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Travaillons ensemble



COMMUNICATION ON
PROGRESS

This is our **Communication on Progress** in implementing the principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.



"A leading operator in the French and international temporary employment and airport services sectors, our Group is actively committed to upholding the Ten Principles of the United Nations Global Compact on a daily basis. Respect for human rights, compliance with international labour standards, employee health and safety, protection of the environment and the prevention of corruption are all major considerations deeply enshrined in our Group's strategy.

Accordingly, once again this year we reiterate our commitment to uphold and promote these principles that form an integral part of our Company's corporate social responsibility policy.

These promises can only be fulfilled through the actions of every single employee. For this reason, we promote these values among all our employees, as well as our corporate clients and service providers, and seek to ensure their tangible commitment to this cause. We regularly inform the public of our actions and commitments through clear statements, notably via our annual business report.

An overview of our commitments under the UN Global Compact is set out in this communication on progress."

Nathalie Jaoui



Chairman

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THE 10 PRINCIPLES OF THE GLOBAL COMPACT



HUMAN RIGHTS



INTERNATIONAL LABOUR STANDARDS



ENVIRONMENT



ANTI-CORRUPTION

PRINCIPLE 1: Businesses should support and respect the protection of internationally proclaimed human rights.

PRINCIPLE 2: Businesses should make sure that they are not complicit in human rights abuses.

PRINCIPLE 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

PRINCIPLE 4: Businesses should contribute to the elimination of all forms of forced and compulsory labour.

PRINCIPLE 5: Businesses should contribute to the effective abolition of child labour.

PRINCIPLE 6: Businesses should contribute to the elimination of discrimination in respect of employment and occupation.

PRINCIPLE 7: Businesses should support a precautionary approach to environmental challenges.

PRINCIPLE 8: Businesses should undertake initiatives to promote greater environmental responsibility.

PRINCIPLE 9: Businesses should encourage the development and diffusion of environmentally friendly technologies.

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

GROUPE CRIT

TWO BUSINESS DIVISIONS

OUR MISSIONS

Support and advise clients with regard to their human resources requirements

Establish long-term relationships and help temporary workers to build their careers

Develop innovative tools and services

Encourage the emergence of talent in a powerful organisation

TEMPORARY EMPLOYMENT AND RECRUITMENT

Group ranked **18th** in the world
No. 1 independent group in France
580 agencies worldwide including **406** in France
50,000 temporary workers (FTE)
3,300 permanent employees
35,000 corporate clients
€2.2bn sales



AIRPORT SERVICES

No.1 operator in France
15 airport hubs worldwide
4,500 permanent employees
143 airlines
€356m sales



OUR MISSIONS

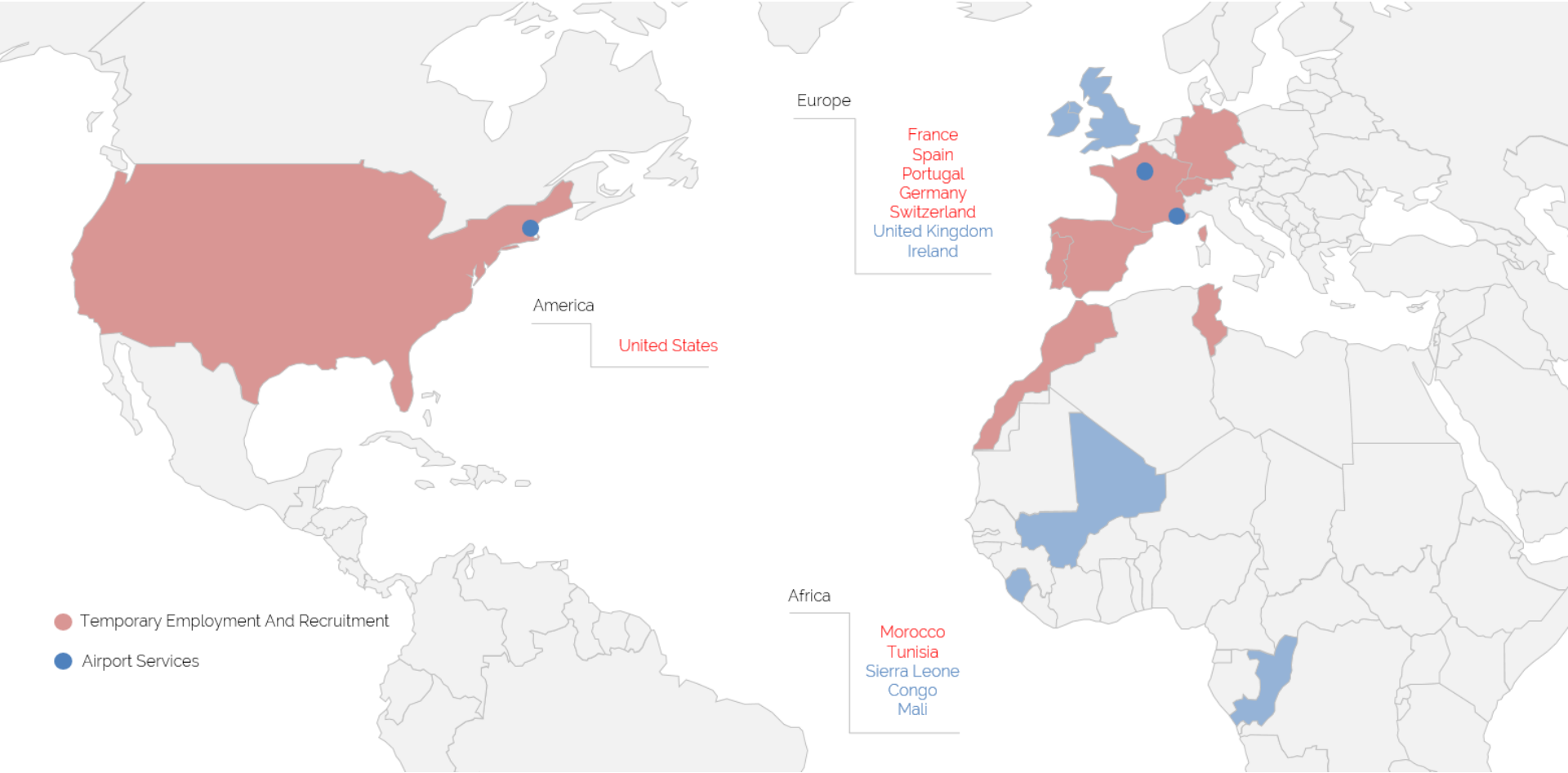
Support and advise clients by proposing innovative and sustainable solutions

