



19/20

**INNOVATION**

Corporate Social  
Responsibility



# Summary



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## Editorial

2019 was a year of transition between our 30 years of history and our future. I will keep one attentive and respectful eye on the past that built us, and the other will be resolutely turned towards the future that inspires us. I would like to say what a privilege it is and how proud and honoured I am to succeed the founder of Samsic Group as the President of a corporation of 93,000 employees.

As the basis of our cohesion and the success of our global project, CSR is an active and genuine policy that everyone must embrace. That is why we signed the UN Global Compact back in 2005.

Every year, we need to do even more, in France and in all the countries where we operate, by encouraging a spirit of initiative, which is a true testament to our commitment. Our CSR commitments include performance quality, creativity and innovation, customer focus and consideration, quality of life at work, safety and excellence, and are in line with the aspirations of our stakeholders.

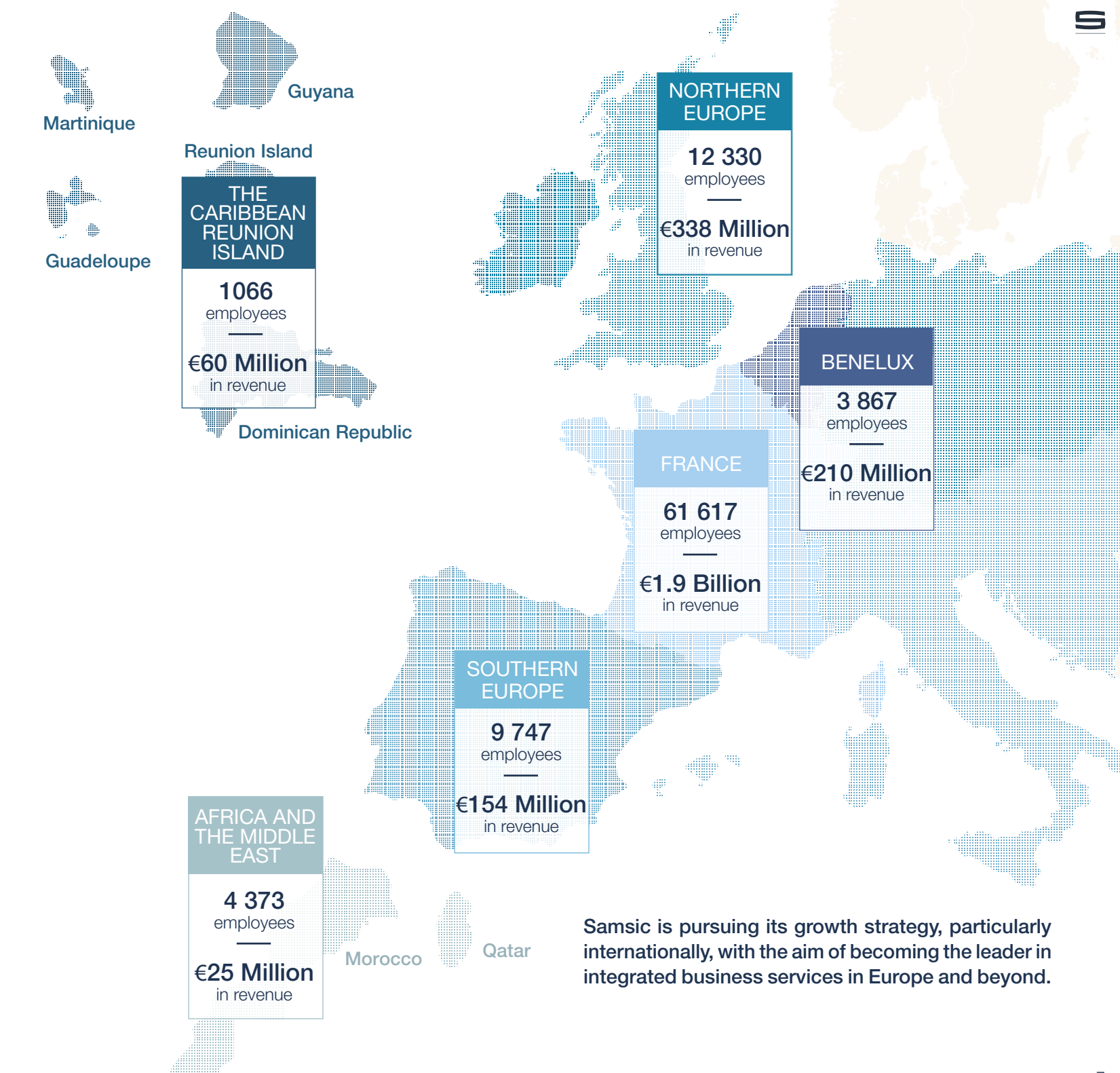
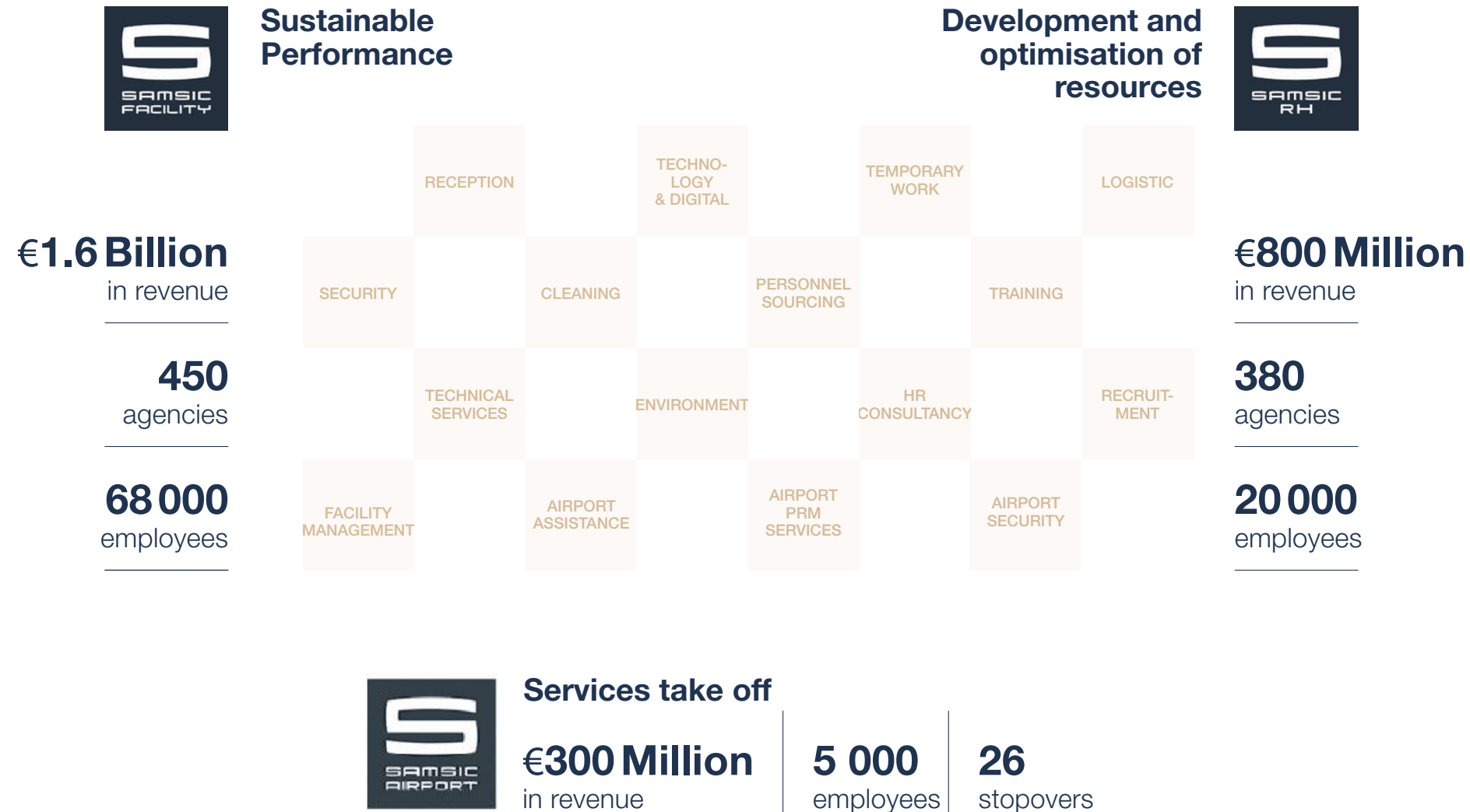
We will continue to improve every day, with the support of our skilled and dedicated employees who are happy to participate in our joint projects.

