

# ÉDITO



Our main purpose is to enhance performance, by promoting well-being in our customers' environment, and to support long-term employment by improving employability.

We are committed to constantly improving customer service, enriching our expertise, strengthening our operational efficiency through innovation, empowering our many talents through skills development and training and driving local economic development in areas where we operate.

These commitments are part of our growth strategy and our Corporate Social Responsibility policy. In all of this, Samsic upholds its values with conviction and continues to demonstrate its unique vision.

Our commitment to the Global Compact is a testament to our desire to make a positive contribution to our society and to support the Sustainable Development Goals. Samsic's identity is anchored in Social Responsibility with a forward-looking outlook, based on its vast experience and with the goal of creating increasingly efficient and sustainable value.

**Christian Roulleau**  
CEO

# PROFILE

Samsic offers a comprehensive and complementary range of services via Samsic Facility and Samsic RH. By ensuring greater performance in the working environment and in Human Resource management, Samsic allows its clients to focus completely on their core business activities.

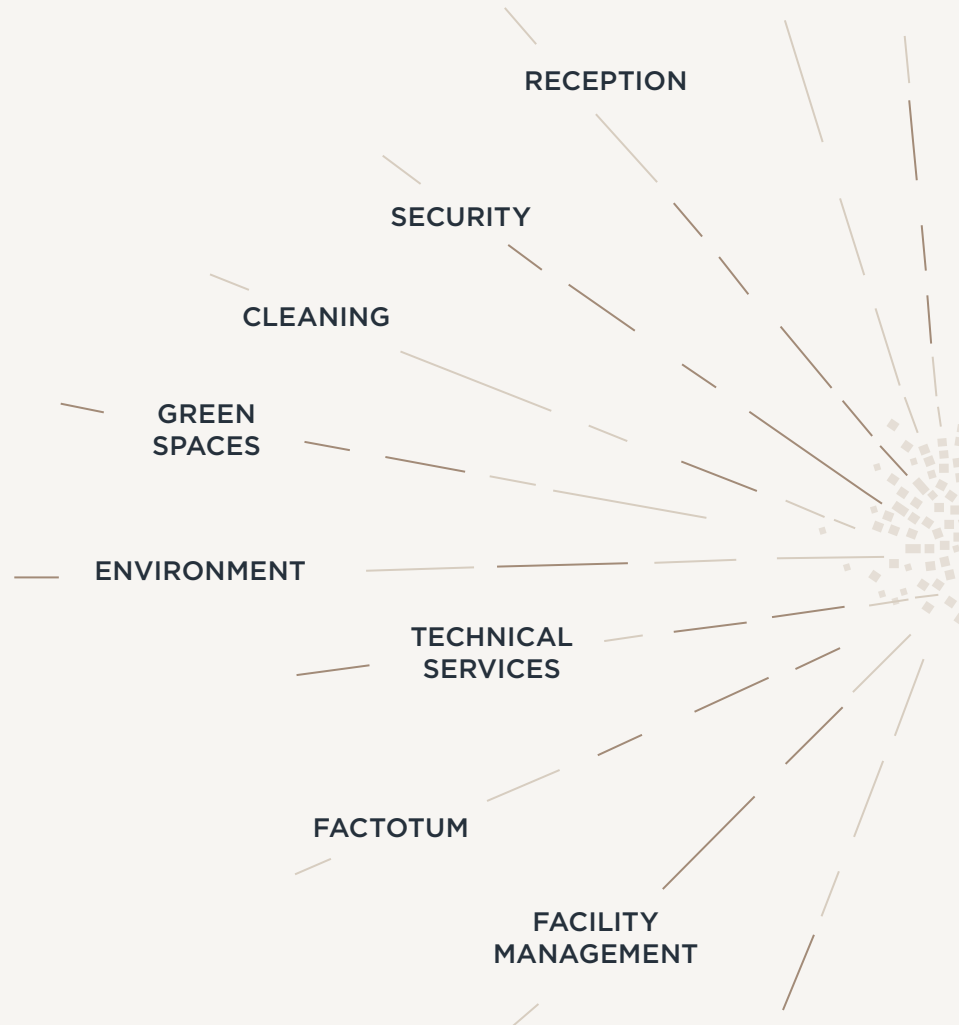


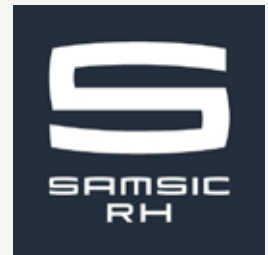
## SUSTAINABLE PERFORMANCE

■ **67,500**  
employees

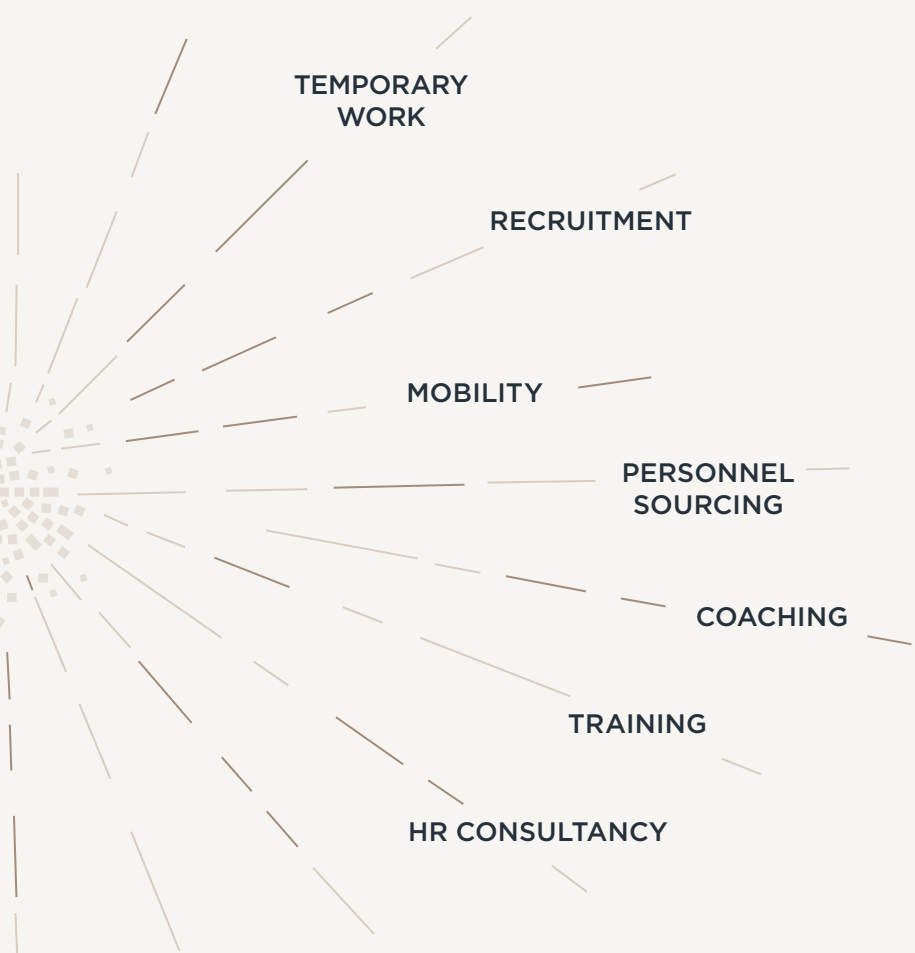
■ **390**  
agencies

■ **1.58 Bn €**  
in revenue





**DEVELOPMENT  
AND OPTIMISATION  
OF RESOURCES**



**15,500**  
employees

**315**  
agencies

**520 M €**  
inr revenue



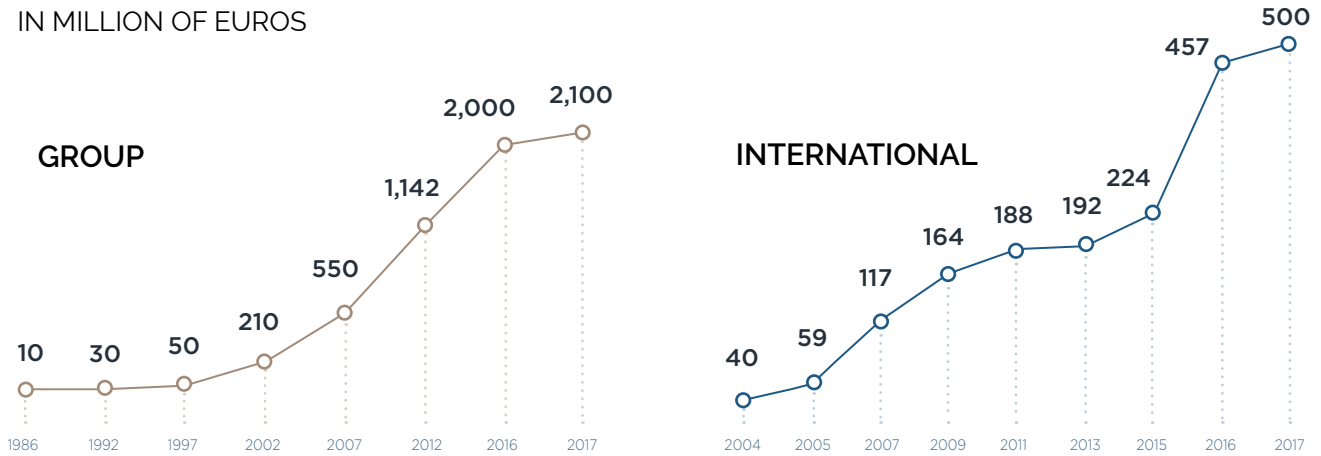
**Our areas of expertise:  
Airport & Nuclear**

Samsic Airport and Samsic Nucléaire leverage the synergies of the Facility and HR divisions, completing the group's comprehensive offering. They bring the skills and expertise of Samsic to address the challenges and specific issues at airports and nuclear facilities.

# PROFILE

## REVENUE

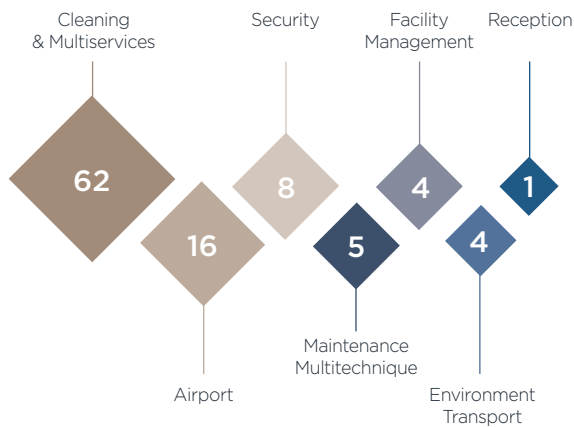
IN MILLION OF EUROS



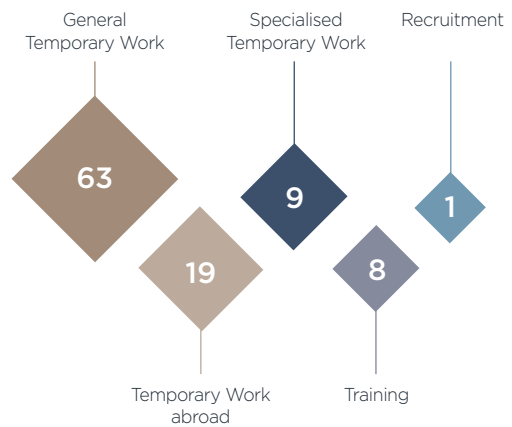
## BREAKDOWN OF ACTIVITIES

IN PERCENTAGE

### ■ SAMSIC FACILITY



### ■ SAMSIC RH



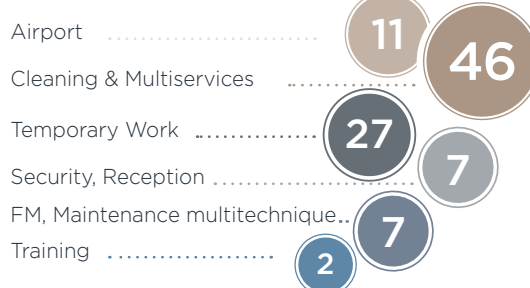
## REVENUE BREAKDOWN

IN PERCENTAGE

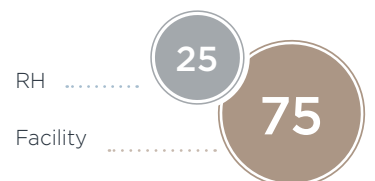
### ■ BY REGION



### ■ BY ACTIVITY



### ■ BY DIVISION





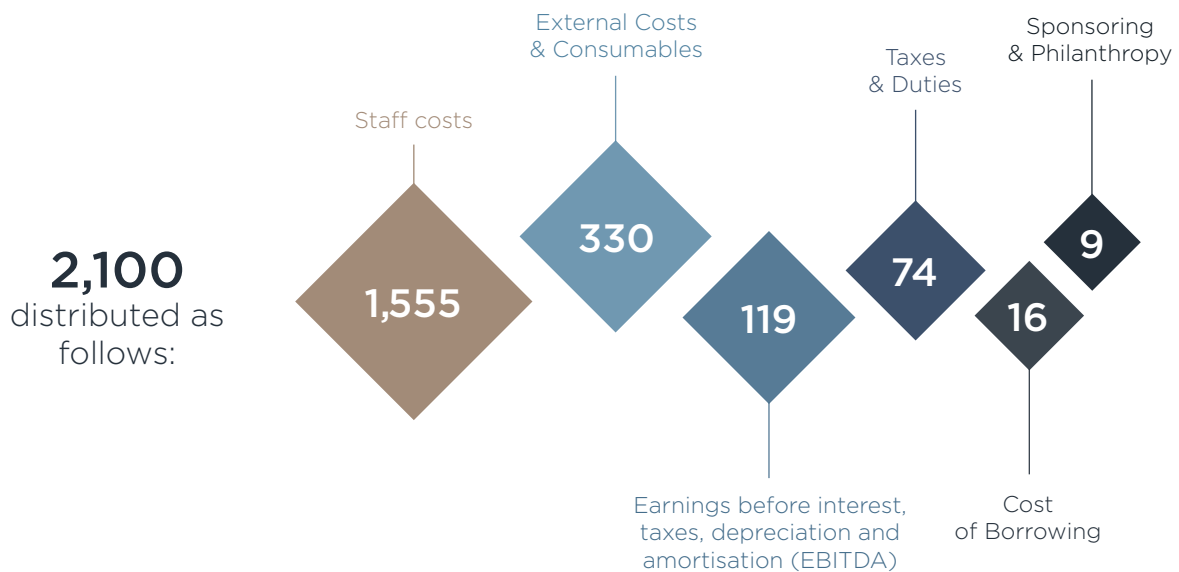
MESSAGE FROM  
**GÉRARD JICQUEL**  
 General Manager

“ Through constant market adaptations, an employee focus and strong societal commitments, Samsic creates sustainable value and builds its future. By measuring impacts on sustainability and competitiveness, we are able to focus on our priorities, opportunities and objectives. We are pursuing growth and making acquisitions in our 2 divisions. Samsic Facility has added multi-technical expertise, now present in 9 European countries, while Samsic HR is increasing its presence in France in the sectors of employment and training, and is embarking on an international expansion. We place great importance on understanding and implementing CSR issues and taking concrete action to exploit sustainable opportunities that drive competitiveness and growth. With the desire to go even further, the group is now on track to grow by 15% per year and doubling its revenue within 5 years.



**VALUABLE CREATION**

IN MILLION OF EUROS



# PROFILE



## SUSTAINABLE PERFORMANCE

Samsic Facility optimises the working environment and supports organisations by providing special attention to the welfare of the building occupants.







“ With its entrepreneurial spirit, Samsic Facility has considerably enriched its offering and its regional scope. As a multi-service company operating in 22 countries in multiple sectors, our ambition is to become the leader of integrated services in the working environment of our customers. Our know-how is based on our ability to deliver our own services and to manage the services that we do not provide. We are an “assembler” of skills and services.

*In this age of co-working and flexible workspaces, knowing how to improve well-being and create added value through unique services and solutions for workspaces and common areas is one of our greatest strengths. Technology-based service innovations enable us to adjust a service in real time, to combine cost reductions, customer-focus and well-being of employees.*

*Social innovation constitutes our backbone, as a driver of our transformation and our future success. Our HR policy objectives include:*

- Empowering and developing the skills of our Agents by providing technology tools and reorganising service delivery processes
- Providing training to give our Service Managers the skills to address today's business challenges and uphold the commitments and vision of Facility
- Our committed, concrete actions in support of employees, such as our collaboration with the association #STOPILLETTRISME

*In a highly competitive environment, our employees are our greatest asset. Our responsibility is to grow the teams and help them develop skills that respond to the needs of the market.*

*Entrepreneurial spirit, customer focus and solidarity are among our fundamentals. Samsic is an entrepreneurial, family-owned business, mindful of its Social Responsibility and built on strong values, with a relentless drive to innovate. That is our strength, it is part of our DNA.*

”

**Guy ROULLEAU**  
CEO of Samsic Facility

# PROFILE



## DEVELOPMENT AND OPTIMISATION OF RESOURCES

Samsic RH optimises Human Resource management and supports organisations and people, paying special attention to performance and skills development.







“ Samsic RH is a growing company. In three years, we have tripled the number of agencies from 88 to 260 by creating nearly 300 functional positions. Our goal is to pursue growth in France and in Europe, with new agencies in Italy, the Netherlands and the United Kingdom.

