



# UN Global Compact

## Communication on Progress

### *2016*

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## 1. Introduction

### 1.1. Highlights in 2016

#### PROFI-SEC retains its quality marks

The companies PROFI-SEC Security BV, PROFI-SEC Security Diensten BV, PROFI-SEC Security Events BV and PROFI-SEC Security Horeca BV all received again the Hallmark Security (Keurmerk Beveiliging). This hallmark is a Dutch quality mark for the quality of service in the security industry. In addition, the companies Events and Horeca also retained the hallmarks Event Security (Keurmerk Evenementenbeveiliging) and Hotel and Catering Security (Keurmerk Horecabeveiliging).

#### PROFI-SEC strengthens its position among the top 5 largest security organizations of Holland

The continuous growth of our security and services departments has strengthened our positions among the top 5 largest security companies of Holland.

#### PROFI-SEC expands its services

The expansion of our range of services had led to the creation of a new company, PROFI-SEC Consultancy BV, specialized in advising in the field of Security & Safety.

#### Personnel policy verifiable contributes to environmental savings

The personnel policy of PROFI-SEC has as a framework to reduce the CO<sub>2</sub> footprint of the organization. Implementation of sustainable mobility of the workforce and thereby reducing the average journey distance continues to decrease our CO<sub>2</sub> footprint.

#### Reduction of complaints

As a result of a changed complaint policy, the number of complaints of personnel and customers dropped 48,2% on average.

## 1.2. About this report

The annual reporting is for PROFI-SEC an important way to strengthen the ties with our stakeholders. In our annual report, we strive to provide a holistic overview of our organization and let us show the coherence of our strategy and governance and the social and economic context in which we operate. This year's report is built according to the six dimensions of our strategy map. In this way the annual report offers insights into how our company performs from different perspectives: the customer, within the social context, from the perspective of employees, (business) partners, the processes and the financial results.

The financial statements are not included in this report but can be obtained at the Dutch Chamber of Commerce.

### Frameworks for reporting

Our annual report has been drawn up in accordance with national and international legal requirements and accounting reporting. The framework and indicators for reporting are in accordance with the G4-guidelines of the Global Reporting Initiative (GRI) and in line with the Core option of GRI G4.

This annual report is also prepared in accordance article 391 part 9 of book 2 of the Dutch Civil Code (Dutch law).

### Consolidation

The financial information and information about employees in this annual report is consolidated for PROFI-SEC Group B.V. and all its subsidiary companies. PROFI-SEC is exclusively active in Netherlands.

PROFI-SEC strives to maintain and build close contact with stakeholders PROFI-SEC strives to maintain and build close affiliations with all its stakeholders. All the following groups are directly involved in (operating) processes of PROFI-SEC and are therefore identified as stakeholders:

Stakeholder	Approach of stakeholder engagement
Shareholder	Progress consultation (≥ 2x per year)
Employees	Survey (≥ 1x per year), Performance appraisal/Assessment interview (≥ 1x per year), team meetings (≥ 4x per year)
Customers	Survey (≥ 1x per year), Management report (4x per year), Progress consultation (≥ 6x per year), Operational consultation (≥ 52x per year).
Work Council	Meeting (2x per year)
Providers of capital	Financial reporting (≥ 4x per year)
Suppliers	Meeting (≥ 2x per year)
Employees of suppliers	Random debriefing

Key topics and concerns through stakeholder engagement 2016	Organizational responds
How the exponential growth should be financed.	Selection of a new financial institution.
How the business office should be reorganized to facilitate (future) growth.	Upgrade of the ERP system. Adjusting internal operational organization.
Organizational strategy 2015-2018.	Strategy sessions.
How can cooperation with suppliers be transformed to a more mutually beneficial cooperation.	Realization of alliances with strategic "larger" security companies.
How can we generate financial and operational reports to better fit the asked wishes and requirements.	Upgrade of the ERP system. Educating employees with ERP specialization courses.
Sales & marketing strategy 2016-2018	Strategy sessions
How can we minimize operational costs.	Adjustment personnel policy. Training planners. Cancel loss-making (parts of) contracts

We follow social trends and developments that changes on both short and long term. These social trends in combination with the dialogue with our stakeholders form the basis for identifying the most important reporting themes.

A social trend is regarded as material if it is relevant to our stakeholders and if the trend could have significant consequences for PROFI-SEC. The greater the influence of the subject on both the society as the activities, results and strategy of PROFI-SEC, the greater the materiality of the trend. In order to remain relevant as an organization and our strategy, we will ensure that these trends reflected in our business activities and direction.

The purpose of this report is in line with the strategic perspectives. For this Setup chosen because is suits best our main objectives, control and performance. The twelve most relevant stakeholder themes are covered in the chapter 4.5. about the six strategic perspectives. More information can be found in the GRI index in [Appendix B](#).

#### Scope and level of assurance of the accountant

Contour Accountants, our external auditor, checked the consolidated financial statements 2016.

#### Future developments

Integrated reporting continues to develop and we expect that in the future we will implement further improvements in the manner and quality of our reporting. We welcome your feedback on how we can improve our approach. Our address can be found on the last page of this annual report.

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## 1.4. Letter from the board of directors

As a growing company, with its services at present only in the Netherlands, every year PROFI-SEC affects the lives of more and more people. Our success is due to the strategic direction we follow since 2007 and our employees who make it possible with their daily efforts to achieve these objectives.

We provide facility services, mainly security and reception services. Our clients can directly use our employees and indirectly the knowledge and skills that our organization in its 17-year existence has built. We believe that our ability to "unburden" our clients can make them focus on their core business.

PROFI-SEC is adapting its services to the wishes and needs of its clients. In a dynamic environment, we identify relevant trends and developments on which we base our choices and trade-offs. The relevant social trends and developments are described in more detail in this report.

By transparent and familiar contact with our clients, we work continuously to increase our customer focus. We invest in customer contact via bilateral contact, websites and social media. Also we make sure our customer can reach us 24 hours a day, 7 days per week.

For years we work in an economic climate that is characterized by a negative sentiment. This also touches the facilities services industry. The competition is fearsome and the rates are under pressure. The reality is that the price is most important and that excel in the quality of service has become less important.

In 2016, PROFI-SEC realized a large number of new initiatives or set them in motion. Our strategy changed a part of its content but our end goals are unchanged. As a result we have significantly expanded our services in the branches: heavy industry, utilities, consultancy and training. Furthermore we made several internal changes so that our profit further increased. The cumulative operating result is stabilized at 17.4 million.

We are working on improving our customer contacts. So we can hear what the clients find good and where our opportunities lay to improve. This reinforces the bond with our clients and gives us the ability to improve our operational and strategic services.

Also in the area of sustainable management, we continue to take steps. Our business is focused on a minimal "environmental footprint". A more proactive personnel policy not only make our planners even better aware of the impact of their actions on our environmental footprint so that our objectives with regard to reducing greenhouse gas emissions are met, new personnel are selected with more strict framework conditions and personal competencies.

At PROFI-SEC we are aware that we contribute to society, taking responsibility for our planet, now and in the future. We therefore consciously take account of social, environmental and administrative aspects. We do not conduct business operations in high-risk or conflict-affected areas.

PROFI-SEC had made a strong commitment as supporter of the United Nations Global Compact (UNGC) and its principles. In line with membership regulations, we are committed to communicate our strategy and business operations with the ten principles of the UNGC. As such, corporate responsibility for PROFI-SEC Group means our continues commitment to contribute to responsible business practices.

Corporate responsibility also means the continuous improvement process by which we are able through strategic and operational choices our goals, including the 10 objectives of the United Nations Global Compact, to achieve. Thereby resulting in respecting applicable laws and regulations in the Netherlands as well as appoint human rights in the United Nations Declaration of Human Rights.

This report and the prioritization of its contents has been drawn up after consultation and agreement with the key stakeholders, being the Management Team and the Work Council. This report is drawn up by the Quality & Environment manager of PROFI-SEC and has been approved by the Executive Board.

We are proud to provide our *Corporate Responsibility Report* so you can read about our goals, our initiatives in the areas of People, Planet and Profit and our achievements.

This report covers our activities in the calendar year 2016 and is our method of transparent communication on Quality, Health, Safety and Environment (QHSE).

*Yours faithfully,*

*Board of Directors*

*Lionel Thompson / Melvin Reingoud*

## 2. Organization profile

### 2.1. History

The PROFI-SEC Group was founded in 1998 as a small Dutch security company by the current directors, Mr L.D. Thompson and Mr M.J. Reingoud. Growth resulted in June 2002 on to the splitting of different specialties in different private companies which are still part of the PROFI-SEC holding.

The PROFI-SEC holding contains 4 by the Ministry of Justice approved private security organizations with each a different security specialization. Reason for this formal split is the wide variety of specialties associated with the different types of security work.

The objective of our group is not to be limited to only the activity that the organization is specialized in. The composition of our organization allows us to serve every customer with the specializations from the various companies.