**Thierry Geffroy**  
President Samsic Group

“ Our corporate responsibility is the foundation of our sustainable growth. ”

# Leader in integrated business services

Samsic Group offers global integrated service solutions that empower people, improve working environments and drive performance. With Samsic Facility, we ensure the well-being of employees by providing them with healthy, safe, welcoming and stimulating work environments. With Samsic RH, we empower our employees by supporting them in developing their career plans. With Samsic Airport makes passenger experience safer and more pleasant by working alongside airports and airlines.





# Samsic, a family group

The governance of our group is organised, managed and controlled. It is structured as follows:

## The Governance Board

### Founding President and shareholders

It supervises and controls the Executive Committee and the Strategic Sustainable Development Committee.



## The Executive Committee

### Heads of each Division

It proposes and validates the company's CSR strategy guidelines to the Governance Board. It implements the policy defined, supported by the operational departments.



## The Strategy Committee

### Sustainable development

It proposes and validates with the Executive Committee the CSR strategy objectives in all regions, in conjunction with the Group's Departments and in good relations with stakeholders.



Gilles Cavallari - President Samsic Emploi | Florence Schlegel - General Secretary | Guy Rouleau - General Director Samsic Group  
Thierry Geffroy - President Samsic Group | Christophe Busca - President Samsic Airport | Olivier Colly - Information Technicals Director  
Stéphanie Delamarre - CSR & Sustainable Development Director Samsic Group | Olivier Payen - President Samsic Facility | Maëg Videau - Financial Director

## Principles of CSR steering

### Stéphanie Delamarre

Global Head of CSR - Sustainable Development



CSR steering committee of countries



National network of CSR leaders

## Diversity

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



# Governance, pillar of CSR

**You joined Samsic in January 2020. What is your initial view of the CSR strategy?**

I already have some experience as General Secretary in large companies. That's why I was very surprised to see that at Samsic, the Group's objectives, at both the national and international level, are based on CSR and not the other way round. Each division has embraced the 4 pillars of Samsic's CSR policy.

**You are working on new compliance regulations. What initial lessons have you learned?**

Since 2005 when Samsic joined the Global Compact, the Group has been at the forefront of CSR issues. Recent legislation is in line with this logic. In a context of strong growth in France and internationally, the new governance structure now focuses on identifying the risks and maintaining the Group's compliance through appropriate actions.

**Samsic is a fundamentally people-oriented company, which implies increased vigilance in terms of ethics. What role does ethics play at Samsic?**

In a family-owned Group, ethics is a key factor for growth and relationships. Moral values determine non-discriminatory recruitment policies, the development of apprenticeships, positions on disability, etc.

*“ CSR is fully integrated into performance management. ”*

**The international dimension can cause different problems. What do you think are the key issues for Samsic?**

The Group has systems in place to oversee its strong international growth. The governance is evolving, and acquisitions are subject to a prior in-depth analysis of the company's solidity in both financial and non-financial terms, particularly in terms of compliance.

The challenge is twofold: to maintain the engagement and motivation of the companies acquired and to guarantee the cohesion of the Group. In concrete terms, we and the subsidiaries must therefore both understand and respect one another in compliance with regulations.

**What vision do you have of corporate governance as the 4<sup>th</sup> pillar of sustainable development, along with social, societal and environmental responsibility?**

This pillar has always been an integral part of governance at Samsic. She is, moreover, supported by General Management at both the national and international level. General Management also provides the stakeholders with the necessary resources to further develop this pillar.

