customers, including EDF in its "Major Careening" project, Samsic Nucléaire chose Strategic Workforce Planning: a real asset to the management and organization of work. SWP promotes the employability of staff and helps improve productivity through the efficient adjustment of resources to skills needs.

Through SWP, Samsic Nucléaire pursues 4 goals: to draw up a map of jobs, retain and enrich their knowledge, promote mobility and develop synergies essential to the growth of back-offices operations.

The recognition of knowledge and an expertise

Following an EDF UTO audit, SILN, Service of Intervention for Nuclear Logistics, and the Samsic Propreté agency in Chinon were granted the necessary qualifications to operate in the area of industrial logistics, such as site support, handling, warehouse management, measurement of radiation protection ...

The agencies in Cherbourg, Chinon, Mulhouse and SILN were granted the CEFRI certification for a 3-year period, proving their perfect handling in the area of radiation protection management.

Innov'Formation, an integral part of Samsic RH, provides habilitation training in the nuclear sector, risk prevention, logistics, management and skilled operations.

Innov'Formation has for ambition to develop its offer by proposing new modules: radiation protection, fire and area-segmentation, technical support work experience in radiation protection and security, foreign language training...

Principle 6
of the
Global Compact

HEC CULTIVATES SAMSIK'S TALENTS

Because Samsic considers training and the culture of talents as indispensable leverage to its performance, 100% of Regional Directors are following the HEC program "Re-inventing Enterprise".

"In a competitive environment where margins and benefits are shrinking, cleaning companies need to "re-invent" themselves in order to restore value to their services and to the profession. We wanted to build a tailored training with HEC, enabling business leaders to better prepare for the challenges of tomorrow."

François Leroux,
CEO of the Fare Propreté* and HR Director Samsic

"To borrow the motto of HEC 'The more you know, the more you dare', it is also necessary to dare to learn. With HEC, I have learned to dare collaborative management through positive thinking."

Philippe Charlier,
South-East Regional Director
From September 2014 Commercial Director France

*Fare Propreté, Fund for Action and Resources for Cleaning Establishments.

Established in 1995 at the initiative of the Federation of Cleaning Companies and financed by a contribution from all companies of the professional branch, the Fare accompanies economic and social development within the sector. It builds and leads concrete actions aimed at businesses: Sustainable Development, market studies, prevention and occupational health, disability, youth employment, training...

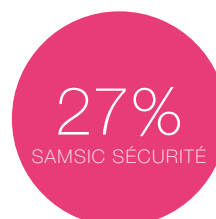
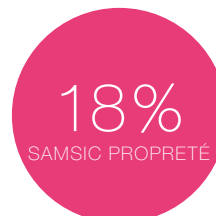
Principle 6
of the
Global Compact

YOUTH TRAINING, A SAMSIK FUNDAMENTAL

Laura Bereiro, 21, is studying for a vocational BTS Diploma in Services Environmental Trade services. She is trained and developing her skills at the Samsic Propreté agency in Toulouse, every other week.

"Combining the needs of autonomy, inherent to the job, and a closely supervised approach to education of a young student is a real human and relational challenge for both parties, notes the Director of the Toulouse agency. The passing of skills and knowledge is essential and rewarding for each participant."

UNDER 26 YOUTH INSERTION



Preserving Health AND SAFETY FOR OUR STAFF

Health and personal safety preservation is an ongoing priority for Samsic. It applies, without exception, at every level in the company. The 2014 results are encouraging as they are lower than the activities average. They have to be confirmed further and encourage us to continue our efforts.

MASE, Manual for Improvement of Companies' Safety, are certifications which are obtained and renewed regularly, are an external recognition of our expertise to manage health and safety at work on a daily basis. Our ambitious prevention program, initiated in 2014, is spreading more widely and intensifying over 2015. It targets specific actions on each of the perimeters concerned. Musculoskeletal disorders as well as difficult work environment factors are integrated into the core of our risk assessment evaluation and our prevention efforts.

Samsic Propreté



Sector average
2013 data **34.60**
2.90

Samsic Sécurité



21.70
2.00

Samsic Emploi



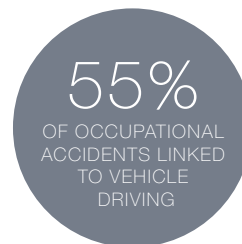
34.00
2.20

FR: Frequency Rate = number of occupational accident causing interruption x 1,000,000 / number of hours worked
SR: Severity Rate = number of days lost because of temporary incapacity x 1,000 / number of hours worked

SAMSIK KEEPS WATCH ON ITS DRIVERS

As a responsible employer, Samsic educates its staff to road hazards. To this purpose, a drivers' pack has been developed, to remind drivers of all the information necessary to use their vehicle properly: car-maintenance, accident prevention, road-damage, eco-driving...

