

20-21

ESSENTIAL

CORPORATE SOCIAL RESPONSIBILITY



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With the pandemic, hygiene has become an extremely important issue for everyone. Samsic uses its expertise to promote health and safety, all the time and everywhere.

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MANIFESTO

We are
93,000 dedicated men and women
around the world.

We have been
successful, innovative and independent

entrepreneurs since 1986.

We are a **family company**
working to serve others.

We want

to come together around a common project

that makes us essential.

We want to **empower** our employees and **make life easier** for our clients.

We want

to contribute to the well-being

and *development of everyone*, every day and everywhere.

We have already **COME TOGETHER** around *major projects*.

We have helped make

our environments cleaner, safer,

more welcoming and stimulating.

We have

encouraged DIVERSITY

by recruiting and training thousands of people around the world,

by employing **9,000 people with disabilities**,

by promoting youth employment and work-study programs,

by combating **illiteracy**, and by supporting many other **solidarity projects**.

— **BUT WE WANT TO DO EVEN MORE!** —

We will

continue to innovate

to foster the inclusion of differences.

We will

get our employees and clients

involved in simple actions **TO PROTECT biodiversity**, oceans, waterways and forests,

PLANT 100,000 TREES

and **REDUCE our carbon footprint**.

We will consider

the environment in **ALL** our decisions.

We will

make living in harmony

a reality and protect

the future of our planet.

MANIFESTO CO-AUTHORED BY:

Thierry GEFFROY - PRESIDENT SAMSIC, **Guy ROULLEAU** - GENERAL MANAGER SAMSIC,
Olivier PAYEN - PRESIDENT SAMSIC FACILITY, **Gilles CAVALLARI** - PRESIDENT SAMSIC RH,
Christophe BUSCA - PRESIDENT SAMSIC AIRPORT, **Florence SCHLEGEL** - GENERAL SECRETARY SAMSIC,
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Olivier COLLY - INFORMATION SYSTEMS DIRECTOR SAMSIC,
Stéphanie DELAMARRE - CSR AND SUSTAINABLE DEVELOPMENT DIRECTOR SAMSIC.

EDITORIAL

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questions to
Thierry

GEFFROY

President
of the Samsic Group



WHAT HAS THE COVID-19 PANDEMIC CHANGED FOR THE GROUP?

The pandemic has shown that, in an emergency situation, courtesy and kindness are decisive values, and that these values are indeed very much present in the Samsic Group. It has brought to light the essential nature of our jobs, which are sometimes invisible, but are nonetheless indispensable to the community. By moving from the shadows to the light, our employees have become a reassuring presence and clients have expressed a greater appreciation for their work.

We have introduced new work schedules and environments, as well as new procedures. In our Airport division, we managed to cope with the sudden halt in activity while protecting jobs.

We realized that the freedom to come and go, to meet up and spend time together was more important than we had imagined, especially when you manage 93,000 employees.

But the biggest lesson we have learned from this crisis is that we need to be more mindful of our planet and stop all the harm we are doing. By protecting nature, we protect our health. These are not just good intentions. We plan to make this urgent issue a key component of our business strategy.

IN YOUR OPINION, WHAT ARE THE BENEFITS OF CSR FOR THE COMPANY?

Above all, our Corporate Social Responsibility (CSR) policy makes us think about our personal lifestyles, our business practices and of course, globally, our individual and collective responsibility. As part of the company's governance and the decisions we make, CSR drives positive action in favour of our economic, social and ecological environment. Our decisions today are now based on how they will impact our future.

Our corporate responsibility also reflects the desire of our employees for ever greater environmental and social engagement on our part. This is particularly true of the younger generation, who are increasingly looking for meaning in their work. We see the same changes in our clients, as they measure their performance and values by setting new goals and expectations. The CSR policy inspires us to innovate and re-invent ourselves. It is a stimulating challenge that brings us together and reflects who we are.

WHY LAUNCH THE "SAMSIC PLANET 2030" PROGRAM?

Samsic is of course aware of global warming. The pandemic accelerated our decision to act, and to act quickly. As a business, we need to be in line with the Paris Agreement and its carbon reduction targets. We must be ambitious.

"Samsic Planet 2030", our new sustainable development program, demonstrates our desire to reduce the impact of our entire business chain and our commitment to protecting the planet for future generations. Because as a family company, passing down to the next generation is a value embedded into our DNA. I firmly believe that nature is our greatest source of strength and energy, and I am also personally very committed to our project to plant 100,000 trees to help regenerate the forests.

HOW CAN WE BE AND REMAIN A TRUSTED PARTNER FOR OUR CLIENTS AND SUPPORT THEM IN THEIR TRANSITION TOWARDS SUSTAINABILITY AND INCLUSIVITY?

Actions speak louder than words. We are hands-on people who engage in concrete actions.

Throughout our supply chain, we offer our clients eco-friendly services that serve their CSR objectives. This is why we always advocate co-construction and conduct prospective studies on joint projects that address important issues for the future, in particular workplace environments and employability. Today, we are acknowledged for our ability to offer inclusive social engineering services such as work-study apprenticeship programs, back-to-work

support and literacy campaigns.

HOW CAN SAMSIC EMPLOYEES GET INVOLVED?

Every day, our employees contribute to the community through their work and their commitments. And every day, they make us proud. It is important that we thank them and support them to achieve even greater things together. The Samsic Planet Community was created to promote their community involvement by supporting the Group's solidarity projects. As part of this community, they will also be able to be proactive in putting forward new projects and initiatives.

We have always worked together to meet the challenges we face. And together, we will succeed in the transition to a sustainable and inclusive society.