This fits in with our strategic plan “Cap Livingston 2015-2020”, one of whose objectives is to achieve the milestone of one billion euros in revenue, compared to 520M today. The plan is built around 4 pillars:

- Develop the employability of candidates. In 2017, we recruited nearly 65,000 temporary workers, 39.6% of which were under 25 years old and 9.5% over 50 years old. Forget Formation is committed to promoting employability through skills development.
- Meet the needs of businesses and jobs where there is a labour shortage. We carried out 367,000 missions over the past year, so we are well aware of the reality on the ground.
- Diversify the recruitment channels and identify new jobs. This means hiring a community manager and ensuring that our Employment Observatory actively seeks out the jobs of tomorrow.
- Contribute to the local economy in the regions where we operate. We work closely with businesses and institutions, providing effective solutions such as the Permanent Contract for Temporary Workers and our Indoors offering, an agency hosted at our customers' sites.

Social responsibility is a core value in everything we do, through our contribution to local employment, our commitment to equal opportunity, the employability of young people and our support in helping our employees build secure career paths.



**Thierry GEFROY**  
CEO of Samsic RH

# GOVERNANCE

## GOVERNANCE

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

The Corporate Social Responsibility strategy guidelines are defined with the Executive Committee. They are coordinated by the Director of CSR-Sustainability in close collaboration with the group's departments, in charge of relations with stakeholders and the implementation of the improvement process on CSR issues and commitments.

Internationally, the Director of CSR-Sustainability and the corporate departments in each country define and track the objectives for all the areas concerned, adapting them if necessary to the local expectations and issues. The Director of CSR-Sustainability relies on a network of correspondents whose mission is to implement the CSR system in each country.

## THE SUSTAINABLE DEVELOPMENT STRATEGY COMMITTEE

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Led by the CSR Director, the Committee inspires a participative collective dynamic and organises the Corporate Social Responsibility strategy and commitments.

It meets three times a year and brings together the Group's support departments and representatives of the departments of each division.

Its main missions are:

- To support each subsidiary and each Department in applying the strategy, defining and implementing their CSR programmes,

- To propose new directions and goals for the CSR strategy and to report on its performance to the Executive Committee,
- To help develop communication on Corporate Social Responsibility, in particular the annual CSR report, and to encourage the sharing of best-practices with all stakeholders.



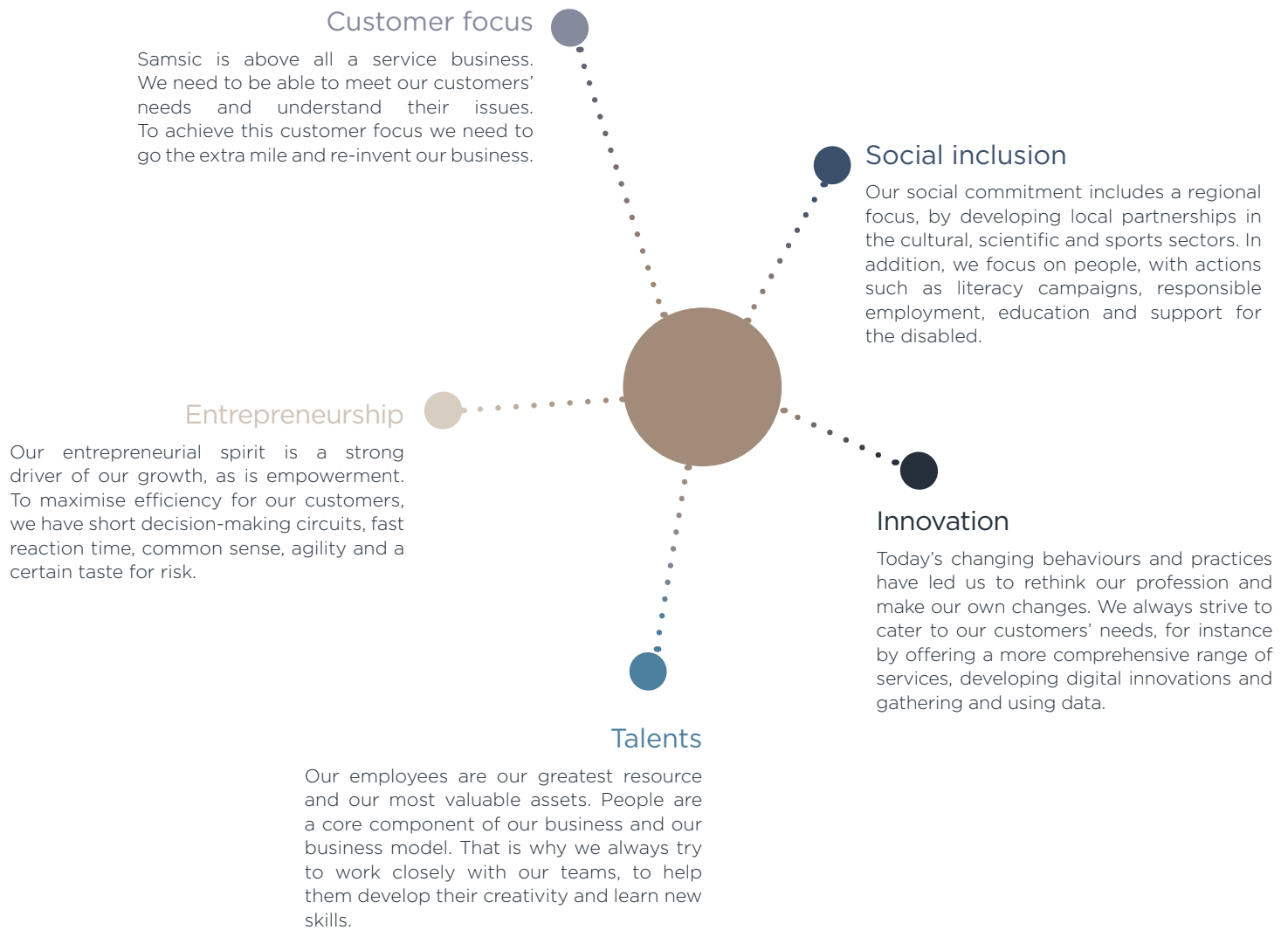
*The Executive Committee is composed, from left to right of:*  
 Thierry GEFROY, CEO - Samsic RH,  
 Gérard JICQUEL, General Manager,  
 Christian ROULLEAU, CEO and President,  
 Olivier PAYEN, Vice-President - Samsic Facility,  
 Guy ROULLEAU, CEO - Samsic Facility.

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# FUNDAMENTALS

Our fundamentals are part of our genetic heritage. As a family business, our CSR policy creates value that we share with all our stakeholders: employees, customers, and civil society. The performance of our company is a solid base for our values: sustainable, social and responsible performance.

Portrait of the group's five fundamental values.



# CSR STRATEGY

## 4 AXES

### 12 COMMITMENTS



#### PROVIDING A RESPONSIBLE AND INNOVATIVE SERVICE

- 1 Ensuring Client Focus, Expertise and Seeking Innovation
- 2 Assessing Our Performance with Transparency
- 3 Building a Sustainable Partnership with Our Value Chain



#### VALUING OUR RESOURCES AND DEVELOPING OUR TALENTS

- 4 Promoting Diversity and Equal Opportunities
- 5 Training and Developing Our Talents
- 6 Protecting Health and Safety of Our Staff
- 7 Developing Cohesion and Well-Being at Work



#### HELPING PROTECT OUR ENVIRONMENT

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



#### DEVELOPING A SUPPORTIVE AND SUSTAINABLE SOCIETY

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



## MESSAGE ROM

# STÉPHANIE DAUSSY

CSR - Sustainability Director

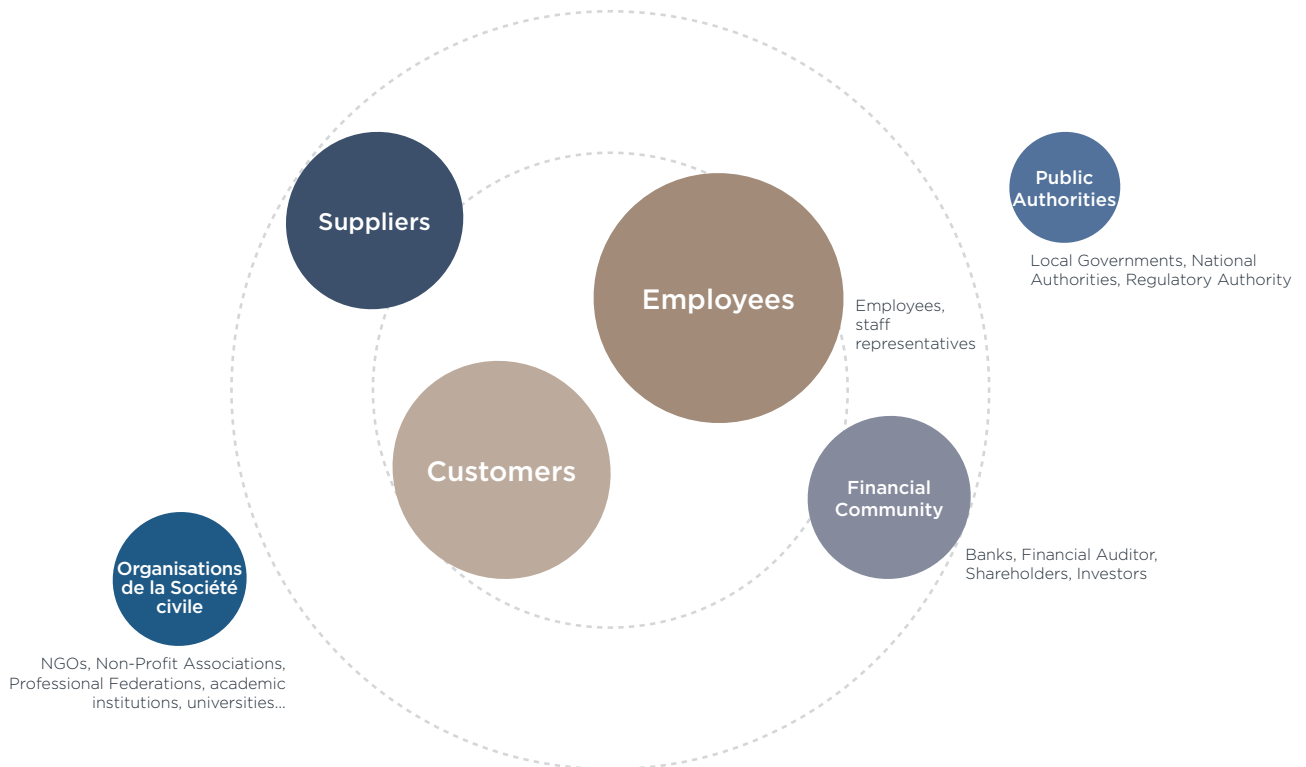
“ Samsic’s actions to make its CSR strategy even more effective include increasing our stakeholder focus, understanding and integrating the challenges of tomorrow and concretely defining what we mean by “performance”. In 2017 we analysed our CSR materiality issues through discussions with our key stakeholders in Europe, namely our customers, employees, suppliers, partners and institutional organisations. Many of you participated in this constructive dialogue, sharing your opinions on our most important CSR issues, and we thank you. 73% of you recognise Samsic as a “committed” actor in the field of Corporate Social Responsibility. The external assessment of our CSR performance by Ecovadis confirms the progress made and ranks Samsic among the top 1% of firms in France. But we want to go even further by developing lasting commitments that are helpful to our customers, our employees, our civil society and our environment. In this period of debates and ministerial mission on the social purpose of businesses, Samsic presents the concrete and operational translation of its CSR commitments and unveils a new vision of performance in this report. ”

# DIALOGUE WITH OUR STAKEHOLDERS

## An open and ongoing dialogue with our stakeholders

Samsic engages in open and ongoing dialogue with each of its stakeholders. We identify the best information channels for this dialogue, by setting up appropriate locations and levels

for each type of organisation. The dialogue is a source of innovation, clarifies some of our issues, guides our focus and helps us define our sustainable development goals.



The Global Compact is the broadest initiative in the field of social responsibility, with more than **12,000 participants including 9,400 member companies** worldwide.

For businesses, this initiative means including in their strategies and operations 10 universally accepted principles based on 4 topics:

- HUMAN RIGHTS
- ENVIRONMENT
- LABOUR
- ANTI-CORRUPTION

In 2017, Samsic obtained the level **“GC Advanced”** for the 3<sup>rd</sup> consecutive year when it submitted its COP - Communication on Progress, demonstrating how the 21 criteria are implemented in its organisation. Samsic ranks among the 8% of companies worldwide, including **73 in France**, which assess their COPs at the highest level of performance.



## THE DIVERSITY CHARTER

Since 2011, Samsic has been a signatory of the French Diversity Charter. Samsic thus strengthens its commitment to ban discrimination and promote diversity in the workplace.

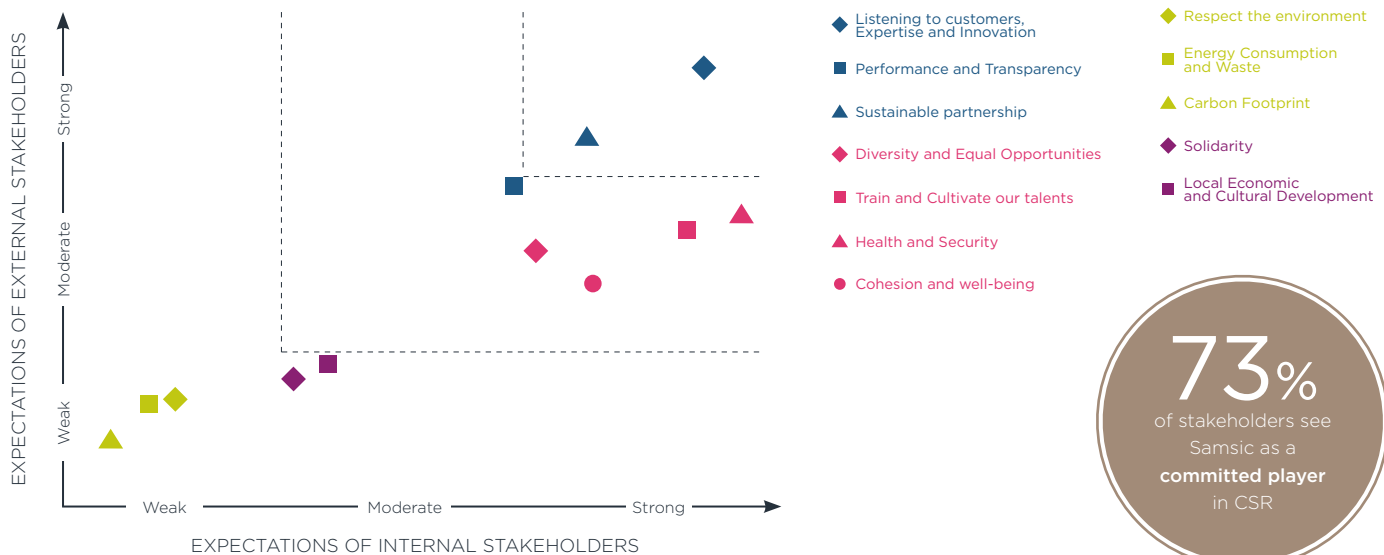


# MATERIALITY ASSESSMENT

“Materiality” represents things that can have a significant impact on a company, its activities and its ability to create financial and non-financial value, for itself and its stakeholders.

the point of view of the business and the stakeholders. Those which are priorities from both points of view are selected, planned and included in the CSR strategy.

Samsic has consulted with its stakeholders in order to identify and prioritise its material topics. Each issue is prioritised from



# 17 COMMITMENTS FOR A BETTER WORLD

Adopted in 2015, the Sustainable Development Goals aim to eradicate poverty, protect the planet and ensure peace and prosperity for all human beings. Last November, Global Compact France introduced its practical guide for implementing the 17 SDGs, providing businesses with many

types of actions to help achieve the Agenda 2030, through concrete, operational examples.

The Sustainable Development Goals are a universal language and a framework that Samsic complies with, to act responsibly for the common good.



# OVERVIEW



## SOCIAL RESPONSIBILITY CHALLENGES AND TARGETS WITHIN THE GLOBAL ECONOMY

1

On 7 June, the symposium «Social Responsibility Challenges and Targets within the Global Economy», organised by Samsic at the Embassy of France, brought together no less than 70 of Spain’s largest companies and organisations.

Chaired by Francisco Vale, General Director of Samsic Iberia and with the presence of Guy Roulleau - CEO of

Samsic Facility, Yves Saint-Geours - Ambassador of France and Begoña Suarez - Assistant Director of the Institute of Women\*, this symposium featured numerous debates and demonstrated that the stakeholders were extremely interested in social responsibility and how it can promote sustainable growth.

*\*Attached to the Ministry of Health, Social Services and Equal Opportunities*



## SAMSIĆ SÉCURITÉ RECEIVES JEAN-MICHEL FAUVERGUE

2

On 8 June, Samsic Sécurité hosted a customer event in the prestigious Parisian hotel, Le Meurice, with as guest of honour the former leader of the French anti-terrorist unit RAID, Jean-Michel Fauvergue. Starting from the premise that police officers are constantly dealing with today’s security issues, his speech focused on the importance of building close partnerships between private security firms and law enforcement. Jean-Michel Fauvergue addressed the topic

of “controlling exceptional situations through management”, which was of great interest to his audience. It was a meaningful, generous and compassionate speech centred on first-hand experiences. The security business is undergoing profound changes, which is why Samsic Sécurité constantly readjusts to be in line with new societal issues and the new requirements of its customers.