Maintain high standards of qualification among employees

Consolidate global and local partnerships with stakeholders

Continue to set an example to the industry by the way we manage our environmental impact

GROUP LOCATIONS





OCCUPATIONAL HEALTH AND SAFETY

POLICY

Groupe CRIT pursues a group-wide **health and safety policy** aimed at **preventing workplace accidents and occupational illnesses, maintaining proper working conditions and complying** with legal, regulatory and other requirements regarding employee health and safety.

Groupe CRIT has **specific departments** in charge of these issues, backed by a network of **local officers** designed to ensure hands-on management and efficiency.

OCCUPATIONAL HEALTH AND SAFETY

MEASURES

TEMPORARY EMPLOYMENT AND RECRUITMENT

Implementation of **prevention, information and awareness schemes** among **permanent agency staff, temporary employees and corporate clients**. Special attention is paid to raising awareness among temporary employees working in “exposed” sectors;

Regular discussions with corporate clients on preventing health and safety risks: **workstation inspections, joint analysis of workplace accidents, sharing of good practices**;

Periodic certification renewal: **OHSAS 18001** and **MASE** for 10 agencies, mainly concerning the chemicals and petrochemicals industries, and **CEFRI** for 24 agencies assigning work in the nuclear sector.

AIRPORT SERVICES

Implementation of a **Safety Management System (SMS)** to instil a daily **safety culture** among all employees;

Provision of flight and airport safety training to all operational employees via initial **induction training** followed by **refresher courses** every 3 years;

Working groups seek ways of **reducing employee exposure to risk factors and arduous work**;

Periodic renewal of **OHSAS 18001** and **ISAGO** certification.

2018 INDICATORS (FRANCE)

TEMPORARY EMPLOYMENT AND RECRUITMENT

TEMPORARY EMPLOYEES

Industrial accident frequency rate: **+3%**

Industrial accident severity rate: **stable**

220,000 temporary employees trained in safety

PERMANENT EMPLOYEES

Industrial accident frequency rate: **-22%**

Industrial accident severity rate: **-19%**

AIRPORT SERVICES

Industrial accident frequency rate: **-19%**

Industrial accident severity rate: **-3%**

100% of training courses provided to employees cover the **safety aspects** of the topics covered



SKILLS DEVELOPMENT

POLICY

Training plays a key role in the Group's policy of providing support to its permanent and temporary employees and fostering their professional development. Groupe CRIT provides training to all of its employees with a view to **enhancing their skills** and **developing the employability** of temporary employees.

SKILLS DEVELOPMENT

MEASURES

The Group has implemented measures aimed at:

- helping employees to integrate within their company, region and team;
- fostering the acquisition and development of occupational skills;
- providing training and raising awareness of general issues;
- anticipating employees' future career paths by providing each one with an annual career review and prioritising internal promotion.