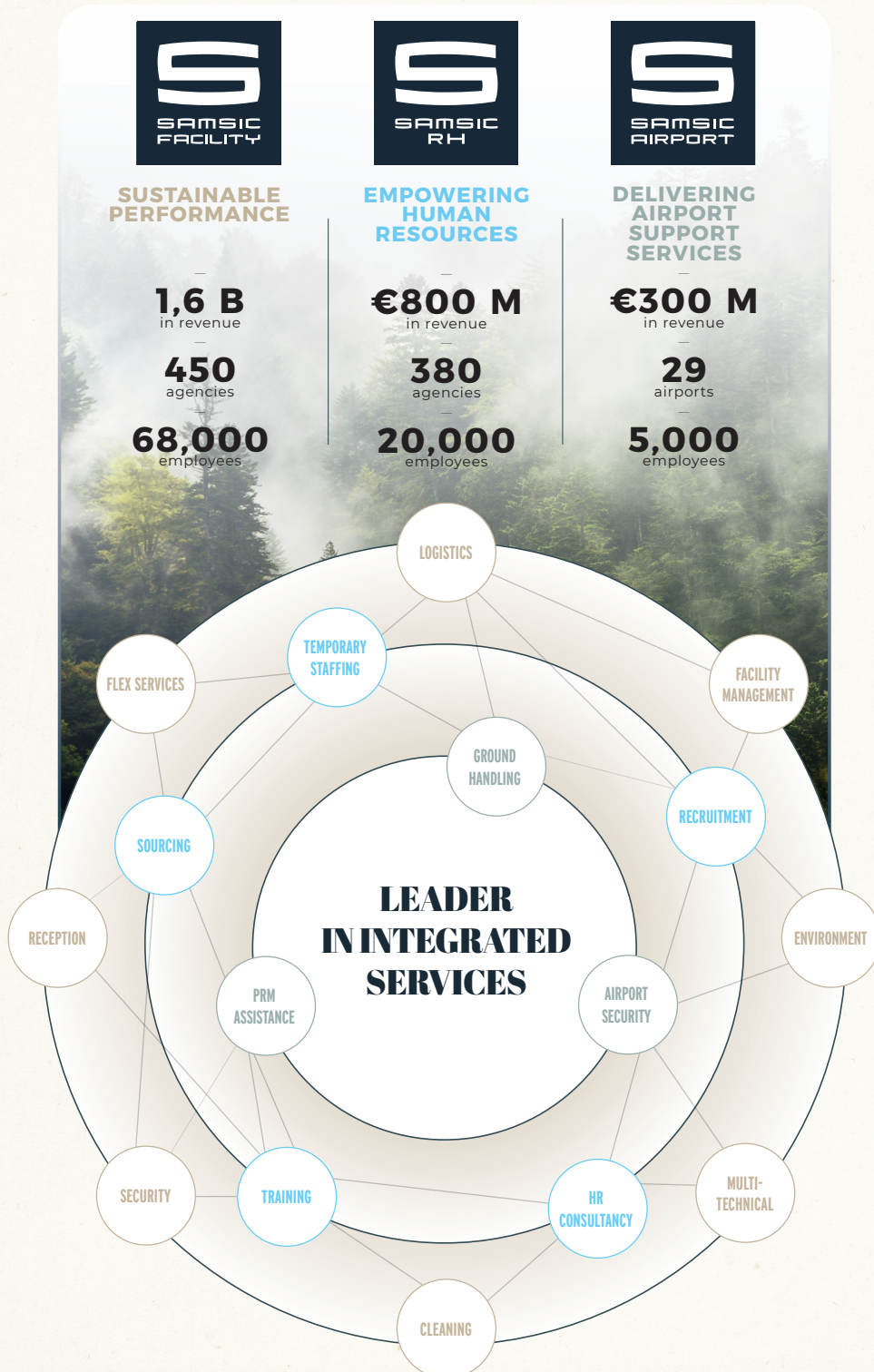
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"Samsic Planet 2030" embodies our duty to think about future generations.

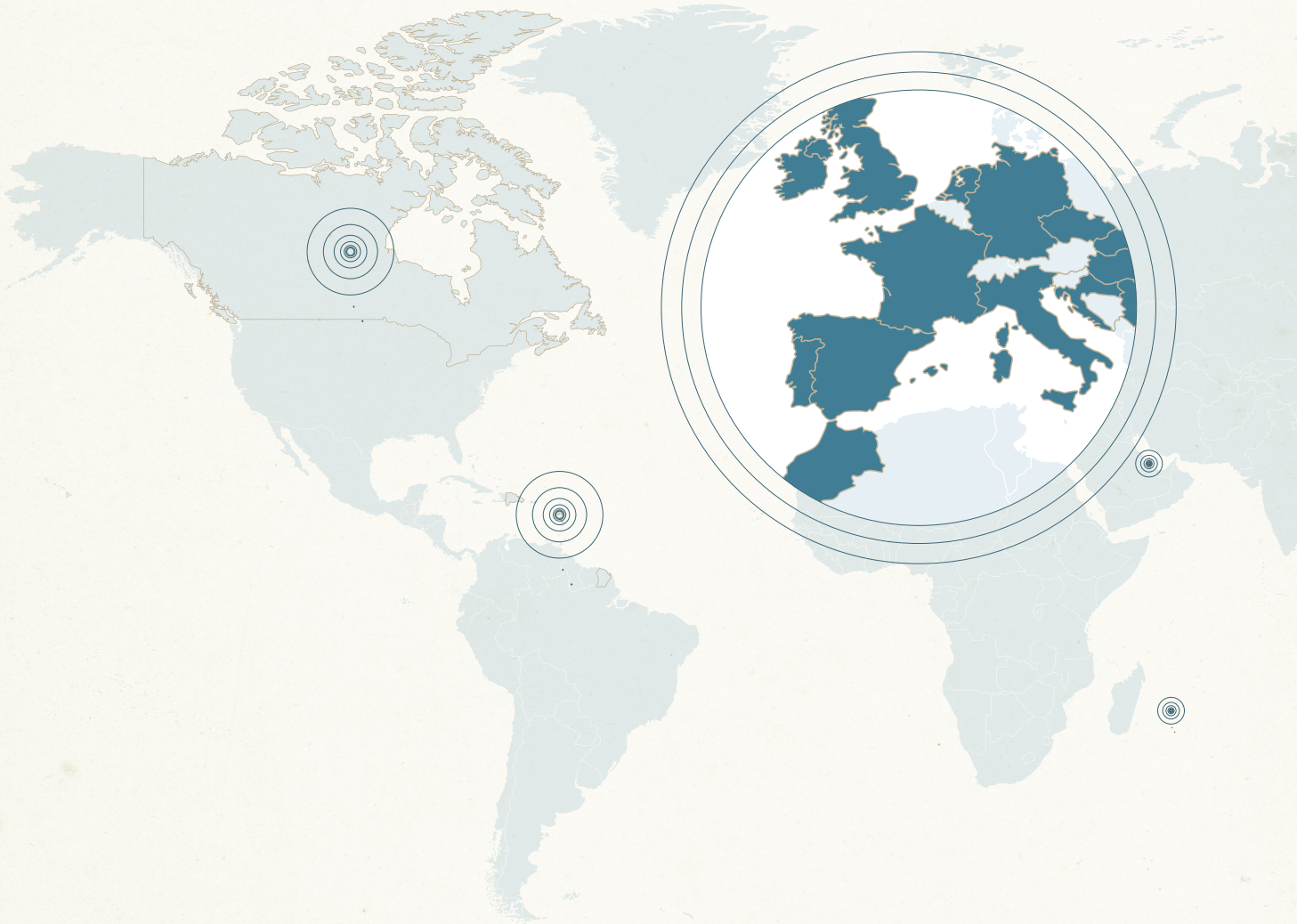
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GROUP PROFILE

Samsic is an international business that provides daily services in living spaces and workplaces to ensure the comfort, well-being and peace of mind of the occupants and develop the professional skills of millions of people. Through our 3 major areas of expertise: Samsic Facility, Samsic HR and Samsic Airport, we deliver global service solutions that drive the performance of our clients by allowing them to fully concentrate on their core business.



Samsic Group has operations in 25 countries and plans to continue expanding into new territories. Through our international global services solutions, we guarantee operational excellence wherever we operate.