Samsic wants to bring its staff to more safety, more comfort, more awareness and better savings.



3rd prize in the Challenge Regatta 2014 was awarded to the Samsic Sécurité agency in Bordeaux. The Training Centre of Samsic Sécurité had delegated its professional training vacating tasks to a Site Manager. Thanks to his skills gained as a Volunteer Fireman, he now provides First Aid training and Electrical Accreditations H0B0 on site.



Principle 7
of the
Global Compact

SAMSIK SÉCURITÉ, “EXCELLENCE” AT THE SERVICE OF BASF

BASF Huningue chose Samsic Sécurité Mulhouse for its mastering of risk management. The agency indeed holds the MASE certification since October 2014, for 3 years.

BASF Huningue is specialised in the manufacture of pigments and pigmented mélanges. According to regulations, this facility is a classified plant subjected to authorisation licensing with duties to the protection of the environment and Seveso* II high threshold.

Currently, 37 Security and Fire Safety Officers ensure the tasks of securing the site: visitors flow management, first aid, Fire Safety System and alarms management...

On a daily basis, they face risks inherent to the site: fire, explosions, chemical hazards, accidents, internal circulation...

The MASE certification process encourages our Security Agents to become true "enactors" in risk prevention and in the fight against workplace accidents.

* A site classified as "SEVESO" is an industrial plant classified as "authorised with duties ": whose activity poses a significant risk to the surrounding populations, in the event of a serious accident. There are two types of "SEVESO" rankings, with "high threshold" or "low threshold".

Principle 2
of the
Global Compact

PRESERVING EMPLOYEES IN THEIR PHYSICAL AND MORAL INTEGRITY

The essential aim of Samsic RH Health and Safety Commission is to support members of staff throughout their careers, to preserve their physical and moral integrity.

To educate the permanent staff of Samsic Emploi and Axe TT to the various risks and specificities of our activities, a training module was developed based on the expertise of Forget Formation, Sinfoni and the Health and Safety Commission. It was showcased to the French State Pension and Health at Work Insurance Institution and rewarded with a Certification.

To seal this process and create a safe mindset amongst temporary workers, a Safety Charter was drafted, reminding our 11 points commitment.

This Charter is included in the handbook that each new entrant signs before any assignment.

Bertrand Chanvrin,
Head of the Health and Safety Commission
Samsic Emploi



SAFETY PASSPORTS FOR INTERIM WORKERS

An agreement between Vinci Construction and Samsic Emploi was signed in September 2014, aiming to raise awareness among the Vinci's interim workers to the general risks of work on construction sites.

Training sessions, entitled "Interim Work Safety Passport Ile-de-France" are scheduled for the coming months.

Specifically, they address two levels:

- hands-on simulation exercises on construction schools,
- theory of: prevention, hazards understanding, risks, accidents, retirement pension rights, Personal Protective Equipment, work station organization, working at heights ...

After this 2-day training, a Safety Passport and PPE kit are given to temporary workers.

Congratulations to the Samsic Propreté agency in Saint Nazaire for its 2nd place obtained in our Regatta challenge. It rewards the filming of a video entitled "Sam'Accueil". Because delivering a high standard of cleanliness is a risky activity, and because a workplace accident is rarely due to chance, "Sam'Accueil" shows the safety precautions and guidelines that should be followed by everyone. This video raising awareness of Health and Safety at Work is shown to every newly hired staff, instilling in them the safety culture of Samsic Propreté.



Developing COHESION AND WELL-BEING AT WORK

GREATER WELL-BEING THROUGH AN IMPROVED WORK ENVIRONMENT

Because a pleasant working environment is essential to the well-being of staff, Samsic's agencies and offices will gradually have their facades and interiors re-designed, as shown in these 3D views of the Samsic Emploi agency in Rennes.



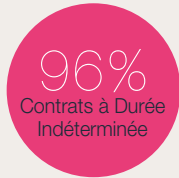
BETTER MANAGING STRESS AND TIME

Gaining in quiet serenity and productivity, such are the objectives of the training entitled "Managing stress and time to improve personal efficiency" offered to Samsic staff by IFES, the in-house training institute.