TEMPORARY EMPLOYMENT AND RECRUITMENT

Our policy is underpinned by **major investments** in training, **a dedicated nationwide team** tasked with providing support and advice to the agencies, designing training courses and monitoring their execution, and an **in-company training organisation**, RHFormation.

RHFormation

AIRPORT SERVICES

The airport services division has an in-house training institute (**IFMA**), which provides training courses to employees of the Group's airport services subsidiaries and trains around 15,000 people from inside and outside the company every year.

IFMA
Institut de Formation
aux Métiers de l'Aérien

2018 INDICATORS (FRANCE)

TEMPORARY EMPLOYMENT AND RECRUITMENT

PERMANENT EMPLOYEES

+15% employees trained (change vs. 2017)

+8% hours of training (change vs. 2017)

TEMPORARY EMPLOYEES

+5% temporary employees trained (change vs. 2017)

+7% hours of training (change vs. 2017)

90% employment rate among our temporary employees within 12 months following training

AIRPORT SERVICES

+7% employees trained (change vs. 2017)

62,200 hours of training



PARTNERSHIPS PROVIDING ACCESS TO EMPLOYMENT

POLICY

Groupe CRIT seeks to facilitate **access to employment** for all via a **partnership policy** geared towards individuals isolated from the employment market and aimed at **developing their employability and safeguarding their career paths**.

This policy is implemented by a national supervisor backed by regional officers.

PARTNERSHIPS PROVIDING ACCESS TO EMPLOYMENT

MEASURES

TEMPORARY EMPLOYMENT AND RECRUITMENT

CRIT works alongside **local and national partners**: Pôle Emploi employment centres, the National Union of Local Missions (UNML), AGEFIPH for disabled job-seekers, local councils, recognised public associations, including the regional clubs of inclusion partner companies (CREPI), schools and training centres.

Partnership initiatives take a variety of forms: **hiring campaigns** with strong corporate involvement, **training schemes**, support services (**coaching, job dating, job presentations**) to foster the **professional integration** of underemployed population segments, with a focus on young job-seekers.

AIRPORT SERVICES

For several years now, the airport services division has worked alongside **JEREMY**, an association for young people in search of employment at Roissy and Orly, to help underqualified job-seekers find employment in the aviation sector.

The division is actively involved in **helping young people find jobs and providing assistance to adult workers undergoing redeployment**. Since 2010, the division has expanded its workforce by taking on apprentices who have completed special school courses at apprenticeship or vocational colleges. Apprentices are mentored by permanent members of the department to which they are assigned.

2018 INDICATORS (FRANCE)

TEMPORARY EMPLOYMENT AND RECRUITMENT

Over **260 partner organisations**

69 agencies have signed formal partnerships with the Missions Locales network

National agreement signed with EPIDE to promote the employment of underqualified youth

AIRPORT SERVICES

30% of the staff of the airport services division's maintenance subsidiary consist of **apprentices** and **former apprentices** on permanent or fixed-term contracts.



ANTI-DISCRIMINATION POLICY

POLICY

For years now Groupe CRIT has been strongly committed to **preventing all forms of discrimination and promoting diversity and equal opportunities** among all of its permanent and temporary employees.

The Group has appointed a **national supervisor** tasked with providing advice and raising awareness of this issue, as well as a **Diversity and Equal Opportunities Mediator**.

An initiative called **Mission Emploi & Handicap** is also rolled out locally by regional officers with the aim of helping disabled people find employment and integrate the workplace.

ANTI-DISCRIMINATION POLICY

MEASURES

TEMPORARY EMPLOYMENT AND RECRUITMENT

Raising employees' awareness of **discrimination**, in particular **managers and recruiters** regarding issues related to their business line, via **internal procedures**;

Implementation of a **professional equality action plan** aimed at eliminating unequal pay and promoting gender equality and female representation in senior management positions;

With regard to disability:

- **in-company and external awareness campaigns** conducted via **in-house training schemes** and **special events** organised throughout the year;
- **employment retention** schemes (workstation adaptation);
- **access** to our agency network;
- **support for corporate clients**.

2018 INDICATORS (FRANCE)

TEMPORARY EMPLOYMENT AND RECRUITMENT

73% of recruiters trained in non-discrimination

+12% hours' work assigned to disabled workers
(change vs. 2017)

+9% number of disabled worker assignments (change
vs. 2017)

+16% number of corporate clients to which CRIT has
assigned workers recognised as disabled (change vs.
2017)

Participation in around **40 disability-related events**

18 employment agencies involved in a training
program to receive physically disabled workers.



SOCIAL DIALOGUE

POLICY

CRIT seeks to foster **social dialogue** across the whole Group in order to promote **regular discussion** of issues related to employee health and safety, proper working conditions for all and the definition of Group strategies.

SOCIAL DIALOGUE

MEASURES

TEMPORARY EMPLOYMENT AND RECRUITMENT

A **special corporate affairs department** rigorously oversees the organisation of social dialogue and the tangible fulfilment of commitments agreed with staff representatives.