# Florence Schlegel

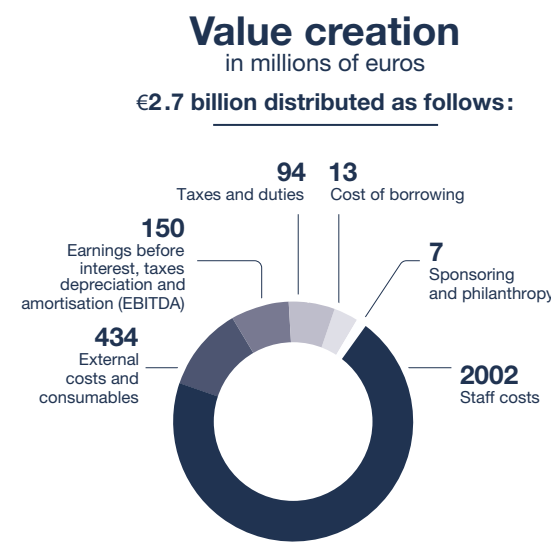
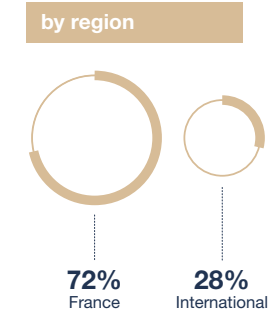
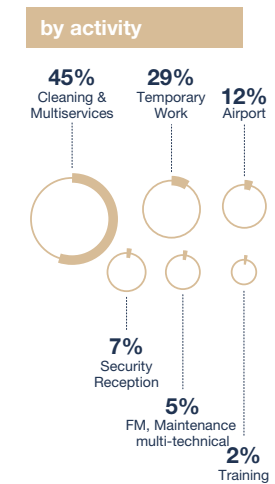
General Secretary  
Samsic Group



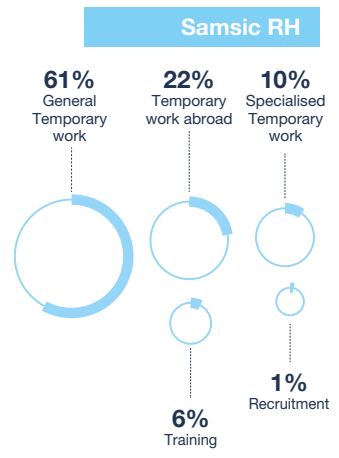
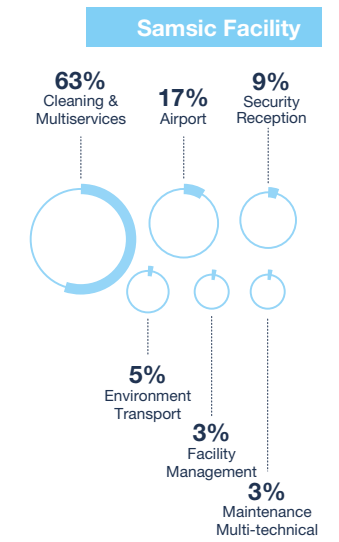
# Financial performance

Through constant market adaptations, attentiveness to its employees and ever-stronger societal commitments, Samsic ensures sustainable value creation and builds its future. The group continues to grow by developing its offer and services, while aiming to double its revenue for 2025.

## Revenue breakdown



## Breakdown of activities



## Acquisitions

**With Cagney, Samsic is now present in Ireland**

In January 2019, Samsic Group completed the acquisition of Cagney Contact Cleaning, a Dublin-based company and leader in cleaning and related services on the Irish market. Its 800 employees work daily in the service sector for clients such as Facebook, LinkedIn, Adobe and The Irish Times.

**Samsic Assistance lands in North America**

Samsic Airport, through its subsidiary Samsic Assistance, announced at the end of 2019 the start of its operations at the Toronto and Montreal airports in Canada. This is the third international expansion for the subsidiary after Serbia and the Dominican Republic.

**Samsic acquires Sellick Partnership**

The Samsic Group announced in April the acquisition of Sellick Partnership Limited, leader in the UK recruitment market. The company places lawyers, accountants and other professionals in public and private organisations. Managing Director Jo Sellick will continue to run the company.

# Business Model

Cutting-edge working methods, fresh approaches to well-being and the working environment, intelligent building management, the digital revolution, experiments with artificial intelligence, the business world is undergoing a complete shake-up! Samsic is committed on an ongoing basis to providing concrete, relevant responses to these major challenges and ensuring sustainable value creation.

## OUR ASSETS

- Human**  
93 000 employees  
18 training centres
- Industrial**  
65 brands and more than 800 local agencies in 25 countries
- Financial**  
A family business and an independent financial structure
- Social & relationship**  
Strategic partners and a start-up community  
13 professional sectors in France
- Natural**  
Eco-responsible design of services

## OUR STRENGTHS

- ▶ Expertise and integration
- ▶ Local and international geographical presence
- ▶ Tailored-service approach
- ▶ Commitment to sustainable economic performance

## LEADER IN INTEGRATED SERVICES



Global integrated solutions to serve people, environments and performance through more than **200 services lines**

## CREATED VALUE

- Employees**  
Development of expertise and talent empowerment  
Engagement
- Customers & Partners**  
Performance of real estate assets and Human Resources  
Co-innovation
- Suppliers**  
Fair treatment of our suppliers  
100% of buyers trained in Responsible Purchasing
- Financial Community**  
Long-term development and 15% annual growth
- Society & Institution**  
Regional economic development  
€94 Million in duties and taxes



# Dialogue with our stakeholders

It is by nurturing a culture of listening and dialoguing with stakeholders that we can succeed in building a strategy that is at once relevant, legitimate and ambitious. This cooperation is organised by fostering optimum information channels and consultation environments. Not only does this exchange give meaning to our actions, it also acts as a real accelerator of innovation and contributes to strengthening our CSR initiatives.



## Christian Roulleau, Entrepreneur of the Year

On **October 15**, at the Salle Pleyel in Paris, the audit firm EY France named **Christian Roulleau**, Founding Chairman of Samsic Group, Entrepreneur of the Year, an award given to outstanding personalities who create value and employment. Christian Roulleau started out 33 years ago with nothing but a vocational certificate in hand. **Christian Roulleau** is today one of the leaders in integrated business services. Providing support to people with disabilities implementing actions to help the fight against illiteracy, signing the Diversity Charter in France... He will represent France at the World Entrepreneur of the Year event in Monaco in June 2020.

“ I have never forgotten where I come from. ”

## Samsic enters into a new sports partnership

On **11 June**, the group officialised a new sports partnership with Lyon Olympique Universitaire Rugby, known as LOU Rugby. The contract provides for a 5-year commitment. This will unite our teams in South-Eastern France and provide an opportunity to share exciting times with our customers around shared values: teamwork, commitment and respect. In addition to our cycling team Arkéa Samsic and our partnership with the Stade Rennais FC, we feel truly fortunate to have here the opportunity to support a third Red and Black team.