## CHISWICK PARK AND JPC RECEIVE AN INTERNATIONAL GREEN APPLE AWARD »

3

The Green Apple Environment Awards were launched in 1994 by The Green Organisation, a London-based NGO dedicated to recognising, rewarding and promoting environmental best practice. Today, this initiative is internationally famous.

The Chiswick Park business centre and JPC, English subsidiary of Samsic Facility, won this award in the category of “environmental best practice” for their joint efforts to improve the management and recycling of waste. Not surprising for this atypical site, for which quality of life and sustainability are core business practices. A holistic approach to waste management, awareness campaigns for the 110 companies and 9,000 occupants of the site and smart data management to optimise waste traceability are

some of the innovations that undoubtedly convinced the jury whose selection criteria are based on an environmental management system that benefits both the organisation and the individuals.

*Principles 8 and 9 of the Global Compact*



**SAMSI MOBILISED AGAINST ILLITERACY**

4

On 15 September, as part of the Week of Action Against Illiteracy, and to bring more companies in on this great national cause, #STOPILLETTRISME and L'Oréal hosted an event that Samsic attended.

Stéphanie Daussy, CSR Director, talked about Samsic's commitment to promote equal opportunity:

*"The system set up by the association #STOPILLETTRISME is a wonderfully generous approach. There is nothing more rewarding than supporting, empowering and improving the self-esteem of our employees. Seeing their faces light up as they learn is our greatest source of pride".*

**A NETWORKING COCKTAIL WITH RES NOVA**

5

On 12 October, the general management of the Group joined the staff of our Italian subsidiary, Res Nova, for a cocktail reception organised jointly with Business France, at the Palazzo Visconti in Milan.

The event evidenced the desire of Samsic and Res Nova, whose headquarters is located in Turin, to further develop

the multiservice business internationally, and, in this specific case, in Italy. With the support of Business France, Samsic Group took the opportunity to introduce its offering to Italian and French companies based in Italy. In all, nearly a hundred people from all sectors were present: Harmonie Mutuelle, Société Générale, OVH, etc.



# PROVIDING A RESPONSIBLE AND INNOVATIVE SERVICE

Samsic meets the outsourcing needs of companies by delivering effective and lasting solutions that integrate issues of performance, well-being at work and flexibility. The connected smart services that we offer are in line with our customers' quality and agility requirements and the new modes of collaborative and shared work.



## ENSURING

Client Focus, Expertise  
and seeking Innovation.



## ASSESSING

Our Performance with  
Transparency.



## BUILDING

a Sustainable Partnership with  
Our Value Chain.



## ENSURING CLIENT FOCUS, EXPERTISE AND SEEKING INNOVATION



### 24PLUS • BELGIUM

When recruiting becomes a game for Recrewtment!

"Recrewtment", the Belgian subsidiary of Samsic HR, develops a responsible approach to the employment market and a sense of innovation by proposing extremely powerful custom solutions.

Focus on the Apply project rolled out for 24Plus, the Customer Care Center of the KBC banking group.

Apply is a platform that places the applicant in his future work environment. It allows recruiters to assess, in a comprehensive and targeted manner, all the skills and aptitudes required, such as motivation, commitment, the capacity for analysis and technical research, resistance to stress, all essential criteria evaluated in the recruitment process.

Through role plays carefully selected by Recrewtment and 24Plus, the applicant, in a real life situation, demonstrates his potential to manage complex situations, priorities, and to handle messages in both French and Dutch.

\* Gamification is the application of typical elements of game playing in non-game contexts to solve real life problems or improve an offer.

“ Apply truly increases our ability to detect talents and skills that are naturally in line with the strategic ambitions of 24Plus. With its perfect understanding of our expertise, Recrewtment was able to bring together proactive people to lead the project, offering solutions to meet our needs and leveraging new trends in recruitment such as gamification\*. Our objective is now to expand these tests to all our recruitments to harmonise our methods and increase our proactivity. ”

VANESSA REETH  
Recruitment Manager, 24Plus

### Being innovative in all sectors...

De crew, social agency of artists is a branch of Recrewtment, specialised in payroll and invoicing for freelance artists, which guides its customers towards freelance artists. [www.decrew.be](http://www.decrew.be)



### IKANO • LUXEMBOURG

The Ikano Financial Services Group relies on Samsic



“ Samsic Facility offers us multiple services -17 in all- which allows us to concentrate on our core business. The 2 cleaning agents and the handyman perfectly understand our working habits and are available and unobtrusive, even when performing heavy work. The

constant service improvements, the easy-to-read monthly reporting and the adaptable personnel are qualities that lead us to consider outsourcing additional services.

EVELYSE SCIEUR  
Office Manager, Ikano



## DIGITAL STRATEGY

Principles 8 of 9 of the Global Compact

### MySamsic and InsTanT at the heart of the customer experience

Data control, Internet of Things, digital trust... digital technologies are driving global changes and reshaping entire sectors of our economy. Samsic launched its digital roadmap several years ago. In 2016, the group accelerated this transformation by leveraging digital tech to improve its offers and processes. Objective: Create value for our customers, improve our organisational performance and simplify working methods for our employees.

Two cross-cutting technological platforms: MySamsic for the Facility Division and InsTanT for the HR Division send data to the entire information system of the Group. Samsic implemented many digital projects in 2017 around two key areas: improving customer relations and improving the professional skills of our employees.

#### Getting to know our **customers better**



The portal MySamsic serves to transform data into efficiency gains,

move towards an outcome-based economy and improve our knowledge about customers. This personalised platform connects to the customer environment, adapting to its volume of services and its geographic organisation. We also want to support our key customers as their needs change: "Before, we sold a service from a set of fixed specifications, today the companies want to "pay" just for what they actually need. If a meeting room has not been used all day, there's no need to clean it" he says. To track and manage services in real time, Samsic has installed a number of business applications. One of these is the Inside system, a smart tablet set up at the customer's site that allows agents or sub-contractors to track and control the information in real time. In 2017, 400 companies were equipped with this device, which is also used to report problems. Four symbols - satisfied/not at all satisfied - measure customer satisfaction and automatically trigger corrective actions..

And for Samsic HR, the InsTanT platform computerises all the business processes relating to temporary work, from expression of needs to billing. More than 40,000 delegation contracts were computerised in 2017. Centralisation, archiving and data security are some of the benefits to customers.

*“ The goal is to centralise all the data produced by our software and applications to optimise the traceability of the customer data collected. We want to be totally transparent on the service delivered. Before, we sold a service from a set of fixed specifications, today the companies want to "pay" just for what they actually need. If a meeting room has not been used all day, there's no need to clean it.*

OLIVIER COLLY

Director of Information Systems, Samsic

#### Improving professional **skills**



The massive use of mobile applications has allowed operational teams to gain productivity, efficiency and flexibility in the workplace. To expedite interactions

between Samsic Emploi agencies and temporary workers, the IT staff have developed an application that allows temporary workers to update their profiles, consult the job offers, read administrative documents and digitally sign their employment contracts, all from their smartphones. New technologies are profoundly changing business practices and the corporate culture by eliminating time-consuming processes with no added value, expediting and computerising processes and interactions to meet the requirements of the customers and promoting access to knowledge through e-learning. Although our 5 in-house developers have created a host of digital tools and projects, we still need to support our collaborators through this transformation is our next challenge, concludes Olivier Colly.



## Service innovation at the heart of our strategy

The theme of the 13<sup>th</sup> Arseg Awards held on 11 December at the magnificent Theatre of Paris was Occupants and Workspace Management.

Guy Roulleau, CEO of Samsic Facility spoke about service innovation, sharing his vision of this transformation at Samsic.



“ *Service innovation is a genuine growth lever for companies that have understood all the issues. It involves a comprehensive reorganisation of the services that we offer to our customers, as well as total acceptance by all of our staff. Getting 83,000 employees to embrace the reorganisation is a huge issue. We will rise to the challenge because this is the way to achieve our goal of becoming the leader of integrated services to businesses.*

*But we are not talking just about making minor changes. We see service innovation as a way to develop the skills of our employees. By empowering our staff, we can move away from blindly applying specifications. Empowered employees can reinvent their jobs, redefine their missions, always with the same leitmotiv: anticipate the needs and expectations of our customers to serve them better.*

”

GUY **ROULLEAU**  
CEO, Samsic Facility



## S INNOVATION

Principles 7, 8 and 9 of the Global Compact

### With Cy-Clope, Samsic takes action for health and the environment

70 billion cigarette butts are produced in France each year, 2/3 of which end up on sidewalks and natural spaces. Given that 25% of employees smoke 4 to 5 cigarettes per day, Samsic wanted to offer its customers a concrete, safe and attractive solution for smoking areas.

The group entered into a partnership with Cy-Clope, a start-up that has designed a turnkey solution called Cy-Clopeur, a stylish receptacle equipped with a fire damper and designed to hold 10,000 cigarette butts. Customers can customise the Cy-Clopeur by choosing the colour of the tube and the ribs or adding their business logo or message.

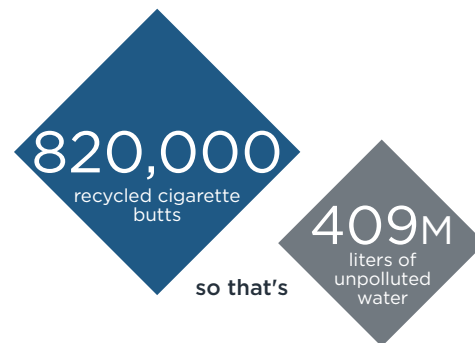
Samsic staff take care of cleaning the Cy-Clopeurs. The cigarette butts are collected and transferred to secure containers by Cy-Clope and then routed to the recycling centre. Thanks to their absorbing power and calorific value, cigarette butts are recycled into building materials.

By proposing this innovative solution to its customers, Samsic:

- Helps convey a positive image of their business, by making smoking areas cleaner and more welcoming for their visitors. It also saves time and work for our agents.
- Demonstrates its commitment to promoting environmentally sound technologies.



1 cigarette butt  
 pollutes up to **500L** of water  
 takes **12** years to degrade



## FOCUS ON THE START-UP

Formed 3 years ago by Antoine Di Tommaso and Thibaut Legrand, who wanted to innovate in the waste sector, Cy-Clope is a start-up specialised in the management of smoking areas.

### Where did the idea for Cy-Clope come from?

The idea came from seeing cigarette butts all over the ground. We wanted to encourage smokers not to litter by developing a receptacle to help collect and recycle cigarette butts.

### Our Cy-Clope solution

Cy-Clope is a set of turnkey services for managing smoking areas, with an innovative receptacle, the Cy-Clopeur. It is 100% made in France, elegant, stylish, customisable, very robust, and can hold

10,000 cigarette butts. Once the Cy-Clopeurs are delivered and installed by us, our services include the collection of the cigarette butts for recycling by our partner Chimirec. The waste tracking and recycling reports are sent to the customer, so they can quantify the environmental impact of the solution.

### Laws and regulations

The INERIS recommends treating cigarette butts as hazardous waste, so it was of paramount importance to support our customers in implementing concrete CSR actions, in particular through awareness campaigns about smoking areas and by improving the traceability of waste sorting and recycling.



## The Village by CA

Principles 8 and 9 of Global Compact

In May 2017, Samsic became a partner of the Innovation Villages by CA, created by Le Crédit Agricole continuing its CSR commitment in favour of innovation and sustainable partnerships with its value chain. Stéphane Combe, General Director of Samsic Propreté Western France, says: *“I got involved in the Village by CA Aquitaine so that my customers can create value and because innovation shakes up established thinking. This brings a fresh impetus to my organisation to improve our performance.”*

In the Village in Bordeaux, we met the mayor Cédric Vicente to learn about the objectives of this living eco-system.



*“ Our village offers an open, pleasant and modular 1,000 m<sup>2</sup> work environment where people can meet up, share ideas, create events, hold meetings and develop collaborations. Our goal is to create an ecosystem of values around the themes of innovation and business by developing relationships among starts-ups, SMEs and larger corporations. On the one hand, we have partners who through their strategies of open innovation are looking for agile solutions to increase their business. And on the other hand, we have starts-ups who want to accelerate their business by working with larger companies. The idea of the village is to help these actors connect, while stimulating regional economic development.*

*Samsic's partnership with the Village of Aquitaine stems above all from a joint desire to support common values such as open innovation and contributing to the economy of the region. This synergy enables us to be more efficient in achieving our common goals.*

”

**CÉDRIC VICENTE**  
Mayor of The Village Crédit Agricole

## MICROSOFT • ROMANIA

Proximity and customer focus enhance well-being

*“ Since 2014, Samsic Romania has been providing a wide range of services to Microsoft, including cleaning and maintenance, reception staff and handyman. 24 people and the Team Leader work every day to improve the well-being of our residents by providing a healthy and*

*pleasant environment. We are lucky to work with a single contact person, which creates the strong relationship needed for continuous improvement. What counts most to me is our ability to work together proactively.*

”

**DAN TABACARU,**  
Facility Manager, Microsoft



**Flexibility, Agility and Promptitude** are among the **main qualities** of Samsic.





# SAMSIK AIRPORT

Every day, Samsic Airport combines expertise and agility to meet the expectations of major airports. Present in 21 airports, Samsic Airport provides safety, ground handling and disabled assistance services to handle aircraft and passengers. Samsic Airport also offers cleaning, security, reception and temporary work services.

21 AIRPORTS

145 MILLIONS € SALES REVENUE

3,650 EMPLOYEES

138,000 FLIGHTS OPERATED BY SAMSIK ASSISTANCE

404,000 SERVICES PROVIDED BY SAMSIK APMR

## CORSAIR • GUADELOUPE

### Historic partnership with Corsair

Corsair has been a customer since 2009, and is also the top customer of Samsic Assistance Caraïbes. Each year Samsic provides full handling services for nearly 340 flights and over 266,000 passengers annually. Lydie Bazilet, station manager at Corsair, gives us her opinion on this partnership.

“ As station manager and representative of Corsair, I believe our close relationship with the teams of Samsic Assistance Caraïbes is vital to a sustainable partnership. Our daily presence during each phase of flight operation, from passenger check-in to aircraft take-off, gives us an objective and shared vision of the services provided, whether in terms of ensuring on-time departures or handling any problems that arise. We also hold briefings with the operational teams to raise awareness about safety aspects as well as a weekly meeting to analyse the overall performance. This dialogue unquestionably allows us to achieve better results. Samsic Assistance Caraïbes demonstrates proactivity, agility and commitment in helping us satisfy our passengers and achieve our objectives.

LYDIE BAZILET

Station Manager, Corsair - Pôle Caraïbes Airport, Guadeloupe



## FOCUS RUNWAY

### Key Expertise of "Full Handling"

Samsic Assistance Caraïbes offers full handling services, including ground handling to meet the quality and safety requirements when unloading aircraft. Our teams need to work quickly based on strict specifications to perform all the ground handling operations necessary, in just 45 minutes. This includes guiding the aircraft into position and towing it from the parking stand to the runway, loading, unloading, baggage handling, etc.

Three workers at Pôle Caraïbes airport share their experience:

Fabien Wurtz, ramp supervisor, coordinates the ground handling teams, composed of nearly 75 people, and is the contact person for the airline station manager:

*"At the airport, we are all involved, from the director to the baggage handler, and we all have a share of responsibility in the operations. I love working in this dynamic environment and managing my teams to achieve our quality of service objectives."*

Garry André Lubin, ramp team leader:

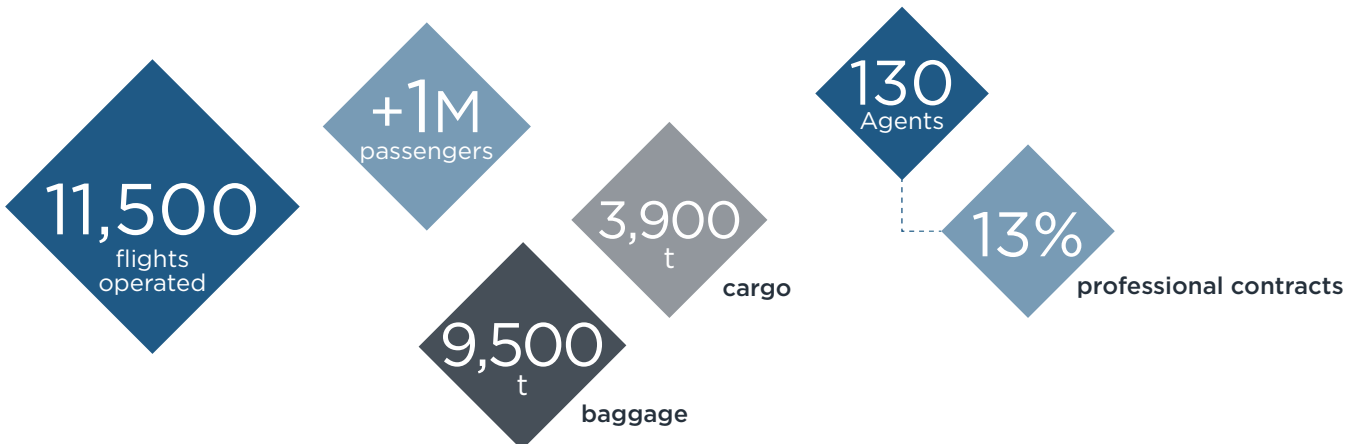
*"The aircraft and their loads are different every day. I am proud to put my skills and those of my team to work to ensure the satisfaction of passengers in compliance with safety and security standards."*

Etienne Pakiry, roving team leader:

*"I joined Samsic in 2009 as a ramp agent and over time I moved up to roving team leader since I am fully competent on all operational positions. Samsic is an attentive company that empowers and cultivates its talent. I believe that is positive and important!"*



## Focus Samsic Assistance Guadeloupe



# RENAULT • FRANCE

## Samsic Sécurité: trust & confidentiality


The Renault Group organises many strategic events for operational, marketing and communication purposes. Renault'Event, Samsic Sécurité's dedicated agency, supports the EPNV\* department worldwide, protecting people, property and confidentiality during major events, including the Paris Motor Show, Frankfurt Motor Show, the French President's visit to the Cléon site, VIP evenings, press tests and strategic meetings. For events like these, Samsic Sécurité can mobilise upwards of 200 staff people.