### 2.2. Our Structure

PROFI-SEC Group B.V. is the parent company of the companies belonging to the PROFI-SEC holding.

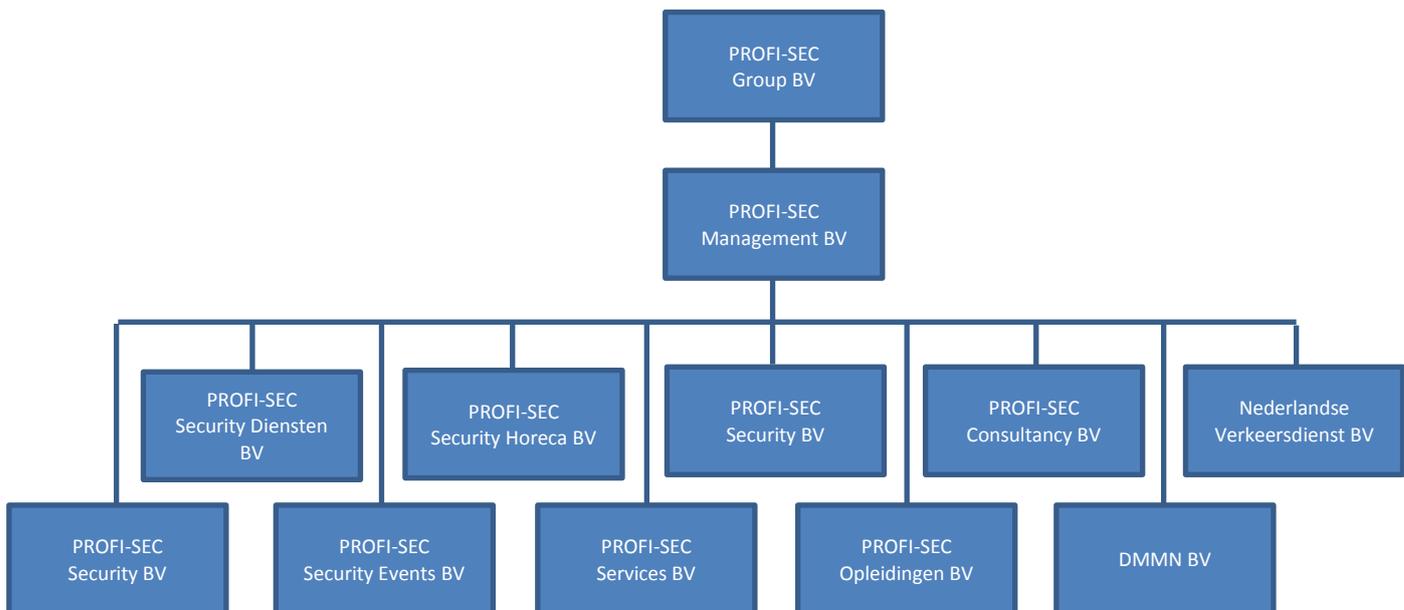


Figure 2.2.1. Organization chart

The consolidated financial statement of PROFI-SEC Group consists of the entities included in Figure 2.2.1 and is annually registered with the Dutch Chamber of Commerce.

### 2.3. Vision, Mission and Core Values

#### Our vision:

*“Providing complete and interactive security and service solutions.”*

#### Our mission:

*“PROFI-SEC grants from its vision, highly qualified security and safety services and will thus make a tangible contribution to the social responsibility in which man and our community, in relation to accepted standards and values, is central.”*

## Our core values:

- Performance: *We challenge ourselves to improve annually in order to guarantee our long-term existence.*
- Relationships: *We have close and honest relationships with our customers, employees and business partners. This trust is the basis for partnerships with mutual benefits.*
- Staff: *We seek to recruit the most appropriate staff, to improve their skills, to increase their opportunities in compliance with our vision and core values.*
- Quality: *We demand of ourselves a continuous quality improvement, organizational and operational.*
- Integrity: *We can always be trusted that we are doing the right thing*

## 2.4. Code of Conduct

A Code of Conduct has been in force at PROFI-SEC since 2002 and contains the standards and values that characterize our company and to which we are committed.

## 2.5. Facility Services

The core business of the PROFI-SEC holding is:

*Taking care of (mobile) security and facility services to companies / institutions and the provision of safety and security products.*

The PROFI-SEC Group provides a broad range of services:

- **Security services**  
Manned guarding, access control, alarm monitoring, event security, etc.
- **Office support services**  
Reception and internal services
- **Training Services**  
Internal and external training
- **Consultancy**  
Consultative word in the fields of safety and security.

Work is carried out in: The Netherlands.

## 2.6. Significant organizational changes

Changes in location of operations: none.

Changes in share capital structure: PROFI-SEC Management BV is added to the PROFI-SEC holding (see Figure 2.2.1.).

Changes in capital formation, maintenance and alteration of operations: none.

Changes in location of suppliers, structure of the supply chain and relationships with suppliers:

- Number of terminated contracts with suppliers: 5
- Number of new contracts with suppliers: 11

## 2.7. Precautionary Principle of new products

In 2016, PROFI-SEC did not develop or introduce new products.

### 3. Corporate Governance

PROFI-SEC has a centralized organizational structure where from the head office, located in 's-Hertogenbosch (the Netherlands), all activities are coordinated.

PROFI-SEC Group is fully owned by her 2 directors (50-50%) who form the Board of Directors (BD).

Members of the Executive Management Team (EMT) are appointed by the Board of Directors. The management structure of PROFI-SEC consists of the BD and the EMT. The BD consists of the owners and regularly reviews the Groups achievements in relation to the Groups goals, market and branch movements and strategic decisions. Conflicting interests will be decided by the BD. The EMT consists of the General Managers of the companies within the PROFI-SEC Group who are ultimately responsible and accountable for the (financial) results of their company. The chairman of the EMT is a member of the BD.

Our employees are the main in-house stakeholders. They provide the knowledge, creativity and experience for our services. We listen carefully to the views of all are stakeholders and take their view in consideration by finalizing our (HSE) policy. At the same time, each employee has the responsibility to act according to our QHSE management system. Governance and final responsibility of the system lay in the hands of the BD.

All activities of PROFI-SEC must meet following requirements:

- Compliance with the law
- Compliance with PROFI-SEC policies
- Compliance with PROFI-SEC Code of Conduct
- Compliance with policies of our customers

The General instructions and the PROFI-SEC QHSE, is based on national and international standards (NEN-EN-ISO 9001:2015, NEN-EN-ISO 14001:2015, ISO 26000) and are annually audited by internal and external auditors. Objective of these audits are:

- determine whether the QHSE management system works effectively
- determine whether in practice no deviations from the QHSE management system occur
- determine whether the QHSE management system meets the requirements of all selected national and international standards.

The annual financial documents are annually drawn up by an AA of RA certified accountant who works at an accounting firm with a Wta permit.

Our commitment to corporate responsibility has been communicated to all customers and suppliers. We implement a zero tolerance policy to significant breaches of the QHSE and Code of Conduct. When determined and necessary, contract(s) with customers, suppliers of employees will be terminated. In this process the General Manager is leading.

#### Remuneration policy

All employees, including the EMT, are subject to a fixed wage scale that was set by an independent remuneration expert of the department Human Resources, and is transparent for all workers. Changes to this scale is only possible after approval of the BD and the employees' council.

The entire workforce had the same pension scheme except employees who are already affiliated to a pension fund by a collective agreement.

Members of the BD receive a set fee.

### 3.1. Student involvement

Since 2002 PROFI-SEC actively takes part in various projects with the objective of creating internships which allow students to gain real experience in the security and service industry of a particular function of interest. Therefore PROFI-SEC has various partnerships with educational institutions and government agencies.

### 3.2. Compensating greenhouse gas emissions

We compensate greenhouse gas emissions created by travel and energy consumption by contributing to “Stichting Trees for All”, a recognized charity foundation, whom issues a certificate confirming that PROFI-SEC is a greenhouse gas emissions neutral organization.

### 3.3. Integrity Policy

The Board of Directors is responsible for of the integrity policy of the company and is supported by the Human Resource department for the implementation of this policy. Effects of this policy are annually tested through internal and external audits.

PROFI-SEC applies its own rules of conduct. Active control on integrity promotion, preventing integrity violations, anti-discrimination, fraud control and anti-corruption limit the negative consequences for trust and claims if in the unlikely event occurs that the rules of conduct are violated. By placing tasks and responsibilities in the areas of fraud, risk management and controls as low as possible in the organization, control and restriction is guaranteed.

If the rules of conduct are violated this can be reported confidentially. There is a whistleblower procedure included in the work instructions for the entire workforce.

### 3.4. Endorsed charters, principles and other initiatives

PROFI-SEC endorses:

- the Ten Principles of the UN Global Compact
- Code Verantwoordelijk Marktgedrag

### 3.5. Memberships of associations

PROFI-SEC holds a position on the governance body of:

- Nederlandse Veiligheidsbranche, sectie Evenementen- en Horecabeveiliging

PROFI-SEC participates in project or committees: none.