This training gives the keys for responding positively when faced with stress factors that may occur in the workplace. Managing every individual's energy, mental well-being and organization enables better efficiency and higher productivity.

BREAKDOWN BY CONTRACT TYPE

Support staff /permanent contracts

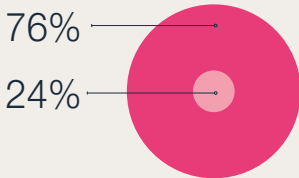


STAFF NUMBERS EVOLUTION

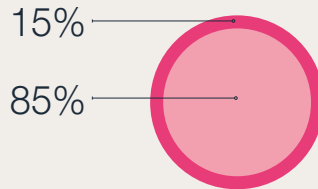
Support / permanent



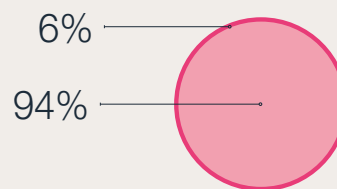
Samsic Propreté



Samsic Sécurité

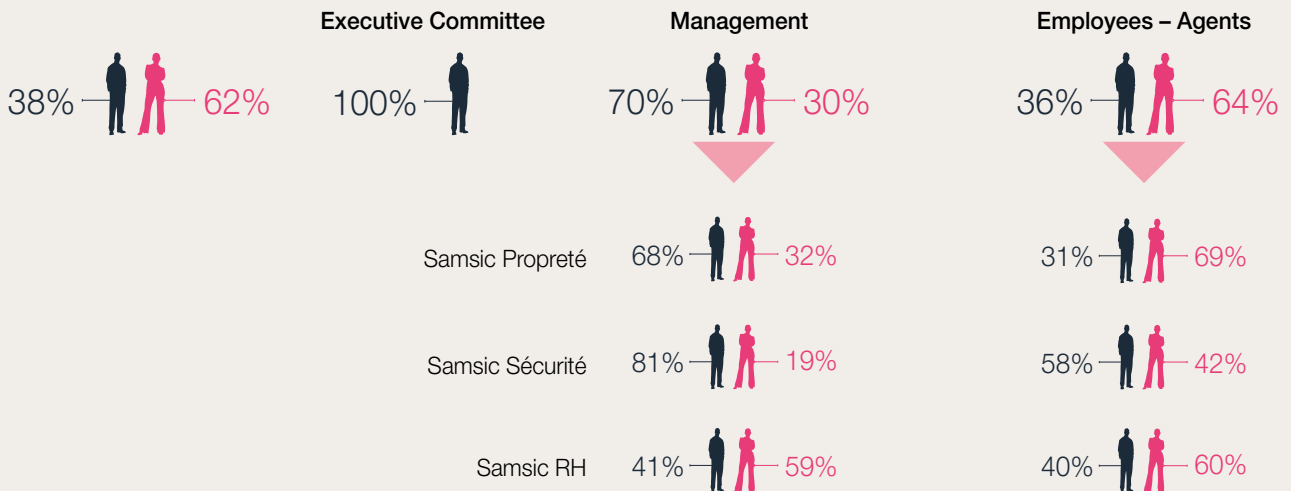


Samsic RH

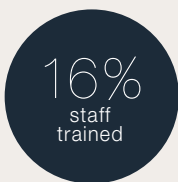


Full Time ■
Part-Time ■

REPARTITION OF STAFF BY GENDER

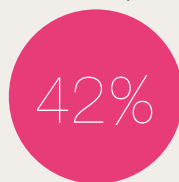


TRAINING



INTEGRATION OF CITIZENS OVER 45 YRS OLD

Samsic Propreté



Samsic Sécurité



Samsic RH





PARTICIPATING IN THE PRESERVATION
OF OUR ENVIRONMENT



By developing the use of environmentally friendly products and processes, by managing our energy consumption and waste recycling, by reducing our carbon footprint, we take part in the preservation of our environment.