Bruno Azmi, head of the EPNV Department, describes this partnership that offers quite unusual services.

\*Events and Protection of New Vehicles

*“ Our partnership is pragmatic, operational, agile and efficient thanks to the staff engagement, the transparency and the joint desire to work within our respective requirements and responsibilities. The quality of service delivered by Samsic must be beyond reproach and our synergy is essential. Together, we have created specific event management processes, respecting the major issue of confidentiality, implemented by Renault worldwide. Samsic has totally embraced Renault's culture, and this is a huge advantage. Because Samsic staff can represent the EPNV department at meetings in any region, trust is of paramount importance. ”*

**BRUNO AZMI**  
Head of the EPNV Department, Renault

 **Trust, Support, Transparency, Confidentiality, Respect, Service.** These are the **6 key words** chosen by Bruno Azmi to describe Samsic Sécurité.

*“ Our activities are exciting because the events, the venues and the countries are so diverse, and because we need to understand the socio-political context of each area. We participate in amazing, incredible events, and we are constantly engineering security solutions and designing custom services. ”*

**ERIC LECOQ**  
Director of the Renault'Event Agency





## STREETEO • FRANCE

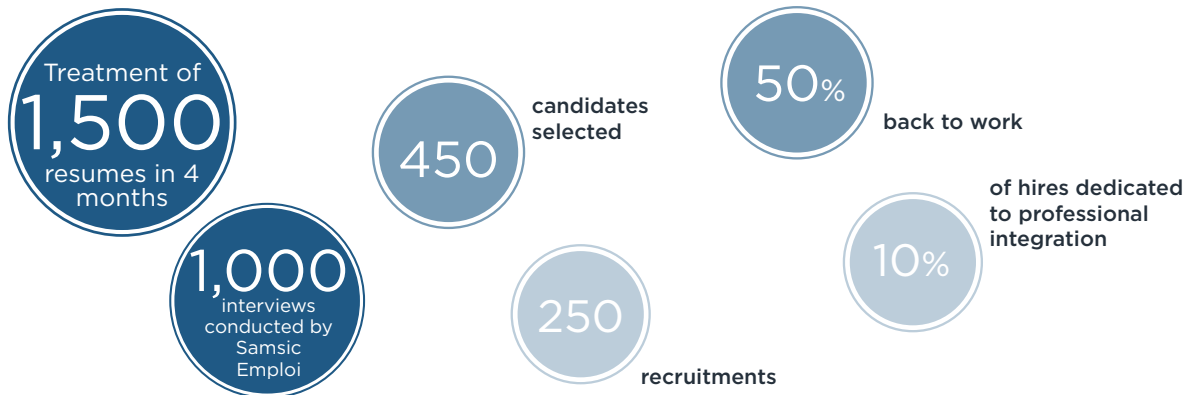
### Samsic Emploi as an actor in recruiting parking enforcement officers' in Paris

Since 1 January, when on-street parking management was decentralised, public service parking officers have been replaced by employees of the Indigo Group, one of the two firms selected by the City of Paris via a call for bids. In their bid, Streeteo, a subsidiary of Indigo dedicated to on-street parking management, included Samsic Emploi Paris 8 for the recruitment strategy and implementation. Objective: to recruit new parking enforcement agents for Paris and the Ile de France region. Mission accomplished for the two partners who demonstrated their expertise in identifying good candidates and meeting very tight deadlines.

In 4 months, Samsic Emploi recruited 250 parking enforcement Agents and 11 Team Leaders using the following system:

- Connecting with the National Job Centre and employability training centres to comply with the specifications,
- Posting on job boards, recruitment sites and through a staff referrals system,
- Leveraging Samsic Emploi's in-house applicant database,
- Creating a recruitment unit dedicated to Streeteo consisting of 4 experts with a target of 40 recruitments per month.

This operation was a success due to an extremely selective recruitment process. Applicants must provide 7 administrative documents to meet the conditions allowing them to be sworn agents. Hard skills are important for this type of position, but so are interpersonal skills, a sense of customer service and the ability to work outdoors.



“ From the outset, we decided to work with a recruitment specialist, to include this expertise in our bid and compete under optimal conditions. Streeteo received 500 applicants carefully selected by Samsic Emploi which interviewed upwards of 1,000 people. We simply would not

have been able to manage such a high-volume recruitment process. Samsic Emploi demonstrated operational efficiency in handling the complex administrative swearing-in process, developing creative solutions, with a competitive outlook and excellent customer service.

THOMAS DEGALARD  
DRH, Streeteo



# SAMSIK NUCLÉAIRE

Samsic Nucléaire is a center of expertise serving the nuclear industry, providing cleaning, logistics, safety, reception, and training services, as well as staff delegation to oversee the life cycle of the facilities from commissioning to decommissioning.

8 POWER PLANTS

400 EMPLOYEES

7 SECTORS OF EXPERTISE

20 UNITS IN CLEANING

6 UNITS IN SECURITY





## CNPE PENLY AND CATTENOM • FRANCE

*Principle 6 of the Global Compact*

### Focus on Samsic Sécurité's continuous improvement

Since 1 March 2017, Samsic Sécurité has been providing security service at the Penly nuclear power plant, with a team ranging from 30 to 65 agents during unit stoppages. Samsic staff perform indoor and outdoor security for the 230 hectare site, daily access control of more than 1000 people and security dog operations, all with the utmost expertise, vigilance and attention to detail, 24/7. The addition of explosive/bomb detection dogs is one of the numerous changes made, with agents handling tracking and detection dogs. Samsic Sécurité also promotes diversity, enabling young trainees seeking professional qualification to learn from experienced employees while developing a talent pool for future needs.

In this win-win partnership, David Leclerc, site security manager, explains how Samsic was able to stand out from the crowd:

*“Samsic Sécurité proposed a new organisational system and demonstrated their desire to add to their expertise, by appointing a QSE Coordinator. That is a major advantage that tipped the balance in their favour when we awarded the contract. The QSE Coordinator was promoted internally, showing that the firm cultivates their talents, offering career development opportunities and thereby enhancing the services provided. The quality controls and security inspections are increasingly on target and provide the opportunity to reinforce our continuous improvement process. Despite complex labour issues when they took over the contract, there was complete transparency from the outset. By implementing a social dialogue based on cooperation, active listening and the presence of the HR Management, they reassured the workers and provided solutions. In my opinion, I have confidence in the future.”*

### In 2017, Samsic Sécurité realised

**+7,000**  
annual rounds

**350,000**  
quality controls



**Availability, Adaptability, Agility, Competitiveness and Human Values,** are, for David Leclerc, **the key words** embodying Samsic Sécurité

### Samsic Propreté innovates for Cattenom

*Principles 8 and 9 of the Global Compact*

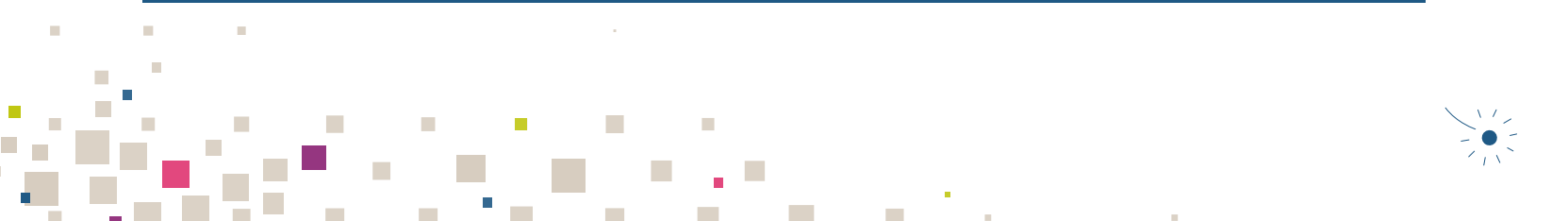
Since 1 January 2017, Samsic has been providing industrial cleaning, laundry and minor maintenance services at the Cattenom nuclear power plant. Nearly 50 people provide

sustainable and innovative services on a daily basis, helping EDF achieve its operational and security objectives.

*“ Because the EDF power plant in Cattenom and Samsic share common CSR values, our partnership is meaningful and helps drive performance. Samsic was able to be a creative force for innovation. By using high-performance cleaning equipment, such as the Orbot and the I-Mop, the level of cleanliness has improved, changing our perception of this business. The change management, training and*

*implementation of the new technologies were conducted in a highly successful manner. The Happy or Not kiosks have enabled us to assess the satisfaction of the occupants of the site. Customer focus, employee relations, clear performance indicators and the ability to support us in our HSE and security objectives are key points where Samsic excels.*

**CHRISTOPHE YVER**  
PGAC Manager of global services of assistance on site





## RECRUITMENT • FRANCE

*Principles 2 and 8 of the Global Compact*

### Streamline the jobs search process thanks to a CV database

In 2017, Samsic Emploi began redesigning its website, with the addition of a CV database. Until now, each agency had to log on to different job sites to find profiles corresponding to ongoing missions. The objective of this online tool is to centralise all the applicants. Agencies and applicants both benefit from this new system that helps people find jobs.

Benefits for the applicants:

- View online job offers via a mobile application,
- Tools to help write a CV,
- Receive and sign the employment contract online,
- Receive paperless payroll statements,
- Receive offers from one or more agencies.

Benefits for employment agencies:

- Manage applicant and temporary worker CVs,
- Publish the job offers on all recruitment channels,
- Track the applications and the job history of each applicant,
- Match applicants with jobs using the matching tool,
- Automatic, targeted push notifications.

The project will be initiated in 2018. Paperless employment contracts save time for the customers and reduce the legal risk for Samsic.

### TEMPORARY WORK KEY FIGURES

**370,000**  
missions

**65,000**  
Temporary Workers

**39.6%**  
aged between 15 to 24\*

\* age group the most affected by unemployment - 20.7%, data from Insee 4<sup>th</sup> trimester 2017







## CASINO OF BARCELONA • SPAIN

Top Perfil & Casino of Barcelona: a winning partnership



The partnership between the Casino of Barcelona and Top Perfil, the Spanish subsidiary of Samsic HR, has always been based on a high level of transparency and responsiveness. We have provided nearly 3,000 delegation contracts for staff in hotels and restaurants and special events, including the world's largest poker tournaments.

*"The customer order process and traceability are issues we need to handle perfectly when it comes to the services provided to the Casino"* says Alberto Taibo, Director of Operations at Top Perfil. One of Top Perfil's main goals is to develop digital tools to improve service, while helping protect the environment.

*"In companies such as ours, where we work directly with our customers, human resource management is fundamental, especially when the work is performed in a place where people go for entertainment. We rely on our partners to work with us to achieve the goal of communicating to our customers our joy in helping them have a good time in our facilities. By really caring for the customers, Samsic gives us confidence"* says

Juan Antonio Zapata, Director of the hotels of the Casinos-Groupe Peralada

The Casino of Barcelona is one of the most prestigious casinos in Europe and a leader on the Spanish market. The casino features the most sophisticated and innovative gaming systems to offer a unique gaming environment. It is an entertainment venue where gaming, fine food and live music are available every day of the week.

It has more than one million visitors per year, mostly men and foreign tourists between the ages of 18 and 45, attracted by the excellent cuisine, entertaining shows and a wide variety of games.





# 3 QUESTIONS FOR

**RÉMY FRÉRY,**  
DIRECTOR OF FACILITY MANAGEMENT, ALSTOM LA ROCHELLE

*Initiated in 1983, the partnership between Samsic Facility and Alstom La Rochelle is a long-term relationship. Apart from a few brief interruptions, this collaboration has demonstrated the ability of Samsic Facility to support the company by developing a real integrated services offering.*

**What is the secret of the longevity of your partnership with Samsic Facility?**

The teams were able to support our strategy of outsourcing services by switching from a single-service cleaning mindset to a multiservice system. Samsic Facility now provides a dozen services, including reception, mail, workwear and dressing rooms, cleaning and waste management. Having a single service provider allows me to reduce costs through synergies, save time by simplifying my supply chain and also offer employees a safe and efficient work environment.

**Was a monthly reporting system a determining factor in setting up this type of project?**

Absolutely. We need to receive reliable and accurate information to take quick and effective decisions. We worked together to develop indicators providing shared visibility of the overall financial, human and environmental

performance of the project, and we use them to develop action plans. We always look for flexible and versatile partners who can adapt to unforeseen events, for instance the visit of a VIP.

**Two years in a row, in 2014 and 2015, Samsic earned the first prize in your Safety Challenge. What is the purpose of this operation?**

Safety is an important concern at Alstom. Each partner must sign our "Zero Deviation" policy. Our main objective is to prevent accidents and to eliminate all serious accidents. Safety audits are conducted regularly and we hold a Safety Challenge each year with all of our partners. Samsic has always been proactive in terms of risk prevention. In fact, we have had no accidents on the site over the past 12 months.

## Customer satisfaction



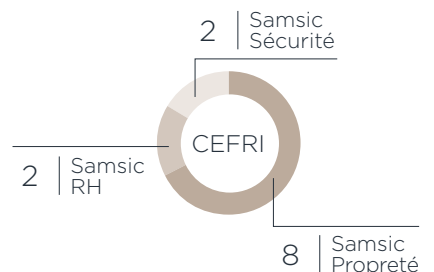
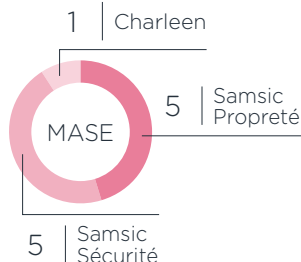
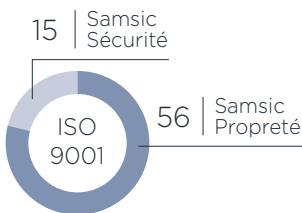
## Gold level for Samsic



Samsic's EcoVadis\* rating was raised from **65 to 70/100 in 2017**, reinforcing the Gold level ranking for our CSR performance acquired in 2013. This result places Samsic among the Top 1% of firms offering Facility Management services and the Top 1% of firms across all sectors in France. Based on our organisation and our economic, social and environmental actions, Samsic ranks among the leaders of all the suppliers assessed by EcoVadis.

\*EcoVadis, collaborative platform providing CSR performance assessments of suppliers for global supply chains.

## Certifications



## DELTA DORE • FRANCE

### Samsic RH believes in proximity



In October 2016, Samsic Indoors, the hosted HR solution, was set up at Delta Dore, a family-owned firm providing smart home and building solutions. 100% dedicated to Delta Dore, the Indoors Agency manages temporary staff on the many manufacture, production and logistics positions.

*“Thanks to the proximity, responsiveness and dialogue with Samsic Indoors, staff management is no longer a risk,” says Philippe Noslier, Industrial Director at Delta Dore. “The selection and management of temporary workers are strong points. The sharp decline in absenteeism in 2017 helped increase our productivity and generated substantial savings.”*

Thanks to this success, our partnership has been extended through the end of 2019.

After being selected based on tests in real-life situations, the temporary workers are welcomed and given an orientation according to a program jointly defined by the company and the Agency: presentation of the company, tour of the premises, safety orientation, etc.

Present onsite, the Indoors Agency manages the temporary workers day-to-day and offers training and skills development.



99.5%

of orders provided within 3H



100%

of temporary workers trained and evaluated



44%

Decrease in absenteeism from Temporary Workers

## H&M • SWITZERLAND

### H&M takes cleaning seriously

*Principle 9 of the Global Compact*

Innovation and customer focus are two terms that perfectly sum up the partnership between H&M and Samsic Facility. The company cleans and washes the windows of a hundred of our stores and 5 administrative sites in French and German-speaking Switzerland.

*of services meet the objectives of satisfaction and comfort for our customers.”* This initiative shows that the cleaning business is changing, with more emphasis on interactivity rather than frequency.

Innovation is reflected by the installation of Inside tablets at all H&M stores. This smart application is used to adjust the tasks and the schedule to the needs of the store and the daily customer traffic. Quality controls and stock management are reported automatically on a weekly basis. *“This connected tablet is a real strong point,”* says Mikael Bonnaud, Area Facility Manager *“We wanted to set up smooth and effective communications with our partner. The traceability and quality*

Customer focus is also indispensable for a lasting partnership. Samsic Facility meets two essential criteria in H&M’s sustainability roadmap: “Innovation” and “Drive Transparency”. Human resource empowerment and well-being at work are also priorities at H&M. The management and the operational teams are recruited and managed at the local level. All operators have been trained to use the tablet and all materials and tools come in three languages.