PROFI-SEC provides substantive funding beyond routine membership dues: none.

PROFI-SEC is member of:

- ASIS International
- Stichting Beroepsonderwijs Bedrijfsleven (SBB)
- Facilitair Management Nederland (FMN)
- International Register of Certificated Auditors (IRCA)
- Nederlandse Veiligheidsbranche
- Vereniging Beveiligingsmanagers Nederland (VBN)
- Sern
- Stichting N'Lloyd

## 4. Strategy

### 4.1. Towards being the most trusted partner in the Dutch security industry

Our ambition is that our customers experience us as the most trusted partner in the Dutch security industry. Clients need to be confident that we are ready for them whenever they need us, both to the "frontend" as to the "backend" of our services. For them we are easily and directly accessible.

We see it as our duty to act responsible and forward-looking. We want to do this by focusing on the client and act in a manner that results in actual significant added value. From this principle we are customer-driven and result-oriented.

The manner and speed with which we communicate with our clients, combined with a sharp pricing, PROFI-SEC holds a unique position compared to other larger facility (security) companies.

On this basis PROFI-SEC has developed in 16 years into a strong and diversified facility service provider where our clients can be confident that their importance is paramount. We unfold our strategy from our four main stakeholders for whom we want to create value: our clients, our staff, our (business) partners and shareholders.

### 4.2. Create value as facility service provider

As a facility service provider we offer our clients customers return handling of tasks that do not belong to their core business.

Profitability contributes to the financial health of PROFI-SEC so that we may comply with our agreements with our customers and in a strongly developing and competitive market. Our commitment to a responsible rate of return is important to obtain a financial healthy organization.

### 4.3. Our analysis

In 2012 we plotted a multi-annual path to obtain through customer-driven dynamics, responsible efficiency and competitive rates to be a more customer-oriented company and a larger market share. If we make up the balance sheet now, we can note that we have embarked on the right path and over the past years have reached most of what we had intended.

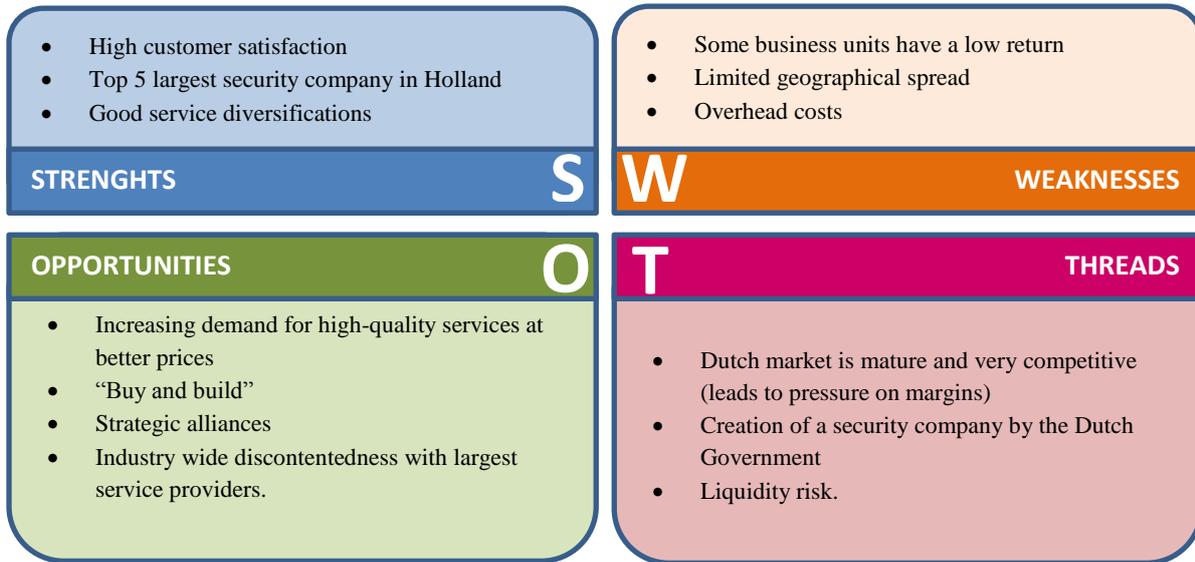
We have a good starting position by the width and minimum stratification of our organization, our market position and the rise of familiarity of the brand PROFI-SEC. Our customer satisfaction is high and our financial position continues to improve.

But the changes in our environment, our industry and our customers continue. This means that we face considerable challenges. The growth of the security market is expected to shrink, replacement technologies make the use of facility services (people) more and more unnecessary.

At the same time the pressure to keep the rates low mount which results in our earning being under pressure.

In the longer term, also be the nature and scope of PROFI-SEC will change due to changes in risk profiles and needs.

## SWOT –analysis

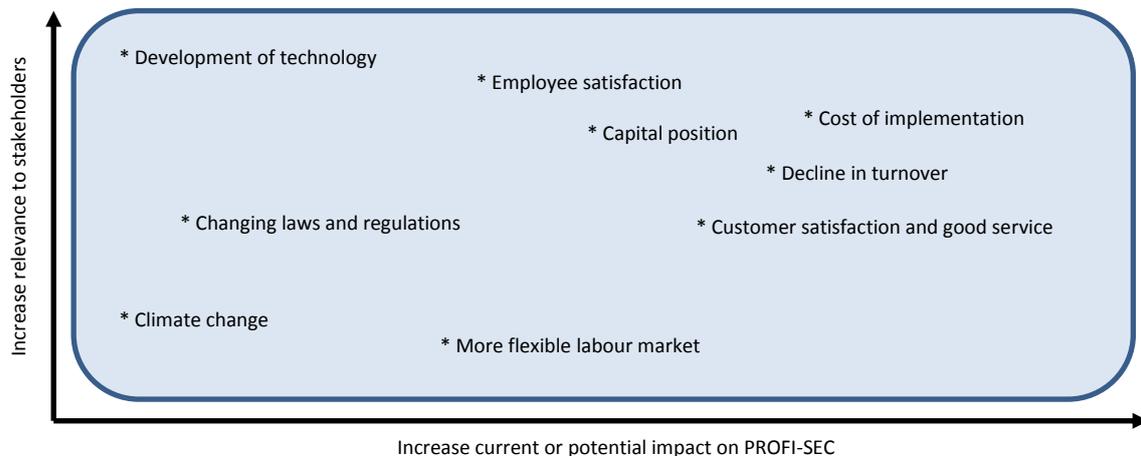


### Materiality matrix

PROFI-SEC keeps track of the developments in the security industry and the facility services. We do this so that we can tailor-make our services for the (changing) needs of our customers. This are changes in the medium and long term, where we like to tune our service development. For a proper and transparent display PROFI-SEC using a materiality matrix based on the periodic contacts with our stakeholders and internal analyses.

A development is seen as material if this is relevant to our stakeholders and of significant influence on the development of PROFI-SEC. The greater the impact on society, business operations, the results and the strategy of PROFI-SEC, the greater the materiality of the development. In order to be more relevant as an organization, to continue and to realize our strategy, these developments translate into our business operations and management. The GRI index can be found in [Appendix B](#).

### Materiality matrix



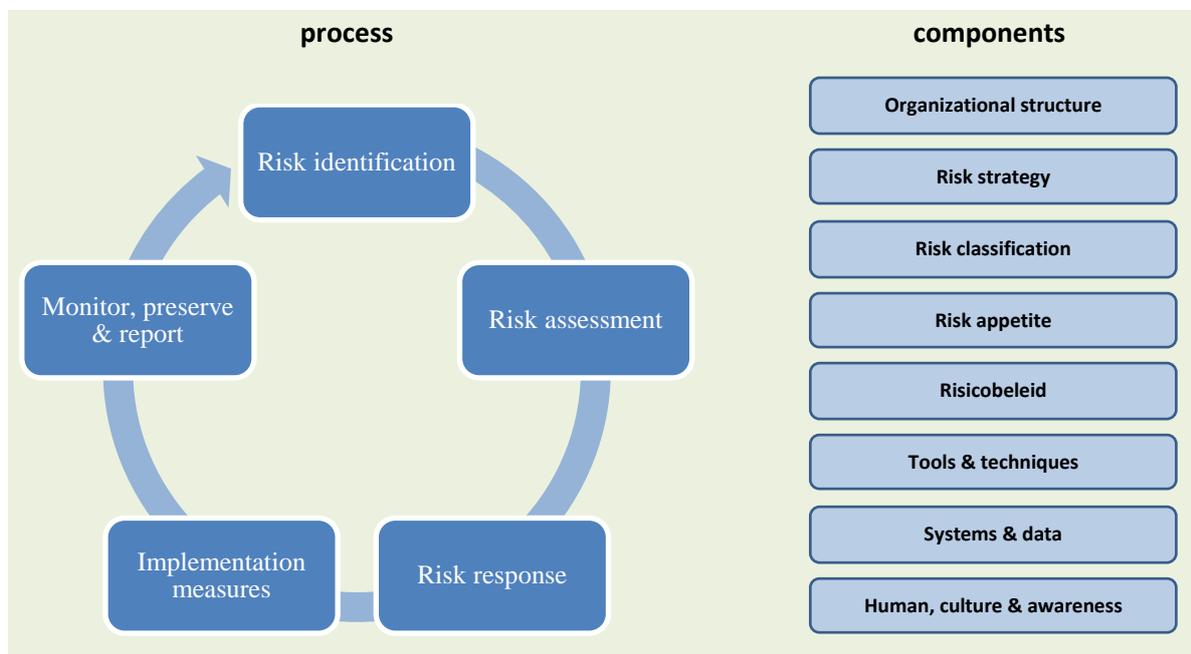
## Strategic risk analysis

Every year we make a comprehensive risk analysis of the PROFI-SEC holding. We acknowledge the following strategic risks in the medium and long term, which directly impact on the realization of our objectives