25 |
COUNTRIES



2.7 B |
IN REVENUE



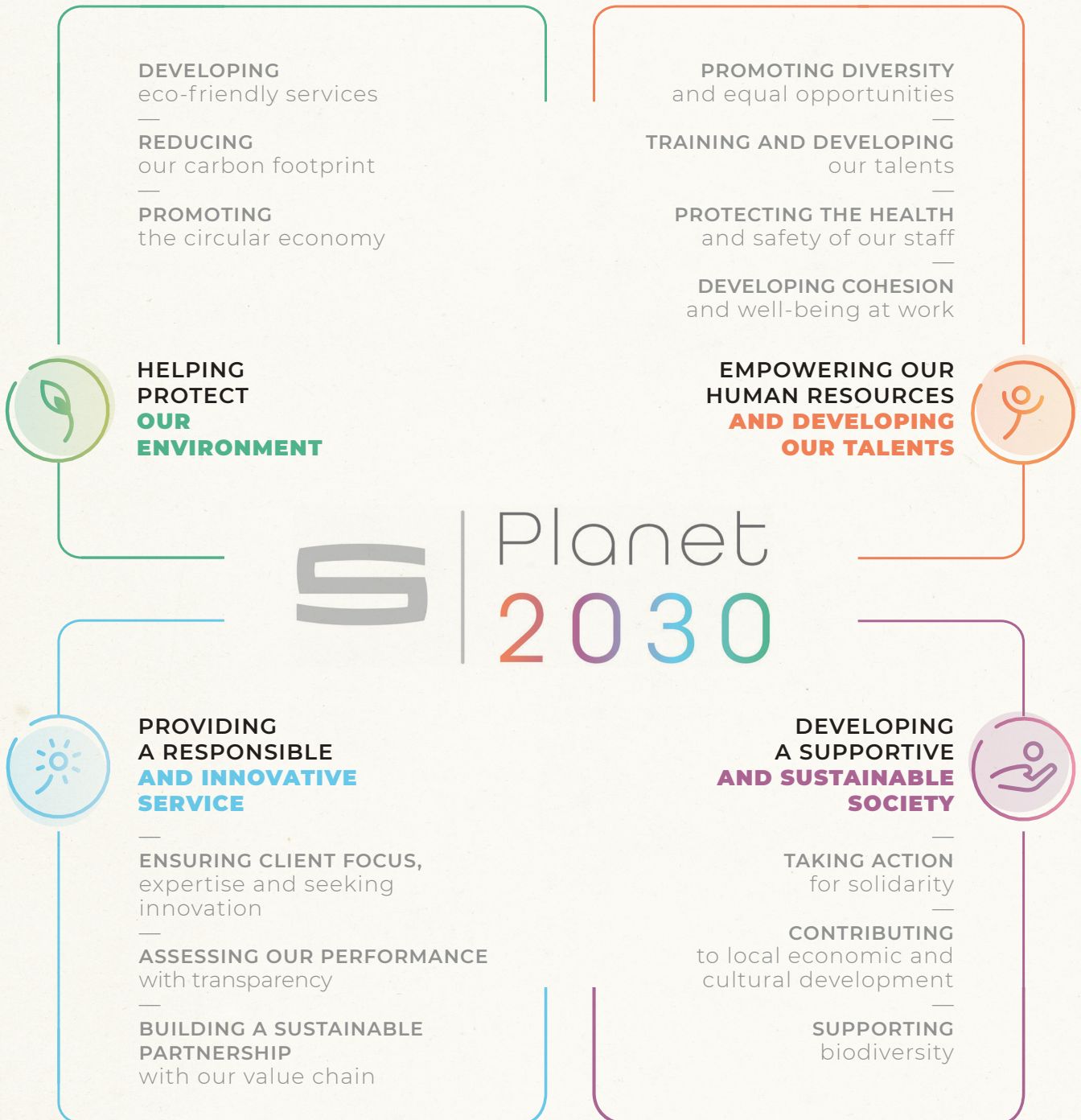
30,000 |
CLIENTS



93,000 |
EMPLOYEES

CSR STRATEGY

The Samsic Group's CSR initiative "Planet 2030" is built around 4 key areas. The objective is to address the major environmental, social and societal challenges associated with our activities. The 4 areas are broken down into 13 commitments.





3
 questions for
 Stéphanie
DELAMARRE
 CSR DIRECTOR

**2020 WAS A VERY UNUSUAL YEAR.
 WHAT CAN YOU TELL US ABOUT IT?**

The pandemic brought to light two strategic dimensions of the Samsic Group's activities in terms of society and the environment. Firstly, our clients have become aware of the "essential" nature of our jobs, which protect people's health, support integration and drive innovation. Daytime cleaning service, which is now more widely accepted by our clients, brings the cleaners out of the shadows and into the light. It also helps reduce inequalities and strengthens social ties at our clients' sites. Secondly, the pandemic also revealed the role we can play in protecting our environment and the planet. For many years, our commitment to the environment has led us to constantly seek technological innovation to reduce our impact. We want to do even more and accelerate our progress via our new Sustainable Development program "Samsic Planet 2030".

HOW HAVE YOU SUPPORTED THIS SOCIETAL TRANSFORMATION?

"The most important thing for us was to stay connected with all our employees and clients. Internally, we rolled out three CSR initiatives during the lockdown,

- the "Connected2You" newsletter, a news feed highlighting all the efforts of our field and back-office employees for our clients, across the 25 countries where we operate,
- the 1st CSR Webinars for the release of our 2020 report with more than one thousand employees connected,
- and the presentation of "Samsic Planet 2030".

For our clients, we launched the "CSR Meetings" Challenge, a daring semantic choice in this context, but one that makes a lot of sense - a major event that brings together our 25 countries to co-build more sustainable partnerships and environmentally-conscious commitments with our clients. This challenge will mobilize our teams through December 31, 2021 and will reward the best CSR performance and impact.

WHAT ARE YOUR AMBITIONS FOR 2021?

In accordance with the United Nations Sustainable Development Goals and the Paris Agreement, our ambitions are resolutely turned towards the environment, a major focus of our "Samsic Planet 2030" program. A number of projects have been launched, such as eco-friendly services, a carbon footprint of our real estate, responsible purchasing, the circular economy, mobility and biodiversity, all of which unite and engage all the subsidiaries and functions concerned. The initiatives have really taken off, and our employees are extremely motivated to increase our environmental sustainability. With its focus on community and co-construction, the "Samsic Planet Community" will undoubtedly be a source of cohesion and eco-friendly innovation.

The key priorities for Samsic

Launched in 2000, the United Nations Global Compact is a non-binding United Nations pact to encourage businesses worldwide to adopt sustainable and socially responsible policies, stating ten principles in the areas of **human rights, labour, the environment and anti-corruption**. Participants commit to work on each of the themes and report their progress annually in the Communication on Progress (COP).



77.78 %

ECO-LABELLED
PRODUCTS

22.4 %

REDUCTION IN AVERAGE FUEL
CONSUMPTION PER VEHICLE

ACTING FOR THE ENVIRONMENT

As evidenced by the United Nations 2030 Agenda for Sustainable Development, the Paris Climate Agreement and Greta Thunberg's pledge to the environment, governments around the world, economic players and citizens have become aware of everyone's responsibility regarding the collective future. Samsic, a responsible company, is launching its "Samsic Planet 2030" program.



"Samsic Planet 2030": an ambitious environmental program

Samsic has decided to take strong action for a responsible, ecological and inclusive energy transition. "SAMSIC PLANET 2030" is an ambitious program designed to offer our clients eco-friendly services and provide our employees an eco-conscious workplace environment. The program is divided into three main phases and features continuous assessment and improvement of our environmental performance.