*“Together
we progress with
SUSTAINABILITY”*

Principle 9
of the
Global Compact

Developing the use OF ENVIRONMENTALLY FRIENDLY PRODUCTS AND PROCESSES

Industrial deli meats
company, subsidiary of Les
Mousquetaires group

17,000
tonnes of cooked
and raw cured meats
in 2014

33%
of its workforce
coming from temping
agencies

90
Million €
Sales Revenue

BETTER UNDERSTANDING ISSUES TOWARDS A SUSTAINABLE PARTNERSHIP

Samsic ensures the cleaning services of the Salaisons Celtiques site and operates on the production chain through staff delegation with regard to its activity needs. More than a service provider, Samsic positions itself as a real partner with its clients. Its teams are stepping up every day to anticipate their demands and needs.

“ Cleanliness is a vital issue for the performance of our production and the seasonal nature of our business requires the flexibility of our resources: for 20 years, Samsic Propreté and Samsic Emploi have been with us for the management of these two major issues. It is essential that our partners are the driving force behind new propositions, especially on topics such as:

- *optimising the consumption of water and detergents,*
- *training candidates for temporary work assignments,*
- *integrating employees with disabilities,*
- *improving our economic performance.*

Together, we are making progress on Sustainable Development across the various issues of our mutual activities. ”

Bertrand Maubert,
Site Director
Salaisons Celtiques

Expertise at the serve of our clients:

“ My job is to provide expertise and technical support for the implementation, monitoring and improvement of the provision of cleaning for customers of Agro-Food industry such as Salaisons Celtiques. In this role, I carry out audits, including on the compliance with health and safety instructions in the methodology of cleaning and disinfection, and on levels of customer satisfaction. I am also in the process of drafting the methodology cards, the job descriptions cards, and also train our staff in the implementation of on-site processes. ”

Olivier Corbes,
Coordinator for the Agro-Food Industry

What we did on-site at Salaisons Celtiques in 2014 was very varied:

- Creation of a "Food Defense" training module on food safety for operators,
- Establishment of a broad vision respirator for the application of biocides,
- Reduction from 80 to 40 bar the Hp pressure for better preservation of surfaces and handling,
- Decrease from 3.5% to 3.2% of the concentration of chlorinated alkaline detergents,
- Reduced chlorine discharges inducing a reduction in costs of around 8%,
- Use of a safer enzymatic detergent for our operators.