- **Profitability.** The risk of low structural profitability and a belated respond to changing circumstances and business models. This will, in time, place our continuity under pressure. Different perspectives such as (office) cost base and market shifts play a roll.
- **Laws and regulations.** The risk that changing laws and regulations often lead to cost increases while this hardly can be discounted in the rates. Also is the implementation of new laws and regulations in our primary planning and ERP processes complex.
- **ICT systems.** The risk that regard of continuous upgrading our computer systems are not sufficient to support to the complexity of business operations.
- **Talents.** The risk of insufficient talented employees to realize our ambitions.
- **Public tenders.** The risk that assignments acquired by public tenders within a relatively short period of time, regardless of the performance of PROFI-SEC, are put out to tender again.
- **Liquidity risk.** The risk that the rapid growth and the associated costs result in that actual and potential payments fall due.
- **Strategic risk.** The risk related to the vision of PROFI-SEC on its risk profile in the medium and long term, where there is a risk that an incorrect assessment is made of the future situation or events that adversely affect PROFI-SEC.

Besides these above mentioned strategic risks (medium and long term) also shorter term risks that can manifest heed our attention. Possible topics are: extreme shifts in customer needs, upcoming markets and responding conform customer requirements.

## Risk Management



We see risk management as a cyclical process where risks are periodically discussed and decision-making is based on a proper balance between risk, capital and expected return.

During the year there are several risk assessments carried out by the Executive Management Team including strategy and operational risks.

A Quality Management System (QMS), ensured by regular internal and external audits, is used to monitor and guard systematically major risks within the entire organization. Within the QMS are references to the review framework of: ISO 9001, ISO 14001, ISO 26000, VCA\*\* and the labels security.

For the main risk types the Executive Management Team periodically verifies whether the risk is still within the limits laid down.

The strategic principles of risk appetite in respect of risks – accepting and taking risks – are regularly evaluated by the Executive Management Team. The applicable principles are:

- financial principles
- creating and maintaining a capital buffer
- a liquidity position so that obligations can be met
- obtaining a sound financial return
- realizing a stable procurement portfolio
- non-financial principles
- providing transparent solutions with competitive rates
- complying with laws and regulations
- monitoring risks as a result of internal processes , people, systems or external events
- in a socially responsible manner achieving business objectives.

#### 4.4. Our Approach

Our analysis shows that our long-term business strategy is needed. So far, this led to the accomplishment of many of the intended results. We therefore hold on to direction we have chosen, but also need to observe that we have to tighten up the pace of periodically refreshing our business model and improve our financial position.

In the customer domain, we focus on improving our customer service through close contact, thinking along with the customer and offering innovative propositions. By enhanced services, we want to reach a higher level of customer loyalty.

To support our multi-annual plan we strengthen the supporting departments. To realize our ICT ambitions we strengthen ICT execution and governance. As financial type of control we increasingly choose for direct result control. Our human resource policy focuses on: flexibility, employability, control cost, attracting talents and ensuring the desired size and shape of the workforce.

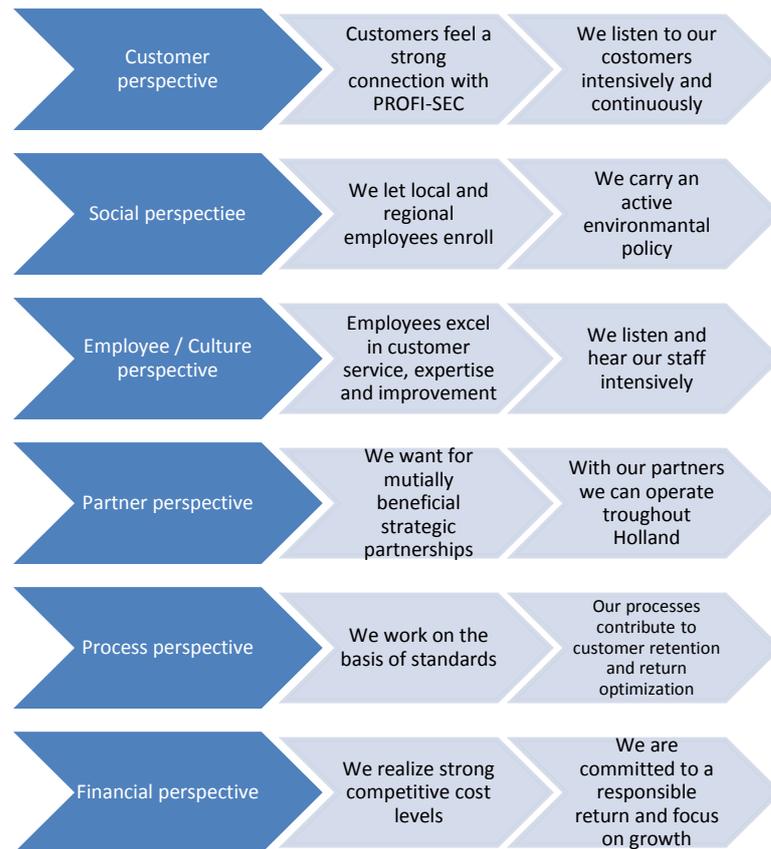
We are aware of the challenges of the necessary transition and any uncertainty that that brings with it, we choose this approach in which urgency and inspiration.

## 4.5. Our Control

To control strategic risks and to be able to timely anticipate (market) changes, we have for the six perspectives of our strategy defined twelve critical success factors (CSF). These CSF are translated to a set of concrete and measurable Key Performance indicators (KPI's). By measuring these KPI's periodically and make adjustments where necessary, we try to achieve our strategic objectives.

In the following chapters our achievements of 2016 and our ambitions 2016 will be explained.

### Strategy map



### Key Performance Indicators

Perspective	KPI	Target 2016	Result 2016	Target 2017
Customer	Customer satisfaction	≥ 7	7,6	≥ 7
	Number of customer contacts	≥ 12 p.y	19,2	≥ 12 p.y
Social	Percentage local and regional enrolled employees	≥ 90 %	91,8 %	≥ 90 %
	Average travel distance per employee	≤ 2.000 km p.fte	1.434	≤ 2.000 km p.y.
Employee / Culture	Employee satisfaction	≥ 7	7,8	≥ 7
Partner	Partner satisfaction	≥ 7	7,0	≥ 7
	Coverage ratio Holland	≥ 98 %	100 %	≥ 98 %
Process	Process deviations identified by quality manager	≤ 25 p.y	41	≤ 25 p.y
Financial	Cumulative turnover growth	> 25%	1,2%	> 25%

## 4.5.1. Our Customers

To realize our ambitions, we must be and remain a customer-driven organization. We do this through anchor the voice of our customer in our organization. Furthermore, we employ transparent processes where the customer extensively is informed and/or supported.

Lastly, we have adjusted our standards. We are now 24 hours, 7 days a week available for our customers. Also our department planning has wider working hours (07:00 – 19:00).

Wearing various quality marks is the result.

Based on multiple customer surveys PROFI-SEC identifies where its services can be improved. We believe it is important to know how our customers feel about us. That is why we evolved our CRM policy. De most important change is that all operational managers must make a location visit at least once per month.

The quality marks "Keurmerk Beveiliging", "Keurmerk Evenementenbeveiliging" and "Keurmerk Horecabeveiliging" are quality marks for the quality of service. The Dutch Trade Association "Nederlandse Veiligheidsbranche" awards these quality marks and audits them annually.

## 4.5.2. Our Social Results

We focus on a sustainable future for our customers, employees, society and our company. This goes beyond offering facility services. We want to contribute to social value creation. New developments and risks ask for renewed and appropriate propositions with which our customers are helped and that strengthen our society.

In order to understand social issues we have the dialogue with our stakeholders and think along with them in terms of solutions.