Two strategic projects

In order to provide our clients with accurate carbon footprints, Samsic has designed **an ecological impact calculator for cleaning services**, in partnership with an expert firm. Designed to be easy for operating staff to use, the calculator will analyse the life cycle of the entire service (carbon, natural resources, biodiversity, human health, etc.), from raw materials sourcing to waste disposal. It is being tested at 4 sites in 4 key sectors: healthcare, tertiary, agri-food and industry. We are focusing in particular on aspects involving mobility, which concerns all our employees. The system will be expanded to other sectors and a progress plan will be set up.

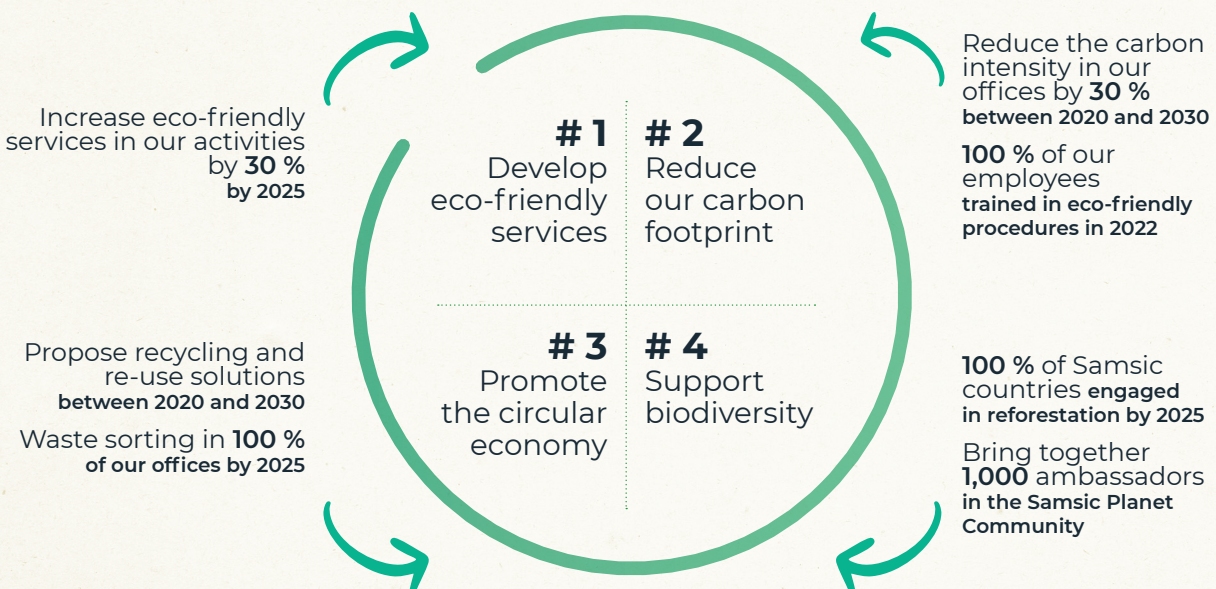
The European Ecolabel certification of our cleaning services is another major goal for 2021. Already obtained by Samsic Italia in 2018, it is being deployed in France at one site initially, Crédit Agricole's SQY Park Campus in

"As a leading business in our sector, we are committed to helping change environmental practices in our industry. "Samsic Planet 2030" is an ambitious and pragmatic plan that reflects the company's strong commitments. The resulting projects and tools will enable us not only to meet the growing demand of our stakeholders for the preservation of the planet, but also to anticipate the demand, particularly with regard to the goal of net-zero carbon emissions by 2050."

François PIÉROT,
Quality and Environment Director

Saint-Quentin-en-Yvelines. In addition to the products and technical standards, this label of excellence encourages virtuous choices throughout the service and promotes a co-construction relationship with the clients. The goal is to certify 50 sites by 2023. Samsic is the first large company in the sector in France to comply with this label.

"Samsic Planet 2030": commitments on 4 goals



Kéolis Rennes: supporting mobility

In Rennes, after 8 years of operation, Kéolis, one of the world leaders in mobility, renewed its trust in Samsic for the cleaning of the stations and park-and-ride facilities for line A of the metro. This new contract meets Kéolis' ecological criteria since it improves our environmental performance. It also boosts employee satisfaction.

The service is no longer provided just at night, but is based on the operating hours of the metro, which has reduced night-time hours worked by 50 %. This change represents a major step forward for two reasons: in terms of the environment, it eliminates the need for 3 vehicles that were used to transport the teams when the metro was not in operation; in terms of employee satisfaction, it reduces the hardship associated with night shifts. In addition, until now, the floor scrubbers were transported from one station to another in the metro trains, which created a risk for users and difficult manoeuvres for the employees. We therefore equipped each station with scrubbers, all with the Ecoflex system, which reduces water and product consumption.

This is proof that protecting the environment also means boosting employee satisfaction.

REDUCTION OF MORE THAN

10 T de CO₂

SAVINGS OF

45 000 km/year

Reconditioning cleaning equipment: the sustainable Haltec solution

Haltec, a Samsic subsidiary specialized in servicing cleaning equipment, provides technical support to all Samsic business units in the Paris region, including troubleshooting at client sites, repairs in the workshop, as well as reconditioning old equipment that still works. This last solution offers real advantages. For the client, it represents significant savings while preserving the warranty; for the environment, extending the machine's service life postpones its environmental impact and its programmed obsolescence, giving it a real second life.

"Reconditioning is part of our 'service for service' philosophy, which, thanks to our sector-specific experience and our extensive network of suppliers, makes us sustainable solution partners in all circumstances."

Jean-Philippe GAZZOLA,
Director Of Haltecc

Purchasing, a key component of Samsic Planet 2030

Purchasing plays a major eco-responsible role in the "Samsic Planet 2030" program. This is reflected in our new "Planet 2030" range, which offers innovative, environmentally-friendly solutions. This range, composed of green products, restroom consumables, workwear and office equipment, represents 80 % of our purchases. But that's not all! All of the products in our "Green Care" range, of which 73 % are restroom consumables and cleansers, are Ecolabel certified.

And in collaboration with suppliers, our Research & Development experts carry out in situ tests of new green solutions, such as workwear containing no toxic substances. As for our 4,500 vehicles in France, they are replaced every 36 months with lower emission Euro 6 vehicles. By 2023, diesel cars will account for less than 50 % of our fleet, and by 2025, electric charging stations will be installed in our largest agencies.

Congratulations to our Purchasing teams who make sustainable procurement a priority!



R2H2, the scalable platform

Created in 2018 in conjunction with the business unit teams, R2H2 is a platform for digitalizing HR processes. In 2020, a set of new modules was added that simplify relations, including electronic employment contracts, electronic employee records and electronic copies of interviews and performance reviews. The new multi-criteria search engine can be used to source available employees based on their place

of residence and workplace, by setting filters for distance, travel time and mode of transport. This is a good way to both improve quality of life and reduce our carbon footprint. The system can also be used to source additional hours and replacements, and to retrieve employee records for targeted communications. These modules will be continuously enriched according to the needs expressed by the business units. Because co-construction always results in practical and sustainable solutions.

"During the first few years of the building's operation it wasn't possible to control or analyse power consumption, because of the many upgrades required. This EPC was the right solution to satisfy the urgent expectations of our client."

Olivier CHAPELLE,
Samsic Facility
Operations Manager

Le Duff: a very powerful Energy Performance Contract!

