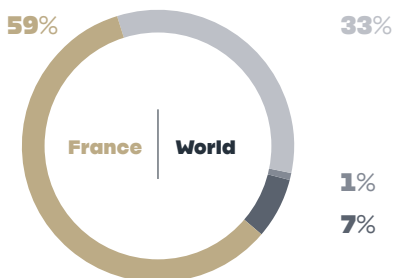




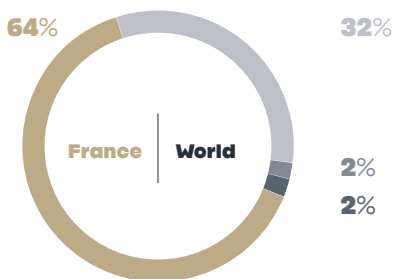
SUMMARY

- 4** Foreword
- 6** Business model
- 8** Strategic vision
- 9** Governance
- 10** Sector-specific challenges
- 13** Risks & opportunities
- 14** CSR interview
- 16** CSR strategy & Key performances
- 18** **DELIVERING RESPONSIBLE AND INNOVATIVE SERVICES**
- 24** **UNLEASHING THE POTENTIAL OF OUR RESOURCES AND NURTURING OUR TALENTS**
- 30** **PARTICIPATING IN PRESERVING OUR ENVIRONMENT**
- 36** **CONTRIBUTING TO THE DEVELOPMENT OF A SOLIDARITY AND SUSTAINABLE SOCIETY**
- 39** Reporting

Breakdown of workforce



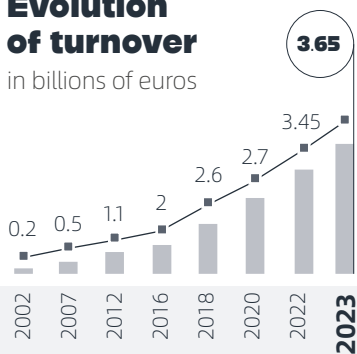
Breakdown of revenue



■ France
 ■ America
■ Europe
 ■ Africa / Middle East

Evolution of turnover

in billions of euros



Europe

Operating in 27 countries

France

including overseas departments and territories

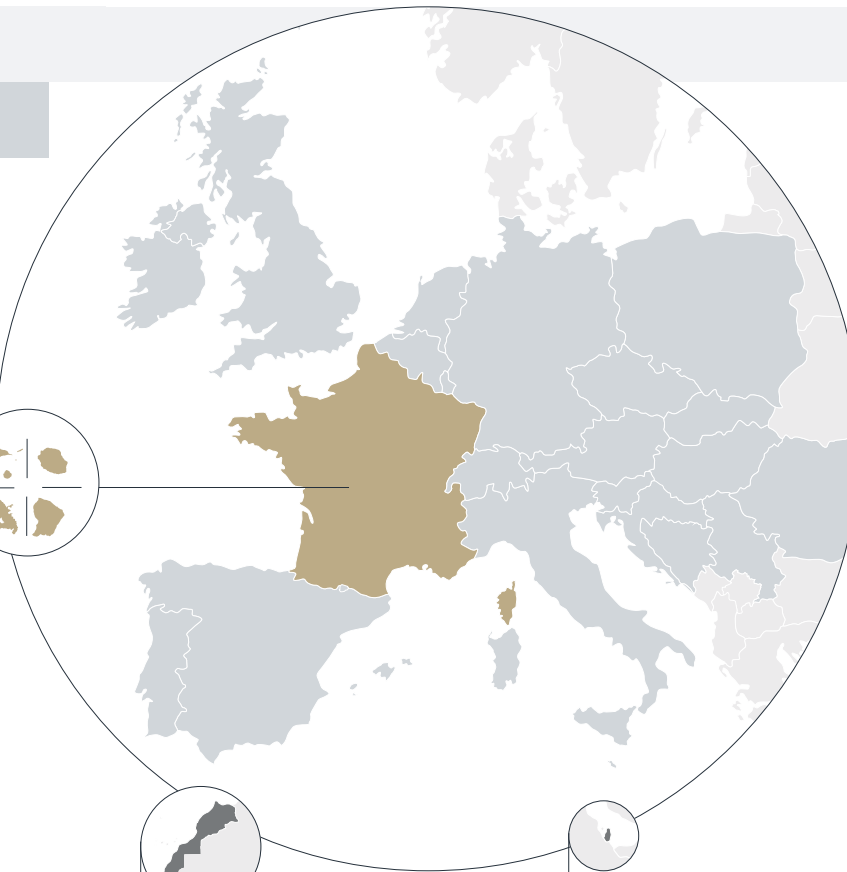
- BELGIUM
- NETHERLANDS
- LUXEMBOURG
- SWITZERLAND
- GERMANY
- AUSTRIA
- ITALY
- UNITED KINGDOM
- IRELAND
- POLAND
- SLOVAKIA
- CZECH REPUBLIC
- BOSNIA-HERZEGOVINA
- REPUBLIC OF SRPSKA
- ROMANIA
- SLOVENIA
- CROATIA
- SERBIA
- HUNGARY
- SPAIN
- PORTUGAL

GUADELOUPE I REUNION
MARTINIQUE I GUYANA



CANADA
UNITED STATES
DOMINICAN
REPUBLIC

America



MOROCCO
QATAR

Africa / Middle East



Our mission: to contribute to the overall performance of our clients by providing a comprehensive range of services across our three main areas of expertise: **Samsic Facility, Samsic HR and Samsic Airport.**



€2.03
billion in turnover

430
agencies

82,000
employees

24
countries



€1.2
billion in turnover

420
agencies

35,000
employees

6
countries



€420
million in turnover

30
airports

8,000
employees

9
countries

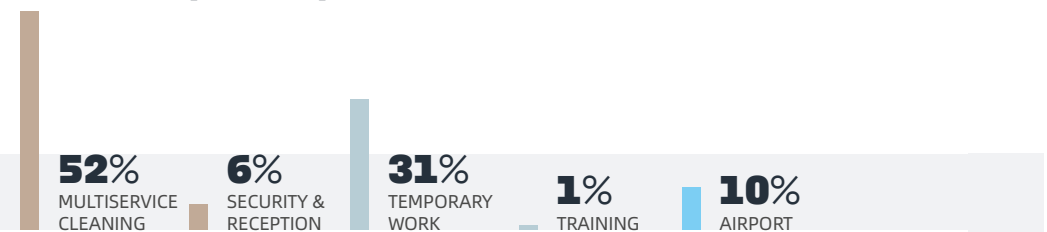
Samsic is an international group dedicated to ensuring daily comfort, well-being and safety in living and working environments as well as valuing and developing the professional skills of millions of men and women.

€3.65
billion in turnover

30,000
clients

125,000
employees

Turnover by activity



FOREWORD



Thierry
Geffroy

Samsic Group
CEO

GOING FURTHER TOGETHER

2023 was another successful year for the Samsic Group across all our business lines and in all the areas we operate. 2024 looks set to pursue this trend with a multitude of projects and new challenges.

Our Group's five-year goal is to achieve sales of 5 billion euros. To bring this about, we will be focusing on 5 major levers: customer satisfaction, growth, economic performance, employee engagement and Compliance.

Our **"Samsic Planet 2030"** programme sets out our CSR guidelines and provides a basis for steering our actions and assessing our progress. In 2023, we reaffirmed our commitment to reducing our carbon emissions - a long-standing core challenge and one which necessarily informs all our decisions. Our Low Carbon Trajectory initiative brings on board customers, employees and partners, underlining the fact that transition is first and foremost a collective challenge.

It is essential that, every day, we continue our efforts to raise awareness of CSR issues in every single person who is part of our company. I firmly believe that we can positively impact current trends, thanks to their unwavering commitment and support.

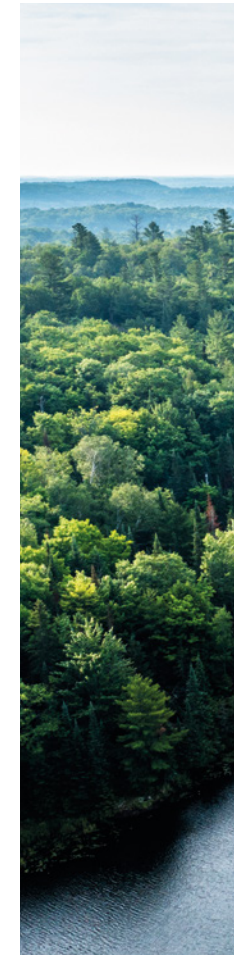
The wide range of initiatives presented in this report attests how our teams are already tackling environmental and social challenges in their local areas.

"At a time of changing paradigms and emerging societal aspirations, it is vital to capitalise on our greatest strength: our people."

At a time of changing paradigms and emerging societal aspirations, it is vital to capitalise on our greatest strength: our people. This means attracting new talents and providing them with training and development opportunities to encourage them to continue their career within our organisation, as well as providing ongoing support for employees at every stage of their career. This is an essential objective if we are to continue to grow and rise to the new challenges of our times, while at the same time preserving our identity.

One way in which we are responding to this last challenge is by launching a new collection of professional clothing, combining comfort, modernity and elegance. As well as being part of our drive to harmonise our activities across our various sites and locations, this initiative underlines our commitment to ensuring that every individual employee is proud of the job they do every day, the services they provide to our customers, and the fact that they belong to the Samsic Group.

Finally, the launch of our "Sport and Performance by Samsic" brand seeks to further promote the values of respect, perseverance, solidarity and surpassing yourself, as exemplified by our greatest athletes. The Group has therefore decided to support 10 elite athletes as part of a major sponsorship initiative, in partnership with the French Sports Foundation. We encourage these athletes to take on major challenges, including the Olympic Games in Paris, and we are all looking forward to cheering them on in 2024. Going faster, higher, stronger - together.



Our resources

> Our Governance

A family-owned company, guaranteeing both continuity and long-term vision.

> People

125,000 collaborators
Breakdown:
66% Samsic Facility
28% Samsic RH
6% Samsic Airport

64% women
36% men

1,170* work-study students

18 training centres

1 integrated sheltered employment company

> Geographic spread

Strong local presence

+ 800 agencies/branches

27 countries

> Financial

Family shareholding

Robust financial structure

> Partners

Trusted, long-term ecosystem of partners

Over 250 strategic partnerships

Centre of expertise & Innovation

Management systems certified ISO 9001, ISO 140001, ISO 45001, MASE, CERFI or equivalent

> Environnemental

SBTi-aligned WB2C Low Carbon Trajectory

Range of eco-responsible services

> Societal

Caring for Forests programme

Sports sponsorship (support for 10 athletes and para-athletes)

* France.

Our activities

€3.65 billion
in turnover

3 business units providing a comprehensive, integrated offering with a range of over **250** service lines aimed at serving people, environments and performance.

55.6%
of turnover

- CLEANING
- SECURITY
- FACILITY MANAGEMENT
- ENERGY MANAGEMENT
- MULTITECHNICAL MAINTENANCE
- RECEPTION
- IN-SITU LOGISTICS
- ENVIRONMENT
- FLEX SERVICES
- GREEN SPACES

Our 5 strategic priorities

> Pursue managed growth

> Strengthen our economic performance

Our value creation

- SOURCING
- RECRUITMENT
- TEMPORARY EMPLOYMENT
- RECRUITMENT PROCESS OUTSOURCING
- ASSESSMENT
- HR CONSULTING
- TRAINING



32.9%
of turnover



11.5%
of turnover

- AIRPORT SECURITY
- AIRPORT HANDLING
- ASSISTANCE FOR PEOPLE WITH REDUCED MOBILITY
- RECEPTION
- CLEANING
- TRANSPORT
- AIRPORT TRAINING
- FLOW MANAGEMENT



> For collaborators

€2.3 billion in payroll

8.9%* employment rate of people with disabilities

573,055 hours of training

WRQoL policy

39% of work-study students go on to work for Samsic on a permanent contract or professional training scheme

> For suppliers and partners

Ethical, long-term partnerships

63%* of strategic suppliers are SMEs

76%* of suppliers are local

Buyers trained in responsible purchasing

For the planet and society

100,000 trees planted by 2027

1st company to deploy an environmental performance calculator for cleaning services

Target to reduce carbon emissions by 26% by 2030 compared with 2023 (Scopes 1, 2 & 3)

> For the financial community

29% of tax with 70% paid in France

> For customers

Over 8,000 connected objects installed

Co-innovation and environmental management of our service offerings

37% of eco-labelled products

Ecovadis: 67/100

* France.