Renewal of services from social perspective offer new opportunities. Services that realize results for PROFI-SEC and society. We want to contribute to a sustainable, healthy and safe society in which people are (financially) self-reliant.

As an employer we take our responsibility for a healthy society. For example to advise our staff on how they can take – where possible – more responsibility for their own health. By this we invest in the quality of life of all our employees.

Facility services is particularly suitable for people with a distance to the employment market to again integrate into working life. PROFI-SEC focuses on an intensive cooperation with municipalities, UWV and training institutions to make this happen.

The social added value of our services, however, is not easy to quantify. We are looking for opportunities to measure the added value of our organization and its services even better. Until that time, we determine our added value for the society on the basis of figures with respect to our workforce, for example local or regional start from employees and the travel distances.

### 4.5.3. Our Employees

Changing customer needs require that the employees change also. This means that the traditional employee is to be replaced by an employee that is willing to continuously improve in areas such as: customer service, hospitality and expertise.

We work to customer orientation and customer drive to getting better to service our customers. The customer is therefore an important component in our supervisory processes.

PROFI-SEC invests in expertise of its employees by internal and external training. There are various training opportunities offered through which each employee can develop themselves personally. All of our employees can participate in this training program.

The PROFI-SEC Academy works with several trainers in order to continue to facilitate optimal herein.

Our operational leaders (managers and coordinators) are essential in the realization of our strategy. Especially as responsibilities in the organization are placed as low as possible, the operational leaders are important first point of contact for the employees. Within PROFI-SEC therefore is much attention for our operational leaders. New operational leaders are intensively accompanied and trained, in which they, inter alia, meet the leadership model of PROFI-SEC. Another important theme is long-lasting employability and how executives that can stimulate in their subordinates.

For all the operational leaders there are periodically meetings and trainings to inform them or to deepen into relevant topics.

### 4.5.4. Our Partners

Our partners are divided into two categories: (strategic) subcontractors and strategic partners whose core business is different from that of PROFI-SEC. We invest in a (commercial) collaboration in which knowledge, skills and opportunities strengthen the interests and support of a mutual cooperation.

To be able to position our proposition even better in the market, we determine how the expertise of our different partners best and most effective / efficient can be deployed to acquire the best possible cost reductions and results in social oriented programs.

### 4.5.5. Our Processes

Process improvements are relevant for customer satisfaction, cost reduction and transparency. To control costs, we want to standardize processes, products and systems, as much as possible.

Our goals is to continue to serve our clients as best as possible. With the modifications that we make to our Enterprise Resource Planning system, we respond to the needs of our customers. So they can 24 hours a day, 7 days a week login, follow real-time events and retrieve a documents from within a secure environment. We invest in online customer contact via websites and social media (Twitter and Facebook). By our presence on the internet we respond to the opportunities offered by digitization.

By improving our administrative processes, we provide a higher quality of process flow and create a basis for continuous improvement. A process-based design of our ERP system results in cost savings and customer satisfaction improvements. In 2016 several administrative processes were improved, including: financial management, sales & marketing.

Furthermore, based on feedback from our clients, customers and personnel structural improvements in services, processes and communication were made. In this way PROFI-SEC improves its service on both operational, tactical and strategic level.

## 4.5.6. Our Financial results

The main activities of PROFI-SEC is performing security work and service-oriented work. We want to realize a sound financial return to guarantee continuity and to be able to continue to invest in our organization. A healthy financial position is an important requirement to do this, now and in the future.

The aftermath of our exponential growth in 2014-2015 and the following organizational changes and investments in 2015-2016 resulted in a minimal net result.

As in 2016 the ongoing reorganization will focus primarily on: personnel management, pool management, redesign of departments, upgrading of suppliers, sales growth, process optimization and optimization of the financial rate of return.

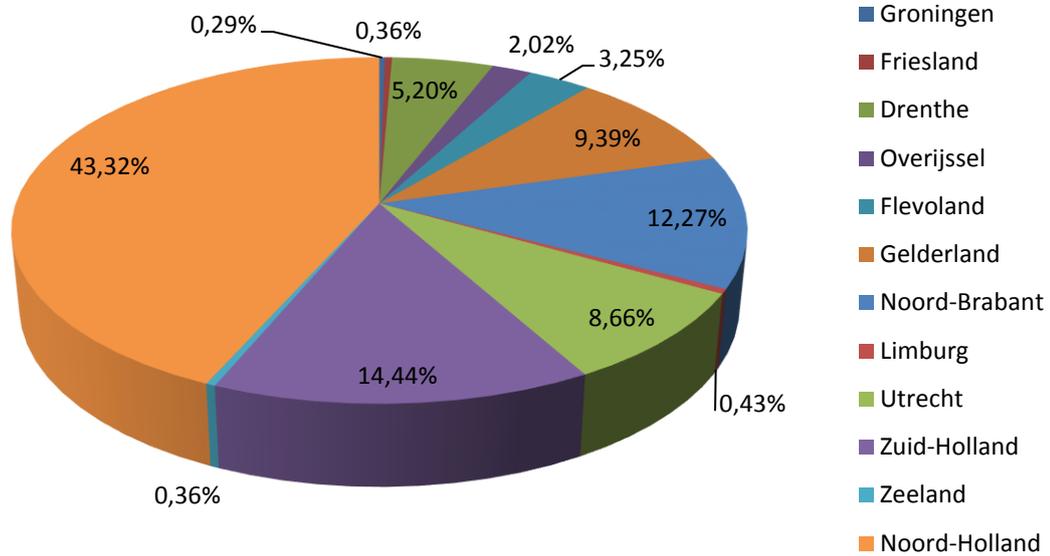
In 2016 we achieved our goal of realizing structural saving in our operational costs. In 2017-2018 the focus of our goals have changed to structural saving in our backoffice organization of at least € 250,000 per year. This is necessary in order to:

- achieve a competitive cost level so that we can furthermore offer our services at attractive prices to customers.
- realize the net result that the Board of Directors want.

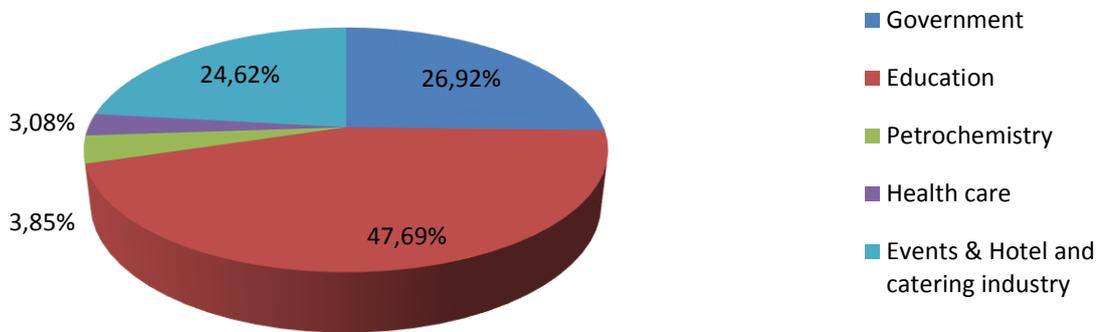
## 5. Markets served

### 5.1. Geographic breakdown

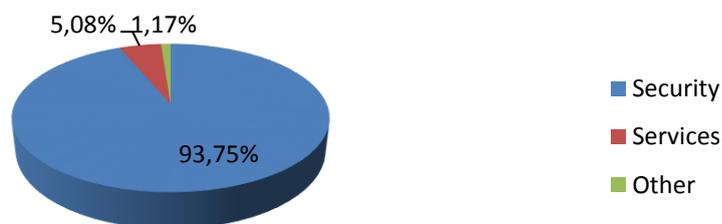
#### Provinces of the Netherlands



### 5.2. Sectors served



### 5.3. Type of service



## 6. Human Rights

### 6.1. Our Commitment

- PROFI-SEC vows allegiance to the Dutch Constitution which resolves to secure to all its citizens justice, liberty, equality and fraternity and which also encompasses the fundamental human rights as envisioned in the Universal Declaration of Human Rights.
- PROFI-SEC stands committed to support applicable collective agreements.
- PROFI-SEC stands committed to support and respect the protection of internationally proclaimed human rights.
- PROFI-SEC stands committed to protect the freedom of association among its employees and business partners.
- PROFI-SEC stands committed to maintain open lines of communication with all stakeholders. This ensures awareness of their views and can therefore contribute integrating their needs with present and future operations.
- PROFI-SEC follows a non-discrimination policy and therefore provides a workplace free of discrimination where all employees can fulfill their potential based on merit and ability.
- PROFI-SEC does not conduct business operations in high-risk or conflict-affected areas.