### VIPARIS • FRANCE

#### Samsic Sécurité masters the « Guest Attitude »

Since 2009, Viparis and Samsic have been in a partnership based on strong values such as recognition of expertise, courtesy and social responsibility.


Samsic Sécurité provides security and fire safety services for all events at the Palais des Congrès convention centre in Paris, one of Viparis's flagship venues.

*"The Samsic agents are our eyes and ears,"* says Bruno Desloques, Director of the Palais des Congrès in Paris. *"They greet our visitors and help reduce our energy consumption by turning off lights and shutting down escalators during their night-time rounds. We also worked with Samsic Sécurité to test the new standards of our 'Guest Attitude' service policy,*

*an integral part of our transformation strategy. The objective is to guarantee the best service per square meter for our customers and our visitors. Thanks to the 'Guest Attitude' Passport delivered at the end of the training, the Samsic agents are able to better serve our visitors at the Palais des Congrès in Paris.*

*The key skills adopted by the security agents include enthusiasm, courtesy and agility, to reflect the unique visitor experience combining innovation and excellence."*



 **Cooperation, Longevity and Customer focus** are **the keys to the success** of our partnership



### GENEVA UNIVERSITY HOSPITALS • SWITZERLAND

#### Together we are responsible

The Geneva University Hospitals have a responsible partnership with Samsic, which provides cleaning services with a staff of 22 people for the Belle Idée psychiatric unit. Because the social responsibility of these 2 actors involves concrete actions in the field, there is a desire to explore new avenues for improvement in all areas, including quality, occupational health and safety and environmental protection.

*“ The agility, adaptability and flexibility of Samsic are qualities we appreciate. We work together to develop more effective processes, in areas such as inspection records and customer relations. Human resource empowerment and talent cultivation are essential issues in the cleaning business, and we will make these issues increasingly important differentiation criteria in the future.*

**BRIGITTE BEAUD-PEIRY**  
Head of the Cleaning Department, Geneva University Hospitals



Each year, the children hospitalised in the paediatric ward at Geneva University Hospitals receive many gifts collected by Samsic employees thanks to "Merci pour Eux", an association created by Éric Vallée, Sinfoni Manager, Samsic RH Training Institute.





## ETHICS

### We are all actors and responsible

*Principles 1, 2 and 10 of the Global Compact*

Samsic is committed to conducting its activities in a healthy and ethical business environment in full compliance with laws and regulations: respect of human rights, responsibilities as purchaser and taxpayer, fight against corruption with specific clauses included in the employment contracts of Directors and sales representatives.

Samsic wants to promote and develop the trust of all its stakeholders, employees, customers, suppliers and public and private partners by strictly applying the 10 principles of the Global Compact, which it has supported since 2005, and by complying with national and international standards, such as the Organisation of Economic Cooperation and Development Guidelines and the International Labour Organisation Conventions.

We educate our employees about ethics and compliance through our ethics charter, which is given to each employee when they are hired, with additional explanations in our guide to ethical behaviour and our Ethico-Test. Training sessions help our employees embrace our CSR policy.

Samsic's ethics policy applies particularly in the area of trade relations. Our responsible purchasing policy must contribute to the financial performance of the company and its subsidiaries while guaranteeing sustainable collaboration with our suppliers. Our action in this area is based on the commitment of our Central Services Purchasing Department to promote the values of the group and its CSR commitments with our suppliers through the Supplier CSR Charter, the responsible purchasing guidelines and by performing audits.



## ETHICS • ITALY

### Res Nova at the top of ethics ranking

*Principles 1, 2 and 10 of the Global Compact*

Congratulations to Res Nova which obtained 3 stars, the best score, in the Rating di Legalità that rewards virtuous Italian companies in terms of ethical principles. Granted for 2 years, this official title allows our Italian subsidiary to be on the list of suppliers and service providers that do not engage in bribery and corruption.



## Forward-looking vision of Facility Management for Samsic's "Club Excellence FM"

*Principles 1 and 8 of the Global Compact*

In October 2016, Samsic FM decided to launch the "Club Excellence FM" in partnership with Marc Dumas, creator of the Arseg awards and former television host at BFM.

By bringing together many experts, including researchers, customers and prospects of Samsic FM, the "Club Excellence FM" develops a genuine forward-looking vision of Facility Management.

As a continuous and iterative process, the Club Excellence FM brings together every 2 months the Facility Managers of large organisations such as Thales, Orange, EDF, the Ministry of the Armed Forces, Airbus, Bolloré, etc.

One of the recent topics addressed, "FM and local regions: new avenues to explore", demonstrates how integrating social responsibility in a FM strategy can drive performance for all the stakeholders, including local regions. Areas of focus offering a new vision of sustainable performance include employing disabled people, developing the local economy, reducing the ecological footprint and increasing quality of life for employees and local residents.





## PLG • FRANCE

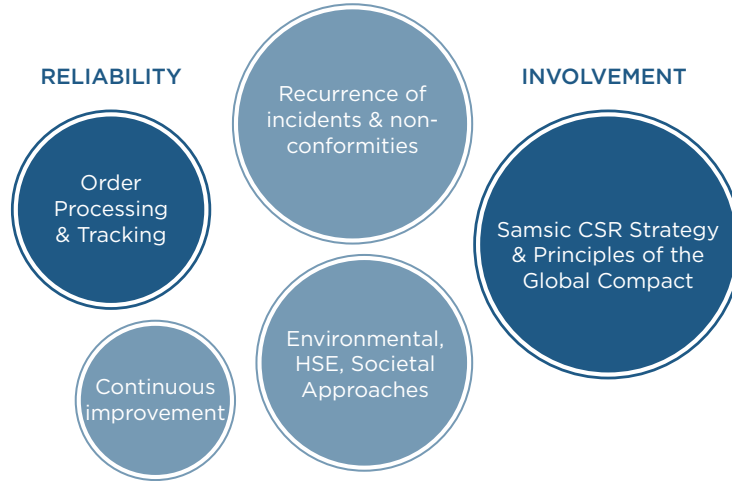
Principles 1, 2 and 10 of the Global Compact

### Building lasting relationships with our suppliers

Each year Samsic conducts an audit of its main suppliers. This multidisciplinary initiative brings together multiple in-house skills, including the QSE department, the Purchasing department and the CSR department. In 2017 the defined

targets were washroom consumables and specialised cleaning machines.

This audit checks the suppliers' compliance with Samsic's requirements, including:



“

*The audit carried out by Samsic enables us to revisit the initiatives developed for controlling our value chain from sourcing to utilisation of the products at customer sites. Each of our products is of course covered by precise specifications, and every 2 years, our parent company Bunzl audits*

*the suppliers operating in sensitive geographical areas on social issues, human rights, environment and quality. This audit represents an important milestone in our relationship, allowing us to define areas for improvement leading to a lasting partnership.*

”

**DAMIEN DE POMPIGNAN**  
Director of Purchasing, PLG



## ASTRE • FRANCE

### Winning partnership rewarded

In late October, Forget Formation, a subsidiary of the Samsic Group, participated in the Congress of Astre, Europe's leading transport and logistics consortium. The Consortium celebrated its 25<sup>th</sup> anniversary, making 2017 the year of achievements. As part of the celebration, an evening was organised for its 50 partners during the Congress, with 7 awards distributed.

After 5 years of partnership, 2 awards were bestowed on Sébastien Loury, General Director of Forget Formation, before 500 participants including 230 business owners. One of the awards was for mobilising a team of 40 trainers for the Astre Consortium.







## MORITZ • SPAIN

Ensuring the quality of Moritz beer



It is important for businesses in the food industry to be able to trust their cleaning company, to ensure quality and security for the consumers and peace of mind for the staff. Samsic Facility perfectly reflects this philosophy with the Moritz brewery. Moritz is a traditional brewery, which produces 3% of Spanish beer. They are always seeking to optimise their consumption of natural resources such as water, energy and raw materials, in order to brew better beer.

Samsic Facility supports the family group Agora at its production sites of craft beers, known under the brands Moritz and Ambar. Samsic is proud to provide cleaning services at the very first brewery created in 1856 by Louis Moritz in Barcelona. This legendary place, totally rehabilitated by architect Jean Nouvel, is a hot spot in Barcelona nightlife.

“

*For our breweries, we wanted to work with a national company, close to our family values, capable of responding quickly to our rapidly changing needs. Thanks to approachable,*

*dedicated and professional staff, we have much more peace of mind. We have enjoyed this relationship of trust since 1994, and we are still very satisfied.*

”

**MARIANO ARTAL**  
General Services Manager, Moritz





# VALUING OUR RESOURCES AND DEVELOPING OUR TALENTS

Our employees are the key to our past and future growth. The diverse profiles, cultures and career paths of our human assets are a source of strength. Developing the skills and employability of our 83,000 employees is a key component of our human resources policy, including taking on new responsibilities, learning a new trade, certifying a skill or improving speaking skills.



## PROMOTING

Diversity and Equal Opportunities.



## PROTECTING

Health & Safety of Our Staff.



## TRAINING

and Developing Our Talents



## DEVELOPING

Cohesion and Well-Being at Work.

## E4 PROMOTING DIVERSITY AND EQUAL OPPORTUNITIES

Created in 2005, the Solidarity Employment Department now consists of 6 professionals from the fields of specialised education and employability. They implement Samsic's

commitment to employing and retaining disabled people through targeted actions.

### S SOLIDARITY EMPLOYMENT

*Principle 6 of the Global Compact*

#### Samsic RH supports of people with disabilities

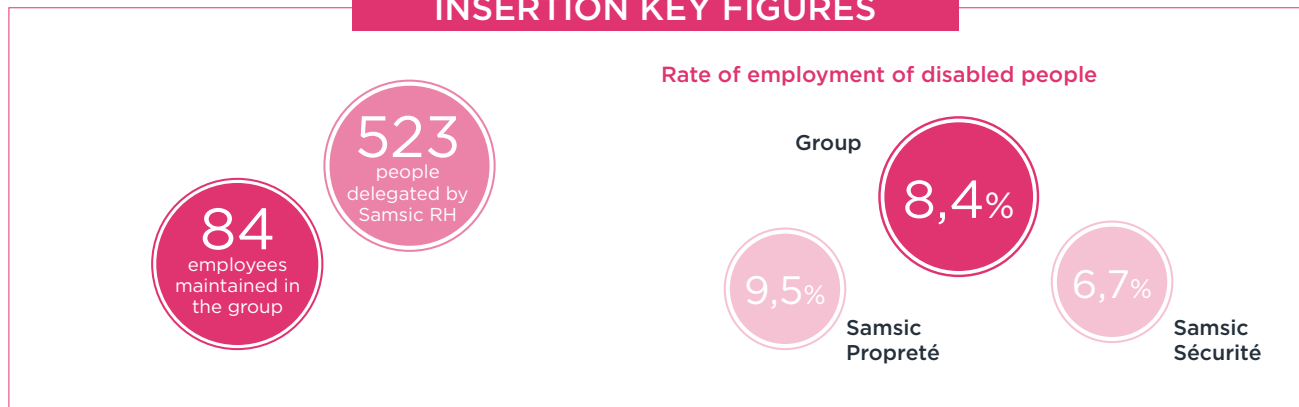
In 2017, Samsic Emploi delegated 523 people with disabilities, and more than 3600 people since 2007. These temporary employees are assigned various missions, such as assistants, warehouse workers, forklift operators, production agents, concrete form builders, etc.

These successful assignments often allow workers to acquire the experience needed for a new career path after a health problem. The profile, experience, career goals, motivation and health issues of each person are the starting points for finding employment.

Through our local agencies we can work closely with Cap Emploi Disability Employment Services, combining their expertise in disability and our knowledge of customer needs. This partnership upholds Samsic's commitment to support people with disabilities: focus on occupational health, customer satisfaction, and workstation accommodations.



#### INSERTION KEY FIGURES



### Employability and Disability

*Principle 6 of the Global Compact*

In 2017 Vanessa Auffray joined Sam'aide as Employability Manager.

Her role is to help our disabled employees develop their employability to be able to work in a 'mainstream' company. This includes helping them define their career goals and providing support in other areas such as housing, healthcare and basic knowledge, all in cooperation with various partners.

We will assist them in their job search and continue providing support after they find employment.

This year, 6 of our 7 disabled employees entered a training course under the CléA program.

CléA is the concrete and operational expression of the 'professional knowledge and skills base' as defined by the French Decree of 13 February 2015. Created by the COPANEF - National Inter-Branch Joint Committee for Employment and Vocational Training, its objective is to provide training and certification of the knowledge and skills needed to find employment.







## BEAU RIVAGE • SWITZERLAND

Principle 6 of the Global Compact

### Innovative employability by Samsic Emploi

Special skills are required for the luxury hotel business, making it difficult to find experienced profiles. For 2 years, Samsic Emploi and Samsic Academy have been working with the Beau Rivage Palace hotel, located on the shores of Lake Geneva in Lausanne, to train and place housekeeping staff and porters, while helping people enter the workforce. Concretely, the candidates are selected during skills workshops organised by the 3 stakeholders. The successful candidates take a 10-month training course at the Beau Rivage Palace with the possibility of being offered a job at the end.



“ Samsic Emploi offered us an innovative system to help us find winning profiles, which we truly need. Furthermore, I think that the very high standards of the Beau Rivage Palace provide successful candidates with excellent professional experience and skills development. Through this system, we are also proud to help people who have difficulty finding work enter the workforce, including by combating language barriers when they exist. We all benefit by developing and upholding CSR values.

SAMANTHA POLGAR  
Head of Housekeeping Hôtel Palace Beau Rivage, Lausanne



## FUNDACIÓN INTEGRRA • SPAIN

Principles 1 and 6 of the Global Compact

### Samsic Iberia supports the Fundación Integra

Samsic Iberia has been supporting the "Fundación Integra", created in 2001, for two years now. The Foundation's mission is to help at-risk people and people with disabilities enter the workforce. Samsic Iberia encourages these people to take training and coaching programs, and then integrates them in its teams, to increase their employability.

closed the ceremony by saying that *"the businesses that hire diverse and varied profiles are the most productive and the most people-friendly"*.

Each year, new companies join the "Fundación Integra". It now has 56 business partners!

On 29 October, an event chaired by Fátima Báñez, Minister of Employment and Social Security in Spain, and Ana Botella, President of the Foundation, was held to celebrate the milestone of 10,500 jobs created since 2001. Ana Botella personally thanked all of the companies and institutions committed to this cause, including Samsic. Fatima Báñez



## TOWN HALL OF BONDY • FRANCE

Principle 6 of the Global Compact

### The City of Bondy promotes employability

The employability clause in the roadside cleaning contract for the city of Bondy reserves 1,500 hours annually for long-term jobseekers, disabled people and income support recipients. Mission accomplished for Samsic Propreté Urbaine which largely exceeds the specifications set by Bondy. Beyond this contractual commitment, the company encourages beneficiaries to rediscover the pleasure of working, acquire

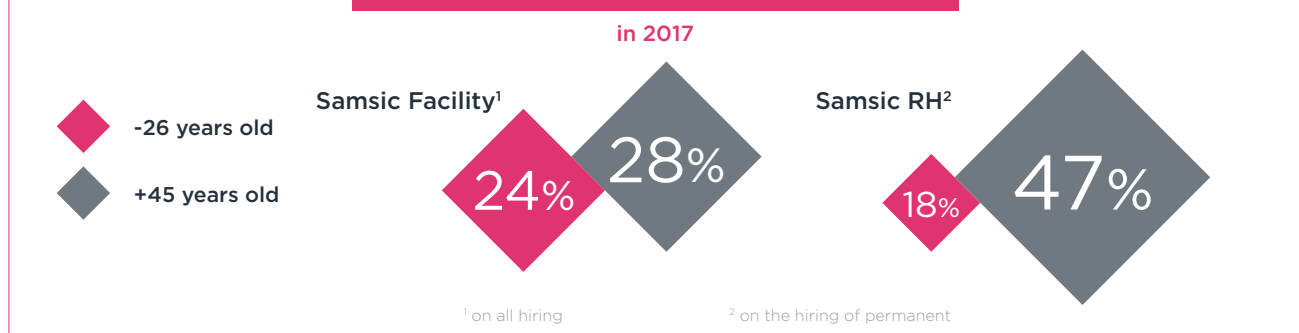
professional experience and fit in with the existing teams. For Sylvine Thomassin, Mayor of Bondy, this partnership contributes to the social and economic development of the area and illustrates the importance of public service.



“ By giving a second chance to people who have difficulty finding work, Samsic contributes to diversity and equal opportunity and promotes social inclusion. Beyond this commitment, I would say that the service agents have become Bondy locals, they are recognised by the city’s technical agents but also appreciated by the local residents for the quality of the services and their approachability. ”

SYLVINE THOMASSIN  
Mayor of Bondy

### INSERTION KEY FIGURES



## MAS MUJERES, MEJORES EMPRESAS • SPAIN

### Samsic Iberia helps empower women

On 30 May, Mario Garcés - Secretary of State of Social Services and Equality, accompanied by Lucia Cerón - Director of the Institute of Women and Equal Opportunity, presided over the ceremony welcoming 32 new companies to the project “more women, more successful businesses,” including Samsic Iberia. With these new members, no less than 140 businesses are now participating in the project. Most of the businesses undertake to increase the number of women by at least 10% in management positions and on executive committees, and by 30% on boards of directors.

This includes measures to ensure that in-house training, selection and promotion are carried out with no gender discrimination, and to ensure greater gender parity, based on merit and ability.