## G7: Samsic, service provider in charge of the Halle d'Iraty press centre

From **24 to 26 August** in Biarritz, Samsic, the service provider for the Halle d'Iraty Convention and Exhibition Centre, provided cleaning services for this 8,000 m2 space, which housed the G7 press centre. Eleven agents, an Area Manager and a Sales Agent were on hand 24 hours a day. The G7 was certified as an ISO 20121 “Responsible Event”. Samsic is proud to have contributed to this recognition.

## CSR Awards: 3<sup>rd</sup> prize for Samsic's dynamic apprenticeship scheme!

On **June 20<sup>th</sup>** in Chamonix, Samsic received the 3<sup>rd</sup> prize in the CSR awards from the French Federation of Cleaning Companies, for setting up in 2017 a team dedicated to supporting Samsic Facility agencies in recruiting and monitoring employees in work-study apprenticeship schemes. A well-deserved reward for a committed policy.



La meilleure façon de prédire l'avenir, c'est de le créer \*

\* The best way to predict the future is to create it.



## 2<sup>nd</sup> Samsic SEE International Golf Tournament

On **6 and 7 July**, at the Otocec golf course, Samsic SEE, the Slovenian subsidiary involved in golf course facilities management, organised its 2<sup>nd</sup> international golf tournament, a great sharing moment of the year. The evening was an opportunity for the 80 partners to appreciate the artwork of **Aline Dalgleish**. In 2020, the tournament will take place at the Livada golf course in Moravske Toplice.

## Guy Roulleau at the Services Summit

On **Thursday 24 October**, at the Services Summit organised at the National Assembly by the French Service Professions Federation, **Guy Roulleau** led the round table “No full employment without services”. For Samsic, integrating digital tech and artificial intelligence is necessary to promote service innovation and enrich our offering.

“ Our companies' challenges are above all human ones. ”



## Sam'Drones, winner of the Purchasing Awards

On **June 17<sup>th</sup>**, our subsidiary Sam'Drones won 1<sup>st</sup> prize at the Purchasing Awards in the category “Innovative Suppliers Challenge” for its drone-based high and low pressure cleaning service. This innovative technique can be used to clean hard-to-reach areas at heights of more than 40 metres, considerably reducing the risk of accidents. Congratulations to the innovative spirit of Sam'Drones!

## Integra Foundation: Samsic Iberia, a socially committed company

In **December 2016**, Samsic joined Compromiso Integra, a network of businesses committed to creating social value through “socially responsible employment”. Via the Integra Foundation, Samsic employed 263 people with a disability, victims of gender-based violence and people facing serious exclusion. The impact is real, with an estimated €115, 200 saved for social security since 2016. This initiative is perfectly aligned with our policy of promoting and supporting diversity.

## Samsic, partner of French Fab

On **5 August**, Samsic joined French Fab, a French label created in 2017 which unites industrial companies with a view to promoting French industry abroad. “Samsic will grow in France and internationally, across multiple sectors, in areas such as the digital transformation and the new service lines that we will have to aggregate for our customers. The possibilities are endless” says **Thierry Geffroy**, President of the Samsic Group. This was an obvious choice in view of our desire to grow through innovation and the digitalisation of our processes and methods.

“ Samsic's development will be rooted in digital transformation. ”



# CSR at the heart of our strategy

## What for you were the key aspects of 2019 in terms of CSR?

**GR :** From what was initially a concept, we have moved on to a series of actions, worldwide and in all occupations, that encompasses both professional programmes and employee initiatives.

**SD :** In each regional direction and subsidiary, the CSR project has been co-constructed by around a thousand employees using a management-approved methodology. The aim of this approach was to get each individual personally involved in improving performance.

“ Our growth comes with a challenge: how to grow without losing our soul, our DNA of being a company that is human - where everyone feels they have a role to play. ”

**Guy Roulleau**  
General Director Samsic Group

## CSR strategy is increasingly integral to Group strategy: what are the effects?

**GR :** Corporate strategy and the CSR strategy share a common purpose: to become market leaders by meeting our customers' expectations, both explicit and implicit, with an innovative, responsible offer. This is the meaning, for example, behind our artificial intelligence policy, the ongoing dematerialization process, and the associated HR policy, with a particular focus on increasingly digital forms of training.

**SD :** CSR strategy is now fully integrated into Group strategy - in our commercial offer, our arguments in favour of integrated services, sales force objectives, etc.

## Why is your CSR policy a source of pride?

**GR :** At our last convention, all our managers' presentations focussed on their CSR initiatives, because these underpin our corporate strategy. And the results are there! Because it is precisely this strategy, and the innovation and advice that comes with it, that our customers appreciate.

**SD :** I am proud to have been able to lead this collective project, internationally as well, and that the 4 CSR axes defined determine Group strategy. Our teams were really on board and the image of Samsic has been enhanced, particularly with respect to responsible purchasing, the integration of women and the sharing of good practices.

## What are the perspectives for 2020?

**GR :** Our result-oriented culture now leads us to assess our extra-financial performance so that we can communicate on these actions, and make them “transparent”. Because giving visibility to employee efforts is something I am extremely attached to. It is because of our employees that we move forward, and so we need to identify, recruit, train and retain them. Our growth comes with a challenge: how to grow without losing our soul, our DNA of being a company that is human - where everyone feels they have a role to play.

**SD :** We are set to launch Go Green by Samsic, an approach which specifically aims to extend Ecolabel certification to all our subsidiaries, develop international benchmarks such as the High Environmental Quality label, and improve our own environmental performance. To support employees in this process, we are creating a CSR platform.

“ We are set to launch Go Green by Samsic, an approach which specifically aims to extend Ecolabel certification to all our subsidiaries. ”

**Stéphanie Delamarre**  
CSR & Sustainable Development Director  
Samsic Group

# Responsible economic growth

Samsic's CSR approach aims to bring customers an effective and appropriate development strategy that is meaningful to both customers and employees.

## Samsic Facility

In response to fundamental changes in the world of work, Samsic Facility's strategy of bringing customers increasingly integrated services is undeniably more relevant and ground-breaking than ever. To this end the Group is developing and designing new services, building privileged relationships with customers, investing in service innovation and exploring artificial intelligence technologies. Our 68,000 employees are all committed to making Samsic the leader in integrated services.