### 6.2. Our Systems

- PROFI-SEC has in its QHSE management system provisions for health, safety, pension, education and other (legal) regulated human rights. Each year, the system is checked by independent auditors to make sure that the system is compliant with Dutch laws and regulations, international ISO standards, national quality standards and the principles of the United Nations Global Compact
- PROFI-SEC has a Code of Conduct and General Instructions wherein our statements on human rights are clearly outlined, which have been distributed to all employees.
- PROFI-SEC has a dedicated HSE manager to provide information and raise awareness of the UNGC principles.
- PROFI-SEC has a dedicated HR manager to whom employees can turn for advice on human rights, discrimination, health and safety issues.
- Every supplier or sub-contractor has to unconditionally agree to the Code of Conduct of PROFI-SEC, including its human rights policy.

### 6.3. Our Activities

- PROFI-SEC offers specific re-integration plans for employees that have been ill for more than 6 months.
- PROFI-SEC offers pension for all its employees.
- All employees receive basic safety and security training supplemented with project specific training.
- PROFI-SEC has taken extensive measures to protect corporate, customer, employee and supplier data from loss, manipulation, unauthorized access and falsification.
- PROFI-SEC trains its employees regularly to keep knowledge and skills and to update themselves professionally.
- PROFI-SEC encourages its employees to better themselves by giving suitable incentives, study leaves within a Personal Training Program.
- By Dutch law, all employees have the right to join a labour union.



## 7. Labour Standards

### 7.1. Our Commitment

- PROFI-SEC strives to be the best employer it can be.
- PROFI-SEC stands committed not to resort to any form of forced or compulsory labour.
- PROFI-SEC stands committed not to engage in any child labour or to do business with companies who do so.
- PROFI-SEC stand committed to base all employment decisions related to new hires, transfers, promotions and compensations on experience, skills, qualifications, responsibilities and the applicable collective agreement.
- PROFI-SEC does not conduct business operations in high-risk or conflict-affected areas.

#### *Rules for Safety*

The vast majority of people employed by PROFI-SEC are security officers. This is why our safety and security rules are so important. These rules are embedded in our General instructions and are applicable for all activities by our employees. These rules cover:

- working in high-risk areas
- stopping unsafe work
- communication instructions

### 7.2. Our Systems

- PROFI-SEC employs only above 18 years.
- PROFI-SEC pays all her employees above the legally fixed minimum wages.
- PROFI-SEC uses applicable collective agreements.
- Each employee is provided with written terms of employment and a copy of the applicable collective agreement.
- PROFI-SEC promotes gender equality, which is embedded in de employee selection program. [UN Sustainable Development Goals 2016, Goal 5]
- Every supplier or sub-contractor has to unconditionally agree to the Code of Conduct of PROFI-SEC, including its labor policy.

### 7.3. Our Activities

- Each employee receives by service entry a copy of the General Instructions which include the Code of PROFI-SEC. Employees are informed when the General Instructions changes. Upon request, employees can receive free of cost a new copy of the General Instructions or the applicable collective agreement.



## 8. Environment

### 8.1. Our Commitment

- PROFI-SEC is committed to minimize the environmental pollution due to its activities, products and services. Company policy is to reduce and compensate greenhouse gas emissions.
- PROFI-SEC conducts her operations in a manner that is committed to recycling, conservation of resources and promotion of environmental responsibility among our employees.
- PROFI-SEC stands committed to inform business partners and employees of our environmental principles.
- PROFI-SEC does not conduct business operations in high-risk or conflict-affected areas.

### 8.2. Our Systems

- The QHSE management system is based on the international NEN-EN-ISO 14001 standards.
- The reduction of greenhouse gas emissions is embedded in the QHSE. [UN Sustainable Development Goals 2016, Goal 7]
- Every supplier or sub-contractor has to unconditionally agree to the Code of Conduct of PROFI-SEC, including its environmental policy.
- Employees are frequently made aware of their environmental responsibility (use of paper, electricity, carpooling, etc.)

### 8.3. Our Activities

#### PROFI-SEC

- reduces consumption of natural resources where possible
- increases the use of environmental-friendly paper and office supplies
- use of green (100% renewable) electricity.



## 9. Anti-corruption

### 9.1. Our Commitment

- PROFI-SEC stands committed to eliminate all forms of corruption. This is clearly set out as a core ethical principle in our Code of Conduct: “*PROFI-SEC does not give or receive bribes in order to retain or bestow business or financial advantages. PROFI-SEC employees are directed that any demand for or offer of such bribe must be immediately rejected.*”
- PROFI-SEC does not conduct business operations in high-risk or conflict-affected areas.

### 9.2. Our Systems

- Every supplier or sub-contractor has to unconditionally agree to the Code of Conduct of PROFI-SEC, including its anti-corruption policy.

### 9.3. Our Activities

- In 2012 a whistleblower policy and system was implemented. Hereby our employees are provided a possibility to raise, protected from reprisals or retaliation, (anonymous) serious and/or sensitive concerns.
- In 2016 the number of grievances related to corruption were: 0.



## 10. Key Figures / Performance

### 10.1. Economic

The financial highlights of PROFI-SEC are listed in the table below:

PROFIT	2014 (x € 1 mil)	2015 (x € 1 mil)	2016 (x € 1 mil)
Turnover	13	15	15
Salaries and Social Security Payments	11	12	12

Table 10.1.1. Key Financial Figures

### 10.2. Environment

The direct energy consumption consists of: usage of natural gas for office heating purposes and fuel by our fleet.

PLANET	2014 (x 1.000)	2015 (x 1.000)	2016 (x 1.000)
Use of gas (m3)	3	9	9
Use of electricity (kWh)	14	51	32
Use of paper (kg)	320	460	90
Air travel (km)	0	0	0
Land travel by car (km)	1.769	427	618
Land travel by public transport (km)	9	12	11

Table 10.2.1. Consumed Energy

- ❖ Compensating all greenhouse gas emissions emission by annually donating to the foundation “Trees for All”.
- ❖ Every year in the period 2010 to 2020 an energy consumption drop by 2% per employee.
- ❖ All collected paper is recycled.
- ❖ Purchase of vehicles of Euro 5 standard or better, reducing greenhouse gas emissions emission.

### 10.3. Employment

As a support organization for facility services our workforce form the basis for our sustained and continues success.

PEOPLE	2014	2015	2016
Number of employees	967	774	659
- full-time %	6,4%	9,7%	7,9%
- part-time %	93,6%	90,3%	92,1%
Number of permanent employees	309	297	301
Total workforce Netherlands			
- Front-line	943	758	636
- % Male	87%	82%	82%
- % Female	13%	18%	18%
- White collar	22	15	23
- % Male	78%	87%	79%
- % Female	22%	13%	21%

Table 10.3.1. Workforce

- ❖ The average length of service is: 3.8 year.

- ❖ PROFI-SEC does not register the composition of governance bodies according to gender or age.
- ❖ PROFI-SEC does not register minority group membership.
- ❖ PROFI-SEC does not differentiate in benefits for full-time or part-time employees.
- ❖ PROFI-SEC does not differentiate in standard entry level wage or basic salary by gender.
- ❖ Organization's work performed by:
  - workers who are legally recognized as self-employed: 0 %
  - employees of PROFI-SEC: 89 %
  - employees of contractors: 11 %
  - other individuals: 0 %
- ❖ The variations in employment are consistent with the growth of the organization.
- ❖ The percentage of total employees covered by collective agreements: 98 %.

## 10.4. Health and safety performance

Our business is based on human capital therefore the safety of our employees is paramount. Every fatality is investigated on at least following guidelines:

- cause of incident
- implementation of measures to prevent similar incidents from occurring again
- safety analysis of the facility where the incident took place

PEOPLE	2014	2015	2016
Fatalities	0	0	0
Lost Time Injury Frequency	0	0	0
Sick days	4,3%	3,8%	3,2%

Table 10.4.1: H&S Performance

## 10.5. Training and Education

PROFI-SEC has a system of internal and external training sessions for all its employees. Partly for the purpose for the practical training of various courses is PROFI-SEC recognized by the ECABO and SVPB.

## 10.6. Human rights

- No cases of human rights violation have been reported since the establishment of PROFI-SEC.
- We have significantly strengthened our security position by deploying various forms of data encryption.
- We will continue to build a comprehensive information security framework

## 10.7. Supply chain

As a facility service provider PROFI-SEC mainly uses of subcontractors that provide employees.

- The number of subcontractors is: 71.
- The number of suppliers of goods is: 11.