In 2019, Samsic Facility Management's contract with the Breton food group Le Duff was up for renewal, and on October 1 of that year, we signed an Energy Performance Contract in partnership with SPIE, the European leader in energy multi-services. The goal was to control the impact of the Rennes headquarters' operations on the environment and reduce operating costs. In terms of solutions, the threshold for switching on office lighting was lowered from 500 to 300 lux, the timer for parking and emergency staircase lighting was reduced from 5 to 2 minutes, all illuminated signs were switched off at 11 pm, and the HVAC system was controlled daily according to the weather conditions. Many other green measures were also implemented outside the contract. In terms of results, the building's electricity consumption was reduced by 17.8 %, compared to the 9 % planned for the first year of 2020, of which only 5 % is attributable to Covid, and the volume of waste was reduced by 26,000 litres.

Green Pea Retail Park in Turin: a zero carbon contract for a 100 % eco-sustainable space

The Samsic Italia subsidiary obtained the cleaning and disinfection contract of the Green Pea Retail Park in Turin, the world's first shopping centre for sustainable consumption. The very name of the project, Green Pea, is a statement of intent. Green peas are the symbol of respect, round like the Earth, green as our planet should be. It is not an injunction to stop consuming, but rather to do so sustainably, since every action has an impact on the Earth. Build on 15,000m² and featuring 5 floors, the complex includes 37 stores that only sell 100 % sustainable brands, a spa and a car park. All the products and infrastructure are earth & human-friendly.

The project partners were carefully chosen for their expertise, but also for their CSR philosophy and policy. Samsic Italia is one of the first businesses to have obtained the European Ecolabel for cleaning services. It dedicated 7 people to this task, including one for coordination, and 5 others for emergencies or exceptional activities. The Group is immensely proud to be part of this venture.

Achieving excellence in providing zero impact services.



1,900
SAMSIC SANTÉ
EMPLOYEES

13,000
HOURS OF TRAINING ON
COVID AT SAMSIC FACILITY
FRANCE

PROTECT HEALTH

The Covid-19 pandemic has shown that healthcare staff are frontline workers highly exposed to risks.

Alongside the medical teams, Samsic's teams work with agility to guarantee safe conditions for patient care, in compliance with the most stringent hygiene protocols.



Samsic Santé: a division in the spotlight

Created in 2000, Samsic Santé has 9 agencies in France specialized in biocleaning and housekeeping services for healthcare facilities. It has a global approach to equipment hygiene, patient services and logistics, as well as innovative approaches that meet the specific needs of each healthcare sector. The tasks are co-constructed with the clients.

“This period revealed the importance of the human dimension in our sector.

The managers were always present alongside their teams, and the hospital medical staff and our hospital service agents worked hand in hand. The people felt empowered and were particularly dedicated to their work.

Everyone was fully committed to serving the patients. We are extremely proud of our people and our business,”

Hakim BENTOUMI
Samsic Agency Manager

At Kremlin-Bicêtre University Hospital: bio-cleaning against the virus



During the pandemic, Samsic performed the bio-cleaning and bio-decontamination of the operating theatre of the Kremlin-Bicêtre University Hospital, including all the suspected or proven Covid-19 areas. From the outset, these areas were thoroughly cleaned and decontaminated to ensure continuity of care. Hospital protocol was strictly followed. Overshoes, caps and consumables were managed by Samsic. In the very first week, the teams were trained in best practices during a pandemic, with daily and weekly reminders of infection control measures. The protocols were widely distributed.

To ensure continuity of service, Samsic Emploi was called in as a backup, numerous overtime hours were scheduled and employees came over from the service teams on a voluntary basis, i.e. 10 % of the replacements.

A daily steering committee was set up, with the client and internally, and continued to meet during the second surge.

Inditex : automatic disinfection mode

Inditex is one of the largest international fashion groups. Based in Spain, it owns eight brands: Zara, Pull & Bear, Massimo Dutti, Bershka, Stradivarius, Oysho, Zara Home and Uterqüe. It has a network of 6,829 stores, including 348 in Portugal, its largest market. Samsic Portugal is under contract with Inditex for the cleaning of the stores and the personal protective equipment of its employees. Since the beginning of the pandemic, the teams have succeeded in preventing the risk of contagion for both employees and clients, and in keeping the stores sanitized and safe when they reopened. For this, Samsic used Nocotech, a fogging bio-disinfection system. Developed by Oxy'Pharma, this concept consists of diffusing a liquid disin-

fectant in the form of a dry fog. The automated airborne surface disinfection system leaves no residue. The process prevents any risk to users and ensures that all surfaces are treated evenly, even in inaccessible areas. The operator simply enters the size of the room to be treated, and the machine stops automatically after the diffusion. Effective against viruses and bacteria, this solution is particularly suitable during a pandemic. Samsic solutions: agility and efficiency guaranteed to each clients.

319

SAMSI AGENTS WORKING
FOR INDITEX PORTUGAL

41,295

HOURS
OF DISINFECTION

15,000
HOURS OF E-LEARNING
COURSES

1,500
PEOPLE SWITCHED TO
TELEWORKING IN 48 HOURS

SUPPORTING NEW BUSINESS PRACTICES

In all sectors of activity, work practices and management methods have been profoundly affected by the risk of infection and the lockdowns. This context has accelerated the shift towards remote work and robotization. Since then, Samsic has been delivering more than 200 service lines, while continuing to respect and empower our teams.





Concierge services by Charleen: digital and human, hand in hand

Since 1985, Charleen, a Samsic subsidiary specialized in hospitality, reception services and customer relations, has been developing a range of services to promote employee satisfaction. Charleen Ile-de-France offered its client Crédit Agricole a completely innovative service, "Phygital", a shared digital concierge service with a Happiness Officer on site. The Happiness Officer responds to employees' requests and manages a shop selling handy products, such as chargers, USB flash drives, Nespresso capsules, cakes, champagne for special occasions, etc. And because the concierge service must be accessible from anywhere and at any time, Charleen worked with local businesses to install smart lockers for dry cleaning services in several buildings. Charleen also manages the on-site wellness area, which offers massage, salon treatments and haircuts.

"Digital services should not replace humans, but rather complement them. This is the philosophy behind "Phygital", which promotes work-life balance and contributes to the local economy. This solution really makes sense today."

Oihiba DAOUDI,
Director of the Charleen Ile-de-France agency

Teleworking: from cybersecurity to new practices

During the first lockdown, with no experience in telework and with considerable risks in terms of cybersecurity, 1,500 people were connected to Samsic's information systems within 48 hours so that they could work from home. This involved resolving major technical issues, but also control and procedural issues for staff used to working at the office. Quite a challenge! The filtering and firewall protocols were modified, the systems for protection-replication of user data from the office or at home were upgraded, and a dose of artificial intelligence was added to detect weak attacks. System monitoring and updating processes and security patches were also increased.

"In addition to the technical performance, this period accelerated the deployment of new practices, such as video conferencing, VOIP and enterprise collaborative tools. New features also emerged, including remote process, interactive training via SMS and sourcing that takes into account place of residence and place of work. In the end, in just a few weeks, we successfully managed a real cultural change in terms of requirements and tools."