> **Improve customer satisfaction**

> **Commit with and for our employees**

> **Enhance our Compliance & ESG performance**

OUR AMBITION

Build a €5 billion international group over the next 5 years based on 5 strategic priorities.

1

Pursue managed growth



"So well together"

Our priorities

- Design an innovative offer that integrates our customers' CSR challenges
- Develop a user-oriented approach in keeping with Service by Samsic
- Attract, retain and support the development of our employees
- Pursue actions undertaken to guarantee operational excellence
- Consolidate our expertise in all countries and position ourselves as a partner

2

Strengthen our economic performance



"You are our greatest strength"

Our priorities

- Work ever more closely with our customers to understand their changing needs
- Develop relationships of trust with candidates
- Reinforce our local presence
- Pursue international development
- Offer tailor-made solutions for companies

3

Improve customer satisfaction

4

Commit with and for our employees

5

Enhance our Compliance & ESG performance



"Ensuring passengers' safety and peace of mind"

Our priorities

- Develop our international presence
- Be alert to new customer needs
- Enhance our agility and responsiveness
- Guarantee the safety and security of our employees and users
- Build loyalty and growth



EXECUTIVE COMMITTEE

From left to right:
 Laurent Dolibeau, Ludovic Le Gall,
 Christophe Busca, Thierry Geffroy,
 Arnaud Guillou, Gilles Cavallari,
 Olivier Payen, Olivier Colly,
 Stéphanie Delamarre

STRATEGIC ORIENTATIONS & MONITORING

GOVERNANCE BOARD

It guarantees the Group's long-term strategic vision. It also determines the Group's major orientations and oversees their implementation, while at the same time integrating CSR issues.

EXECUTIVE COMMITTEE

Its role is to define CSR guidelines. It validates CSR strategy and objectives, in line with the company's strategic challenges. It takes into account the work and recommendations of the Strategic Committee for Sustainable Development.

STRATEGIC COMMITTEE FOR SUSTAINABLE DEVELOPMENT

Led by the Group CSR Director, this committee aims to:

- Define key CSR policies, objectives and programmes
- Monitor and steer CSR roadmaps
- Analyse ESG progress and performance

LEADERSHIP & STEERING

NATIONAL CSR STEERING COMMITTEES

Managed by each respective country, these committees aim to:

- Identify ESG impacts, risks and opportunities
- Define, implement and manage their CSR roadmap
- Analyse and monitor performance and contribute to Group ESG reporting

**ESG COMMITTEE
 Cross-functional & international**

Led by the CSR Department, these committees bring together all 4 CSR communities: Environment; Human Rights, Diversity & Inclusion; Talents and Responsible Purchasing & Ethics. Their objectives are to:

- Contribute to defining policies and improving key processes and tools
- Share best practice

IMPLEMENTATION

CSR COMMUNITIES

Members of ESG Committees CSR Leaders & Carbon Officers CSR Club Ambassadors

1

What stands out the most about 2023 in your business unit?

Olivier Payen

For Samsic Facility, 2023 was a year of intense efforts, action and deliberation. Despite the economic downturn, our business unit successfully rose to the major challenges of its market and maintained profitability. The growth of previous years, coupled with our latest acquisitions, has now been consolidated, and we have achieved our objectives in terms of increasing the value of and renewing contracts. The year was also marked by a major drive to analyse and reflect on the future of our market and business across our entire operations. Bringing on board employees, customers and partners, this effort culminated in early 2024 with the announcement of a new positioning and signature: "So well together". A modern, dynamic approach to the future of our sector and our company.

Christophe Busca

For Samsic Airport, 2023 was a year of major business challenges as almost 50% of all our contracts were reaching their term. All of them were successfully renewed. These calls for tender led us to observe a major shift towards ever more demanding CSR expectations on the part of our main customers. Our commitments are now subject to much closer scrutiny, with greater demand for tangible proof and results, for example in terms of greening our equipment and reducing the carbon footprint linked to the mobility of our teams. This year, we also stepped up our international expansion, notably in Canada and the United States.



Olivier Payen
President
Samsic Facility

Gilles Cavallari

In 2023, despite the global economic downturn, Samsic RH continued to grow by between 9% and 10%, depending on the country. We also continued our international development, making headway in major markets such as the UK, Belgium, Switzerland and Italy. Our local knowledge and close links to the local economy have enabled us to open a large number of new agencies, averaging between 30 and 40 annually in recent years. At the same time, we're continuing to boost our number of key accounts and consolidating our presence within companies by means of hosted agencies. A long-term investment strategy that continues to pay off, as Samsic RH has gained over 15% market share this year compared with an overall sector trend that averages between -6% and -7%.



Gilles
Cavallari

President
Samsic Emploi

2 What are the major business trends impacting your market this year?

Olivier Payen

Samsic Facility's activity this year has been strongly marked by two phenomena: firstly, a significant increase in the social costs of our businesses where 80% of expenditure is linked to payroll, and secondly, the increased economic fragility of companies, which gives rise to an extremely turbulent competitive environment. As well as coping with major budget cuts, our customers are also having to contend with changing business practices, including new customer expectations for service providers. We must therefore adapt our offer, going beyond simply providing services and helping customers to enhance the overall well-being of their employees in the workplace. Finally, the last major trend impacting our sector is undoubtedly the technical progress that is changing our working practices together with the growing importance of eco-responsibility and digitalisation, which are both core to the transformation of our service offering.

Christophe Busca

The outstanding trend is undoubtedly that our customers are becoming much more demanding in terms of CSR. Furthermore, although demand continues to grow in certain regions of the world, such as South-East Asia and the Middle East, the air transport market is currently the subject of considerable uncertainty and is clearly going through a period of stagnation. While air traffic in 2023 has returned to its 2019 (pre-Covid) level, it's being affected, at least in Europe and the United States, by a number of restrictive measures: reduced slots at certain airports, limits on passenger numbers, less subsidised services, and so on. The strong growth of low-cost airlines is also leading to a change in the economics of our contracts which, combined with inflation and rising wage costs, is weighing on the market. Finally, in 2023 we were faced with unprecedented recruitment difficulties. The attractiveness of the jobs we offer is becoming a crucial issue.

Gilles Cavallari

Our business is also affected by the general economic slowdown. Our activities, especially temporary work, are extremely sensitive to changes in GDP. This is particularly true of the construction and public works sector, which is one of the first to suffer when the economy stalls. While other sectors, such as food processing and logistics, have remained fairly buoyant in 2023, they are all set to be affected by the fall in overall consumption. In this respect, it is interesting to note that changes in the economic climate are leading to a major shift in the labour market: whereas at the end of the Covid crisis, the balance between candidates and employers was fairly favourable to candidates, the economic downturn and the ensuing difficulties for companies are creating a less favourable context for candidates in certain sectors. We are therefore developing new solutions for them, mainly consisting of support and training.



Christophe
Busca

President
Samsic Airport

3

What measures are you taking in response?

Olivier Payen

We are driven by a real fighting spirit, particularly on an international level, and are taking on the market with a new positioning and a freshly defined mission. Of course, we're banking on innovation and technology to adapt our services to meet new customer expectations, but we're investing just as much in developing the attractiveness of the jobs we do and the skills of our employees. Because although technology is important, people are absolutely vital! To facilitate the company's transformation, we've also developed the Cockpit, a digital tool that enables us to manage data relating to our customers, human resources and CSR in a standardised way, everywhere Samsic Facility operates.

Christophe Busca

On the key issue of human resources, this year we began pooling the recruitment and training resources of our different activities. Our aim? To preserve and retain our talent pool and offer our employees new prospects for growth within the company. We've also appointed two managers who are 100% focused on health and safety in the workplace, which reflects the changing expectations of both customers and employees on this issue. Our aim is to strengthen our commitments and standardise our actions across Samsic Airport, taking better account of the arduous nature of the work of some of our employees. A similar effort is underway to structure CSR governance in order to take on board the initiatives of our various branches and push the boundaries even further.

Gilles Cavallari

In a highly fragmented and competitive market, we have to be ever more agile and responsive not only in our day-to-day business, but also in ensuring we effectively align our strategy with market developments. More specifically, in response to this year's economic slowdown, we have developed new key accounts and refocused our business on more buoyant sectors that are less affected by the crisis, such as aerospace and healthcare. We're also keeping pace with changes and updating our working practices by continuing to digitalise certain activities and creating new digital services for both candidates and customers. Finally, we're continuing to develop Brainfield, our executive recruitment brand specialising in middle and top management, with new offices due to open in France, Belgium, Switzerland and Italy in 2023.

4

How do CSR issues fit into your strategy?

Olivier Payen

Besides being a strategic priority for our company, CSR is also a key customer expectation. Based on the major strategic priorities drawn up at Group level, we're striving to implement a series of practical measures to enable our business lines and teams to meet CSR challenges. We aim to ensure that both our teams and our customers fully understand the reasoning behind our initiatives and take ownership of our commitments, two essential prerequisites for effective action. Finally, so that we have the means to achieve our ends, we'll be making changes to our management bodies, in line with a wider Group-wide review.

Christophe Busca

The long-term future of our business today depends on how well we respond to the need for transition, an issue which concerns all air transport industry players. Quite frequently, we seek solutions together - in a spirit of true partnership - in response to the environmental and societal challenges we're all collectively facing. Our customers have very high expectations in this area - and so do our employees. Personally, I firmly believe that we're at a turning point in our history and that the projects we're initiating today, supported by the new talents joining us, will ensure that CSR forms the very backbone of our company in the future.

Gilles Cavallari

Through our mission, every year we enable thousands of people to gain access to employment and improve their employability through training. 2% of the turnover generated by our key account customers is reinvested in training. We therefore play a major role in both the professional and social integration of candidates. Temporary assignments are very often the first step towards longer-term employment. Aware of our responsibility, we make every effort to support candidates before, during and after their assignments, with a particular focus on safety. Finally, Samsic RH is fully committed to the group's Low Carbon Trajectory project, representing 16% of its total carbon footprint. As well as digitalising our processes, we are looking at solutions to reduce the footprint generated by our employees' mobility. We believe that commitment to CSR is not merely an option, but a moral imperative. It is not only increasingly required by our customers but is also a strong expectation on the part of our employees, who are more and more eager to take up these challenges.