Staff representatives are allocated a given number of hours for holding meetings (staff delegates; Works Council; Health, Safety and Working Conditions Committee) as well as additional hours over and above their official allowance in which to prepare these discussions in advance.

Group management involves staff representatives in its strategy development planning processes.

AIRPORT SERVICES

The airport services division has appointed an **Industrial Relations Officer** who liaises permanently with the Group legal department, subsidiary managers and staff representatives.

Collective bargaining procedures at subsidiary level focused on a variety of issues such as pay, worktime organisation, profit-sharing schemes, the pre-election MOU and agreements on the establishment of the Social and Economic Committee, as a result of which a number of agreements were signed in 2018.

2018 INDICATORS (FRANCE)

TEMPORARY EMPLOYMENT AND RECRUITMENT

12 meetings with the Works Council

6 meetings with the Health, Safety and Working Conditions Committee

Groupe CRIT has staff representative bodies covering **all of its entities**

15,000 employees have enjoyed subsidised access to leisure activities under Works Council schemes

AIRPORT SERVICES

16 Works Councils



MANAGING OUR ENVIRONMENTAL IMPACT

POLICY

Since 2005, CRIT has been committed to a proactive policy to manage and reduce the environmental impact of its operations. This policy is implemented by the **Quality Safety Environment** departments of each business division and is supported by **ISO 14001 management system certification** covering the two main business activities in France.

MANAGING OUR ENVIRONMENTAL IMPACT

MEASURES

TEMPORARY EMPLOYMENT AND RECRUITMENT

Raising **environmental awareness** among permanent and temporary employees;

Measures to **reduce greenhouse gas emissions**:

- Selection of low-emission vehicles for the company car fleet,
- Reduction of travel: development of e-learning, use of conference calls.

Treatment and recycling of computer and office equipment at nationwide level;

Measures to **reduce paper consumption**: digitisation of pay slips, contracts, etc.;

Energy audits at agencies and head office.

AIRPORT SERVICES

Raising **employee awareness** of measures to reduce the company's carbon footprint;

Measures to **reduce greenhouse gas emissions**: optimisation of ground support equipment movements, purchasing of electric luggage conveyor belts and other equipment upon replacement;

Treatment of hazardous waste: maintenance operations on airport machinery and equipment generate waste and residue that are monitored and recycled;

Recycling:

- paper is recycled by a number of firms, including one disability-friendly company,
- transport agent uniforms are collected and recycled for use as building insulation material.

2018 INDICATORS (FRANCE)

TEMPORARY EMPLOYMENT AND RECRUITMENT

62% of permanent employees have joined the **digital safe** scheme and receive their pay slips in digital form

Renewal of **ISO 14001 certification**

AIRPORT SERVICES

Reducing **fuel consumption** per passenger assisted: -
12% (litres/passenger)

Hazardous waste: -18% (g/flight)



BUSINESS ETHICS

POLICY

Groupe CRIT strives to promote economic activity in keeping with its **values and ethical principles**. The Group seeks to uphold the values enshrined in the conventions of the **International Labour Organization (ILO)** in all countries where it operates.

BUSINESS ETHICS

MEASURES

TEMPORARY EMPLOYMENT AND RECRUITMENT

Raising **employee awareness** of the ethical principles espoused by the Group and **circulating an Ethical Charter** to all employees;

Revision of **personal data management policies**, **awareness campaigns** directed at employees, business partners and prospects, appointment of an adviser to deal with all related questions;

Roll-out of a **Supplier Procurement Charter**;

Establishment of a **vigilance plan**.

AIRPORT SERVICES

Raising **employee awareness** of the ethical principles espoused by the Group and **circulating an Ethical Charter** to all employees;

Revision of **personal data management policies** and **raising employee awareness** of this issue.

2018 INDICATORS (FRANCE)

TEMPORARY EMPLOYMENT AND RECRUITMENT

95% of employees informed on the Ethical Charter
100% of employees informed on the personal data management policy

AIRPORT SERVICES

Gradual roll-out of the Ethical Charter at all subsidiaries

RECOGNISED CSR POLICY



For a number of years now, Groupe CRIT has commissioned an annual assessment of its non-financial performance by EcoVadis, the first ever collaborative CSR assessment platform. In 2018, CRIT was awarded GOLD certification.



Since 2017 Groupe CRIT has been included in the Gaïa Index, a socially responsible investment (SRI) mid-cap index comprising French stocks demonstrating a strong commitment to corporate social responsibility.



In 2019, the FAF.TT, an organisation that is helping the employment agencies to implement a CSR policy, organised the first year of the “Intérim en action” CSR awards. The CRIT Lille agency obtained the Public Award on this occasion.



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