Olivier COLLY,
CIO



Virtual technology for real-life recruitment

To meet the staffing needs of its client Boucher Services, Samsic Emploi provides its agencies with an augmented reality application, "Agilit", which immerses applicants in the environment of industrial butcher jobs, such as butchers, trimmers and de-boners. The system walks applicants through a typical day, with a 360° view of the changing rooms, the secure entrance to the clean area and the different production lines. After the job interviews conducted by the Sablé-sur-Sarthe agency via this application, the applicants said they were pleased. The system will be extended to all agencies that want to provide a virtual tour of this client's jobs.

This is another illustration of our ability to innovate and adapt to serve our clients!

E-learning: a great opportunity

In the first weeks of the pandemic, online training was deployed in all the Facility's activities in France. 150 virtual classes were organized, benefiting more than 800 people from all our business units. The new "I learn by SMS" system lets a manager create a remote training session for fifty employees, featuring video tutorials on infection control measures, quizzes, attendance sheets and a training certificate. A special module, "Best practices during Covid-19", was also developed. Everyone learned so much!

"The pandemic has given rise to new skills and revealed our ability to work in project teams and offer everyone new ways of learning."

David SENCIER,
Samsic Facility Training Director

The Whiz robot®: make way for human intelligence!

Samsic Facility is always looking for solutions that make our employees' work easier and improve their quality of life at work. From June to September 2020, a new vacuuming solution, the Whiz® robot, was tested at the Crédit Agricole headquarters in Guyancourt, on carpeted floors, with shifts of 3 to 4 hours per day. The results are positive. This solution improves workplace ergonomics and causes less fatigue and fewer musculoskeletal disorders.

The Whiz® autonomous vacuum cleaner is a robot that helps humans. The agent first vacuums once in standard mode, records the path in Whiz® and then lets the robot repeat the same path by itself. Meanwhile, the agent can perform other more complex tasks, such as preparing meeting rooms or disinfecting spaces. This collaborative technology, known as "cobotics", in addition to protecting the health of employees, also makes their work more engaging by enabling them to develop new skills in more interesting tasks, which the robot will never be able to do.



Nuclear power plants: keeping the virus out

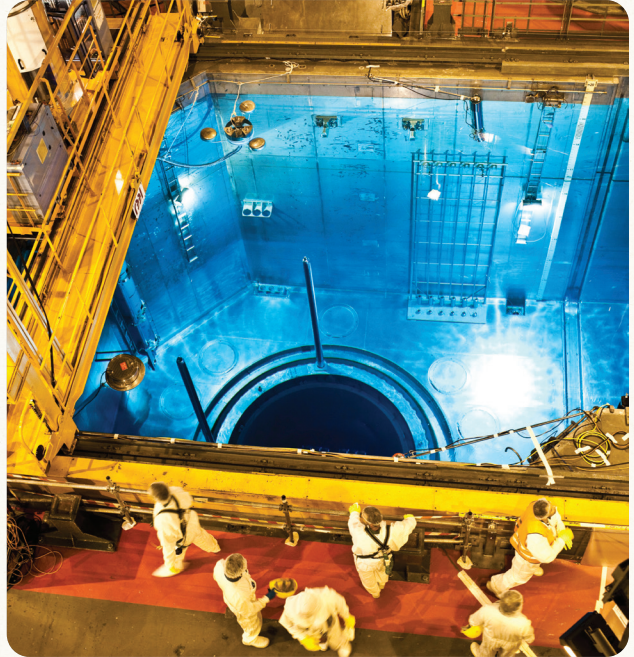
Samsic's Nuclear division is responsible for cleaning, laundry services and private security for 9 Nuclear Power Plants. During the Covid pandemic, our agents are working alongside the local teams to limit the spread of the virus.

In nuclear power plants, Samsic teams ensure the safety of EDF agents by regulating flows, performing more frequent cleaning and preventive disinfection, distributing masks and disinfecting the contamination control portals at the exit of restricted areas. In Civaux, the disinfection is done with UV lamps, an innovation that reduces the environmental impact by eliminating the use of chemicals. During unit shutdowns, maintenance operations are carried out, which means that a significant number of people are entering the site. The Samsic teams work every day to regulate the flow of agents as they enter the site and in the locker, at the entrance and exit of the restricted area. To ensure strict compliance with infection control measures they apply the principle of "Shared Vigilance".

During the lockdown, none of the NPPs experienced a coronavirus cluster requiring a production shutdown. Our commitment: ensuring safe business continuity.

450
SAMSIC
AGENTS

10
NUCLEAR
POWER PLANTS



Samsic Airport takes off in Canada

In July 2020, Samsic Assistance Inc. signed a 5-year contract with Air France-KLM, for the Calgary and Edmonton airports. The contract covers Full Handling services, including aircraft guiding and pushback, loading and unloading of baggage, aircraft cleaning and wheelchair services. Air France-KLM benefits from the highly advantageous European ground handling business model, in which all services are grouped in a single contract for greater simplicity. This saves time, reduces the need for multiple providers and the related risks and ensures synergy across services. The objective is to offer a fully customized service. Major investments in equipment have been made to improve working conditions and flight safety. The compensation policy is also very favourable. This contract meets the major challenges of the airport business: limiting staff turnover, improving aircraft safety on runways and ensuring better visibility of the services provided.

Congratulations to Samsic Airport for this great growth opportunity in Western Canada!



8.28 %
EMPLOYEES WITH
DISABILITIES GROUP-WIDE

58 %
FEMALE EMPLOYEES
GROUP-WIDE

PROMOTING INCLUSION

At a time when vulnerable people such as youth and single women are at greater risk, and when major social issues such as gender equality and disability are key concerns, the issue of inclusion is shaping new horizons for businesses. Samsic launches its employer brand.



Work-study apprenticeships: a win-win solution

Apprenticeship programs train young people and job-seekers for jobs that correspond to the Group's needs. We then support their career advancement with the company. These programs provide young people with solid experience and improve their employability. The Samsic Sécurité Ile-de-France Centre agency decided to take on two young people working on a 2-year degree in Management Support as operations assistants. Their experience has been entirely positive.

"In the Saint Denis agency, I help the operational teams in implementing safety measures. I find the apprenticeship program very rewarding because it allows me to combine theory and practice and to learn everything I will need later on: versatility, organization, autonomy. A real passport to my future!"

Ludovic GUYADER,
Samsic Security Apprentice

968
APPRENTICES
IN WORK-STUDY
PROGRAMS

64 %
STILL WORKING AT SAMSIC
IN 2020

"I am responsible for setting up electronic security logs for the employees and the monitoring committee and updating safety instructions. Spending 2 days in training and 3 days at the company is ideal for a good learning experience, with no breaks between theory and practice. I found exactly what I was looking for: autonomy, learning how the business works, getting to know the employees. Things don't usually turn out to be this good!"

Mateo LAVIE,
Samsic Security Apprentice



ABSKILL: Samsic's training commitment to improve youth employability

At the end of 2020, Samsic RH grouped its four training organizations under the ABSKILL brand, which has since become one of the leaders in vocational training in France. Along with digital skills training, apprenticeship is one of the two main strategic areas of ABSKILL, which has 39 apprenticeship training centres throughout France.

In order to tackle the rise in incivilities, the public transport company serving the regions of Troyes signed a contract with ABSKILL to train its mediation, information and service agents under an apprenticeship program. This win-win formula makes it possible to reach and recruit young people from priority neighbourhoods and to support the transit authority in developing training that perfectly meets their needs. 20 apprentices were selected, which translates into 20 future employees. We are all very proud!