1

DELIVERING RESPONSIBLE AND INNOVATIVE SERVICES

RISKS	SCOPE		OPPORTUNITIES
	GROUP LEVEL	BUSINESS UNIT LEVEL	

ESG PERFORMANCE	●●●	AIRPORT ●●● FACILITY ●●● RH ●●●	<ul style="list-style-type: none"> - Develop performance management that incorporates ESG criteria at all levels of the company - Strengthen CSR governance - Dialogue with stakeholders on CSR issues and Impacts, Risks and Opportunities - Design service offerings that are in line with the ESG challenges of both our customers and local areas - Foster a culture of compliance with our code of conduct and whistleblowing system
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ETHICAL SUPPLIER RELATIONS	●●●	AIRPORT ●●● FACILITY ●●● RH ●●●	<ul style="list-style-type: none"> - Uphold our ethical principles of loyalty, integrity and anti-corruption in the pursuit of our business relationships - Develop sustainable and responsible partnerships based on our charter and ESG audit and implement an assessment process for suppliers - Improve the way in which the value chain takes account of CSR issues
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SECURITY & CYBERSECURITY	●●●	AIRPORT ●●● FACILITY ●●● RH ●●●	<ul style="list-style-type: none"> - Strengthen the procedures for preventing and managing a cyber attacks - Raise employee awareness of the risks of cyber attacks and identify alerts - Develop dialogue and the relationship of trust with our customers - Emphasize governance of personal data
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2

UNLEASHING THE POTENTIAL OF OUR RESOURCES AND NURTURING OUR TALENTS

QUALITY OF LIFE & CONDITIONS AT WORK	●●●	AIRPORT ●●● FACILITY ●●● RH ●●●	<ul style="list-style-type: none"> - Improve employee feedback and whistleblowing procedures - Ensure the well-being, health and safety of our employees - Be alert to any signals from within the Group or from customers
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RECRUITING, RETAINING & DEVELOPING TALENT	●●●	AIRPORT ●●● FACILITY ●●● RH ●●●	<ul style="list-style-type: none"> - Encourage career development and build loyalty - Create synergies between the recruitment and training departments of our various business units - Foster skills development through both training and retraining programmes
--	-----	---------------------------------------	--

HUMAN RIGHTS & WORKING CONDITIONS	●●●	AIRPORT ●●● FACILITY ●●● RH ●●●	<ul style="list-style-type: none"> - Improve the health and safety of our employees in the workplace - Ensure equal opportunities, fairness and social inclusion
--	-----	---------------------------------------	--

3

PARTICIPATING IN PRESERVING OUR ENVIRONMENT

IMPACT OF OUR ACTIVITIES ON CLIMATE CHANGE	●●●	AIRPORT ●●● FACILITY ●●● RH ●●●	<ul style="list-style-type: none"> - Implement measures to mitigate and adapt to climate change in line with our climate strategy - Achieve our carbon emissions reduction target by appropriate steering of our Low Carbon Trajectory
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WASTE MANAGEMENT	●●●	AIRPORT ●●● FACILITY ●●● RH ●●●	<ul style="list-style-type: none"> - Develop our LCA approach to purchasing and the way we design our services - Monitor and increase waste recycling
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RESOURCE & BIODIVERSITY MANAGEMENT	●●●	AIRPORT ●●● FACILITY ●●● RH ●●●	<ul style="list-style-type: none"> - Develop eco-design based on the 3Rs (reduce, reuse, recycle) - Control carbon emissions, prevent pollution, optimise the use of resources and preserve them along the entire value chain - Contribute to restoring ecosystems
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4

CONTRIBUTING TO THE DEVELOPMENT OF A SOLIDARITY AND SUSTAINABLE SOCIETY

SUPPORT FOR SOLIDARITY INITIATIVES	●●●	AIRPORT ●●● FACILITY ●●● RH ●●●	<ul style="list-style-type: none"> - Encourage employees to get involved in community projects - Generate a positive social impact by supporting non-profit organisations and solidarity initiatives
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SUPPORTING THE LOCAL ECONOMY	●●●	AIRPORT ●●● FACILITY ●●● RH ●●●	<ul style="list-style-type: none"> - Develop and contribute to the vitality of local economic life
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●●● = low risk, ●●● = moderate risk, ●●● = high risk.



Stéphanie
Delamarre

Global Head of
CSR - Sustainable
Development

1

How are CSR strategy and business challenges currently interwoven at?

Business considerations were already taken into account when we defined our CSR strategy over 10 years ago. Our CSR commitments, directly integrated at the design stage of our service offering, have played an increasingly important role over the years. In each of our business units and across all our business lines, CSR issues have always been viewed as primarily operational matters, closely linked to the realities we experience on the ground and in the marketplace.

Today, in a context of increasing maturity, sustainability issues are at the core of both our customers' and employees' expectations. The strong relationship between organisations' competitiveness and their sustainability is becoming increasingly obvious. For example, Samsic Airport succeeded in renewing its main contracts this year thanks to its concrete CSR commitments, in response to calls for tender in which CSR issues predominated. Similarly, Samsic Rh's actions to promote integration, health and safety in the workplace, as well as diversity and inclusion are intrinsic to its performance. Finally, well-being in both the workplace and the home environment is an issue that is deeply rooted in the group's identity and underpins our Facility business unit's new positioning with its strong focus on people and proximity.

2

What links are there between the CSR issues identified by the 3 business units and the implementation of the "Samsic Planet 2030" action plan?

The Samsic Group implements its CSR strategy through the Samsic Planet 2030 programme, which of course includes many cross-functional projects, such as our Low Carbon Trajectory, and our key programmes: Diversity, Equity and Inclusion and Responsible Purchasing.

We also recognise that the ecological transition cannot be achieved without a social transition. It's of course essential to meet environmental challenges, but it's also clear that Samsic, whose core business is based on people, must play a key role in social and societal issues, such as professional integration, equal opportunities and social cohesion. In this respect, we have a duty to give greater visibility to those professions that are essential to our society and showcase the work of our employees, whose work on the ground is so important to ensuring the well-being of all the people there on the sites where we provide our services.

3

How is Samsic preparing for the upcoming introduction of the CSRD, the new European directive on corporate non-financial reporting?

The new European directive requires companies to disclose information on their environmental, social and governance (ESG) impact and is an essential part of the European Green Deal, which aims to make Europe carbon neutral by 2050. The Samsic Group, which in 2026 is due to publish its first sustainability report covering the year 2025, is already actively preparing for its introduction, notably by strengthening our CSR governance at group as well as business unit level and across our geographies.

We're going beyond regulatory and reporting issues, and regarding sustainability as a genuine operational challenge, transforming our managerial approach through a broader vision of performance. That's because demonstrating the Group's ESG performance depends on the effective operational steering of the material issues that are the focus of our roadmaps. This is where the real challenge lies!

4

How could this new regulatory framework help the Samsic Group to step up its transition?

The requirements set out in the CSRD are currently enabling Samsic to confirm its CSR priorities by carrying out a dual materiality analysis. This consists of identifying Samsic's priority issues and specifying their impact in terms of risks and opportunities for the company, thereby refining the analysis of our overall performance and enhancing our strategy.

The CSRD process will enable us to further fine-tune and more accurately target our sustainability objectives. Ultimately, it confirms that today's strategic decisions are no longer taken solely on the basis of economic results, but on an approach to overall performance that encompasses both environmental and social criteria. This broader vision of the company's role in society undeniably strengthens our actions and adds to our value in the eyes of our employees, customers and stakeholders.



Contribution to SDGs and CSR commitments

Since 2005, Samsic is aligned with the 10 principles of the United Nations Global Compact and is committed to respecting all Human Rights interationally.

Through its activities, the group contributes to 10 of the Sustainable Development Goals published by the UN.

The Samsic Group has defined its commitments in terms of sustainability with the aim of building a genuine societal project, useful to all, where everyone finds their place. Samsic’s CSR strategy, embodied in its “Samsic Planet 2030” program, is organized around 4 pillars and 13 commitments.

It responds to the major environmental, social and societal challenges associated with our activities and serves as a benchmark for the operational actions of all the group’s entities.



67/100

cybervadis

Overall score

734/1000

CSR PILLARS

DELIVERING RESPONSIBLE AND INNOVATIVE SERVICES

1

UNLEASHING THE POTENTIAL OF OUR RESOURCES AND NURTURING OUR TALENTS

2

PARTICIPATING IN PRESERVING OUR ENVIRONNEMENT

3

CONTRIBUTING TO THE DEVELOPMENT OF A SOLIDARITY AND SUSTAINABLE SOCIETY

4

COMMITMENTS

Guarantee customer focus and expertise and seek innovation

Evaluate our performance with transparency

Build sustainable partnerships with our value chain

Promote diversity and equal opportunities

Train and nurture our talents

Preserve the health and safety of our employees

Develop team spirit and well-being in the workplace

Develop eco-responsible services

Mitigate our carbon footprint

Promote the circular economy

Take action to promote solidarity

Contribute to local economic and cultural development

Protect biodiversity

PRIORITIES

Pursue the roll-out of connected objects across all areas where we operate

Train our teams in Compliance issues

Roll out "European Ecolabel - Interior Cleaning Services" certification to more customer sites

Commit to gender diversity and equity

Foster the employability and job retention of people with disabilities

Overcome language barriers

Train and nurture our talents

Develop team spirit and well-being in the workplace

Prevent and reduce the frequency of workplace

Improve well-being at work

Encourage the use of eco-labelled products

Implement the Group's Low Carbon Trajectory

Increase the number of electric vehicles in our fleet

Boost circularity in our offering and purchasing practices

Encourage sponsorship initiatives in our organisations

Increase purchasing from local businesses

Contribute to forest regeneration

2005

Membership of the Global Compact and Creation of an Employment - Disability service

2010

Creation of the Sustainable Development steering committee

2011

Signature of the Diversity Charter and drawing up of the Ethics Charter

2014

Sam'Aide, 1st sheltered work centre and creation of the BAA Fund to support medical research

2015

Setting up of an Innovation committee National scheme to tackle illiteracy

KEY INDICATORS	2022 RESULTS**	2023 RESULTS***	TARGETS	SDGs	ESRS
Number of connected objects deployed	5,500	8,000			G1 Business conduct S4 Consumers and end users
Number of employees in target profiles trained in Compliance	n/p	1,078*			
Number of customer sites with "European Ecolabel - Interior Cleaning Services" certification	6*	16 (France & Italy)	50* customer sites in 2025		
Percentage of women in the workforce	62%	64%			S1 Own workforce S2 Workers in the value chain
Number of people maintained in employment	71*	86*			
Employment rate expressed in terms of people with disabilities	9.36%*	8.9%*			
Number of employees benefiting from the literacy programme	500*	600*			
Proportion of work-study students who go on to work for Samsic	55%*	39%*			
Number of hours of training	491,687	573,055			
Frequency rate	27.64	26.5			E1 Climate change E2 Pollution E3 Water and marine resources E5 Resource use and circular economy
Severity rate	1.43	1.55			
Share of eco-labelled products	31%	37%			
Tonnes of CO ₂ emissions per year (Scopes 1, 2 & 3)	163,325 (All countries)	n/p	-26% in 2030		E3 Water and marine resources E4 Biodiversity and ecosystems S3 Affected communities
Share of electric vehicles	2.4%	3.1%	50% in 2030		
Share of reconditioned and/or remanufactured materials and equipment	n/p	2024 Target			
Share of local suppliers	n/p	76%*			E3 Water and marine resources E4 Biodiversity and ecosystems S3 Affected communities
Number of trees planted (overall)	7,950	16,722	100 000 by 2027		

*France only **2022: 10 countries (France, Germany, Belgium, Spain, Italy, Luxembourg, Poland, Portugal, Switzerland, United Kingdom) ***2023: 11 countries (France, Germany, Belgium, Spain, Italy, Ireland, Luxembourg, Poland, Portugal, Switzerland, United Kingdom); n/p: not provided.

Achievement of the United Nations Global Compact Advanced level 2019	Achievement of European Ecolabel certification for "interior cleaning services" by Samsic Italia 2021	Launch of the "Samsic Planet 2030" Sustainable Development programme 2022	Launch of our "Caring for Forests" programme with the planting of 7,950 trees in Erquy 2023	Definition of the Group's Low Carbon Trajectory
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1 DELIVERING RESPONSIBLE AND INNOVATIVE SERVICES

In close collaboration with all the players in our value chain, the Samsic Group constantly strives to enhance and optimise both home and work environments by providing a range of eco-friendly, efficient, long-term solutions. They are designed to foster performance, well-being in the workplace and flexibility. Our services are now more connected and intelligent, meeting new customer requirements in terms of quality, sustainability and responsiveness, and are based on new collaborative and shared working methods.



SOCIAL GOV.

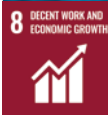
G1 Business conduct

S4 Consumers and end users



+100
ISO 9001 certifications

+8,000
connected objects deployed



With its new brand positioning, Samsic Facility puts the emphasis firmly on people

Last January, Samsic Facility got the year off to a flying start by launching its new brand positioning. The objective was clear: to adapt to changes in the market.

In a post-covid world where talent is in short supply, companies are facing new challenges: getting people back to the office to encourage human interaction, instilling a sense of purpose and contributing to employee well-being. In light of these new challenges, Samsic Facility decided to put the focus on people with its new slogan **“So well together”**.

Samsic Facility firmly believes that what makes a company strong - more than ever - is its people. “It’s by interacting with each other that we create, innovate and share meaningful experiences. Successful companies are those that take care to provide the greatest comfort, consideration and meaning for employees, customers and partners. And we believe that our environments play a key role in achieving this,” says François Gauvrit, Samsic Facility Development and Marketing Director.

This positioning is the result of a collective effort based on a common mission: striving to make all the places where we live and spend time every day more people-friendly and ensuring that everyone feels comfortable in them. “We offer a wide range of services, but we don’t stop at that: we strive to make environments comfortable, user-friendly and serene, while always ensuring that our customers’ societal concerns are taken on board,” explains Adeline Bonnefont, Samsic Facility Marketing Director.