## Samsic RH

Samsic RH's ambition is to become one of tomorrow's leaders in recruitment, employment and training both in France and in Europe. To achieve this, the Group has set itself the ambitious objective of a 1 billion-euro turnover by 2022 and 350 agencies in France. We also aim to extend our international presence to 12 countries. We will also be accelerating the digital transformation with a 100% dematerialize offer for customers and candidates.

## Samsic Airport

Samsic Airport is currently one of the few companies in the European airport sector to offer such a comprehensive and innovative range of services. Our wealth of expertise is set to be a major asset in deploying the Group's know-how beyond European borders. Our ambition is now to develop on the American continent, following our recent implantation in Canada!



# CSR Strategy

## 4 axes • 12 commitments

### 1 Valuing our resources and developing our talents



#### Integrating migrant populations through recruitment and training

It's clear to see: on the one hand, companies have difficulty recruiting, and on the other hand, migrant and refugee populations are eager to work. Recruiting and sustainably integrating these populations means making diversity a strength for companies and turning the migration crisis into a real opportunity. Samsic takes action by hiring motivated, properly documented people. This initiative is very well perceived both internally and by customers.

- ✓ Promoting diversity and equal opportunities
- Training and developing our talents
- Protecting health and safety of our staff
- Developing cohesion and well-being at work

- ✓ Ensuring client focus, expertise and seeking innovation
- Assessing our performance with transparency
- Building a sustainable partnership with our value chain

### 2 MySamsic V3: accelerating our digital transition

The new version of MySamsic, the digital customer service platform, rethinks the entire user experience. Interfaced with their information systems, it is now a powerful tool for monitoring both their requests and our commitments. Likewise, the partnership with Adaptativ System for the development of connected devices, which capture service information in real time, is a particularly strong differentiating factor.

### 2

#### Providing a responsible and innovative service



### GLOBAL COMPACT: 5th "GC Advanced" for Samsic!

For the 5th consecutive year, Samsic has been awarded the GC Advanced level, the highest differentiation level of the UN Global Compact. The Group ranks among the top 8% most responsible companies worldwide. Only 115 companies in France have achieved this performance.

### 3 Helping protect our environment

### 3



- ✓ Developing the use of environmentally friendly products and processes
- Managing our energy consumption and recycling our waste
- Reducing our Carbon Footprint

#### Samsic Italia EU Ecolabel certified

On 2 May 2019, Samsic Italia was granted EU Ecolabel status in the "Indoor Cleaning Services" category. This certification is a clear recognition of its environmentally efficient cleaning activities and its commitment to staff well-being and safety. Samsic Italia is now one of the first four companies in Europe to have earned the Ecolabel for this category of services. This was a great victory, in line with the Group's CSR strategy to offer more and more eco-responsible services.

- ✓ Taking action for solidarity
- Contributing to local economic and cultural development

### 4 Multi Masters River Clean Up: mobilising everyone along the water's edge

On 21 September 2019, Multi Masters Group, the Belgian subsidiary of Samsic, launched the first edition of the Multi Masters River Clean Up, a campaign open to employees and their families, but also to local residents, schools, associations and businesses. All the waste collected was sorted and brought to the Stormkop in Antwerp. For the occasion, Multi Masters Group made three electric bicycles available to its employees. It was a huge success! See you again next year!

### 4

#### Developing a supportive and sustainable society



### The priority SDGs for Samsic



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



# Valuing our resources and developing our talents



### Disability

7,30 %

employment of people with disabilities

### Mixity

58 %

women's employment within Samsic Group

### Insertion

21 %

employment of young people under the age of 26, within Samsic RH

## Promoting diversity and equal opportunities

Placing the right person in the right place is the aim of Samsic's employment policy, for the benefit of clients, employees and the Group. On-site recruitment and support for internal promotions are all tools that address specific needs and that give everyone lasting opportunities.

### GEFCO adopts Indoors, Samsic's integrated HR solution

In 2018, GEFCO, the European leader in finished vehicle transport, asked Samsic to recruit the employees of its new subsidiary at the PSA Rennes site.

The Group responded to this need with its Indoors By Samsic hosted agency solution, which consists of integrating a team of HR experts on site to support the customer on a daily basis.

As part of their continuous improvement process, the GEFCO Indoors team formed a partnership with the Restaurants du Cœur,

to participate in back-to-work support workshops: The candidates identified during the "Write a CV" and "Sell yourself in an interview" workshops were then integrated on site.

Two of them have already started an 18-week assignment with GEFCO.

Indoors by Samsic is a safe and sustainable recruitment solution that promotes personalised integration and local action.

## Disability

664

people delegated by Samsic RH

8,29 %

employment of people with disabilities, within Samsic Cleaning Branch

**“ My mobility within the Samsic Group was easy ”**  
Anne Laure Robin, Recruitment Officer, Samsic Emploi

*“ I used to work at the Dixit agency, at GIF, which is owned by Samsic. After six months, I was offered a sales position. At that time, I told them I wanted to move back to Brittany. Three months later, I was offered the job that had opened up at the Samsic Emploi agency in Lamballe. My manager at Dixit supported my transfer. My colleagues in Lamballe made me feel very welcome. They took the time to train me and I spent two days in immersion in other Samsic Emploi agencies. I very much appreciate that my wish was taken into account so quickly and that I was able to change entities so easily. ”*



35 %

employment of people over 45 years of age, within Samsic Facility



# Apprenticeship

Through the immersion in businesses, work-study apprenticeships are a safe and sustainable way of gaining access to employment, both for the apprentice and for the Group. That is why Samsic has an official apprenticeship support policy. Here again, company performance depends on the satisfaction of the people.

## ■ Integrating school leavers through work-study programmes: a win-win project

Samsic Sécurité Guyane and Samsic Facility Ile-de-France have just launched their work-study programmes dedicated to the integration of young people between 16 and 25 years old who have left the education system without a diploma.

This ambitious project aims to meet our workforce needs and reduce social and regional inequalities. Young employees cannot be integrated into the staff without careful planning.

That's why Samsic teamed up with the right partners in order to design an effective training programme. This initiative is an exciting challenge for Samsic, its teams and the future young employees!

## ■ Samsic Facility Orientation Days: a warm welcome to all the apprentices!

As it did in 2018, Samsic Facility organised 10 orientation days in the regions for its new work-study apprentices.