Promoting "visible cleaning" to our clients is "essential"!

The Covid pandemic has profoundly changed the way people look at the cleaning profession. It has defined a "new normal", based on carefully designed "visible but discreet cleaning" programs. On our advice, many of our key account clients decided to opt for daytime cleaning services. This involved reorganizing schedules, providing easily identifiable cleaning services, logo branded workwear, training on customer service, etc. Providing daytime cleaning services improves the quality of life at work for our clients and their employees, promotes social recognition by making our employees' dedication visible, and reassures visitors that professionals are taking care of their health and safety. The Samsic Group has always drawn its strength from the men and women who, day after day, contribute to our collective success. The pandemic has brought the "essential" nature of our businesses out of the shadows and into the light. At Samsic, we always know how to transform challenges into opportunities!



Samsic Airport: furloughing and training to prepare for the future

In 2020, the pandemic caused a sharp drop in Samsic Airport's three activities: ground handling, airport security and Mobility for airport operators and airlines. At least 50 % of the staff were furloughed. While waiting for the recovery, and with the approval of the trade unions and employee representatives, Samsic Airport has set up a two-year job protection strategy via long-term furloughing agreements. The agreements contain strong commitments in terms of maintaining the workforce, but also in terms of training, in order to maintain and develop employees' skills. Numerous management training courses and informational sessions were set up in the form of webinars to maintain communication with and among the teams. In person: social distancing. Remotely: strengthening bonds. The Samsic philosophy!

"No estás solo": in Spain, Samsic Social does not leave its employees with a disability alone

Given the stress, family conflicts and mental health issues caused by the lockdown, Samsic Social conducted a survey on a particularly vulnerable population of employees, people with disabilities. The objective was to understand how they experienced this situation and how the company could meet their social, psychological, professional and economic needs. The questionnaire sent to a sample of this population showed that 32 % felt affected by the situation and that 40 % felt they needed help. As a result of this survey, Samsic Social Spain has initiated a number of measures, including setting up administrative assistance and a toll-free information number, raising the salaries of social workers, advancing all costs and paying for rent and even electricity bills in some cases. Congratulations on this outstanding effort! It shows that "social responsibility", at Samsic, means taking concrete action.

"We are Samsic": our employer branding strategy



“

**"We are here, even
if you don't always
see us, we are
everywhere..."**

”

Communicating about our Group identity and promoting our culture is fundamental to attracting applicants and retaining employees. In 2020, Samsic decided to launch its employer brand by making the film "#wearesamsic". We wanted to send a strong message, affirm our raison d'être and empower Team Samsic. The "#wearesamsic" website is the first step in a communication strategy that will include many other themes presenting our jobs, our tasks and our values. All this content will be broadcast across all our communication media.

"The ambition of Human Resources is to build our image and our e-reputation by regularly publishing targeted content, on the right channels and at the right time. Our goal is to capitalize on the employees who are the best ambassadors of our brand and to attract

new talent to support the Group's growth and development. The employer brand strategy is an ambitious project and we look forward to presenting our next achievements to you."

François CURÉ,
HR Development Director

OVER 125
ASSOCIATIONS SUPPORTED
BY SAMCIC

INVESTING IN SOLIDARITY

Today, society expects businesses to act responsibly with respect to the environment, but also in terms of social issues, which is why 28 CAC40 groups have adopted a Raison d'Être. Solidarity, one of the priority commitments of businesses today, is in Samsic's DNA.



Samsic Santé : Never Ever Give Up, with the Sainte-Thérèse Breast Cancer Clinic!

For Pink October, the annual national breast cancer campaign, the Sainte-Thérèse clinic in Paris held an awareness day bringing together medical staff and patients. On this occasion, Samsic Santé, in charge of cleaning services at the clinic, produced flyers and posters and distributed pink "Never Ever Give Up" bracelets. The clinic staff wore pink scrub caps for the entire month of October. Congratulations to the Samsic Santé teams, who never give up either!



Samsic Airport Nice mobilizes for the victims of Storm Alex

After Storm Alex hit the inland areas of Nice at the beginning of October 2020, the area saw an outpouring of community support. Wanting to be part of this movement, the Samsic Airport agencies in Nice encouraged their employees and partners to collect basic necessities at their sites, such as food, hygiene products, baby products and more. All the donations were dropped off at

the collection point of the Nice-Matin newspaper and transported by helicopter to the affected villages. Congratulations for this solidarity initiative, so natural for Samsic teams!

River Cleanup Skimmer: capturing floating litter

Partner of the international organization River Cleanup, our Belgian subsidiary Multimasters by Samsic actively fights against waste that pollutes rivers. After the success of the first Multimasters River Cleanup in 2019 in Rivierenhof Park in Deurne, in 2020 Multimasters by Samsic placed a skimmer in the Dokske, a tributary of the Albert Canal that flows near its headquarters in Merksem. The principle of the skimmer is simple: it collects floating waste 24 hours a day, 7 days a week. Currently in the design phase, it will be tested in August 2021 by the Maintenance Masters and Construct Masters teams, and officially launched in the fall.

This fantastic initiative will be extended to other rivers in the near future.



In Lebanon, Samsic APMR helps people with reduced mobility

In 2020, the terrible explosions in the port of Beirut added to the economic and health crisis in Lebanon. Residents experienced severe shortages, especially for wheelchairs. Aéroports de Paris and Samsic APMR Roissy and Nice, in collaboration with the non-profit NGO Arc en Ciel, mobilized to provide wheelchairs to the most disadvantaged populations. Samsic APMR Roissy and Nice collected one hundred used wheelchairs and had them transported in two containers, one by plane from Paris Charles-de-Gaulle, the other by boat from Marseille. In Lebanon, Arc en Ciel, whose employees are all living with disabilities, refurbished the used wheelchairs. This operation was entirely free of charge. All of the logistics, customs fees and shipping were paid by our partners. Heartfelt thanks to Aéroports de Paris and Arc en Ciel, to Air France and WFS for the transport and airport logistics, to the CMA CGM foundation and TCR for the maritime transport, logistics and security. And to all our teams for their engagement for this cause!



Samsic supports the Entreprise des Possibles Foundation

At the instigation of Vincent Bourdin, Regional Director Southeastern France at Samsic Emploi, and Franck Salmon, Director of Samsic Facility, Samsic has decided to support the Entreprise des Possibles Foundation. Created in 2018 by Alain Mérieux, Chairman of Institut Merieux, the Foundation's mission is to combat exclusion by promoting the socio-professional integration of homeless people or those in extreme poverty.

In 2021, the Foundation plans to support 11 projects that will help more than 1,000 people, particularly young people and women, who represent 30 % of the homeless population. Our employees in the Lyon region will have the opportunity to become directly involved in the philanthropic projects.

"This innovative scheme encourages our employees to get involved in the community. It has extremely positive outcomes. It makes corporate philanthropy more meaningful to employees and helps the Entreprise des Possibles Foundation achieve its goals more quickly thanks to our employees' actions."