To achieve this, Samsic Facility relies on 3 key assets:

- Trust: this is largely down to the stability of the Samsic Group, its international dimension and the commitment of its employees. Samsic Facility is 100% family-owned and has been pursuing a long-term development strategy for almost 40 years. Owing to its strong family and entrepreneurial culture, Samsic Facility teams have been able to develop a

unique sense of service, known as “Service by Samsic”. Its dedication to service, along with its longstanding expertise, combine to make Samsic Facility a benchmark trusted partner.

- Proximity: whether it is geographical, relational or digital, proximity fosters our teams’ rapid response capability, facilitates exchanges between employees and enhances our understanding of our customers’ local issues and needs.
- Meaning: the need for work to have real meaning has become essential. Samsic Facility therefore focuses on 3 objectives: investing in employee learning and training, promoting social integration and inclusion, and helping our customers to achieve their CSR objectives and, where applicable, achieve certification.

In line with Samsic Facility’s new positioning, the Samsic Group is working on a new value proposition, based on three pillars:

- A user-oriented approach - in other words one that focuses on the people who benefit from our services, ranging from our customers’ employees and own customers (visitors to a shopping centre, transport users, etc.) to patients in the healthcare establishments in which we work.
- The aim is to position ourselves as a genuine partner for companies, offering a global Facility solution that guarantees a successful user experience.
- A customer-centric approach that gives top priority to customer satisfaction and is based on the controlled management of services within a bespoke, secure technological ecosystem.

Olivier Payen,
President Samsic Facility

“Of course, we’re banking on innovation and technology to adapt our services to meet new customer expectations, but we’re investing just as much in developing the attractiveness of the jobs we do and the skills of our employees. Because although technology is important, people are absolutely vital!”





Samsic Facility and CERN: innovation at the service of scientific excellence

In 2023, CERN, the leading European organisation for nuclear research, chose Samsic Facility to carry out tertiary and industrial cleaning in a radioactive environment on its sites, which cover an area of more than 350,000 sq.m. located between France and Switzerland. In line with its commitment to constantly reduce the environmental impact of the services it provides while improving their quality, Samsic Facility is deploying a range of eco-friendly solutions at CERN's sites that also protect the health and safety of both our agents and the site's users.

Regarding mobility, all the vehicles and bicycles provided to our agents for internal logistics and travel are electric. And for 80% of cleaning operations, we use a more ecological cleaning system based on ozonated water to eliminate germs and contaminants. This safe and sustainable solution replaces chemical products, reducing the discharge of pollutants and greenhouse gas emissions, and optimising energy consumption. As attested by its "Green Seal" certification, this solution meets the highest international environmental standards for industrial cleaning.

In addition, more than 60 Samsic connected objects - such as digital tools for traceability and dematerialised clocking in and out - have been installed on CERN sites, making it easier to monitor operations and significantly reducing paper consumption.


Finally, Samsic Facility has developed a number of local partnerships, enabling it to source most of its consumables locally. Overall, an impressive set of environmentally and people-friendly achievements!

Samsic Facility boosts the number of its "European Ecolabel" certifications

Since 2021, Samsic Facility has been seeking to extend "European Ecolabel - Interior Cleaning Services" certification to an ever-increasing number of customer sites and establishments. This certification guarantees the highest standards in terms of both the environmental impact of services and the health of employees and users. It involves using more environmentally friendly products, training staff in environmental and safety issues, sorting waste and implementing an environmental management system.

In 2023, new certifications in France and Italy are due to increase the number of certified customer sites to 16. The first major company in the cleaning sector to be awarded this certification, Samsic Facility plans to continue its drive to increase the number of eco-labelled customer sites to 50 by 2025.

Samsic Facility plans to increase the number of its eco-labelled customer sites to 50 by 2025.

 CSR COMMITMENTS	OUR ACHIEVEMENTS IN 2023	OUR AMBITIONS
Guarantee customer focus and expertise and seek innovation	<ul style="list-style-type: none"> More than 8,000 connected objects have been deployed at our customers' sites in France and internationally, in partnership with Adaptiv Systems. 	<ul style="list-style-type: none"> Pursue the roll-out of connected objects everywhere we operate.
Evaluate our performance with transparency	<ul style="list-style-type: none"> In France, 82 Facility sites are ISO 9001 certified. Samsic Mobility, comprising Enjoï, Samsic APMR and Samsic Transport, has been awarded ISO 9001 and ISO 45001 certification. 	<ul style="list-style-type: none"> Continue to extend our certifications: Quality management: ISO 9001 Environmental management: ISO 14001 and EU Ecolabel Health and Safety Management: ISO 45001, MASE Nuclear Quality and Safety: ISO 19443
Build sustainable partnerships with our value chain	<ul style="list-style-type: none"> Deployment of our Compliance roadmap with the launch of our three-point plan: code of conduct, whistleblowing system and training. More than 1,000 employees in France have already completed Compliance training covering anti-corruption, our code of conduct and whistleblowing. In France, an ESG compliance questionnaire and a supplier risk matrix have been co-constructed with CSR leaders and our purchasing, legal and CSR departments, as part of our vigilance plan. 	<ul style="list-style-type: none"> Continue to roll out the Compliance policy internationally. Roll out the Compliance - ESG questionnaire and the supplier risk matrix worldwide.

More than
80

Samsic Facility sites
in France already
ISO 9001 certified

Certification, an essential performance and process control indicator

The Samsic Group firmly believes that the certification of its facilities is essential to leveraging high quality, safety and environmental performance, and year after year it has endeavoured to extend the scope of these certifications. In December, Samsic Mobility, which comprises Enjoi, Samsic APMR and Samsic Transport, was awarded ISO 9001 certification, attesting to the quality of its management system, and ISO 45001, relating to occupational health and safety management systems.

In France, more than 80 Samsic Facility sites are already ISO 9001 certified, reflecting the quality of our management system and guaranteeing services that are always efficient and well managed. They also underline the increased importance the Group attaches to health, safety and risk prevention in the workplace.

Sellick Partnership's award-winning professionalism

Sellick Partnership, the Samsic Group's British subsidiary specialising in recruitment, was honoured several times in 2023 for the excellence of its compliance policy. The Partnership distinguished itself by winning the coveted Platinum Award following a Neuvén Consult audit of the compliance of its procedures with the standards of HealthTrust Europe, a healthcare platform. It was also awarded the "Support Services Team of the Year" prize by the Association of Professional Staffing Companies (APSCO). These two particularly demanding awards pay tribute to the unstinting efforts of Sellick Partnership's compliance team to support its candidates, clients and consultants on a daily basis, while maintaining a 100% success rate for audit results.

Multi Masters Group by Samsic opts for eco-friendly products and equipment

Keen to step up the greening of cleaning products and equipment, Multi Masters Group by Samsic, Samsic Facility's Belgian subsidiary, has taken a number of major decisions to promote the use of products that take better care of both the environment and its employees. In September, in consultation with its supplier, it decided to streamline the range of products used by its teams and to systematically opt for more ecological and ergonomic products. The results of these efforts speak for themselves: purchases of more environmentally friendly cleaning products rose by 65% in 2023 compared with 2021!

Indoors: the hosted HR solution on hand to respond to your needs more efficiently

Samsic Indoors is a hosted employment agency offering its customers an on-site tailor-made HR experience. As well as recruiting permanent and temporary staff, the Indoors solution provides an autonomous team of specialists to optimise customers' HR management, and also monitors HR indicators and performance. Since 2017, Samsic RH has won widespread recognition for

the way in which it works closely with customers and responds swiftly to their needs, deploying rapid, effective solutions to address specific issues on the ground. It now boasts more than 40 agencies throughout France.

Samsic Indoors is proud to have signed a partnership with Danone in January 2023 spanning several of its sites and involving 8 agencies

and a hosted HR solution at Danone. The Indoors teams are responsible for Danone's temporary staff recruitment process, including administrative follow-up and sourcing, as well as monitoring and reporting. This co-constructed partnership is aligned as closely as possible to the customer's expectations and handles the day-to-day management of over a hundred temporary workers.

Cécile Fauquert-Pacros,
Director of
Logistics Site &
Management,
Danone Viry

What needs does the Samsic Indoors solution address?

This solution allows us to liaise with a dedicated Indoors representative on a daily basis, which improves temporary worker management, considerably facilitates communication and therefore

optimises our overall efficiency. Samsic Indoors brings us not only its HR expertise but also essential support for HR monitoring and temporary worker management, neither of which we specialise in.

After a year of implementation, what benefits are you seeing?

As well as an improvement in temporary worker efficiency, defining and implementing HR performance monitoring indicators has been a key factor in our progress. Thanks to Samsic Indoors, the average efficiency of temporary workers rose from 96% in February 2023 to 106% in October 2023!

QR codes for better operational and environmental performance

By replacing paper documents with QR Codes, Samsic Facility's Irish subsidiary has come up with an effective solution to meet its customers' needs. It cuts back on paper use and guarantees compliance with current legal and administrative requirements while at the same time increasing efficiency! This cutting-edge innovation gives customers and agents easy smartphone access to information about the site, as well as product characteristics and uses, such as safety data sheets. And information can now be updated in real time. Initially trialled at a customer site, the solution has now been approved by stakeholders. It is due to be rolled out more widely in 2024, with the aim of equipping 100% of customer sites by June.

Pedro Morna,
Director of Operational Performance,
Samsic Facility

"A key pillar of our value proposition is the way in which technological innovation combines with customer services. Digitising our operations is a fundamental step towards greater efficiency and traceability in our operations."

Samsic Facility's operational efficiency in Portugal wins an award

In Portugal, Samsic Facility has been awarded an Infraspeak prize in the "Efficient Operation" category at the Intelligence for Maintenance Summit Lisboa, an event bringing together more than 350 Facility Managers and Maintenance Managers from all over the country. This award confirms Samsic Facility's commitment to operational excellence in its sector. Its solution rationalises agents' time, facilitates the monitoring of operations, identifies potential issues and simplifies communication, all with one aim in mind: improving customer service. The award-winning innovation has enabled the Samsic Group subsidiary to improve its management of the maintenance and upkeep of green spaces in no fewer than 1,400 buildings occupied by some 300 customers.

Instant Jobber: using digital technology to recruit temporary workers

Launched in February 2023 in France, Instant Jobber, a 100% digital employment agency specialising in the hotel, restaurant and events sectors, instantly puts companies and candidates in touch with each other. By centralising all documents, assignments and applications, this innovative solution developed by Samsic RH greatly simplifies the administrative procedures for companies involved in recruiting temporary workers. To date in France, almost 180,000 candidates have signed up to the platform, and several dozen customers are already regular users. From launching an assignment, finding the right candidate and signing the contract right through to settling the invoice, it all happens online!

180,000
candidates have signed up to the Instant Jobber platform

Samsic Group is recognised for its ability to constantly innovate to better serve its customers, employees and the environment.

Samsic takes 2nd place in the innovation leaders ranking

Ranked 2nd in the Les Echos and Statista league table of innovation leaders in the "Professional Services" category, Samsic Group has been recognised for its ability to constantly innovate to better serve its customers, employees and the environment. Samsic Facility's special partnership with Adaptiv Systems positions the group as a leader in its sector in terms of the number of connected objects. To date, more than 8,000 custom-designed connected objects have been installed at customers' premises. They facilitate the traceability of services and communication between on-site teams, delivering an enhanced overall service to customers. Samsic Group's investment in innovation was also honoured at the Europropre Awards, where the group came second in the innovative digital tools category.





70%

of drinking water saved each year by JPC by Samsic

JPC by Samsic rewarded for its sustainable commitment

A Samsic Group subsidiary operating in the cleaning sector in the United Kingdom, JPC by Samsic upholds strong CSR commitments. At the Premises & Facilities Management Awards, the company scooped both the “ESG Partner” and “Partner for Sustainable Development” awards. The company then went on to win 3 gold Green Apple Awards, an independent international organisation dedicated to recognising and promoting best environmental practice worldwide.