Handling

OUR ENERGY CONSUMPTION AND WASTE RECYCLING

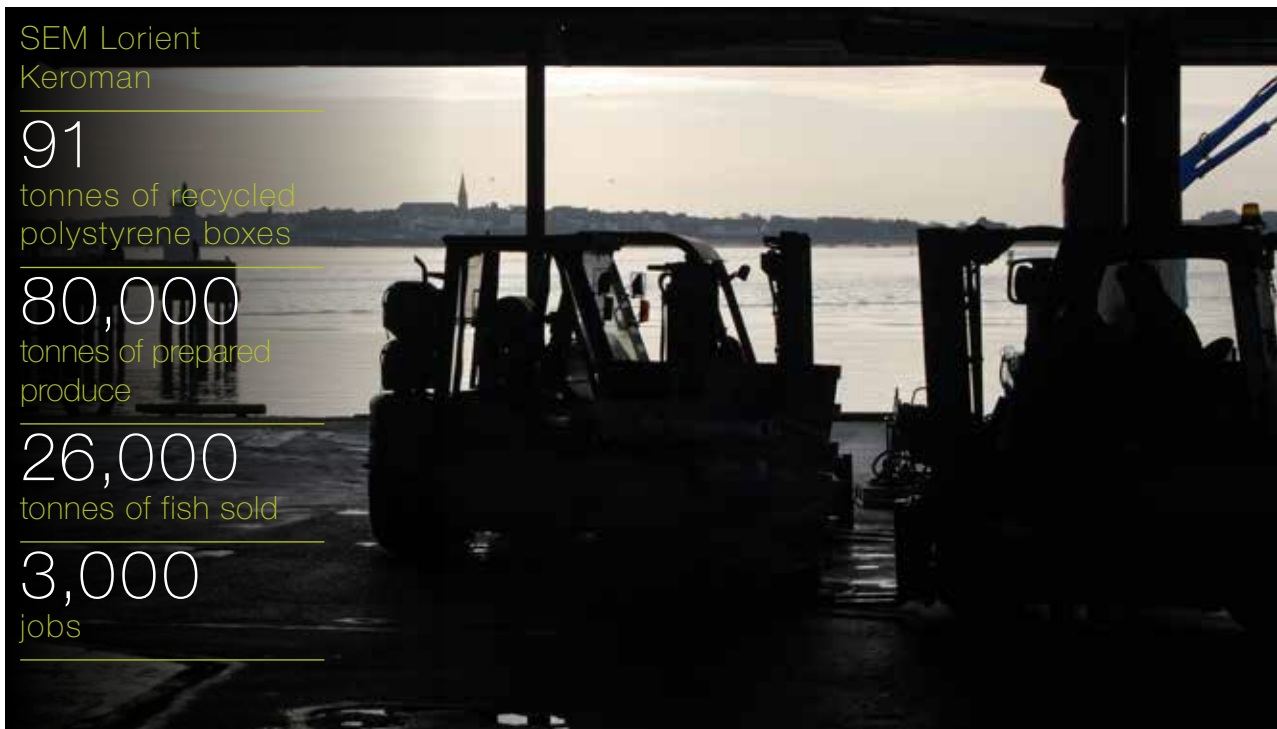
Principle 9
of the
Global Compact

SEM LORIENT KEROMAN AND GDA TOWARDS A "SUSTAINABLE HARBOUR"

The fishing harbour of Lorient Keroman, owned by the Brittany Region and considered one of the most dynamic fishery centres of Europe, has committed to a partnership with GDA in multiple initiative to enhance the concept of "Sustainable harbour".

Waste sorting, recycling of used nets, improving the transformation of fish waste but also compacting polystyrene boxes, are at the centre of limiting environmental impact. Beginning in 2014, GDA has offered a polystyrene box

compacting service and the recycling of polystyrene rolls for resale in Europe. Eagerly adopted by fish wholesalers, collection points quickly had to be doubled to meet the needs. Now the port of Lorient Keroman offers this service well beyond its borders since many providers such as fishmongers, restaurants or supermarkets benefit from it. GDA has counted 91 tonnes of recycled polystyrene boxes after one year of operation, with the further aim of developing users to increase this tonnage by 20 to 30%.



SEM Lorient
Keroman

91
tonnes of recycled
polystyrene boxes

80,000
tonnes of prepared
produce

26,000
tonnes of fish sold

3,000
jobs



GDA ENVIRONNEMENT, a subsidiary of Samsic since its creation in 2004, specialises in the management and transformation of industrial and commercial waste, to meet the growing demand for optimising outreach services in the heart of business activity. GDA ENVIRONNEMENT has established itself as the specialist in control and management of some types of waste by recycling them to give them a new life. GDA's specialist experts have an annual revenue turnover of 7 million euros on French soil.