## 10.8. Results objectives and targets 2016

-  Prevent fatalities at our work places. Our group target is 0 (nil). ⇒ [achieved](#)
-  Reduce our ecological footprint (greenhouse gas emissions) per employer by 10%. ⇒ [not achieved](#)
-  Implement annually a customer satisfaction survey. ⇒ [achieved](#)
-  Carrying out audits in regarding working time regulations and compliance of applicable collective agreements. ⇒ [achieved](#)
-  Maintain and improve QHSE policy. ⇒ [achieved](#)
-  Improve energy efficiency in the office by at least 5%. ⇒ [achieved](#)
-  Investigate options for video conferencing (to reduce travel where it is not necessary). ⇒ [not achieved](#)
-  Increase percentage of women by at least 2%. ⇒ [not achieved](#)
-  Increase percentage of employees with a distance to the labour market in our organization by at least 5%. ⇒ [achieved](#)
-  Reduce land travel by car per employee by 5%. ⇒ [not achieved](#)
-  Train at least 200 staff to security officer of event security officer. ⇒ [achieved](#)
-  Realize a profit before taxes of at least € 500.000,= ⇒ [not achieved](#)
-  Realize a consolidated turnover growth of at least 25%. ⇒ [not achieved](#)

## 10.9. Objectives and targets 2017

-  Prevent fatalities at our work places. Our group target is 0 (nil).
-  Reduce our ecological footprint (greenhouse gas emissions) per employer by 10%.
-  Implement annually a customer satisfaction survey.
-  Carrying out audits in regarding working time regulations and compliance of applicable collective agreements.
-  Maintain and improve QHSE policy.
-  Improve energy efficiency in the office by at least 5%.
-  Investigate options for video conferencing (to reduce travel where it is not necessary).
-  Increase percentage of women by at least 2%.
-  Increase percentage of employees with a distance to the labour market in our organization by at least 5%.
-  Reduce land travel by car per employee by 5%.
-  Train at least 200 staff to security officer of event security officer.
-  Realize a consolidated turnover growth of at least 25%.

## 11. Conclusions

PROFI-SEC is satisfied with the progress achieved in all areas of the UNGC. The revenues of the QHSE system are increasingly clear. Again our aim is therefore to continue down this path and further spread the principles of the United Nations Global Compact.

Despite the fact of all this year's improvements we see this as just a step in our journey. The growth of our organization offers herein opportunities but also risks.

## 12. Report profile

Report name	Reporting period	Report cycle	Report date
COP UNGC 2012	01-01-12 – 31-12-12	Annual	09-07-2013
COP UNGC 2013	01-01-13 – 31-12-13	Annual	07-07-2014
COP UNGC 2014	01-01-14 – 31-12-14	Annual	06-07-2015
COP UNGC 2015	01-01-15 – 31-12-15	Annual	01-06-2016
COP UNGC 2016	01-01-15 – 31-12-16	Annual	31-05-2017

Contact point for questions regarding the report or its contents: [info@profi-sec.nl](mailto:info@profi-sec.nl).

### 12.1. Assurance

The in chapter 10.1. named economic figures originate from the consolidated financial annual report, prepared by an external accountant, filed at the Dutch Chamber of Commerce.

The further contents of this report is based on internal figures and data from the ERP system and internal reports.

## Appendix A. GRI Content Index - Core

### GRI Content Index for 'In accordance' - Core

GENERAL STANDARD DISCLOSURES				
General Standard Disclosures		Page	Omissions	External Assurance
<b>STRATEGY AND ANALYSIS</b>				
G4-1	Provide a statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and the organization's strategy for addressing sustainability.	H1.4.	Not applicable	Yes
G4-2	Provide a description of key impacts, risks, and opportunities.	H4	Not applicable	Yes
<b>ORGANIZATIONAL PROFILE</b>				
G4-3	Report the name of the organization.	pp. 33	Not applicable	Yes
G4-4	Report the primary brands, products, and services.	H2.5.	Not applicable	Yes
G4-5	Report the location of the organization's headquarters.	pp. 33	Not applicable	Yes
G4-6	Report the number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report.	H2.5.	Not applicable	Yes
G4-7	Report the nature of ownership and legal form.	H2.2.	Not applicable	Yes
G4-8	Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	H.5.	Not applicable	Yes
G4-9	Report the scale of the organization.	H1.4 / H10	Not applicable	Yes

G4-10	a. Report the total number of employees by employment contract and gender. b. Report the total number of permanent employees by employment type and gender. c. Report the total workforce by employees and supervised workers and by gender. d. Report the total workforce by region and gender. e. Report whether a substantial portion of the organization's work is performed by workers who are legally recognized as self-employed or by individuals other than employees or supervised workers, including employees and supervised employees of contractors. f. Report any significant variations in employment numbers (such as seasonal variations in employment in the tourism or agricultural industries).	H10.3.	Not applicable	Yes
G4-11	Report the percentage of total employees covered by collective bargaining agreements.	H10.3.	Not applicable	Yes
G4-12	Describe the organization's supply chain.	H10.7.	Not applicable	Yes
G4-13	Report any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain.	H2.6	Not applicable	Yes
G4-14	Report whether and how the precautionary approach or principle is addressed by the organization.	H2.7	Not applicable	Yes
G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	H3.4.	Not applicable	Yes
G4-16	List memberships of associations (such as industry associations) and national or international advocacy organizations in which the organization: - Holds a position on the governance body. - Participates in projects or committees. - Provides substantive funding beyond routine membership dues. - Views membership as strategic.	H3.5.	Not applicable	Yes
<b>IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES</b>				
G4-17	a. List all entities included in the organization's consolidated financial statements or equivalent documents. b. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.	H2.1.2.	Not applicable	Yes
G4-18	a. Explain the process for defining the report content and the Aspect Boundaries. b. Explain how the organization has implemented the Reporting Principles for Defining Report Content.	H1	Not applicable	Yes
G4-19	List all the material Aspects identified in the process for defining report content.	Report	Not applicable	Yes

G4-20	For each material Aspect, report the Aspect Boundary within the organization.	See summary below this GRI-index were we regard the information that is relevant to our stakeholders Employees and Shareholders as within.	Not applicable	Yes
G4-21	For each material Aspect, report the Aspect Boundary outside the organization.	See summary below this GRI-index were we regard the information that is relevant to our stakeholders Clients and Partners as outside.	Not applicable	Yes
G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	Does not apply	Not applicable	Yes
G4-23	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.	Does not apply	Not applicable	Yes
<b>STAKEHOLDER ENGAGEMENT</b>				
G4-24	Provide a list of stakeholder groups engaged by the organization.	H1.2.	Not applicable	Yes
G4-25	Report the basis for identification and selection of stakeholders with whom to engage.	H1.2.	Not applicable	Yes
G4-26	Report the organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	H1.2.	Not applicable	Yes

G4-27	Report key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.	H1.2.	Not applicable	Yes
<b>REPORT PROFILE</b>				
G4-28	Reporting period (such as fiscal or calendar year) for information provided.	H12	Not applicable	Yes
G4-29	Date of most recent previous report (if any).	H12	Not applicable	Yes
G4-30	Reporting cycle (such as annual, biennial).	H12	Not applicable	Yes
G4-31	Provide the contact point for questions regarding the report or its contents.	H12	Not applicable	Yes
G4-32	a. Report the 'in accordance' option the organization has chosen. b. Report the GRI Content Index for the chosen option (see tables below).	H12	Not applicable	Yes
G4-33	a. Report the organization's policy and current practice with regard to seeking external assurance for the report. b. If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided. c. Report the relationship between the organization and the assurance providers. d. Report whether the highest governance body or senior executives are involved in seeking assurance for the organization's sustainability report.	H1.2. / H12.1.	Not applicable	Yes
<b>GOVERNANCE</b>				
G4-34	Report the governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.	H3	Not applicable	Yes
G4-38	Report the composition of the highest governance body and its committees.	H3		Yes
G4-40	Report the nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members.	H3		Yes
G4-41	Report processes for the highest governance body to ensure conflicts of interest are avoided and managed. Report whether conflicts of interest are disclosed to stakeholders.	H3		Yes
G4-51	a. Report the remuneration policies for the highest governance body and senior executives. b. Report how performance criteria in the remuneration policy relate to the highest governance bodies and senior executives' economic, environmental and social objectives.	H3		Yes

G4-52	Report the process for determining remuneration. Report whether remuneration consultants are involved in determining remuneration and whether they are independent of management. Report any other relationships which the remuneration consultants have with the organization.	H3		Yes
G4-53	Report how stakeholders' views are sought and taken into account regarding remuneration, including the results of votes on remuneration policies and proposals, if applicable.	H3		Yes
<b>ETHICS AND INTEGRITY</b>				
G4-56	Describe the organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	H3	Not applicable	Yes
G4-58	Report the internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organizational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines.	H3 / H9.3.		Yes