These awards pay tribute to JPC’s commitment to the environment and society through a series of concrete initiatives, such as banning the use of petrochemical products and installing a closed water circuit to reuse water for cleaning. This system saves around 70% of drinking water every year. More importantly, by integrating ESG principles into each of its contracts, JPC not only wins awards but ensures the satisfaction of both its customers and employees.

In Romania, Samsic Facility deploys an integrated cleaning management system to enhance operations

Constantly seeking innovative solutions to improve the quality of its services and its environmental performance, Samsic Facility’s Romanian subsidiary has introduced Tork Vision Cleaning, an intelligent system for managing cleaning spaces and services at the site of its customer, Dacia.

Using sensors and interconnected devices, this system optimises Samsic Facility’s own processes and activity. It provides valuable

information on how spaces are used, the level of consumables such as toilet paper and maintenance activity needs. This data helps Samsic Facility teams to make decisions based on clear, real-time information, enabling them to streamline workflows and optimise resource allocation.

The overall result combines efficient cleaning services, controlled costs, better hygiene, optimised resources and

improved customer experience and satisfaction! Thanks to this innovation, Samsic Facility’s Romanian subsidiary won 2nd place at the ROFMA Awards, the most important national event of the year for workplace, property and facility management.

Louis Hauvette,
CEO, Siteflow

“Samsic Group is a prime example of the operational and strategic benefits that a company can gain from digitising its processes. By going paperless, Samsic Group has made its operational management more streamlined and fluid, while rigorously adhering to the rules of compliance and traceability that are an integral part of its business.”

Samsic Nucléaire and Siteflow: moving towards the digital transformation of the nuclear industry

Samsic Nucléaire has opted for the Siteflow digital solution to facilitate the administration, execution and management of its daily maintenance and safety operations on nuclear sites. This is designed to address three major challenges:

- re-affirming its position as a trusted partner that meets security requirements,
- guaranteeing the traceability and conformity of the services provided,
- improving the efficiency and working conditions of its teams.

Samsic Nucléaire prides itself on optimising its employees’ working conditions by equipping them with the best tools, such as tablets that automatically produce reliable reports on each operation. As a result, more than 1,000 operations are managed every year, and this figure is set to rise in the future.

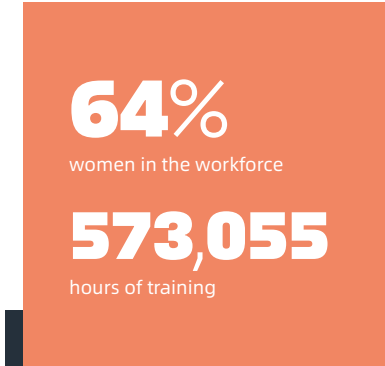
2 UNLEASHING THE POTENTIAL OF OUR RESOURCES AND NURTURING OUR TALENTS

People are at the very heart of Samsic Group's vision and activities and are key to its success. Aware of the importance of its social responsibility and contribution, the Group focuses particular attention on the working conditions, well-being and professional development of its 125,000 employees. Taking care of our teams is our priority and guarantees the quality of the services the Group provides every day.



SOCIAL

- S1** Own workforce
- S2** Workers in the value chain



- 3** GOOD HEALTH AND WELL-BEING
- 5** GENDER EQUALITY
- 8** DECENT WORK AND ECONOMIC GROWTH
- 10** REDUCED INEQUALITIES

PROGRAMMES IN LINE WITH OUR COMMITMENTS

PROMOTE DIVERSITY AND EQUAL OPPORTUNITIES

- Employment and solidarity
- Professional integration
- Overcoming language barriers

DEVELOP & RETAIN OUR TALENTS

- Talents & Career
- Recruitment and talent retention
- Training

IMPROVE THE QUALITY AND CONDITIONS OF LIFE IN THE WORKPLACE

- Health & safety
- Quality of life in the workplace
- Social dialogue

Tackling illiteracy and language barriers is a priority for Samsic Group

With illiteracy affecting almost 800 million adults worldwide and 7% of 18-65-year-olds in France, Samsic Group has made it a priority to overcome language barriers.

In France, this longstanding commitment is deployed through a partnership with #STOPILLETTRISME, a group of companies committed to tackling literacy issues. Samsic runs a mentoring scheme supported by its customers to prevent people dropping out and strengthen social cohesion in the workplace.

This initiative is in addition to training courses leading to the MCCP* or CLEA qualification, which Samsic Group offers employees. These courses aim to provide basic skills in French, reading, writing and arithmetic that are relevant to the cleaning industry.

This scheme is particularly meaningful on a local level, where it instils not only a strong team spirit and a deep sense of belonging, but also an unshakeable social bond between mentors and their trainees. The annual graduation ceremonies mark the high point of this commitment, and are always an emotional occasion shared by everyone involved. This year, 77 new employees completed the #STOPILLETTRISME programme in France, bringing the total number of beneficiaries since 2015 to over 600.

Encouraged by this success, the Group is keen to extend its commitment beyond its borders, rolling it out to Italy, Portugal and the UK, where deployment is already underway. In Italy, for example, Samsic Group provides language courses for volunteer employees. Similarly, the group's Portuguese subsidiary has formed a partnership with the Institute for Employment and Vocational Training with the aim of offering specific training to employees who are interested in gaining qualifications.

These are just a few of the many initiatives aimed at building solidarity in the workplace. By tackling language barriers in this way, Samsic Group helps to boost employees' self-esteem and enables them to look to the future with greater confidence. At the same time, through this programme, the Group facilitates professional integration, social integration and reduces inequalities.

In short, it's a significant collective ambition!

* Mastering key cleaning skills

More than **600** employees have joined the #STOPILLETTRISME program since 2015



CSR COMMITMENTS	OUR ACHIEVEMENTS IN 2023	OUR AMBITIONS
Promote diversity and equal opportunities	<ul style="list-style-type: none"> ▪ In France, 86 people were maintained in employment in 2023, an increase of 21% compared with 2022. ▪ 3,318 employees with disabilities in France in 2023. 	<ul style="list-style-type: none"> ▪ Strengthen support for people who have difficulty accessing employment. ▪ Launch a stable employment programme for vulnerable groups who have difficulty accessing employment.
Train and nurture our talents	<ul style="list-style-type: none"> ▪ As part of the #Stopillettrisme programme, 77 employees were supported in 2023. In France, more than 600 employees have benefited from the programme since it was launched. 	<ul style="list-style-type: none"> ▪ Extend the programme to tackle illiteracy and language barriers internationally.
Preserve the health and safety of our employees	<ul style="list-style-type: none"> ▪ Our new "One Minute of Prevention" training course has been rolled out to all on-site employees, with the aim of raising awareness of safety and environmental issues. ▪ In France, 500 employees have completed an e-learning course on road safety. 	<ul style="list-style-type: none"> ▪ Deploy the 3 new road safety e-learning modules on SamAssure for Group employees and drivers of our vehicle fleet. ▪ Sign the 7-commitment French charter aimed at reducing road accidents and strengthening the road safety programme.
Develop team spirit and well-being in the workplace	<ul style="list-style-type: none"> ▪ Pursue the deployment of the continuous work system as customer feedback is already very positive. 	<ul style="list-style-type: none"> ▪ Continue progress on our Well-being & WRQoL programme as well as on recognition.

Samsic Facility rewarded for its commitment to inclusion

Samsic Facility in the Hauts-de-France region has been awarded the Les Entreprises s'engagent (Companies commit) label in recognition of its longstanding commitment to inclusion. Every quarter, Samsic Facility's teams reach out to a wide cross-section of the public, including young people, people with disabilities and those who have difficulty accessing the labour market. They carry out a number of initiatives in conjunction with local bodies such as the Local Integration and Employment Plan, employment centres and the Club 100% Féminin for women. By organising regular job dating events, meetings between young people and professionals and mock job interviews, Samsic Facility teams contribute throughout the year to strengthening social integration in the region.

Sabrina El Masoudi,
Human Resources Manager,
Samsic Facility
Hauts-de-France Region

"What's so great about the label we've been awarded is, of course, that it rewards all the work done by our teams, but it also encourages other companies to get on board so that we can be even more proactive and inclusive in our region, in collaboration with all our employment partners."

Samsic Group at the Employment, Sport and Disability Forum

True to the Group's diversity and inclusion values, the Samsic Group's Solidarity Employment team took part last July in the Employment, Sport and Disability Forum organised at the Charléty stadium by the French Handisport Federation. The aim was to bring together companies, employment partners and people with disabilities. The main mission of the Solidarity Employment team is to promote the recruitment and retention of people with disabilities. This occasion provided the Samsic team with the opportunity to reach out to a wide range of candidates and collect more than 60 CVs for various positions across its Facility, HR and Airport business units. In 2023, the Samsic Group enabled the recruitment of 184 people with disabilities on permanent contracts in France, more than 80% of them as cleaning or security operatives.

184
people with
disabilities recruited
on permanent
contracts in France

David Le Port,
Manager of the Solidarity
Employment
Department



The Emloi Solidaire team

What are the keys to ensuring the success of the Solidarity Employment strategy?

There are five key success factors that immediately stand out. Firstly, giving priority to the notion of a meaningful purpose in providing employment for people with disabilities. Secondly, the fact that the Samsic Group is a family-owned business that has always championed strong values of integration and support. The wholehearted commitment of our operational teams, who play a key role in the recruitment and job retention processes, is also a determining factor. Another essential element is the partnerships we build with specialist organisations such as Cap Emploi in all the areas we operate. Finally, the majority of the Emloi Solidaire team is made up of employees with backgrounds in the social and professional integration sector, which facilitates the commitment of our establishments, agencies and partners.

Why has the name of the Employment & Disability department been changed to Solidarity Employment?

This is because we want to go further than simply employing people with disabilities; we want to support them in the integration process and continue to maintain them

in employment. With this in mind, we've launched Sam'Aide, an integrated sheltered company that employs people with disabilities. With personalised support, the aim is to offer them a friendly, supportive environment to help them in their approach to their future employability, both internally and externally. At the same time, Sam'Aide provides order preparation services for sanitary consumables, which complement the Facility Cleaning offer, and contract work.

What is your outlook for the longer term?

We intend to maintain our high level of commitment and further develop job retention. We've launched a programme to promote stable employment for vulnerable people and those who have difficulty accessing the job market. This project has three aims: to strengthen the Group's social commitment by engaging with people who need to be integrated into the labour market; to offer a concrete solution for our branches and agencies who are affected by labour shortages; and to differentiate ourselves by responding to the ever-growing needs of our customers in this area.

Samsic RH commits to inclusion in Angoulême

Samsic RH in Angoulême, is demonstrating its commitment to the inclusion and professional integration of people on the margins of employment by cooperating with a number of national and local schemes. In line with the agreement it has signed with the Life Up scheme, Samsic RH is helping to integrate migrants in partnership with the Charente department and the Departmental

Directorate for Employment, Labour and Solidarity. At the same time, Samsic RH is working with the Régie Urbaine Association and the Prison Integration and Probation Service to help repeat offenders get back into employment. To date, 6 people have already benefited from the support of Samsic RH's Angoulême branch, a key factor in helping them find employment.

Inclusion, an essential asset for Samsic RH in Italy

Samsic RH's Welfare division in Italy works to promote the social inclusion of people with disabilities. Working in close synergy with public authorities and businesses, the Samsic subsidiary is working to create an environment in which disability is no longer perceived as an obstacle. Through practical and inclusive training, from which 68 employees benefited in 2023, Samsic RH helps people with disabilities to access and acquire high-level digital skills. They are also offered comprehensive individual support to guide them in their career and employment path. Finally, by raising awareness and helping companies to recruit people with disabilities, Samsic RH clearly demonstrates each day that inclusion is an essential asset!

By helping companies to recruit people with disabilities, Samsic RH clearly demonstrates each day that inclusion is an essential asset.

SamsiCafè: interactivity boosts commitment at Samsic Facility in Italy

In Italy, Samsic Facility has launched SamsiCafè, an in-house communication application aimed at all its employees. The application acts as a genuine platform not only for sharing information but also for fostering exchanges, a sense of belonging and employee engagement on the company's major topical issues.

The application comprises three modules: the first is dedicated to the environment and safety; the second is a newsletter, with features ranging from internal challenges and interviews with colleagues to literary reviews; and the third links up with the Samsic Group's CSR policy through a number of internal surveys and awareness-raising initiatives.