Gender balance in management positions as well as greater diversity in leadership are very beneficial. The company’s governance, image and ability to attract and retain the best talents are improved, and innovation and return on investment show better performance, with more efficient models.





## S INSERTION OF YOUNG PEOPLE

Principle 6 of the Global Compact

### Samsic Facility supports work-study programs!

Promoting the employability of young people and attracting and retaining talent are among the CSR commitments of Samsic Facility. It is also a priority for the company, which has trouble recruiting qualified personnel on a tight labour market.

This is why the Facility division has set up a centralised work-study program. The program meets the following objectives:

- Comply with the Group's CSR policy,
- Promote the social integration of young people and jobseekers,
- Develop a new source of recruitment and talent,
- Meet the needs of our largest customers,
- Reduce the number of short-term contracts in favour of long-term jobs.

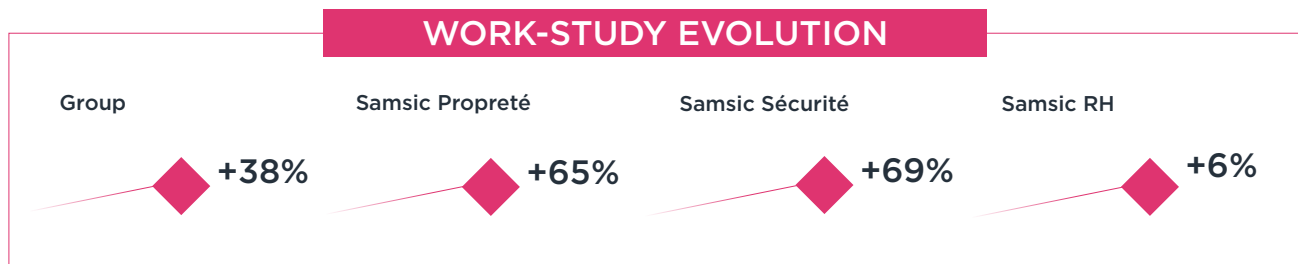
## REFERENT WORK-STUDY

Instructor since 2011 at IFES, Benjamin Bernable has recently been appointed Work-study Officer. He will support Samsic Facility in achieving the objective of instilling a culture of work-study by recruiting and mentoring applicants and setting up tools so the system can be used in-house.



“ By discovering the field of cleaning at Samsic, I decided to continue my studies with a work-study program to move to a managerial position. My tutor supports me in achieving my goal. ”

**ILHEM TOUNSI**  
student in BTS "Métiers des Services à l'environnement" with Samsic Propreté Nice



## Learning support initiatives

Principle 6 of the Global Compact

Training the talents of tomorrow is one of Samsic's major concerns. Every year, Samsic hires more young people in work-study contracts, especially in the cleaning business. In 2017, with the close collaboration of various Work-study Training Centres, Samsic supported 94 apprentices seeking to earn professional diplomas, from the certificate level to the masters level.

To ensure their success in a business environment, Samsic provides support and mentoring to the apprentices, throughout

their training program. The Samsic Propreté agencies, with the assistance of the Training Institute of Service Firms, hosted orientation days for the apprentices of the Training Centres of Lyon, Rennes, Marseilles, Paris, Bordeaux and Toulouse. The orientation was an opportunity to share the history and values of the group, consolidate the mentoring and build a strong relationship with Samsic.



## TRAINING AND DEVELOPING OUR TALENTS



L'ORÉAL • FRANCE

Principles 1 and 6 of the Global Compact

## Samsic, totally committed to combating illiteracy



Since the end of 2015, Samsic has been engaged in a literacy program. The objective is to teach agents who volunteer for the program basic knowledge such as reading, writing and arithmetic, applied in a professional context, leading to the Key Competencies of Cleaning Certificate, a professional diploma.

This program, carried out in part with the Association #Stopillettrisme, matches a Samsic agent with an employee of the customer site who volunteers to mentor, provide ongoing tutoring and support. This mentoring system helps build social bonds at the customer site, improving communications and service delivery. In 2017, no less than 170 people entered the program offered by Samsic, and 250 people have participated since the program was initiated.

This year, one of the many agencies offering the program was the Samsic Propreté Agency in Gennevilliers, enabling several of its employees working at L'Oréal to take the 150-hour Key Competencies of Cleaning training course provided by the organisation AMERI-CF, while benefiting from individual tutoring by mentors.



“ I am very happy to have taken this training course. I learned a lot of things, and now I can help my daughter do her homework. I want to thank my mentor, L'Oréal and Samsic. ”

**MAGALIE GEORGES**  
Cleaning Agent, Samsic

“ It's so great to see how excited they are to learn and make progress. The #STOPILLETTRISME program is a very rewarding human experience. ”

**CHRISTINE LEONI**  
Magalie's mentor and Communication  
Manager, L'Oréal

“ All of the stakeholders are extremely committed, including Samsic management, the training organisation, the OPCA, and of course #STOPILLETTRISME. It is a local program that everyone can see the benefits of. These are people that we see throughout the day, who are virtually part of the company, which is why our employees want to break down the barriers, get to know them and help them out. It is a relationship in which the mentors get as much out of it as the mentees. ”

**SYLVIE VILLEROY**  
CSR-Communication Director of L'Oréal's  
Charles Zviak Campus



## S TRAINING

*Principles 6 of the Global Compact*

### Additional training options with the Libero e-Learning Kit

The Libero 3.0 kit is an e-learning training application developed by the INHNI, the training organisation of the cleaning sector.

Hosted on a tablet or PC, the application offers 9 training modules in cleaning, security, environmental awareness and customer relations. It can be used on the client site, in a work situation or in a classroom.

Featuring videos, quizzes and multiple choice tests, these interactive applications help our employees quickly and easily learn the basics of their jobs, improve their skills and evaluate themselves based on specific criteria under the responsibility of their manager.

These fun and engaging new formats make learning accessible and help integrate working time and learning time.

Currently tested by more than 30 agencies, 500 training programs were initiated in 2017. The system should be rolled out nationally in 2018.



# 1,750h

of training provided by the Libero 3.0 Kit in 2017

### THE + OF KIT LIBERO 3.0

- On-the-job **training** during short periods selected by the user
- **Evaluate** the learnings on each module
- **Track** the individual training paths and adjust according to the needs
- **Professionalise and empower** our agents

## Samsic Emploi stimulates our memory

*Principles 1 and 2 of the Global Compact*

Vincent Delourmel has what could be called an atypical profile. A former magician who became a mnemonist, a memory specialist, he spent years studying how memory works by researching cognitive science and neuroscience. Based on his research and his 20 years of practice in the field, he came up with an original, proven method for regulating and managing the constant influx of information in the workplace. Several Samsic Emploi agency managers took the training course that is both interactive and unusual, since it deals with sensory, semantic, episodic and procedural memory. The objective was to give the participants a few key concepts to help them manage the mental load, anticipate the need to memorise and process information, and visualise the information to remember it better.





## LAHAYE - STEF TRANSPORT • FRANCE

Principle 6 of the Global Compact

### Samsic Emploi & Forget Formation provide transport expertise

*Samsic Emploi and Forget Formation are working to change perceptions about the profession of truck driver and inspire new vocations to meet the recruitment needs, by combining their expertise to serve the transport sector.*

#### Promote sustainable employment through skills development

On 23 October, Transports Lahaye, Samsic Emploi and Forget Formation decided to build a three-way project focusing on truck driver training and employment, capitalising on the expertise of each of the actors.

The primary goal of the project is to train and develop the skills of temporary workers to put them on the path to permanent jobs. In the first phase of the project, trainees earn the "HGV Driver" professional certificate via a 19-week training course. In the second phase, they get a 16-week temporary assignment at Transports Lahaye to learn about driving in the field, and get to know the corporate culture and the values of the company. After successfully completing these 2 phases, the best candidates may be offered a permanent job.

Samsic Emploi has a dedicated "Skills Management" department to support all employees in their professional development, and can thus, according to a national agreement, help recruit all profiles for Transports Lahaye.

“ Samsic Emploi demonstrated a customer focus and an excellent understanding of our needs. Custom solutions can only be designed with 'agile' people who demonstrate collective intelligence and decision-making skills. The project that we put together with Samsic Emploi and Forget Formation is a perfect illustration of this. ”

**FRÉDÉRIC BONNECHÈRE**  
Human Resources Director, Transports Lahaye

#### Working for employability with Stef

In 2010, Stef, temperature-controlled transport specialist, set up an innovative recruitment process with Forget Formation, to promote employability. Mostly jobseekers or farmers in job retraining programs, the candidates invited to our training centre in Le Mans discover the job of truck driver, what it entails and the courses needed to obtain the specific certifications required. In order to determine the ability of candidates to take this level V training, they are given written tests and interviewed by Forget Formation and Stef to identify the best profiles.

“ Raising the level of skills also makes the profession of truck driver more attractive and improves its image. With their insight into our organisation and our needs, Forget Formation offered us a system that perfectly meets our requirements. The processes are advantageous and sustainable only if everyone involved is engaged in a true relationship of trust. Our partnership with Forget Formation is strong and valuable, and that is why it persists. ”

**LOÏC GUILLAUME**  
Centre Loire HRD, Stef

#### SINCE 2010, IN STEF



300

job-seekers trained by Forget Formation



95%

success rate on the exam



89

people hired



## CROSS PORTRAITS • INTERNATIONAL

Principles 1 and 2 of the Global Compact

### The International Account Director at Samsic Facility caters to key accounts

Éric Soriano's position as International Account Director was created over 3 years ago to set up an integrated, company-wide structure to handle the outsourcing needs of international companies: *"The market is changing, and many Purchasing Managers and Facility Managers in France now have broader responsibilities on the European scale. We had to offer them a 'mirror' organisation"* explains Éric Soriano.

Samsic Facility offers key accounts in more than 20 European countries a multi-service offering whose added value includes:

- A single point of contact for customer relationship management,
- Local management of services, at an equal level in all countries,
- Consolidated reporting,
- Global account management.

The key account managers coordinate calls for bids in synergy with the countries concerned and identify new business opportunities. Eric Soriano's customer portfolio includes H&M, Ralph Lauren, FNAC and Amazon, representing nearly 15 million of euros in revenue annually.



*"Our customers want to cut back on their number of suppliers to reduce their supply chain. We support them over the long-term in an increasingly international environment",* says Éric Soriano.

### Samsic's "Glocal" Concept: think global, act local

This means translating customer requirements from a global point of view across many countries while respecting the local identity and culture. This "glocal" concept differentiates Samsic on the market. The benefit of a "glocal" organisation is undeniable: easier communications

with no loss of information, pooling of services, local customer focus and quicker response time.

Samsic Facility enables the companies to save valuable time while generating savings.

### Olivier Brunet develops the markets in Northern Europe



Olivier Brunet joined the group in 2016 as Director of Operations-Northern Europe for Samsic Facility. This new position illustrates the group's desire to expand internationally.

The UK, Luxembourg, Switzerland, Poland and Germany are the 5 European countries that he visits regularly. These are high-growth markets posting global revenue of more than 150 millions of euros.

His role is to ensure that the services delivered at the local level are in line with Samsic's standards of excellence.

*"One of my missions is to pool and capitalise on the expertise of the country on the group-wide level"* says Olivier Brunet, who works with the management of the countries of northern Europe on 4 key levers:

- Driving commercial development,
- Developing operational excellence,
- Anticipating customer needs in high-growth markets,
- Generating sustainable growth.

This demonstrates the ability of the group to switch from a sector-oriented organisation to an organisation focusing on "territories and markets" to support the growing needs of businesses for facility services.



## GUADELOUPE AIRPORT • FRANCE

### Towards new horizons with Samsic

Karen is symbolic of how we envision human resources at Samsic, as a way to support our employees in moving into new positions and developing new skills, and demonstrating

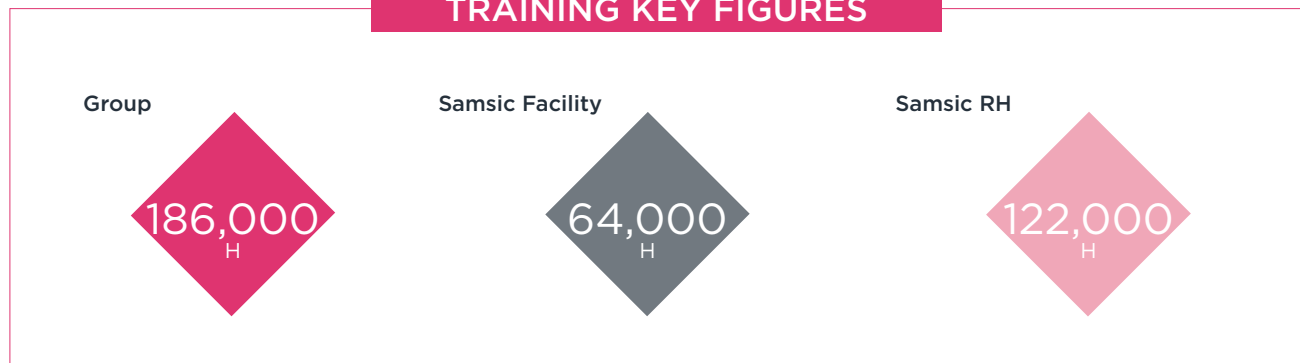
our desire to continue to work together. After 14 years at headquarters in Brittany, she now works as an airport operations assistant for Samsic Assistance Caraïbes in Guadeloupe.

“ This is the culmination of my personal and career goals, the desire to discover new countries and gain new professional experience after these years working in customer accounting. This leap into the unknown gave me new energy. I found myself immersed in airport operations, an extremely interesting sector that I knew nothing about.

Another challenge was that everything had to be set up for this position of operations assistant. The Group provided me with strong support and opened up new horizons. ”

**KAREN HUET**  
Operations Assistant, Samsic Assistance Caraïbes

### TRAINING KEY FIGURES



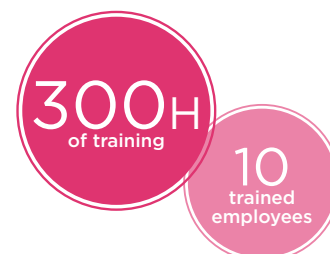
## TRAINING • FRANCE

### Better accessibility thanks to sign language

*Principle 1 of the Global Compact*

To better accommodate hearing impaired passengers, Samsic Assistance Caraïbes staff working at check-in, boarding and the VIP lounge have been trained in sign language. They have learned both basic and business vocabulary. This allows them to respond better to our customers' expectations.

In 2017, it's :





## SAFETY SECURITY • FRANCE

*Principle 1 of the Global Compact*

### Occupational risk prevention by Samsic Facility

Protecting the health and safety of employees is a priority and a longstanding commitment at Samsic Facility. The programs and initiatives developed in this area apply to all levels of the company, from General Management to the operational agents.

The Health and Safety Policy of the company is built around 4 fundamental values:

- Excellence: everyone at all levels of the company,
- Knowledge: verified qualifications and skills,
- Behaviours: appropriate to the risks,
- Lessons learned: encouraged and capitalised.

The management in the field makes regular safety inspections at customer sites.

Samsic carries out educational actions based on the 10 Golden Rules validated in 2017. These rules address risk situations encountered by Service Agents in the workplace. Additionally, an internal awareness campaign was carried out featuring 11 educational posters promoting the right behaviours.

In 2018, a "Sam Accueil" safety orientation module will be mandatory to educate all new employees about the group's health and safety policy.

**2,051**  
safety inspections carried out

**90.1%**  
of compliance



## LOXAM • FRANCE

*Principle 1 of the Global Compact*

### Loxam chooses Forget Institut to combine safety and performance

The objective of the program concocted for Loxam by Forget Institut, an entity of Samsic HR, is to reinforce the safety culture in the company, to prevent occupational accidents. For this business that leases equipment to construction, public works and industrial companies, training employees to comply with safety rules and procedures is a key issue in risk management.

This training program, piloted by Forget Institut at the European level, took place in three phases:

- Analysis of Loxam's needs, audits carried out in all the countries concerned, taking into account the local health and safety laws

- Safety assessment and recommendations
- Setting up a training and coaching program for risk prevention and management.

In all, nearly 700 managers and staff were trained, including the Management Committee, Regional Directors, Regional Technical Officers, Agency Managers, as well as all the safety officers of the group and the members of the Health, Safety and Working Conditions Committees.

consultants-trainers involved

14

90%

1,000H

of training

of audits completed

“ The strong points of this partnership were Forget Institut's ability to support us on a project at the European level, headed by a single contact person, on time, and taking into account the local issues. ”

STÉPHANE HÉNON  
Managing Director, Loxam

## HEALTH - SAFETY A WORK • FRANCE

### 3 QUESTIONS FOR

**BERTRAND CHANVRIN,**  
HEAD OF THE SAFETY COMMITTEE AT SAMCIC RH

*Because the success of a mission largely depends on effective employee orientation, the Safety Committee at Samsic HR created a specific orientation program for all temporary employees. Hunting Down Risks is a key component.*

#### What does Hunting Down Risks entail?

In concrete terms, it is the visual projection of working environments where our employees may encounter risks, such as a plant workshop, a construction site or a logistics warehouse. The objective for the temporary employee is to identify all the risk situations, and for us to point out, orally or through videos, any risks they did not identify.