**GRI Content Index for 'In accordance' - Specific**

GENERAL STANDARD DISCLOSURES				
Specific Standard Disclosures		Page	Omissions	External Assurance
<b>DISCLOSURE ON MANAGEMENT APPROACH</b>				
G4-DMA	a. Report why the Aspect is material. Report the impacts that make this Aspect material. B. Report how the organization manages the material Aspect or its impacts. C. Report the evaluation of the management approach.	H4.3.		
<b>CATEGORY: ECONOMIC</b>				
<i>Economic Performance</i>				<b>OECD</b>
G4-DMA	a. Report why the Aspect is material. Report the impacts that make this Aspect material. B. Report how the organization manages the material Aspect or its impacts. C. Report the evaluation of the management approach.	H4.3. / H4.5.6. / H10.1.		Yes
G4-EC1	Report the direct economic value generated and distributed on an accruals basis including the basis components for the organization's global operations.	H10.1.		Yes
G4-EC2	Report risks and opportunities posed by climate change that have the potential to generate substantive changes in operations, revenue of expenditure.	H8 / H10.2.		Yes
G4-EC3	Coverage of the organization's defined benefit plan obligations.	Annual Report Stichting Bedrijfstak Pensioenfonds <a href="http://www.beveiligingspensioen.nl">www.beveiligingspensioen.nl</a>		No
G4-EC4	Financial assistance received from government.	None		No
<i>Market Presence</i>				
G4-DMA	a. Report why the Aspect is material. Report the impacts that make this Aspect material. B. Report how the organization manages the material Aspect or its impacts. C. Report the evaluation of the management approach.	H4.3. / H4.5.6. / H10.1.		Yes

G4-EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	H10.3.		Yes
<b>CATEGORY: ENVIRONMENTAL</b>				<b>UNGC/OECD</b>
<i>Materials</i>				
G4-DMA	a. Report why the Aspect is material. Report the impacts that make this Aspect material. B. Report how the organization manages the material Aspect or its impacts. C. Report the evaluation of the management approach.	H4.3. / H3.2. / H8 / H10.2.		Yes
G4-EN1	Materials used by weight of volume.	H10.2.		Yes
G4-EN2	Percentage of materials used that are recycled input materials.	H10.2.		Yes
<i>Energy</i>				
G4-DMA	a. Report why the Aspect is material. Report the impacts that make this Aspect material. B. Report how the organization manages the material Aspect or its impacts. C. Report the evaluation of the management approach.	H4.3. / H3.2. / H8 / H10.2.		Yes
G4-EN3	Energy consumption within the organization.	H10.2.		Yes
G4-EN5	Energy intensity.	H10.2.		Yes
G4-EN6	Reduction of energy consumption.	H10.2.		Yes
<i>Emissions</i>				
G4-DMA	a. Report why the Aspect is material. Report the impacts that make this Aspect material. B. Report how the organization manages the material Aspect or its impacts. C. Report the evaluation of the management approach.	H4.3. / H3.2. / H8 / H10.2. / H10.8		Yes
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1).	H8 / H10.2.		Yes
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2).	H8 / H10.2.		Yes
G4-EN17	Other indirect greenhouse gas (GHG) emissions (Scope 3).	H8 / H10.2.		Yes
G4-EN18	Greenhouse gas (GHG) emissions intensity.	H8 / H10.2.		Yes
G4-EN19	Reduction of greenhouse gas (GHG) emissions.	H8 / H10.2.		Yes
<i>Effluents and Waste</i>				
G4-DMA	a. Report why the Aspect is material. Report the impacts that make this Aspect material. B. Report how the organization manages the material Aspect or its impacts. C. Report the evaluation of the management approach.	H4.3. / H3.2. / H8 / H10.2. / H10.8		Yes
G4-EN23	Total weight of waste by type and disposal method.	H8 / H10.2.		Yes
<i>Transport</i>				

G4-DMA	a. Report why the Aspect is material. Report the impacts that make this Aspect material. B. Report how the organization manages the material Aspect or its impacts. C. Report the evaluation of the management approach.	H4.3. / H3.2. / H8 / H10.2. / H10.8		Yes
G4-EN30	Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce.	H10.2.		Yes
<i>Supplier Environmental assessment</i>				
G4-DMA	a. Report why the Aspect is material. Report the impacts that make this Aspect material. B. Report how the organization manages the material Aspect or its impacts. C. Report the evaluation of the management approach.	H4.3. / H3.2. / H8 / H10.2. / H10.8		Yes
G4-EN32	Percentage of new suppliers that were screened using environmental criteria.	H8.2.		Yes
<b>CATEGORY: SOCIAL</b>				
<b>LABOR PRACTICES AND DECENT WORK</b>				<b>UNGC/OECD</b>
<i>Employment</i>				
G4-DMA	a. Report why the Aspect is material. Report the impacts that make this Aspect material. B. Report how the organization manages the material Aspect or its impacts. C. Report the evaluation of the management approach.	H4.3. / H4.5.3. / H10.3.		Yes
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender, and region.	H10.3.		Yes
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation.	H10.3.		Yes
<i>Occupational Health and Safety</i>				
				<b>OECD</b>
G4-DMA	a. Report why the Aspect is material. Report the impacts that make this Aspect material. B. Report how the organization manages the material Aspect or its impacts. C. Report the evaluation of the management approach.	H4.3. / H4.5.3. / H10.3.		Yes
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work related fatalities, by region and by gender.	H10.4.		Yes
<i>Training and Education</i>				
				<b>OECD</b>
G4-DMA	a. Report why the Aspect is material. Report the impacts that make this Aspect material. B. Report how the organization manages the material Aspect or its impacts. C. Report the evaluation of the management approach.			Yes
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	H4.5.3.		Yes

G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category.	H4.5.5.		Yes
<i>Equal Remuneration for Women and Men</i>				
G4-DMA	a. Report why the Aspect is material. Report the impacts that make this Aspect material. B. Report how the organization manages the material Aspect or its impacts. C. Report the evaluation of the management approach.	H4.3. / H4.5.3. / H10.3.		Yes
<i>Supplier Assessment for Labor Practices</i>				
G4-DMA	a. Report why the Aspect is material. Report the impacts that make this Aspect material. B. Report how the organization manages the material Aspect or its impacts. C. Report the evaluation of the management approach.	H4.3. / H4.5.3. / H10.3.		Yes
G4-LA14	Percentage of new suppliers that were screened using labor practices criteria	H7		Yes
<b>HUMAN RIGHTS</b>				
<i>Non-discrimination</i>				
G4-DMA	a. Report why the Aspect is material. Report the impacts that make this Aspect material. B. Report how the organization manages the material Aspect or its impacts. C. Report the evaluation of the management approach.	H4.3. / H6 / H10.6.		Yes
G4-HR3	Total number of incidents of discrimination and corrective actions taken.	H10.6.		Yes
<i>Security Practices</i>				
G4-DMA	a. Report why the Aspect is material. Report the impacts that make this Aspect material. B. Report how the organization manages the material Aspect or its impacts. C. Report the evaluation of the management approach.	H4.3. / H6 / H10.6.		Yes
G4-HR7	Percentage of security personnel trained in the organization's human rights policies or procedures that are relevant to operations.	H6.2.		Yes
<i>Supplier Human Rights Assessment</i>				
G4-DMA	a. Report why the Aspect is material. Report the impacts that make this Aspect material. B. Report how the organization manages the material Aspect or its impacts. C. Report the evaluation of the management approach.			Yes
G4-HR10	Percentage of new suppliers that were screened using human rights criteria.	H6.2.		Yes
<b>SOCIETY</b>				
<i>Anti-corruption</i>				
<b>UNGC/OECD</b>				

G4-DMA	a. Report why the Aspect is material. Report the impacts that make this Aspect material. B. Report how the organization manages the material Aspect or its impacts. C. Report the evaluation of the management approach.	H4.3. / H3.3. / H9		Yes
G4-S04	Communication and training on anti-corruption policies and procedures.	H9	The General Code of Conduct of PROFI-SEC applies for the entire workforce (internal and external). The Sustainability declaration applies to all suppliers.	Yes

UNGC  
OECD

Linkage to UN Global Compact 'Ten Principles'

Linkage to OECD Guidelines for Multinational Enterprises

## Appendix B. GRI Index

### Identified material aspects and demarcation

Social development	Main stakeholder that brings forward the subject	Reference in rapport	Referring GRI-aspect	Scope of information	Related to PROFI-SEC's KPI
Customer satisfaction and good service	Customers	H4.5.1.	Products and service labelling	PROFI-SEC holding	Customer satisfaction
Development of technology	Board of Directors	H4.5.5.	Economic performance / Indirect Economic Impacts	PROFI-SEC holding	Degree of digitalization
Capital position	Board of Directors	H4.5.6.	Economic performance	PROFI-SEC holding	Solvency ratio
Cost of implementation	Board of Directors	H4.5.6., H10.1.	Economic performance	PROFI-SEC holding	-
Changing laws and regulations	Board of Directors	H4.3.	Compliance / Economic Performance	PROFI-SEC holding	-
More flexible labour market	Employees	H4.5.3.	Employment, Training and Education, Diversity and Equal Opportunity	PROFI-SEC holding	Percentage local and regional enrolled employees
Climate change	Customers and shareholders	H8 and H10.2.	Energy, Emissions, Materials	PROFI-SEC holding	Usage of energy
Employee satisfaction	Employees	H4.5.3., H6, H10.8	Labour practices and decent work	PROFI-SEC holding	Employee satisfaction
Decline in industry turnover	Board of Directors	H4.3.	Economic Performance	PROFI-SEC holding	Revenue growth

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