With a readership rate of over 60% four months after its launch, SamsiCafè is certainly proving a hit with our Italian colleagues!



A readership rate of over

60%

for SamsiCafè communications

Samsic Facility signs the Diversity Charter in Germany

The Samsic Group's longstanding commitment to diversity has been further strengthened in Germany with last September's signing of the Charta der Vielfalt e.V., the leading German employers' initiative for the promotion of diversity in companies and institutions. It seeks to banish prejudice from the workplace and ensure that all employees are valued. To date, more than 5,000 German organisations, representing more than 15 million employees, have signed the charter.

To underpin this commitment, Samsic Facility has introduced a range of actions in Germany, including appointing an employee as a dedicated diversity officer and working with the "Companies Integrate Refugees" non-profit organisation. The aim is to offer refugees suitable positions and organise in-house training to overcome discrimination and promote diversity of talent.



Shift work and daytime working: Samsic Facility is committed to the well-being of its Agents and customer satisfaction

Samsic Facility has long been convinced of the benefits of shift work for its Service Agents. However, this type of work organisation has a major social and economic impact, whereas working what are considered office hours reduces the time agents spend travelling, thus improving their social life. Our employees' work is more visible, and their social recognition, integration and well-being is enhanced.

This development offers numerous advantages for customers and users alike, including instant monitoring and feedback on the services provided, a continuous, responsive service and a reduction in carbon emissions linked to the mobility of our staff. By fostering a closer relationship between cleaners and customers, continuous daytime working significantly increases the satisfaction of the companies where our cleaners work. 89% of companies that have opted for daytime working would never wish to go back on their decision.

Nicole Constantin,
Manager of Collaborator Services,
Limagrain

"The introduction of daytime working with Samsic Group teams has resulted in a significant improvement in quality of service, mainly due to the exchanges it enables between our employees and staff who are present on site."

Over
1,000
employees
have completed
Compliance training
in France

FOR-me: digital training accessible to all

The FOR-me distance learning platform gives Samsic Facility employees in France access to a vast catalogue of in-person or online training courses. They can therefore learn and develop their skills as and when they need to. With courses ranging from Compliance to management and eco-friendly practices, FOR-me offers 15 digital training courses dedicated to CSR issues. More than 1,000 operational employees and department managers completed the Compliance online training course during the year, based on a specific one-hour module that was followed by a test to assess participants' knowledge. New training courses are regularly added, one of the latest being the Safety Minute. New training courses are due to be available in the near future, with the aim of expanding the range of training courses to match the various demands, needs and job profiles of our employees.

89% of companies that have opted for daytime working would never wish to go back on their decision.

"Unleash your talents!" A programme to promote the internal mobility of employees

In May 2023, the Samsic Group launched its "Unleash your talents" internal mobility programme in France with a dedicated digital platform. Its goal is to provide more effective support for all group employees who are looking to kick-start their careers and move forward within the Samsic Group. How does it work? It enables employees to consult all the opportunities available within the Group in real time and to respond to them in a simplified manner. Since May 2023, the platform has facilitated more than 100 internal transfers across all profiles. A significant milestone that illustrates the Samsic Group's determination to encourage career development and employee loyalty.



Over
100
internal transfers
in France since
May 2023

The Samsic Group supports employees' career development over the long term

Sébastien Pineau joined the Samsic Group in 2003 as IT Project Manager and is now the Group's Information Systems Director. In his 20 years with the company, he has seen and participated in all aspects of the rapid growth of the IT Department, in particular the structuring of the Business IS department for which he was responsible, and which has gone from 3 to 15 employees. Now Head of the IS Department, which has over 70 employees, his career is the result of both his exemplary approach and of the Group's commitment to developing its talents.

From the stabilisation of payroll systems to the implementation of the first ERP* In 2006, and the roll-out of the Business Intelligence platform in 2012, Sébastien has managed many of the most significant projects that have underpinned the company's growth and digital transformation. These are just some of the projects that have seen him rise to the position of Director.

*ERP: Enterprise Resource Planning. ERP is a software package used to manage all a company's operational processes by integrating a range of management functions.

Sébastien Pineau,
Group Information
Systems Director

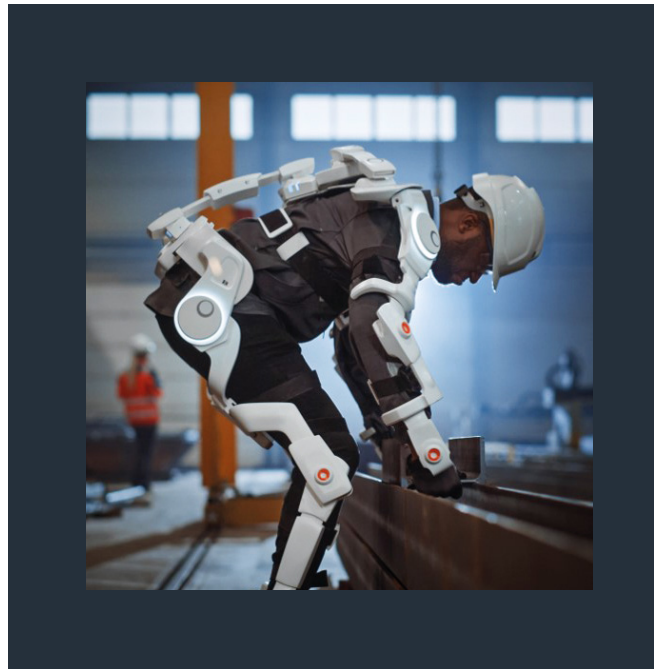


How did your career grow within the group?

It's mainly thanks to the many projects I've been responsible for, and the trust placed in me by my managers and colleagues. Listening to our users' concerns has played a decisive role in my experience, because being attentive to Samsic Group's business lines and understanding their needs is 50% of what we do. Finally, the various technical and managerial training courses I've been offered have been largely decisive in my development.

Can you tell us about the main challenges facing the IT Department?

There are three main ones: developing our IT system so that it continues to meet our operational needs; ensuring the security of our information system, in particular the protection of our data; and finally, managing the ongoing digital transformation of our Group, which means adapting our teams to new advances in technology.



Workplace accidents: Samsic RH is stepping up its prevention efforts

With 12% of work stoppages caused by slips and trips, Samsic RH is strongly committed to preventing workplace accidents for its employees. The Group is therefore placing considerable emphasis on raising awareness of the risks associated with handling, fatigue and lack of alertness, and organises quarterly events for everyone from new recruits to long-serving employees. This increased communication on the issue of occupational safety is designed to reach as many people as possible. The results are unequivocal: a significant reduction in the number of workplace accidents and their severity.

Making everyday movements easier with the help of an exoskeleton

With a view to preventing and reducing musculoskeletal disorders (MSDs) linked to the arduousness of certain tasks, Samsic Facility establishments regularly carry out on-site diagnostics in order to identify any potential areas of difficulty for our agents. The goal is to implement solutions that provide technical and physical assistance to those employees affected. This may involve adapting the employee's workstation, offering muscle training sessions or supplying an exoskeleton.

A number of establishments have already adopted the exoskeleton, which helps employees maintain an appropriate working position while taking the strain off their arms and shoulders. Widely recognised as an effective way of preventing pain and MSDs, employees who benefit from this solution see a real positive impact on their health and everyday life.

3 PARTICIPATING IN PRESERVING OUR ENVIRONMENT

Samsic Group’s environmental commitment involves identifying, monitoring and mitigating the impact of its activities. More broadly, through its commitments and actions, the Group seeks to achieve a dual objective: reducing its own carbon footprint and assisting its customers in achieving their environmental ambitions. In this sense, Samsic Group is contributing to the emergence of innovative and sustainable solutions to help bring about ecological and social transition.



ENVIR.

- E1** Climate change
- E2** Pollution
- E3** Water and marine resources
- E5** Resource use and circular economy



37%
of Ecolabel products
151
electric vehicles



Samsic Group's Low Carbon Trajectory

Fighting against climate change is a priority for Samsic Group, which in 2023 pledged a 26% reduction in its carbon emissions by 2030. This target is consistent with the 2% global warming scenario and is also in line with the objectives of the Science Based Target and the Paris Agreement. Steered in close cooperation with all its stakeholders, Samsic Group's collaborative Low Carbon Trajectory project is built on three main pillars:

- Raising awareness of environmental issues among Samsic Group employees, who are the main ambassadors for our sustainable offering. To date, more than 350 operational employees from across all our business lines have taken part in dedicated workshops.
- Tailoring the way we approach these challenges to each of the Group's business lines and activities is essential if we are to succeed in bringing teams on board and build unity around this shared project.
- Co-construction, involving all the Samsic Group's key internal and external stakeholders throughout the areas we operate and at every stage of the project.

Samsic Group has carried out a Bilan Carbone® report, covering the direct and indirect emissions of all its activities. This is an essential step, improving our understanding of the specific carbon challenges of our activities and identifying priority areas for action. By guiding our reduction targets and our choice of actions, the findings of the Bilan Carbone® form the basis of the Group's Low Carbon Trajectory.



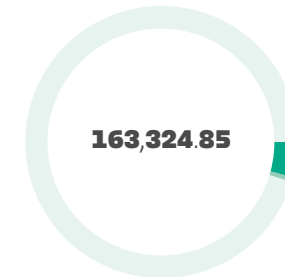
Out of a total of 163,325 tCO₂e emitted in 2022, 66% were generated by Samsic Facility, 18% by Samsic Airport and 16% by Samsic RH. 72% of the group's overall emissions are linked to home-work journeys, while 11% are attributable to fixed assets such as the vehicle fleet or IT, while 9% are generated by purchasing. These three categories are therefore the priority areas which the Group must address to reduce its carbon emissions.

Thanks to the active involvement of the Group's entire ecosystem, more than 100 action levers to accelerate decarbonisation have been identified. 12 of these have been selected as priority levers. Some actions have already been implemented, such as replacing a proportion of internal combustion vehicles with electric or hybrid vehicles, and improving the circularity of operating materials, products and equipment.

In 2024, the focus will be on validating the ambitions and operational implementation of the action plan. This will entail analysing the feasibility and ranking those actions that have been identified in terms of priority, as well as costing them in both financial and carbon terms in order to assess the investment required and the reductions they will bring. Finally, performance indicators will be defined to evaluate the effectiveness of the actions and determine whether the Group's targets have been achieved.

Breakdown by source of emissions

(2022 results for all activities combined)



- 72%** ■ **Mobility**
(home-work)
 - 11%** ■ **Fixed assets**
(IT, business vehicle fleet, durable goods, etc.)
 - 9%** ■ **Purchases linked to services**
(chemicals, materials, equipment, etc.)
 - 6%** ■ **Business travel**
 - 2%** ■ **Other**
-
- 4.2%** ■ **Scope 1**
Direct emissions
 - 0.5%** ■ **Scope 2**
Indirect emissions linked to energy use
 - 95.3%** ■ **Scope 3**
Other indirect emissions



More than 100 action levers to accelerate the Group's decarbonisation have been identified.

Group target:
-26%
reduction in greenhouse gas emissions by 2030 compared with 2022



Samsic, the first cleaning sector company to have created and implemented an environmental performance calculator.

Samsic pursues the roll-out of its environmental performance calculator

As part of our Low Carbon Trajectory and due to the fact that our customers are increasingly seeking to measure their environmental footprint, Samsic Facility is continuing to roll out its environmental performance calculator for cleaning services in France. Samsic Facility stands out as a real trailblazer, as it is the first company in the sector to have created and deployed this groundbreaking tool, which also complies with the ISO 14040 standard. Its purpose is threefold: to provide information on the carbon impact of services, to help decision-makers manage the reduction of their environmental impact, and to suggest improvement scenarios for customers. The method used is based on an analysis of the entire life cycle of the service, from the extraction of raw materials to end-of-life waste disposal. It is based on 7 environmental impact indicators and 4 consumption indicators for water, energy, chemical products and waste production.

Adopted by more than 30 strategic sites to date and with a 100% satisfaction rate, Samsic Facility's environmental performance calculator has already helped its customers to define and design scenarios for reducing their environmental footprint. Currently available for cleaning services, new versions are already in the pipeline to calculate the footprint of our security and reception services.