Principle 9
of the
Global Compact

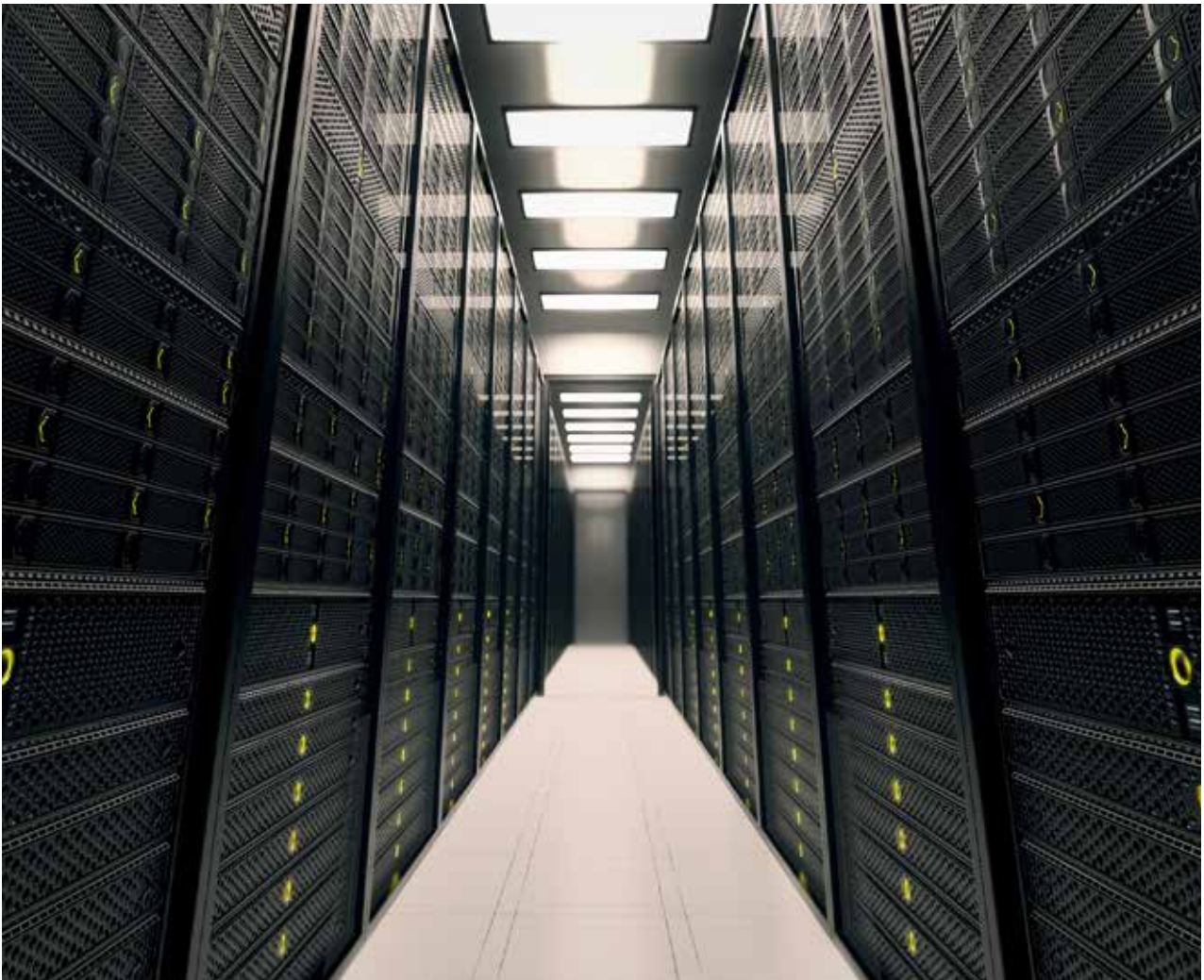
Reducing OUR CARBON FOOTPRINT

PAPERLESS WORKFLOW

We have undoubtedly entered the digital age. This change leads companies to rethink their organization to further improve their performance and communication with clients.

It is in this context that Samsic has initiated a dematerialisation approach to standardise its processes, while seeking greater flexibility in the use of its data. There are many advantages to such a reorganization: reducing costs and processing times, data availability and confidentiality, security and sustainability of information, with a direct impact on the reduction of the carbon footprint of the group.

As such, several lines of dematerialisation have been defined: clients and suppliers billing, establishing and securing payslips...



TOTAL FLEET



CO₂ EMISSIONS



5 SEATER VEHICLES
including CO₂ emission rate OF <130 g / km



**FUEL CONSUMPTION
BY VEHICLE**



**DIESEL
COMBUSTION EMISSION**



**ELECTRICITY
CONSUMPTION
OF THE ESTATE
INVENTORY**

5,751.1 MWH



73.4%

In 2014, the share
of eco-labelled chemicals
in the purchase
of cleaning products
is 73.4%



Nearly 250,000 litres of more
environmentally and people-
friendly chemicals, compared to
conventional chemistry.



DEVELOPPING A SUPPORTIVE
AND SUSTAINABLE SOCIETY



By taking action for solidarity, by contributing to local economic and cultural development, we contribute to the development of an inclusive and sustainable society.

**“TOGETHER
WE PROGRESS WITH
SUSTAINABILITY”**

Taking Action

FOR SOLIDARITY

01 TO GIVE BACK SIGHT, TO GIVE BACK LIFE!

At the initiative of Guy Rouleau, CEO of Samsic Facility, and to value the actions of the Charity Solidarité Bretagne Cambodge, collection points for used reading glasses have been set up at many of the institutions of the Brittany and Paris regions. After 8 months of collecting, Samsic was happy to hand over 270 pairs of glasses to the SBC Association.

And what happened to those glasses? They first passed through the Fizeau Optical Institute in Fougères, where students corrected each lens, under the watchful eye of their teachers. After consultation, they were distributed to the most-in-need patients.

SAMSIK RH AGAINST CYSTIC FIBROSIS

Samsic RH participated in "the Construction Awards", an inter-company indoor football competition. A sports initiative that doubles as a worthy gesture dedicated to the fight against cystic fibrosis.

Samsic strongly encourages such local initiatives.