#### What is the value of this approach?

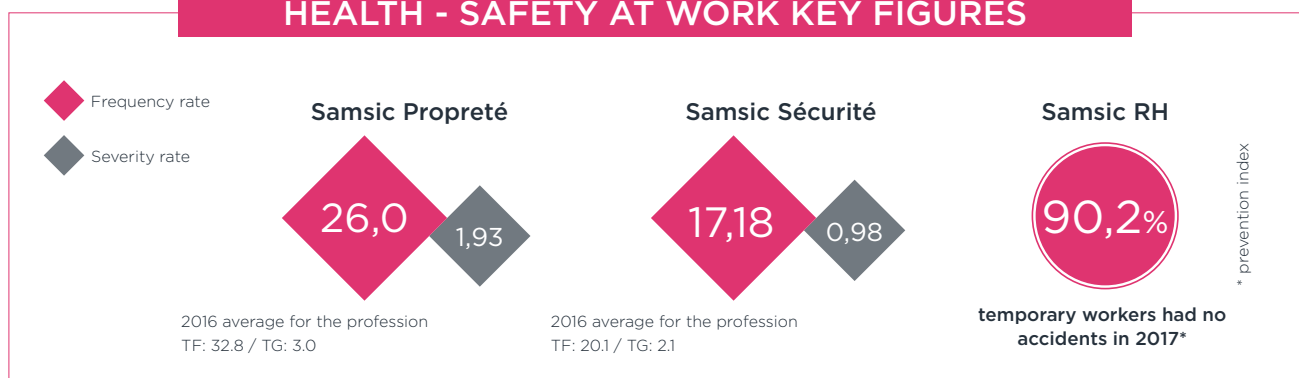
The Hunting Down Risks process is an entertaining approach that is more effective since it calls on visual memory and applies to multiple profiles through the diverse environments included. It can be done on paper or using 3D images or even interactive DVDS, in other words using new technologies.

#### What outcome have you obtained with this orientation program?

Samsic Emploi has an ambitious and ongoing prevention policy that goes well beyond the legal obligations. For instance, our policy forbids requiring temporary employees to work at height. By explaining our risk prevention goals to temporary employees during orientation, we have seen occupational accidents decline by 6% on average.

However, although using new instructional methods and tools makes risk prevention training more dynamic, dialogue and close relations with temporary employees remain our most effective means.

### HEALTH - SAFETY AT WORK KEY FIGURES



## SAFETY AWARENESS • FRANCE

### Samsic Emploi hunts down risks

*Principle 1 of the Global Compact*

A Hunting Down Risks contest is an initiative of the Samsic Emploi Agency in Le Neubourg. Almost half of the 150 temporary employees of the Agency participate in this contest held every six months in a different sector of activity: construction, logistics, agri-food. The purpose of the operation

is to make these employees accountable for safety in the workplace. The goals of the fun and educational contest are to identify hazardous situations, comply with safety instructions and implement best practices.



## INTEGRATION & COHESION • FRANCE

### Welcome to Samsic Facility 2017 newcomers

Because people are Samsic's greatest asset, the Group ensures that each new employee integrates perfectly in the company environment. Samsic Facility organises 2 orientation days per year for all new-hires. The last orientation took place in October 2017 and brought together more than 50 employees.

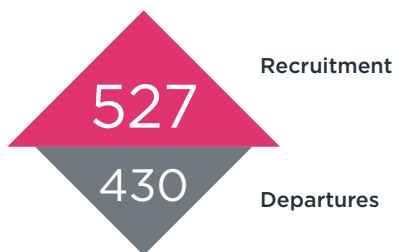
The participants received all the information they need to understand how the company operates. They also got the chance to meet the support staff and the other entities of the group, all in a friendly atmosphere. Guy Roulleau, President of Samsic Facility, personally welcomed them and told them about the history and divisions of the company, conveying the values upheld by the group for more than 30 years.



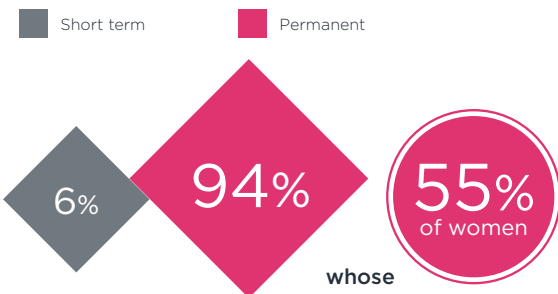
May 2017 welcoming event

## WORKFORCE KEY FIGURES

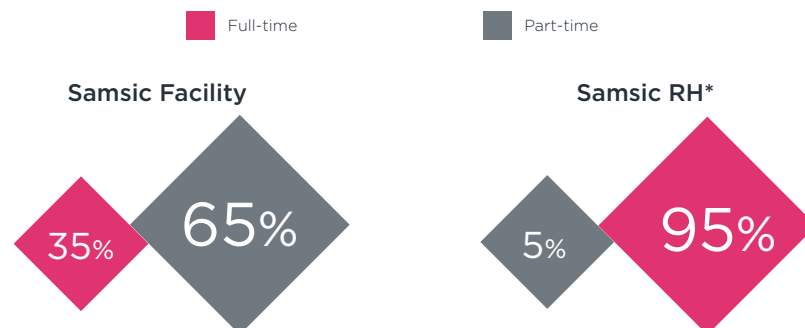
### Workforce development support and permanent staff



### Contracts support and permanent staff



### Type of contract



\*for the permanents



## POSITIVE COMMUNICATION • FRANCE

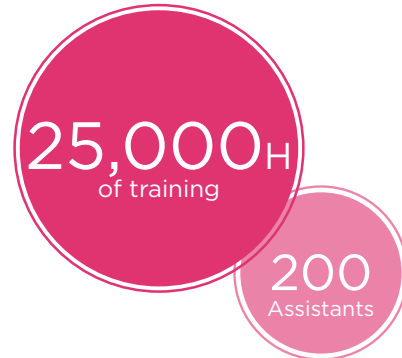
### Life at the heart of Samsic Emploi agencies

Because active listening, positive communication and assertiveness skills are the keys to building a relationship of trust and loyalty with the temporary employees, Samsic HR delivers more than 25,000 hours of training for 200 Samsic Emploi agency assistants. This ambitious program was developed to support the assistants in their daily tasks, including when it comes to handling tense interpersonal situations.

Entirely designed by SINFONI, the Training Institute of Samsic HR and the Safety Committee, this program uses an innovative approach, combining intense emotional sequences, practical workshops and many post-training tools.

“ *Employment and compensation are by nature sensitive subjects. If an employee doesn't understand his or her payroll statement or an applicant is rejected for a job, the situation may become tense. In this context, it is important to stay calm and use language conducive to constructive dialogue. This is why we developed a specific training course for our agency assistants.* ”

ÉRIC VALLÉE  
Director of the SINFONI Institute



## 2 QUESTIONS FOR

ÉLODIE VAQUIÉ,  
DIRECTOR EV CONSULTING

*Consultant and trainer for 8 years, specialised in negotiations, change management and leadership development*

**What are the instructional objectives of your training course?**

Anticipating conflicts is all about communicating effectively! Understanding what triggers aggressiveness and developing appropriate verbal and body language are strengths when they become automatic. That is exactly what we are aiming for with this training course.

**What did you like about this training design project?**

The desire to give the assistants concrete tools, since they are often on the front line in the agencies, to boost their confidence, self-assurance and comfort level so they can perform better.

MICHEL BENES,  
DIRECTOR LÉGITIME CONFIANCE

*Engineer, consultant and trainer for 15 years. Specialised in conflict and crisis management.*

**What do you want to teach during your training course?**

I would like to help the trainees anticipate and effectively manage tense situations they may encounter, using practical tools tailored to their profession.

**What instructional approach do you use?**

I alternate between interactive presentations and hands-on instruction where role-plays are filmed and discussed in detail, giving trainees directly applicable experience.



## WORKSHOP FACILITY • FRANCE

Culture of trades in 20 minutes par time



Promote synergy across the different jobs at Samsic Facility, learn how to present the Group's global offering by getting to know one another better. Get together, interact, challenge each other... The program of the Facility Day held in September included 11 thematic workshops, 11 speakers and a 20-minute presentation per workshop.

To better meet our customers' expectations and needs, which are constantly changing, we use a market approach based on our sector-specific expertise. We capitalise on the know-how of our staff and help them develop their skills.

## EMPLOYER BRAND • FRANCE

Forget Formation develops its "employer brand"

In the age of social media and the digital transformation, it is important to remember that one of the company's greatest assets is its employees.

This is why Forget Formation, a subsidiary of the Samsic Group, set up working groups to boost the company's image both internally and externally. The employer brand is key to attracting talent and generating employee engagement and ownership. The following projects were carried out:

- A revised welcome booklet which describes the fundamentals of Forget Formation and the group-wide health and safety and CSR policies. The testimonials of employees at the end of the booklet illustrate the possibilities of promotion within the company.

- Polo shirts and fleece jackets featuring the colours of Forget Formation. Objective: To differentiate the trainers from the trainees and promote the brand at the training centres.
- A new logo for the professional fleet
- Visual identity guidelines to ensure consistency across all documents and training materials
- Brochures, leaflets and posters for the sales reps

Finally the new tagline "your success, our objective" aims to unite all employees around the employer promise of the training organisation.

## COHESION • FRANCE

### Samsic Sécurité, rugby boosts team spirit

On 2 March, the Samsic Sécurité Site Managers met, not for a theory course or a classroom presentation, but on a rugby field. Team spirit, respect and solidarity are the values conveyed by this sport, and they are applicable in business to motivate, develop and retain talent. In rugby as in business, it is all about the team: everyone has a job to do and is encouraged to work for the team as a whole.

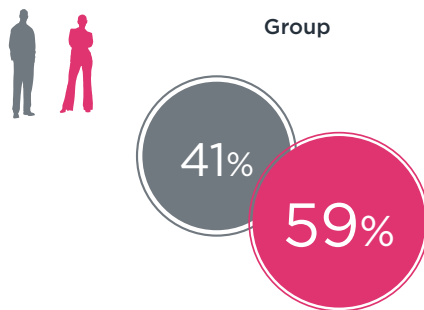
After receiving the jerseys from Pascal Pape, former captain of France's national team and player with the Stade Français, the Site Managers tested their abilities to push together in the scrum behind Rémy Bonfils, hooker with the Stade Français and French national team player, and their accuracy, agility and speed with Jonathan Danty, centre with the Stade Français and French national team player. The entire session, and in particular the recap, was led by Julien Dupuy, scrum-half with the Stade Français who played on the French national team when they beat the All Blacks in New Zealand in 2009.



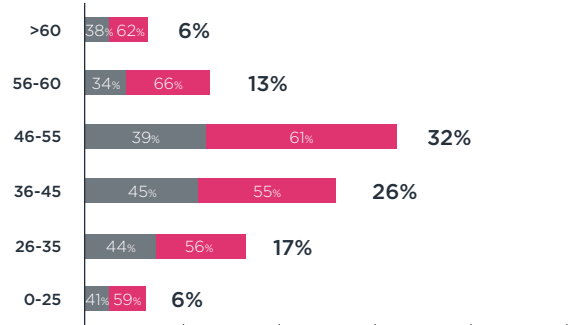
During this memorable day, the Site Managers learned the essential keys to help them develop their teams and achieve the common goal: the success of Samsic Sécurité.

## EMPLOYEES KEY FIGURES

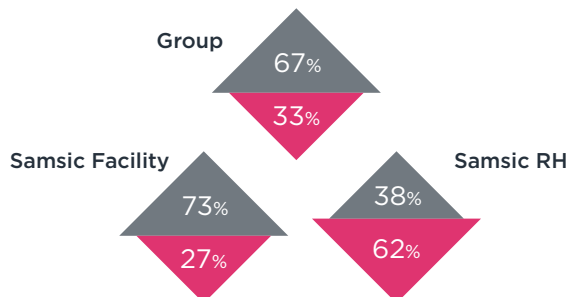
### Gender diversity



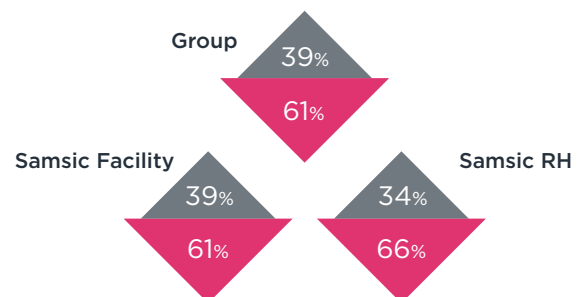
### Age structure



### Management



### Employees - Agents





# HELPING PROTECT OUR ENVIRONMENT

Sustainable development is an integral part of our CSR policy. Samsic believes it is important to protect the environment and to reduce the greenhouse gas emissions from its business operations.

We also support the ecological transition of our customers by providing more eco-responsible products and services.



## DEVELOPING

the Use of Environmentally Friendly Products and Processes.



## MANAGING

Our Energy Consumption and Recycling Our Waste.



## REDUCING

Our Carbon Footprint.

## DEVELOPING THE USE OF ENVIRONMENTALLY FRIENDLY PRODUCTS AND PROCESSES



### AUCHAN • LUXEMBOURG

Principles 8 and 9 of the Global Compact

#### A Green Partnership

Both committed to protecting the environment, Auchan Luxembourg and Samsic cultivate a green partnership, seeking to improve the well-being of the 10,000 daily shoppers. With floor scrubbers and electric golf carts, Samsic staff clean the 6,000 m<sup>2</sup> car park and collect 18.5 tonnes of waste. Nearly 13,500 of chewing-gum are removed by Eco-gum, an ecological solution containing a sugar surfactant, making it totally biodegradable.

**Auchan Luxembourg**, key figures: 100% of waste sorted and 91% recycled, and 435 tonnes of organic waste converted into biogas.

158 tonnes of food donated to Stëmm Vun Der Stross, a local association for the social and professional integration of disadvantaged people.

“

*Samsic helps us achieve our environmental objectives at Auchan. The targeted analysis of processes and methods, proposed by Samsic and*

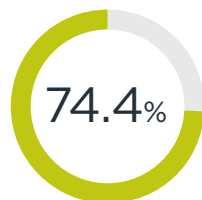
*shared with the field staff, improves the quality of the services. Samsic's transparency, customer focus and agility reinforce our lasting partnership.*

”

DIDIER LECAILLON

Environment Manager Luxembourg

### PERCENTAGE OF ECO-LABELLED CHEMICALS



254,000 L of more environmentally and people-friendly chemicals, compared to conventional chemicals.



### ENVIRONMENT & SAFETY • FRANCE

Principles 7 and 8 of the Global Compact

#### Protecting the Environment and People

Environmental protection also means preventing the risks that can occur when working near sensitive areas such as electrical, gas and water utilities and hazardous materials. As of 1 January 2018, 3 categories of field staff in France working near utility lines, Designers, Supervisors and Operators\*, must hold an Authorisation to Work Near Utility Lines issued by the French Ministry of the Environment, Energy and the Sea.

In anticipation of this obligation and to provide a comprehensive offering to its customers, in 2017 Forget Formation began delivering Work Near Utility Lines training in addition to the standard safety training. The couCSR takes place over 1 to 2 days, depending on the category of staff,

and ends with a 1 hour test taken anonymously on tablets connected to the Ministry.

Trainees who get at least 60% correct answers receive a Certificate of Achievement issued by the trainer. The Business Owner issues the Authorisation, valid for 5 years, regardless of the trainees' employer.

With 1,450 candidates trained and a success rate of 95% on the exam, this new offering is a great success for Forget Formation.

\* drivers of forklifts, personnel baskets or cranes on vehicles, urgent excavation, digging or drilling work, work carried out near utility lines...



## MANAGING OUR ENERGY CONSUMPTION AND RECYCLING OUR WASTE



### CHISWICK PARK • ENGLAND

Chiswick Park and JPC-Regent Samsic, together for a green work environment!

Chiswick Park is much more than a simple office campus. It is a way of life at work. Some of the most innovative and profitable businesses in the world have chosen Chiswick Park because they understand the strong correlation between an attractive work environment and the performance of the company.

JPC-Regent Samsic has been the cleaning provider at Chiswick Park since 2006 and has received numerous distinctions rewarding the very high level of service and its continuous improvement mindset. 80 people work every day to ensure the well-being of the 10,000 occupants, called "Guests" by Chiswick Park, reflecting the ambition to achieve hotel-level standards. The services provided by JPC-Regent Samsic include cleaning of horizontal and vertical surfaces, disposal and recycling of waste, as well as reception services.

JPC-Regent Samsic has adopted a purchasing strategy giving preference to environmentally-friendly products that meet the TRECOS\* standards. JPC-Regent Samsic minimises the use of chemicals by using technology and systems such as Toucan and Orbio.

Recently JPC-Regent Samsic has undertaken to manage waste disposal and recycling at Chiswick Park, by modifying the waste handling and treatment processes on the site. Associated with less handling and cross-contamination by the guests, this new approach has generated many positive impacts.

After the huge success of exceeding the target set for the 1st year, namely an improvement of 75% on the amount of waste collected for recycling, JPC-Regent Samsic is now working hard to achieve the new target of 85%.

\*is the new ecological standard pioneered by Clover Chemicals to clarify a product's green credentials, awarded to a specially selected range of existing products which attain excellent environmental performance.