Safesquare and Paris-Orly Airport: moving towards decarbonisation

In July 2023, Safesquare, Samsic Group's airport security subsidiary, joined the Paris-Orly Environmental Alliance initiated by the ADP Group. 37 air transport players and partners, including Safesquare, formally pledged to reduce the environmental impact of their activities by signing this voluntary commitment charter. Members of the alliance collectively undertake to achieve 5 key targets:

- Zero carbon emissions on the ground.
- 40% reduction in electricity, water, heating and cooling consumption in terminals.
- Recover 80% of non-hazardous waste.
- 30% of the surface area to be dedicated to biodiversity.
- 6 decibel noise reduction at night.

Safesquare's activities will enable it to fully contribute to reducing carbon emissions on the ground. To ensure that we stay on track, working and discussion groups are planned and regular assessments are due to be carried out. All these measures will be based on ADEME's "Act Step by Step" guidelines, which will help Samsic Airport to define and implement its Low Carbon Strategy. A collective mission in which Safesquare is determined to play its role to the full!



Planet 2030

CSR COMMITMENTS

Mitigate our carbon footprint

- A Low Carbon Trajectory based on a 3-scope carbon assessment of all the Group's activities has been defined. A target of reducing carbon emissions by 26% by 2030 was set for the Group. A series of appropriate priority actions was then identified.
- The first company mobility plan has been drawn up for the Rennes metropolitan area. A mobility survey identified employees' modes of transport and proposed alternatives to the private car.

Promote the circular economy

- The Low Carbon Trajectory includes a range of measures such as the circularity of operating equipment, work clothes and personal protective equipment. The Group has already identified a number of virtuous alternatives, such as referencing concentrated products, purchasing reconditioned materials and carrying out regular maintenance to extend the life of equipment.

Develop eco-responsible services

- 37% eco-labelled products (up from 31% in 2022).
- "European Ecolabel" certification for interior cleaning services: 16 sites certified (France and Italy).
- The Group continues to roll out its ISO 14040-compliant environmental performance calculator in France, which has now been deployed at 30 customer sites. The results are encouraging: 100% customer satisfaction and improvements in environmental impact of between 6% and 66%.

OUR ACHIEVEMENTS IN 2023

OUR AMBITIONS

- Deploy our Low Carbon Trajectory: in 2024, the focus will be on validating the action plan and implementing it operationally.
- Roll out the employee mobility survey internationally, with a target of 20,000 responses.
- Implement the mobility action plan for the city of Rennes, based on levers such as car-sharing and cycling. New mobility plans are also due to be launched in other French cities and in other countries where the Group operates.
- Launch a waste diagnosis in collaboration with our strategic suppliers, with the aim of defining and implementing actions to reduce the environmental impact of our product ranges.
- Expand and standardise the use of EU Ecolabel or Ecocert certified products.
- Extend certification of services, with the aim of achieving 50 EU Ecolabel-certified sites by 2025.
- Pursue the use of the environmental performance calculator in the cleaning sector and gradually roll out this tool to other sectors such as security and reception.

Samsic Airport Assistance: a more eco-friendly fleet

Samsic Assistance, a major player in transport at Paris airports, is continuing to reduce its carbon footprint. By 2023, 35% of its baggage loading, pushback and drinking water supply fleet will be either electrified or run on plant-based fuels. This proportion will rise to 72% for the staff and passenger transport fleet. Going for green energy*, both biofuels and electricity, enables Samsic Assistance to reduce its carbon emissions!



Part of the Samsic RH Rennes team

Over
350
employees
took part in
environmental
transition
workshops

Raising employee awareness of climate issues

As part of its drive to define its Low Carbon Trajectory, Samsic Group has launched a vast awareness-raising and training programme aimed at employees. This process is set to continue over the next few years to enable as many people as possible to gain a better understanding of climate issues and take action within their own scope. Samsic Group firmly believes that if we are to achieve our climate objectives, every action is important, and we will need everyone's involvement and commitment.

A number of events have been organised, including workshops on how to calculate your carbon footprint, the screening of a

series of videos showing the consequences of human activities on the planet (The Week), and the Climate Action workshop, an opportunity to share collective intelligence. In France, more than 350 employees took part in these workshops. Internationally, a toolbox has been made available to all local correspondents so that they can also organise awareness-raising workshops for their teams.

These initiatives will eventually be combined and form the basis of an in-house training programme. Samsic Group aims to strengthen its sustainable offering by focusing on its best ambassadors - our employees.

Studeffi Conference: sharing consultancy expertise

Damien Vittaz,
Director, STUDEFFI

"In the context of the energy crisis, our aim when we speak is not only to provide consumers with a neutral, independent technical perspective, but also to remind our existing and prospective customers of our ongoing commitment to offering them a comprehensive range of services that meet today's challenges."

For over 7 years, Studeffi, a Samsic Group subsidiary, has been supporting industry and the tertiary sector to understand, control and optimise their energy consumption by means of its energy data monitoring platform. Whether the issue involves controlling energy costs or reducing the environmental impact of their infrastructures, the consultancy is there to listen to organisations' problems and guide them in their search for solutions.

Organising conferences is one way in which Studeffi can fulfil its vocation to openly share its solutions with companies. Last June, for example, Studeffi director Damien Vittaz spoke at a conference on energy savings organised by Samsic Facility's North Region teams at the Université Catholique de Lille, where at least 15 of its cleaning staff work every day. Nearly 80 customers attended the event.

Sandrine Stenzel and Cécile Job,
Samsic Facility
Rennes 1 Sector
Coordinators

In your opinion, what are the main takeaways from the Climate Action workshop you attended?

We found this awareness-raising morning very interesting and convivial. As well as bringing us face-to-face with the reality of climate change, the workshop provided an ideal opportunity for discussion and co-construction. Areas for improvement and progress were identified and examples of relevant solutions were presented. These range from rationalising the amount of paper we use to lowering temperatures in the workplace.

* all electricity, gas and heating from sustainable sources with low greenhouse gas emissions.



Agnieszka Stefanowska, CEO of Samsic CEE and Marzena Kula, Director of the Zagłębiowskie Oncology Center in Poland.

15%

reduction in the use of plastic bin bags

Eco by Samsic, CSR right at the heart of our projects in Poland

In line with its endeavour to foster a dynamic, united approach to CSR commitments among all its stakeholders, Samsic Group has launched an ambitious programme in Poland called "ECObySAMSIC".

A whole range of actions were carried out throughout the year in a bid to raise awareness among as many people as possible of the importance of environmental protection, better waste management, the use of more environmentally-friendly products and well-being at work. Together, they aim to get everyone on board to take action, both collectively and individually!

The results of these initiatives are clear-cut: the use of plastic bin bags has been reduced by 15%, the number of plastic bottles used each year is down by 20,000, and moving the head office was a zero-waste operation thanks to furniture donations and recycling.

And the icing on the cake is that Samsic Group Poland's remarkable determination has won them the "Nature-Friendly Company" certificate in the national Katowizje competition, which promotes more responsible entrepreneurship for the benefit of local communities!

Samsic Group Poland's remarkable determination has won them the "Nature-Friendly Company" certificate

In Luxembourg, Samsic Facility ramps up waste sorting

Samsic Facility is determined to improve its customers' waste management and is deploying an advanced waste management system across the majority of its sites in Luxembourg, with two dedicated waste coordinators on hand. Their role is to ensure that the various types of waste are properly sorted and routed.

More than 15 types of waste, including metals, bulky items and food products, are now sorted for recycling. This has been made possible by the development of a precise reporting system, which allows each waste item to be weighed on collection or arrival at the recycling centre. Every month, our Luxembourg teams send their customers detailed certificates showing the volumes collected, sorted and recycled. This is an essential basis for drawing up an environmental assessment, optimising management processes and continuing to improve practices.

Samsic Group's Sustainable Weeks: getting everyone on board for sustainable development

Taking place from 16 to 29 September 2023 and part of the European Sustainable Development Weeks, Samsic Group's Sustainable Weeks shed light on current environmental and societal issues for several hundred participants from both France and abroad.

At least fifteen events and workshops were held at the group's head office, all of which were greatly appreciated by the employees who took part. It was an ideal opportunity for them to exchange ideas, brainstorm and experiment with solutions for major issues such as mobility, energy, the circular economy and biodiversity.



In Spain, Samsic Facility and Mondelez commit to circularity

Committed to improving end-of-life waste management, Mondelez's Viana site in Spain, in collaboration with Samsic Facility, was targeting zero landfill waste by 2025. But thanks to the commitment and mobilisation of all its teams, the Viana site has achieved zero landfill in just 5 months! From now on, 100% of the waste produced by the site will be treated and recycled.

This result has been achieved through a wide range of actions, including the development of a new procedure for storing, sorting and removing waste, staff training and awareness-raising, an environmental audit and the installation of plastic waste compactors.

A virtuous approach that is successfully reducing the site's environmental impact!



Why did you decide to target zero landfill?

Landfilling waste at the end of its life has a whole range of negative impacts on biodiversity and soil quality. For these obvious environmental reasons, we wanted to put an end to this practice. Before we started working with Samsic Facility, part of the waste from the Viana plant was sent to landfill. With their help, we have considerably strengthened our treatment processes and set up an efficient waste management system. Thanks to this collaboration, we reached our zero-landfill target in just 5 months. We are proud to have significantly reduced our volume of waste and to be able to recover 100% of waste from now on.

What was the role of Samsic Facility in helping you to achieve this target?

Thanks to a strong partnership based on co-construction, we have been able to improve the transparency of our practices, our governance and the performance of our production processes, by working hand in hand with Samsic Facility. The expertise and commitment of their teams have played a decisive role in rolling out awareness campaigns, carrying out audits and choosing the right tools and equipment to improve our practices.

Understanding employees' travel patterns to take effective action

In 2023, the Samsic Group joined forces with the Rennes metropolitan area to investigate the commuting habits of its employees. It is essential to gain a better understanding of the modes of transport used by employees in order to reduce emissions linked to their mobility, which account for 72% of the Group's carbon footprint.

Thanks to the active commitment of our employees, the survey achieved a response rate of almost 70%. In particular, employees were asked about their transport modes and working hours, as well as alternatives to the private car and the main obstacles and levers associated with them.

The study revealed that 83% of respondents mainly use their car to get to work. However, cycling and car-sharing emerged as the two means of transport with the highest satisfaction rates. Today, the main obstacles to less carbon-intensive travel are linked to personal and professional organisation, journey times and staggered working hours.

Following these initial conclusions, a number of courses of action are taking shape and are due to be validated in the near future, including the introduction of a car-sharing platform and the deployment of a cycling plan.

The Samsic Group's ambition is clear: to hone and extend its understanding of employees' mobility behaviour everywhere it operates, with an overall view to rolling out a group mobility plan. In 2024, a new survey covering a wider scope will be sent to both functional and operational employees.

Filippo Mauri,

Senior Director
Manufacturing,
Cluster Bakery,
Spain and Italy

What are the main CSR challenges facing Mondelez?

At our Viana plant, we work directly with the plant's operational teams on environmental and social issues. We aim to continually improve our environmental footprint. With over 500 people of different nationalities working at our plant, we pay particular attention to issues of inclusion and safety and apply a rigorous code of conduct.

4 CONTRIBUTING TO THE DEVELOPMENT OF A SOLIDARITY AND SUSTAINABLE SOCIETY

Samsic Group's commitment to society is reflected in both its values and its CSR actions. To contribute to a supportive and sustainable society, the Group works with its employees to support and expand civic initiatives and community projects. Likewise, taking part in the development of the areas where Samsic operates is a priority, both in France and abroad.



SOCIAL ENVIR.

E3 Marine and water resources

E4 Biodiversity and ecosystems

S3 Local communities



16,722

trees planted

76%

local suppliers
(scope: France, French suppliers)



10

athletes supported by the Samsic Group



Samsic supports 10 athletes: Paris Games are coming!

Sport plays a special role in the life of Samsic Group and its employees, as it promotes values that are close to the Group's heart. It is therefore only natural that, with the upcoming Olympics in Paris, Samsic Group has embarked on an adventurous sponsorship initiative alongside the French Sports Foundation to support ten elite athletes in both their sporting and professional projects.