Hosted at Samsic Propreté and Samsic Sécurité, these young people will follow training courses leading to a diploma, from the certificate level to the master's level, or to a vocational qualification.

On the agenda: explanation of the mentor's role, introduction by the regional directors, presentation of the Samsic Group and transmission of a safety module by the Quality Safety Environment managers.

They're off to a great start at Samsic!

# 1 124

apprentices within Samsic Group

# + 65 %

apprenticeship contracts with Samsic Group



Integration day for new apprentices, November 26<sup>th</sup> 2019 - Lyon, FRANCE

## Mentorship is the key to success for an internship

### What did you study at Rennes School of Business?

I was in the RSB Grandes Ecoles Programme for the Master's degree in Innovation Management.

In my last year, in partnership with Breton multinationals, including Samsic, I took part in Samsic's High Potential Student "Talent+" programme, which enabled me to network with these companies throughout the year.

### Can you describe your internship at Samsic?

I shadowed **Fabrice Toulemonde**, Regional Director Samsic Facility Western France, for one day.

I was very interested, and talked to **François Curé**, HR Development Director, who offered me an internship with the international team at the Tour Montparnasse.

There, I helped develop a new International Key Accounts offering.

### What did you get out of this internship?

I discovered a multinational corporation that has kept its local roots. I was also able to develop my skills in marketing and project management and learn to work more independently.

### What are the key factors for the success of an internship?

Mentorship. From the very start at Samsic, I joined a very open international team that was able to guide me in accomplishing my tasks.

They provided just the right balance between supervision and independence.

### What are your prospects?

We are now considering a move to a position in the sales division in Paris.

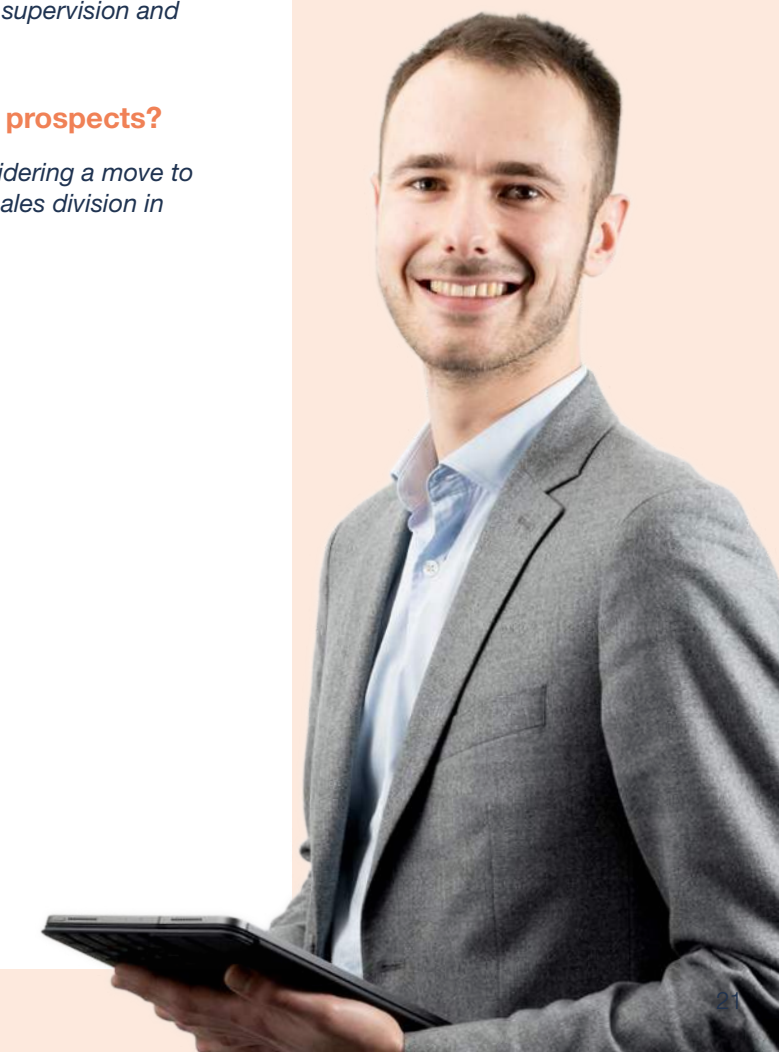
### “ Samsic is a key partner for us ”

**Andrea Stephan-Blondel**, Director, Talents & Career Department, Rennes School of Business

“ We engage in regular discussions with our corporate partners so we can tailor our programmes to meet their needs. The businesses are involved in the selection of candidates and the recruitment of trainees and graduates, and also participate in our training programmes. Samsic is a key partner. Last year, we established a unique partnership with the HR Department: Career Booster, a programme that allows Samsic to follow a selected group of students over one year, and in return RSB can participate in corporate events organised by Samsic: Corporate Days, Hiring Forum, job dating for interns, etc. This is a real opportunity for the students, for the group and for us. ”

## Alan Le Mellec

Work-study intern in a Master's programme, Facility Division





## Training and developing our talents

Supporting employee development is a key element of our social responsibility. In line with their personal project, employees are offered tailored training courses, aimed both at improving professional skills and fostering long-term well-being at work.

### ■ For Me, l'innovation Formation by Samsic Facility

In fast-changing markets, the new digital training platform For Me demonstrates Samsic Facility's desire to enhance the skills of its employees, while allowing them to learn at their own pace.

This innovative solution offers multiple learning modules, videos, case studies, quizzes and virtual classes, which provide totally customised job-specific training.

Currently available in France, For Me offers a first collection, "The Essentials", aimed at all those working in the cleaning, safety and reception sectors: assistants, area managers, sales representatives, and agency directors.

After the first six modules launched in 2019, the roll-out will continue over the next four years, and the programme will be introduced internationally in 2022. For Me is a real motivator for employees and a powerful driver of performance for the Group.

### A fine example of development

**For Samsic, retaining talent is extremely important for performance. To this end, the group has a formal policy of supporting the development of our employees.**

When **Isabelle Pénisson** joined the Key Accounts Department after spending a year in a subsidiary, she was offered the opportunity either to join the design office or to take over contract management. She likes liaising between the operators and the account managers, so she chose contract management.