**"IF YOU ENJOY WORK, YOU DO BETTER WORK.  
IF YOU DO BETTER WORK, YOU HAVE  
A BETTER BUSINESS"**



**-80%**

reduction in the carbon footprint



**-40%**

in costs related to waste disposal



**+35%**

in performance related to recycling





“

*CSR is a key element of our business strategy. Energy savings, waste recycling and biodiversity are our own CSR priorities. With JPC-Regent Samsic, we will continue to focus on waste recycling in order to change the mentality of our guests. This means that we need to first train*

*our staff, and then our guests by having a green official at the company. We take inspiration from the many initiatives and proposals of JPC-Regent Samsic, which has clearly helped us obtain each of the awards earned by Chiswick Park.*

”

**MATT COULSON**  
Operations Manager

**BUSINESS PREMISES CONSUMPTION**



19,870  
m<sup>3</sup>



6,276  
MWH



# 2 QUESTIONS FOR

**SÉBASTIEN LISARDI,**  
OPERATION MANAGER OF THE ALICANTE AND CHASSAGNE TOWERS

*7,000 employees work in one of the two Société Générale towers located at La Défense. A team of nearly 80 people provide facility services, including cleaning of the 190,000 m2 site, management of green spaces, mail and small handling operations.*

**Samsic Facility works with Société Générale in its waste sorting and management process. What is involved in this project?**

The waste sorting project began in 2017 and has changed the nature of our original contract. We had high expectations for this system, which is one of the environmental commitments of our CSR policy. But the sorting was not effective. The offices, meeting rooms and cafeterias had individual waste bins. Samsic Facility helped us optimise and recycle office waste through their specialised subsidiary GDA Environnement by setting up a non-hazardous industrial waste compactor to reduce waste hauling requirements, installing sorting bins and leading awareness campaigns for employees. We also recruited a recycling ambassador to give impetus to this participatory approach.

**How does Facility Manager help drive change management in this type of project?**

In a context of service outsourcing and the shift away from individual offices towards flexible workspaces, it is very important to have a single contact person who understands our expectations and coordinates all of the services delivered in an agile and innovative way. The waste sorting pilot program rolled out on the 15 floors with flexible workspaces in the two towers is a good illustration of the consulting services we are looking for in a partner. Beyond the technical expertise, the challenge is to change the organisation and behaviours. Véronique Sammarcelli, our FM manager, has set up new working methods, providing a managerial dynamic for the 68 customer service agents and teams working at the sites.



## REDUCING OUR CARBON FOOTPRINT

### Co-responsible partnership by Samsic Emploi

For nearly 15 years, the Samsic Emploi Agency in Ploërmel has been delegating temporary sawmill workers, forklift drivers and line operators at the Josso sawmill, located in Le Roc-Saint-André. A major player in the production of pallets in Brittany, the sawmill naturally has a sustainable development and

environmental policy. Certified since 2004 for its commitment to sustainable forest management in Brittany, the sawmill used 21% renewable electricity in 2017, and recycles 100% of its residual products.

## CARBON IMPACT • FRANCE

Principle 8 of the Global Compact

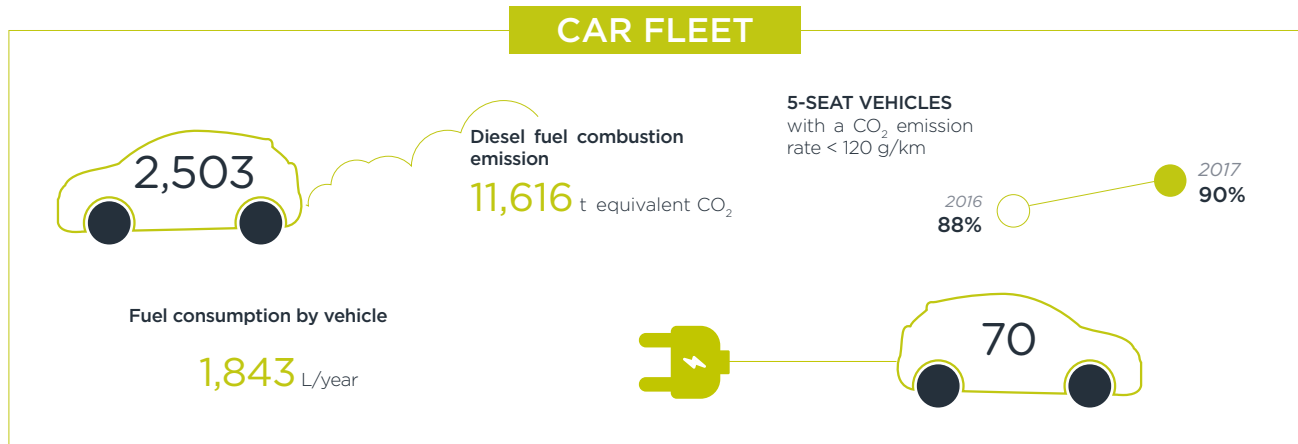
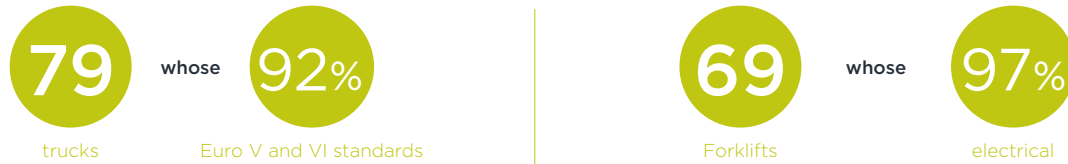
### Forget Formation reduces its footprint

The European Union imposed the Euro standards to reduce air pollution from road transport, laying down the maximum limits of pollutants emitted into the atmosphere for new vehicles. HGV vehicles were required to comply with the standard Euro 0 in 1990, and since 2014 must meet the standard Euro VI.

In 2011, Forget Formation decided to renew its fleet of HGV vehicles at a rate of 10 to 12 trucks per year, in order to reduce

its environmental impact and train its apprentices on vehicles meeting the latest standards.

To go further, Forget Formation also decided to replace its fleet of gas-powered forklifts with electric forklifts, thus reducing the air and noise pollution in the workplace.



## SAINT GOBAIN • BELGIUM

Principles 7 and 8 of the Global Compact

### Proximity & performance

Multi Masters, the Belgian subsidiary of Samsic, is today the most important multi-site cleaning services provider for Saint Gobain. Multi Masters adheres to Saint-Gobain's Supplier Charter based on the Global Compact principles, is committed to a continuous improvement process and assesses its performance with transparency. In 2017, a survey showed an 80% satisfaction rate, but demonstrated the need for increased flexibility in handling additional services. Multi Masters therefore reviewed its organisational system and promoted an agent to a Team Leader position, in accordance with its commitment to talent development.

Report on customer perception post corrective actions with Carmen Duran, Purchasing Manager Gyproc Saint Gobain:

*"Cleaning Masters demonstrated its ability to enhance its organisational system by appointing a team leader to be a direct point of contact and onsite manager. We believe that Cleaning Masters responds quickly and appropriately to our requests. Multi Master's flexibility and service innovation are essential values that make us want to develop our collaboration."*

As part of our commitment to protect biodiversity, we are working with Green Masters on a project to reintroduce plant life at our site at the Port of Antwerp. Scheduled to begin in 2018, the plan calls for planting flowers so that bees can play their essential role as pollinators for both natural ecosystems and agriculture.



# DEVELOPING A SUPPORTIVE AND SUSTAINABLE SOCIETY

Our role as a responsible business is to take part in the economic development of the regions through our 705 offices located in France and in Europe. Taking care of the world around us, beyond our business activities, also means having a positive impact on the communities and the environments where we do business, through civic-minded initiatives and solidarity projects.



## TAKING

Action for Solidarity.



## CONTRIBUTING

to Local Economic  
and Cultural Development.



## TAKING ACTION FOR SOLIDARITY

**SOLIDARITY • ENGLAND**

## JPC raises funds for hospitalised children

*Principle 6 of the Global Compact*

The UK subsidiary of Samsic Facility, JPC, has raised €1,500 to furnish the housing made available to the families of seriously ill children hospitalised at St Mary's Hospital in London.

A staff member of Children of St Mary's Intensive Care (COSMIC) who came up with the idea for the fundraiser thanked JPC, as well as the other companies who sponsored the annual rubber duck race and dragon boat race, which took place on Paddington Canal near Merchant Square.

*"We are so happy with everything that has been accomplished"* says Emily Hughes, Member of COSMIC, *"and on behalf of all the doctors and nurses in the intensive care unit, we thank you for your support."*



*"As a London based business committed to the city and its communities, we are proud to support such important causes,"* says the Managing Director of JPC, John Conry Jr.

**ASCAPE • FRANCE**

## Samsic Emploi as an actor for return-to-work

*Principle 6 of the Global Compact*

On 6 June, Olivier Bodiguel, Regional Director Western France at Samsic Emploi participated in one of the round tables organised by Ascape on the theme: "Recruitment today? Yes but not just with skills". This event was the occasion for Samsic to once again confirm its support for this association that helps executives and recent graduates find jobs. Solidarity is a value shared by all our employees in Rennes. Since 2011, our employees volunteer their time to give mock interviews to the members of the association.

*"The mock interviews are an important part of our coaching, because they give members experience in real-life situations, where they can assess their career goals in different sectoral, regional or economic contexts. Volunteering to support people in finding employment is a real responsibility both for the volunteers and for partner companies like Samsic."*

PHILIPPE **BERLIN**  
President, Ascape

successful job search  
within 5 months

**BANCO SANTANDER • SPAIN**

## Somos Samsic, Somos Solidarios

Samsic Iberia is a longstanding partner of Banco Santander, and encourages its employees to participate in the week-long event "Somos Santander, Somos Solidarios" each year. This solidarity action runs from 5 to 9 June in Boadilla del

Monte, bringing together increasing numbers of volunteers in support of food banks. Samsic Iberia collected 600 kg in food donations. Great job!





## GUADELOUPE AIRPORT • FRANCE

Principles 8 and 9 of the Global Compact

# 3 QUESTIONS FOR

**ADÉLAÏDE DAISY,**  
ADMINISTRATIVE & FINANCIAL MANAGER-CSR, CARAÏBES POLE GUADELOUPE AIRPORT

*Through its history and its CSR policy, Samsic is a company that contributes to the local development of our regions, both in France and in the Overseas Territories. Its activity at the airport in Guadeloupe helps develop the local economy and create direct jobs.*

**What is your view on the CSR policies of the companies operating at the airport?**

For us, it is really a model since this is what we want to see. We want to work with responsible businesses and would like all of the providers at the airport, like Samsic and the airport itself, to engage in a proactive CSR policy as soon as possible. We are the gateway to Guadeloupe, and we are responsible for conveying and upholding the values of this area, both at the societal and environmental level. So we have a real responsibility. At the airport, we all feel solidarity for an activity that must grow and integrate the principle of public service for territorial continuity due to our insular geographical position. This essential solidarity is the precursor to social responsibility.

**Is social responsibility part of your purchasing policy criteria?**

This year, we are going to set up a Responsible Purchasing Policy that our bidders will have to sign. Today, we already ask each of our bidders to explain their environmental policy, but we want to go further.

**What is your perception of Samsic?**

I would say that Samsic is a dynamic company, with a strong sense of social responsibility and a positive mindset. I would say that Samsic's dedication has been remarkable.

## HUMANITARIAN AIRLIFT • GUADELOUPE

### Samsic Assistance supports the humanitarian airlift after Irma and Maria

Following the hurricanes Irma and Maria, several employees of Samsic Assistance Caraïbes participated in the humanitarian airlift to Saint Martin and Saint Barth. Samsic Assistance performed all the loading and unloading operations of the aircraft carrying food, tents, amenities, generators, working with the French and foreign armed forces, NGOs such as the Red Cross and the Secours Populaire, and companies such as EDF and Orange. Samsic also helped the prefecture route nearly 1,000 people passing through the airport of Guadeloupe onward to metropolitan France and other destinations. Prior to the arrival of Maria, Samsic staff helped airport personnel secure the external perimeter of the airport. They earned recognition for their remarkable outpouring of solidarity.



## CONTRIBUTING TO LOCAL ECONOMIC AND CULTURAL DEVELOPMENT

## S FORTUNEO-SAMSIK

Fortuneo-Samsic: a 100% Breton cycling team



Samsic becomes one of the co-sponsors of the Fortuneo-Samsic Breton cycling team for a period of three years. Not surprising for the group who claims common values with the world of professional cycling. The group will support the team, managed by Emmanuel Hubert, in all of the races held

across France, including the Tour de France. The leader of the Fortuneo team, Warren Barguil, made a good showing in the last Tour, winning 2 mountain stages earning the polka-dot jeCSRy for his performance as best climber.

*“ Pushing one’s limits, always going faster, the drive to win and meeting challenges head on characterise the performance of a cyclist and of Samsic as well. ”*

CHRISTIAN **ROULLEAU**  
CEO and founder of Samsic





## BOL D'OR MIRABEAU • SWITZERLAND

Samsic Switzerland takes to the seas on the sailboat IKI



Samsic Switzerland has been sponsoring IKI, a Luthi 990 sailing boat, for 5 years now. On 16 June 2017, IKI vied with more than 500 boats during the Bol d'Or Mirabeau, the world's largest regatta in enclosed waters. It was an opportunity for Samsic Switzerland to build positive relations with their customers

and prospects, by inviting them to watch the 123-km race while enjoying a brunch. Unfortunately IKI was disqualified for coming into contact with a buoy. But the sailboat got its revenge in the Syz Translémanique regatta on 2 September 2017, arriving first in its category TCF2 and 10<sup>th</sup> overall.



## KLEPIERRE • ITALY

Res Nova, partner of the Gru Village

It is the largest shopping centre in the Piedmont region, and the third largest in Italy, with 24,000 m<sup>2</sup> and nearly 12.7 million visitors per year. The philosophy of the Shopping Centre has transformed the mall into a multi-purpose space, a laboratory of social, cultural and entertainment projects. Once a year, the 6,000 m<sup>2</sup> green space becomes an arena housing the Gru Village Summer Festival. The event, initiated in 2007, has become, over the years, one of the leading summer festivals in north-western Italy. In 2017, from mid-June to the end of July, 13 concerts attracted more than 42,000 spectators. 28 companies and more than 100 local government services were involved in this event focused on sustainable development, the environment, culture and arts. The public includes families, tourists, young and old, and the event contributes to the attractiveness of the region, offering top level performances at affordable prices and introducing a new form of entertainment in a retail space. Res Nova, the Italian subsidiary of Samsic, is responsible for cleaning and waste management at the

centre, and in a continuous improvement process in the field of sustainability, the company has also been a sponsor of the Gru Village Summer Festival since it began in 2007.



## REPORT PROFIL AND CORRESPONDENCES

The CSR Report presents the initiatives and performance achieved during calendar year 2017. Samsic designed this non-financial report as a tool for achieving the social responsibility goals of the group, but also a tool for dialogue on continuous improvement of its overall performance. The previous report, published in April 2017, presented the data for 2016. The reporting cycle is annual.

The CSR report is based on the **Global Reporting Initiative version G4 (GRI G4)** framework, the United Nations Global Compact, French Decree 2017-1265 of 9 August 2017, and ISO 26000, the international standards in the field of reporting and information. At the international level, GRI G4 provides the degree of transparency and consistency required to enable stakeholders to make informed decisions.

◆ Corporate Social Responsibility	Principles of the Global Compact	Global Reporting Initiative G4	CSR Report pages
Locations	-	G4-6, G4-9	2
Edito	-	G4-1	3
Profil	-	G4-4, G4-6, G4-9, G4-10	4-11
Governance	-	G4-9, G4-34	12
Fundamentals	-	G4-56	13
CSR Strategy	-	G4-15	14-15
Dialogue with stakeholders	-	G4-15, G4-16, G4-24, HR5, HR6	16
Materiality Matrix	-	G4-27	17
Overview	1, 6, 8, 9	G4-24	18-19



### Providing a Responsible and Innovative Service

Ensuring Client Focus, Expertise & Seeking Innovation	6, 8, 9	EC7, EC8	20-31
Stratégie digitale	8, 9	EC7, EC8	22-23
Innovation	7, 8, 9	EN27	24-25
Samsic Airport	-	G4-4	26-27
Samsic Nucléaire	6, 8, 9	G4-4	30-31
Assessing Our Performance with Transparency	2, 8, 9	G4-15, PR5	32-35
Building a Sustainable Partnership with Our Value Chain	1, 2, 8, 10	G4-15, G4-56, SO4	36-39



### Valuing Our Resources and Developing Our Talents

Promoting Diversity and Equal Opportunities	1, 6	G4-15, LA1, LA10, PR5	40-44
Training and Developing Our Talents	1, 6	G4-15, LA9, LA10	45-49
Protecting the Health and Safety of Our Staff	1	LA6	50-51
Developing Cohesion and Well-Being at Work	-	G4-10, LA1, LA12	52-55



### Helping Protect Our Environment

Developing the Use of Environmentally Friendly Products and Processes	7, 8, 9	EN27	56-57
Managing Our Energy Consumption and Recycling Our Waste	8, 9	EN3, EN8, EN27, PR5	58-60
Reducing Our Carbon Footprint	7, 8, 9	EN15, EN19	60-61



### Developing a Supportive and Sustainable Society

Taking Action for Solidarity	6, 8	G4-15	62-64
Contributing to Local Economic and Cultural Development	-	G4-15, G4-16	65-66
Table of correspondence	-	G4-28 to G4-32	67
Our brands	-	G4-4, G4-16	68-69
Locate us	-	G4-5	70

The CSR Report 2017 is available in March 2018, in English and French. For questions about the report or its content, please contact us at the following address: [developpement.durable@samsic.fr](mailto:developpement.durable@samsic.fr)