In November, to showcase sporting values, Samsic hosted the "Sporting Legends" evening at the Petit Palais in Paris, bringing together some 300 customers and employees, as well as past and present sporting legends. An evening of emotions where different generations of people from a range of sporting disciplines and with varied expertise could mix - driving home the capacity of sport to inspire people and how effective it is at bringing them together.

Romane Dicko,
French Olympic judokate

"Thanks to Samsic Group, I was able to manage my organisation with greater serenity. Samsic Group's involvement and support on a daily basis are a valuable help. The Group is a reliable partner who understands our challenges and objectives."

Samsic is committed to bringing sport to people's lives every day.

Samsic Group employees take the plunge!

Samsic Group participates in a whole range of sporting events. Committed to bringing sport to people's lives every day, the group organised a 2km open water swimming race last September in Dinard. A Brittany-flavoured initiation in the company of Aurélie Muller, double world champion in 10km open water swimming, during which employees were able to try out this demanding sport. Taking place in an exceptional setting, the goal was to promote the benefits of sport, discover the practice of open water swimming and share a unique and convivial experience, a notion which is embedded in Samsic Group's DNA.

When sport and solidarity go hand in hand

Every year, Samsic Group encourages its teams to engage in sport and supports their participation in charitable sporting events. This year, a large number of participants took on the Urban Trail challenge in Rennes, a race aimed at promoting the cultural heritage of the Breton city. In Paris, over 30 participants took part in "La Parisienne" in support of breast

cancer research. In Turin, Italy, more than 20 employees took part in "Just The Woman I Am", a 5-km race to raise funds for university research into health and cancer. The commitment of these Samsic Group employees is a real example to all of us, reminding us of the shared values of sport and solidarity.



CSR COMMITMENTS	OUR 2023 ACHIEVEMENTS	OUR AMBITIONS
Take action to promote solidarity	<ul style="list-style-type: none"> Support general interest schemes helping vulnerable people, in France and internationally, such as Ma Chance Moi Aussi and Kodiko in France, or the Integra Foundation in Spain. Support 10 French athletes and para-athletes in their preparation for the Paris Games. 	<ul style="list-style-type: none"> Pursue and strengthen Samsic's commitment to equal opportunities. Further promote well-being through sport and employee involvement in sport.
Contribute to local economic and cultural development	<ul style="list-style-type: none"> Collaboration of numerous Samsic agencies with local players in France and internationally, particularly with regard to the integration of vulnerable people. 	<ul style="list-style-type: none"> Continue dialogue and sharing of expertise during events or meetings between committed stakeholders. Encourage establishments and agencies to create partnership links with local stakeholders.
Protect biodiversity	<ul style="list-style-type: none"> First honey harvest at the Samsic headquarters. Over 100 pots of honey were collected. Support the Rennes 1 Foundation and its 17th "Biodiversity and Climate Change" chair. 	<ul style="list-style-type: none"> Continue the forest regeneration programme with the planting of nearly 18,000 new trees in Spain and Portugal. The overall objective is to plant 100,000 trees by 2027.

Samsic Group supports disadvantaged children through the "Ma Chance Moi Aussi" association

For several years, Samsic Group has been actively involved in a range of charitable initiatives and solidarity projects to support the communities in which it operates. One of its primary areas of focus is Brittany, where the group has its head office. When the "Ma Chance Moi Aussi" (Give me a chance too) charity was formed in Rennes in September 2023, Samsic readily came forward to support it in its mission to help vulnerable children.

Ma Chance Moi Aussi is a non-profit organisation that aims to promote equal opportunities by providing children with fundamental academic and interpersonal skills, as well as cultural,

artistic and civic awareness. The organisation has already supported 348 children and offers a comprehensive, preventive, long-term educational model for children aged 6 and above, for up to 10 years if needed.

As one of the major sponsors of the charity, Samsic Group is seeking to inspire more Breton patrons to get on board and support concrete actions to foster inclusion and equal opportunities.



Sellick Partnership cultivates solidarity

Sellick Partnership, a Samsic RH subsidiary and UK-based recruitment specialist, places great emphasis on solidarity and charitable work. Their approach is proactive and takes the form of numerous charitable events, which are widely supported by Sellick teams. In 2023, over £15,000 was donated to various local and national charities. However, the company's commitment to social responsibility goes beyond purely financial contributions. All employees dedicate at least one full day per year to voluntary work with charitable organisations, resulting in over 100 hours of volunteering in 2023 alone!

6 million
litres of drinking
water collected and
distributed to over
300 children



Samsic Facility and Made Blue Foundation enhance access to drinking water around the world

Through its purchases of equipment from the company BOMA in France and Belgium, Samsic Facility has been able to support the Made Blue Foundation in their mission to improve access to drinking water in countries facing serious shortages. By providing one litre of drinking water to local populations for every litre of water consumed by I-MOP scrubbing machines, Samsic Facility has been able to make a significant impact. In 2023 alone, the scheme directly contributed to the distribution of over 6 million litres of drinking water, allowing over 300 children to benefit from easier access to drinking water for an entire school year. A great initiative that will go on making a positive difference!

Samsic Airport: wheelchairs for earthquake victims in Turkey

The Samsic Airport Passenger with Reduced Mobility (APMR) team from the Provence-Alpes-Côte d'Azur (PACA) region, along with Turkish Airlines and the Presidency of Disaster Management and Emergency Situations, collaborated to provide

help to people affected by the earthquakes near the border between Syria and Turkey in February 2023. The teams loaded around ten wheelchairs into two containers, which were despatched to Ankara via Istanbul airport on

March 1st. Upon arrival, the International Committee of the Red Cross took charge of the distribution of the wheelchairs through the Turkish Red Crescent, a humanitarian organisation.

Samsic RH and Kodiko: assisting refugees to integrate into society

Samsic RH and the Kodiko organisation have signed a sponsorship agreement to support refugees in finding employment. The initiative aims to connect volunteer Samsic RH employees with refugee participants within the Kodiko scheme and arrange for them to meet at the workplace of the Samsic Group employees. Two-hour meetings are then held every two weeks for a period of 5 to 6 months. These meetings primarily aim to promote professional integration and access to employment for refugees and to strengthen social bonds; both issues that matter to Samsic RH.



World Cleanup Day: Samsic Facility increases the number of initiatives across its operations

Throughout the year, Samsic Facility teams organised numerous cleanup days in various locations where the Group operates. In Germany, the United Kingdom, Ireland, France, Poland, and Italy, hundreds of volunteer employees came together for one morning to clean up their local area and collect and sort litter. This initiative not only boosted team spirit but also raised employee awareness of the importance of preserving the environment and biodiversity. The success of the group's CSR strategy depends on its teams being strongly mobilised.

Over **100** pots of honey collected



First honey harvest at the Samsic Group headquarters!

Samsic Group has been teaming up with the experts at Beecity since 2022 to host beehives in the gardens of its headquarters in Cesson-Sévigné. Recently, the group was able to harvest its very first honey on the occasion of a beekeeping discovery workshop for headquarter employees. This initiative is an extension of the "Caring for Forests" programme through which the group affirms its commitment to preserving biodiversity. The workshop was a moment of sharing and conviviality, bringing together a number of collaborators who learned about the honey extraction process and the importance of bees in maintaining our ecosystems. This partnership has blossomed to produce a harvest of over 100 jars of honey!



In Italy, Samsic Facility adopts trees with Treadom

During its annual convention in Italy, Samsic Facility announced it was adopting trees on behalf of 58 of its most senior employees. This initiative was developed with the Treadom non-profit organisation with the aim of raising awareness among teams about the pivotal role of trees in the preservation of ecosystems. Each employee now has the opportunity to actively follow their adopted tree as it grows and flourishes on the organisation's website. A wonderful initiative to get people to connect to nature!

The Samsic Group supports the Biodiversity and Climate Change Chair of the Rennes 1 Foundation

In its role as a patron of the Rennes 1 Foundation, Samsic Group has reaffirmed its commitment to protecting biodiversity. Consequently, this year the Foundation has set up the Biodiversity and Climate Change Chair - its 17th chair to date - in which the Samsic Group also participates as a socio-economic actor.

To fight against biodiversity loss, this new Chair aims to focus on the resilience of ecosystems and put forward more environmentally friendly solutions. By bringing together scientists, laboratories and businesses, the Chair promotes collaboration and encourages interactions between local stakeholders.

The Samsic Group is therefore also contributing its valuable expertise on these vital issues as part of its CSR commitment.

		FRANCE	POLAND	SWITZERLAND	ITALY	GERMANY	PORTUGAL	BELGIUM	LUXEMBOURG	UNITED KINGDOM	SPAIN	IRELAND	TOTAL 2022	TOTAL 2023	
		BREAKDOWN OF WORKFORCE BY AGE		< 25 YEARS	7%	24%	5%	3%	8%	6%	3%	26%	6%	3%	10%
		26 - 45 YEARS	39%	49%	41%	35%	35%	35%	41%	39%	35%	28%	60%	38%	37%
		> 46 YEARS	54%	27%	54%	62%	57%	59%	56%	35%	59%	69%	30%	54%	56%
		% OF WOMEN	56%	53%	68%	54%	70%	88%	48%	79%	55%	79%	81%	62%	64%
		NUMBER OF TRAINING HOURS	349,394	13,521	496	8,970	3,352	55,063	25,737	23,387	71,755	19,644	1,736	491,687	573,055
		FULL-TIME RATE	48%	99%	22%	32%	19%	54%	49%	n/p	25%	34%	44%	40%	46%
		PART-TIME RATE	52%	1%	78%	68%	81%	46%	51%	n/p	75%	66%	56%	60%	54%
		FREQUENCY RATE	34.62	1.7	23.71	8.91	12.66	10.23	21.97	16.77	0.00	17.14	2.93	27.64*** 19.77** - FACILITY 35.43* - RH 45.59* - AIRPORT	26.56*** 17.18** - FACILITY 41.58* - RH 48.63* - AIRPORT
		SEVERITY RATE	2.18	0.02	1.47	0.18	0.19	0.25	0.97	0.23	0.00	0.45	0.01	1.43*** 1.32** - FACILITY 1.05* - RH 4.41* - AIRPORT	1.55*** 1.12** - FACILITY 1.75* - RH 4.23* - AIRPORT
PARTICIPATING IN PRESERVING OUR ENVIRONMENT		SHARE OF ECO-LABELLED PRODUCTS	77%	18%	81%	23%	19%	3%	59%	75%	20%	10%	61%	31%	37%
		TOTAL NUMBER OF VEHICLES IN FLEET	3,340	67	56	122	165	307	474	37	92	161	50	5,114	4,871
		DIESEL COMBUSTION EMISSIONS (TEQC02)	13,619	351	218	1,176	910	1,712	2,133	265	643	680	164	22,630	21,871
		SHARE OF EURO 6 VEHICLES	91%	90%	91%	76%	100%	99%	82%	95%	100%	74%	96%	90%	90%
		NUMBER OF ELECTRIC VEHICLES	100	0	2	8	2	12	8	0	6	2	11	125	151
		WATER CONSUMPTION (M ³)	15,780	574	590	637	n/p	1,058	788	129	263	5,592	715	35,410	26,126
		ELECTRICITY CONSUMPTION (MWH)	6,817	38	43	120	109	202	241	27	192	133	92	8,162	8,015

*France, **Facility France + Country, ***Facility/RH/Airport France + Country, n/p : not provided.

Methodology

In 2022 reporting was carried out in 10 countries: France, Poland, Switzerland, Italy, Germany, Portugal, Belgium, Luxembourg, United Kingdom, Spain. In 2023 the scope extends to 11 countries: France, Poland, Switzerland, Italy, Germany, Portugal, Belgium, Luxembourg, United Kingdom, Spain, Ireland. For Samsic RH and Samsic Airport, reporting covers France and French overseas departments and territories.

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This CSR report presents initiatives and performances for the calendar year 2023. Non-financial reporting is an integral part of the Samsic Group's performance management, providing an opportunity for dialogue with stakeholders and continuous improvement. This CSR report is inspired by the reference framework of the United Nations Global Compact, Decree No. 2017-1265 of August 9, 2017, and ISO 26000, and the normative framework set by the CSRD and its European Sustainability Reporting Standards. The 2023 CSR report is available with French and English versions. If you need any further information, please contact us at the following address:
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Find out more about our commitments:



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