She was offered a personalised training programme covering group tools such as My Samsic, Proposal,



**Isabelle Pénisson**  
Contract Manager

Sam Business, and English courses to manage international contracts.

“ I am aware of the issues of my mission, and I find it totally rewarding ”, she says.

A positive result for her and for Samsic.

# 83 000 Hrs

of training for Samsic France employees

## Protecting the health and safety of our staff

Whether technical, organisational or regulatory all our prevention actions are designed to protect our people. As such, the health and safety of employees is a key component of our CSR policy.

### ■ Safety innovation by Samsic:

#### Corfor, a harness to prevent musculoskeletal disorders

Samsic offers its key account customers a new harness to prevent risks related to muscle strain.

The harness relieves 12 kg of the load carried with each movement, or an average of 1,200 kg per day.

The results are spectacular: 0 work stoppages due to back problems, compared to 15 without the harness, over a period of 30 days.

With 20% of occupational accidents related to load handling, this low-cost harness has already been implemented at several sites.

#### Motion Scout, the smart “man-down” sensor

This little box instantly detects when a Security Agent is down, so immediate assistance can be sent out. A small device that provides a huge benefit!

# 90,89 %

temporary workers had no accidents in 2019

### ■ Total Health, Safety and Environment Award: Samsic, Innovation Award Winner

On 21 February 2019, during the Safety Challenge of our customer Total, Samsic received the 2018 Service Provider Innovation Award in the field of safety for installing door stops at Total sites.

**Thierry Gueffier**, Deputy Managing Director Samsic Facility, presented our safety commitments, and **Amélie Fouqueray**, Quality-Safety-Environment Manager, analysed an accident based on a video and presented the action plans.

This proves that everyone is totally committed!

## Health and Safety

# 32,81

Frequency rate for Samsic Cleaning  
2017 Occupational Incidence Rate  
FR : 32

# 17,86

Frequency rate for Samsic Security  
2017 Occupational Incidence Rate  
FR : 17,1



## Developing cohesion and well-being at work

People must be able to perform their jobs under the best possible conditions. That way, they will want to do their very best for the company. More than a win-win relationship, it is a human relationship of reciprocity.

### ■ Samsic Poland: recruiting through integration

The labour market is such that employees can more often choose their employer rather than the other way round.

To make the Polish subsidiary a more attractive option, recruitment manager **Tomasz Olejnik** is developing an innovative policy based on cooperation with cross-border countries.

For example, the Ambassadors of India, Azerbaijan and Uzbekistan were approached to help obtain visas for people wishing to come and work in Poland.

With Ukraine, recruitment channels have also been expanded, in particular through advertising campaigns. And at group level, a common recruitment process has been defined with all subsidiaries.

The aim is to attract and retain the best candidates within the group, by offering them positions not just in Poland, but in all the countries in which we operate.

The strength of the Group!

### ■ The British subsidiary Sellick Partnership awarded the "Great Place to Work" label for the 4<sup>th</sup> time

In 2019, Samsic acquired Sellick Partnership, the UK's leading recruitment company, which this year for the fourth time was awarded the "Great Place to Work" certification, rewarding their performance in terms of quality of life at work.

Sellick ranks 7<sup>th</sup> in the Medium category, 6 places higher than in 2018.

This award is a testament to the Group's commitment to attracting and retaining talent and ensuring a great employee experience.

### ■ Samsic FM: a wonderful Incentive Day

On 7 and 8 November 2019, Samsic FM held its annual incentive seminar at Villages Natures in Seine-et-Marne.

For two days, some sixty employees engaged in discussions, feedback and fun activities to strengthen team cohesion. Our employees came from far and wide to participate, demonstrating their strong commitment.

In front of the General Management, ten people presented their initiatives, including contract development and event planning.

We achieved all our objectives: getting to know each other better, communicating better, focusing on teamwork and enhancing the sense of belonging!



# Human resources

### ■ What are the trends in the employment sector?

**GC :** Today, with the proliferation of communication channels, candidates are everywhere and nowhere. We have to go and look for candidates on all channels, including online, on social media, job dating, street marketing, etc.

The younger generations are more than willing to move to find meaningful work and personal balance. Our employer brand is therefore extremely important.

### ■ What do the customers expect?

**GC :** They want top quality candidates, as well as quality data in real time, which is a differentiating factor for companies looking for a partner who understands their issues.

### ■ What issues does Samsic Emploi have to address?

**GC :** To find the right candidates, we have to create a real eco-system: web, local partnerships, local recruitment.

Then we need to develop them by providing a powerful training programme. We also need to offer digital natives a 100% online platform. Our goal is to improve our growth nationally, thanks to our agency creation programme focusing on eastern France, and continue our external growth in Europe.

### ■ How will the new CSR programme drive success?

**GC :** Our success depends on developing our employees. Finding jobs for people is rewarding for them, and virtuous in terms of CSR. The CSR programme supports our strategy.

### ■ What CSR initiatives were implemented in 2019?

**FL :** We recruited 1,000 work-study students via a dedicated team, which earned us 3<sup>rd</sup> prize in the CSR Awards for cleaning companies.

Our orientation day, our Springboard programme and our training programmes focus on training, recruiting, orientation, empowerment and monitoring progress.

We have opened an e-learning platform that allows for individualised monitoring. We now provide electronic employment contracts that the operators can manage from their tablets.

And we have initiated a new profit-sharing policy for the operators: variable compensation based 80% on more readable indices, 20% on the manager's assessment.

### ■ How is the culture of engagement developed?

**FL :** We encourage engagement by promoting apprenticeships, integrating people with disabilities, combating illiteracy and supporting good causes such as the Telethon, toy drives and regional team-building meetings.

### ■ The prospects for 2020?

**FL :** As part of the employer brand, we are going to roll out the employee portal, which is both a platform for information about the company and a private space for managing individual situations.

## The floor to...

**Gilles Cavallari & François Leroux**

President Samsic Emploi

HR Director Samsic Group





# 2

## Providing a responsible and innovative service



**Three ISO certifications**

ISO 9001  
ISO 14001  
ISO 45001

achieved by Samsic Facility

**Satisfaction**

**80%**

of clients recommend Samsic Facility

## Ensuring client focus, expertise and seeking innovation

Commitment extends to all levels of the Group, from Samsic RH brand strategy to transparent performance assessment in Spain. A commitment which, as our CSR expectations survey shows, is highly appreciated by our customers.