02 MARATHON VERT

Since 2011, Samsic has been a partner of the Marathon Vert, a Rennes race very ... Sustainable Development. The group participates in the general organization by providing safety, welcome and cleaning support. Samsic's staff also run in the cause of the reforestation of Ethiopian forests.

THE IDEA OF THE RACE:

1 KM RUN = 1 TREE PLANTED IN ETHIOPIA

Thus, in 2014, the achievements of Samsic's runners helped to plant 420 new trees.

03 COLLECTING TOYS

The first toy collection for children spending their Christmas in hospital was launched in 2011 at the initiative of Eric Valley-Denoual, Director of Sinfoni, Samsic RH Training Centre.

The show of solidarity has been such that the collection has been repeated every year.

In 2014, with the backing of sponsor godmothers and sponsor godfathers, many customers and local businesses have joined the initiative. More than 400 toys were distributed to six beneficiary hospitals.

BLOOD DONATION

Staff mobilization is gaining in momentum each year with the French Blood Establishment is organizing a collection day at Samsic's request. Since 2007, many members of staff have been volunteering to give a little bit of their time and especially to give blood; this in response to the ever growing needs of the French Blood Establishment.

04 A "GREEN" AND HUMANITARIAN PARTNERSHIP

Samsic has been collaborating for many years with Indus MD, which is the company delivering all of the group's paper mailings. Indus MD is engaged with the association Coeur de Forêt, a not-for-profit organization officially recognised for its public interest commitments.

They act towards the preservation of primary forests in Cameroon by planting "Moabi" trees and medicinal plants. In concrete terms, a tree is planted for every order placed by a customer, as part of the fight to stop the forest-decline of Moabis.

The choice of providers also involves shared sensibilities.

01



04



03



02



© coeur de forêt

Contributing to Local ECONOMIC AND CULTURAL DEVELOPMENT



SAMSIK SUPPORTS RESEARCH

Through the impulse of the Beaumanoir group, Christian Roulleau and the members of the Board of Directors decided to join Roland Beaumanoir to support research and research medical teams of excellence in Rennes.

“ When Roland came to see me to talk about this project, I immediately agreed to join in. Funding clearly identified projects to advance research on diseases that affect us all, near and far, and working in the Brittany region to give selflessly, has touched me deeply ” explains Christian Roulleau.

Initially, funds will be dedicated to research on neurological diseases. By committing over five years, our two major Breton groups will pay 500,000 euros to the Institute of Clinical Neurosciences in Rennes, as such carrying forward the ambition to have Breton companies funding two researchers in neurology. Dementia and Alzheimer's disease, multiple sclerosis, Parkinson's disease, schizophrenia, brain tumors, epilepsy, stroke ... Neurological diseases are the Institute of Clinical Neurosciences' research field, who, as such, employ our two researchers.

The philanthropic initiative of these sponsors helps promote Brittany overseas. To formalise this momentum, an endowment fund was established under the name "BAA", Bretagne Atlantique Ambitions, with Mr. Beaumanoir as Chairman. This nonprofit Charity will collect money from sponsor companies that are motivated by its ethical values, by its commitment to research, by its territorial anchoring and by the traceability of funds to projects allocated by the founders' board.



SAMSIK PROMOTES ART

Since 2001, through the Charity "Entrepreneurs Mécènes", Samsic sponsors artists to promote access to culture. Each year, an exhibition of monumental works, entitled "Art Garden", is staged in the Ar Milin park in 'Châteaubourg in Ile-et-Vilaine. In addition to its loyalty to the Charity, the group has taken a direct interest in the work of various artists, some of these works are now to be found in Samsic's headquarters in Cesson- Sévigné.

PROFILE & CORRESPONDENCES IN THE REPORT

The Corporate Responsibility Report of the Company presents the performances and the initiatives carried out in the calendar year 2014. The previous report, published in September 2014 presented the data for the year 2013. The reporting cycle is annual. For questions about the report or its contents, please contact us at the following address: developpement.durable@samsic.fr

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The **Global Reporting Initiative, GRI 4**, offers guidelines and reporting principles to measure the progress of Sustainable Business Development programs. Internationally, GRI 4 encourages the highest level of transparency and consistency by providing stakeholders with better information to make informed decisions.



CORPORATE SOCIAL RESPONSIBILITY REPORT
REPORT 2014

Samsic
6 rue de Châtillon
La Rigourdière - CS57745
35577 CESSON-SEVIGNE Cedex
+33 02 99 86 92 90
samsic.com