Stéphanie DELAMARRE,
CSR Director

Belgian subsidiary Multi Masters Group donates computers to a school in Burkina Faso

In Burkina Faso, the association Terre au Féminin bought a 7-hectare plot of land to teach the women of the village of Koukoualé how to cultivate their sesame and soya beans. Due to a water shortage, the first harvest was a failure, and the association asked for help from a local agricultural school to drill a well. But here again, the students did not have the necessary resources for this project. When asked, our Belgian subsidiary Multimasters by Samsic donated laptops to the school, which boosted the support it could give to Terre au Féminin's agricultural project. This admirable solidarity initiative reaffirms Multimasters by Samsic's commitment to social and cultural development in the countries where it operates. Heartfelt thanks to all of them!



Samsic UK takes up the "10 million steps for children" challenge

In 2020, Samsic UK supported the Rainbow Trust Children's Charity, which helps families whose children have a serious or terminal illness. To raise funds, throughout the year, employees took part in challenges: bungee jumping, bike racing, marathons, swimming competitions, etc. In February, the teams from Samsic UK and its subsidiary JPC by Samsic took up the "10 million steps for children" challenge and broke all the records, raising over €5,800 by walking more than 13 million steps in one month!

The team raised over £2,500 in donations, which Samsic UK matched for a total of £5,000.

After this first challenge, the fundraising campaign will continue in 2021.

Read more on <https://www.justgiving.com/fundraising/samsic>

"We are amazed by the tremendous effort of our teams and would like to extend our heartfelt thanks to everyone who donated or participated. From cleaners and security agents to board members, from the south coast to the Scottish shores of Fife, so many people took part!"

Jonathan KING,
Samsic UK CEO

5 000
POUNDS STERLING DONATED




INDICATORS

Empowering our human resources and developing our talents

58 % 

female employees
group-wide

8.28 % 

employees with disabilities
group-wide

507 

delegates
at Samsic RH

28 % 

employees over 45 years
old at Samsic Facility

26.33 

accident frequency rate
at Samsic Propreté
*(frequency rate 2018 for
the entire industry: 32.4 %)*

13.01 

frequency rate at
Samsic Sécurité
*(frequency rate 2018 for
the entire industry: 20 %)*

968 

work-study apprentices
at Samsic France

122 000 

hours of training provided
to Samsic France employees

91.86 % 

of temporary workers had
no accidents in 2020

Certifications



ISO 9001
ISO 14001
ISO 45001

obtained by Samsic Facility

MASE

obtained by Samsic Facility & Samsic RH

CEFRI

obtained by Samsic Facility & Samsic RH



68/100

Rating obtained by Samsic Group; top 2 %
of companies in all sectors worldwide

Helping protect our environment

77.78 % 

Eco-labelled
products

22.4 % 

Reduction in average fuel
consumption per vehicle

20,852 m³ 

Water consumption
at Samsic France

6,664 MWH 

power
consumption at
Samsic France

85 % 

Euro 6
vehicles

90 

Electric
vehicles

-13.24 % 

Diesel combustion
emissions

CONCORDANCE TABLE

The CSR Report presents the initiatives and performance achieved during calendar year 2020. Samsic designed this non-financial report as a tool for achieving the social responsibility goals of the group, but also as a tool for dialogue on continuous improvement of its overall performance. The previous report, published in May 2021, presented the data for 2019. 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. Internationally, GRI G4 encourages the highest level of transparency and consistency by providing stakeholders with better information to make informed decisions. The CSR Report 2020 is available in May 2021 in English and French. For questions about the report or its content, please contact us at the following address: developpement.durable@samsic.fr

	CORPORATE SOCIAL RESPONSIBILITY	PRINCIPLES OF THE GLOBAL COMPACT	GLOBAL REPORTING INITIATIVE	CSR REPORT PAGES
Corporate	Manifesto	-	-	3
	Profile	-	G4-4, G4-9	6-7
	CSR Strategy	-	G4-15, G4-16, G4-36, HR5, HR6	8-9
Empowering our human resources and developing our talents	Promoting diversity and equal opportunities	1, 6	G4-16, EC8, LA10	21, 22, 23, 26
	Training and developing our talents	9		17, 18, 21
	Protecting the health and safety of our staff	1	EC7, EC8, LA9, LA10	14-15
	Developing cohesion and well-being at work	1, 6	LA6	15, 17, 18, 22, 23
Providing a responsible and innovative service	Ensuring client focus, expertise and seeking innovation	1, 8, 9	EC7, LA10	12, 13, 15, 18
	Assessing our performance with transparency	1, 2, 6, 8, 9, 10	26 G4-56, PR5	28
	Building a sustainable partnership with our value chain	1, 2, 8, 9, 10	G4-56, EC8, EN30, SO4	2, 11
	Samsic Airport	-	EC7	19
Helping protect our environment	Developing eco-friendly services	8, 9	EN10, EN30	11, 12, 13
	Promoting the circular energy economy and recycling our waste	8, 9	EC8, EN3, EN8, EN15, EN23, EN30	11, 12, 13
	Reducing our carbon footprint	6, 8, 9	EN10, EN30	11, 12, 13
Developing a supportive and sustainable society	Taking action for solidarity	-	-	25, 26, 27
	Contributing to local economic and cultural development	6	G4-15, G4-16, EC8, LA10	25, 26, 27
	Supporting biodiversity	7, 8	N 11, EN12, EN13, EN14	27
Index	Indicators	1 à 10	-	28
	Table of correspondence	-	G4-28, G4-29, G4-30, G4-32	29
	Our digital environment	-	-	31

STAYING COMMITTED DAILY

The "CSR Meetings" challenge

The "CSR Meetings" challenge aims to co-build sustainable partnerships and environmentally-conscious commitments with our clients, by addressing societal issues. Bringing together all subsidiaries across the 25 countries for the 1st time in Samsic's history, the challenge launched in October 2020 is composed of 2 phases. Through July 15, 2021, we will seek as

many CSR meetings with clients and prospects as possible; through December 31, 2021, we will deploy the commitments and win new responsible partnerships. The challenge ends with the awards ceremony, scheduled for January 2022. This is further proof that at Samsic, CSR is a core business strategy, and meaning is a core cultural value.



Samsic reconciles digital development and reforestation

For website hosting, Cognix System's environmental commitments were decisive: "In addition to the technical requirements for the proper functioning of our websites, the fact that Cognix System is part of the Clo2 Green project was a determining factor in our final choice. To compensate for the carbon emissions associated with the website hosting services, trees are planted. To date, we have planted 13 trees: 3 Douglas firs, 2 chestnut trees, 2 larch trees, 1 maritime pine, 1 thuja, 1 loblolly pine, 1 red oak, 1 Scots pine and 1 cedar. This initiative is fully aligned with the Samsic Group's CSR policy," says Aurélien Dutay, Web Project Manager - Samsic Group.



For more information, go to: <https://www.clo2.green/balance-carbone/a18938c4807f35e-2d1f3953bdfa2fbe7/sam-ges>

OUR DIGITAL ENVIRONMENT

In 2018, Samsic embarked on the redesign of our websites in order to present all of our European and global activities in a coherent manner. Under the flagship corporate website samsic.com, each country where Samsic operates has a dedicated website, with its own specific content. Eventually, this ecosystem will comprise some twenty websites.



JOIN US

www.samsic.com





Acknowledgements

Thank you to all employees for their commitment throughout this year 2020.



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