### ■ Creation of ABSKILL

Born from a participative initiative involving the employees of Samsic RH training agencies, the ABSKILL brand will replace our legacy expert brands in order to give our training project a strong common identity: ABSKILL, leader in skills development for sustainable employability.

The organisations participating in the project will join an apprentice training centre and will orient their content towards jobs for which there is a labour shortage

The aim is also to create a non-profit organisation participating in the development of apprenticeships that can benefit from the apprenticeship tax.

### ■ Samsic perceived as a socially responsible group

A survey on the CSR expectations of our clients was conducted in 2018-2019 with the group's account managers.

The survey showed that for our clients, CSR is an integral part of the group's performance. More than 1/3 of respondents say that CSR has an importance of 8/10 when evaluating bids.

The three most important areas are: talent empowerment, environmental protection and offering responsible and innovative products and services.

This is no doubt why Samsic is perceived by 80.5% of respondents as a group truly committed to CSR.

We are very proud of this achievement.

### ■ Hewlett Packard Spain: winning collaboration Samsic - JLL

Since the start of Facility services for Hewlett Packard in Spain, transparent performance evaluation has been a winning strategy for JLL and Samsic, with a constant objective: to improve the well-being of HP employees by providing agile, local service.

Upwards of 9,600 service requests are handled each year.

Environmental protection is also a major commitment for all stakeholders. Every year, Samsic teams sort 1,200 tons of waste, figures that speak for themselves and perfectly reflect the coordination carried out by JLL with Samsic.

**David Ramos, Contract Manager JLL** has this to say: "When a need or a new issue arises, Samsic always has a solution. Loyalty, collaboration and proactivity are the key words of this winning partnership."





# Digital innovation

Like most other businesses, Samsic has been working on its digital transformation for many years now. The Group has taken this opportunity to develop new services and tools that enhance its solutions and provide the best possible support for its employees. And we have plans to achieve even more!

## ■ MySamsic, the even smarter customer platform

In 2020, MySamsic, the digital customer service platform, will be updated with even more differentiating business features. Rethinking the entire user experience, this platform is now interfaced with our clients' information systems.

MySamsic now includes three major features: the planning and real-time monitoring of services, allowing transparency and tracking; client focus and the measuring of client' satisfaction, via the services reporting; and information sharing.

MySamsic is a web-based, quality control and communications platform for tracking our services and our clients requests in real time. This online portal enables us to interact directly with the end clients.



5 400

active user accounts



9

languages

10 countries

The need to provide building occupants with access to the platform accelerated its growth and the way we offer our services. The partnership with Adaptativ System, which captures real-time information in the field, is a huge accelerator. We have entered the era of the Internet of Things and connected devices.

“ In 2020, to ensure the roll-out of these new solutions, the development teams will be doubled. The only limit to innovation is our imagination ” says **Olivier Colly, Information Technicals Director.**

## ■ HR applications that benefit everyone

The **Client platform called instant** provides for online management of temporary work. In order to serve the hospitality and medical sector, it now also offers a pool of temporary workers.

Soon our temporary workers will be able to upload their schedules and time sheets.

**The Samsic Emploi application** is an online service for temporary employment offers. In agencies, recruitment is managed with another digital tool, which allows employees to devote themselves entirely to recruitment.

This digital ecosystem, which is now widely used, represents a real productivity gain for agencies. The tools will be tailored for other business lines and internationally.



22 000

daily users, candidates and temporary workers



185 000

paperless pay slips

“ The purpose of our partnership is to help Samsic stay ahead of the pack ”

## What does your partnership with Samsic involve?

We support Samsic in their digital transformation by developing solutions tailored to their different markets and activities.

We also create a global ecosystem by providing operational staff with a single platform to capture data and develop smart algorithms for services and solutions.

## How do you address Samsic's needs for service innovation and new business solutions?

We provide worldwide business intelligence services. In conjunction with the Innovation team, we also analyse feedback from the field.

Our task force assists Samsic in the bidding process by providing ad hoc solutions within 48 hours.

We co-construct solutions to control and streamline data flows, create value in services and make the teams more independent.

## What are some examples of projects?

In the supermarket sector, we developed a system for managing the volume of internal shopping carts which has enabled us to reassign the Agent working on this task to other missions.

In the nuclear industry, the “eT” as tout?” solution verifies that personnel entering a controlled area are wearing all the necessary personal protection equipment.

In the transport sector, our “Sign Bus” traceability system checks bus cleaning and control operations.

## How does the future look?

The demand for connected devices is high, especially for real-time reporting on the quality of services provided.

In early 2020, we will build a catalogue of exclusive intelligent solutions for Samsic, from simple service quality control devices to cameras capable of recognising complex objects in real time and anticipating critical situations.

This partnership, which is unique on the market, is a strong differentiating factor in bids.

The purpose is to help Samsic stay ahead of the pack.

## Jean-Baptiste Léonelli

Founder of Adaptiv System, Samsic's Innovation partner





■ **JPC by Samsic wins Clean City Award for the Leadenhall Building in London**

In February 2019, JPC by Samsic, in partnership with Veolia and Dont'Waste, was awarded the Clean City Award for the Leadenhall Building, the City of London's award for best practice in waste management.

JPC by Samsic provides monthly recycling reports to all occupants and has trained its Agents in source separation of waste.

“ This award honours a close collaboration between our two companies over the last five years, in which we have always appreciated the proactivity and the creative proposals of JPC by Samsic ” says **Angelo Christou, Director of the Leadenhall Building.**

“ JPC by samsic's help was decisive in achieving the building's environmental objectives: 96,67% recycled waste. ”

JPC by Samsic and the Leadenhall Building are very proud that the contract was renewed in 2020 for this internationally renowned building.



■ **Samsic Sécurité awarded the “Shopping Excellence” prize by Hammerson**

Samsic Sécurité received the “Shopping Excellence” award from its client Hammerson, a European group that develops and manages commercial spaces.

As Fire Safety and Security service provider, Samsic Sécurité employs 90 people at the Italy 2 and Parinor sites.

From the outset, the teams implemented the Hammerson “Excellence” Charter when providing customer reception, comfort and safety services.

“ Our Charter was taken into account from the very beginning. Since then, it has been implemented on a daily basis. Our needs are always heard and understood ” says **Fabien Puis-Caillard, Hammerson's Technical Director.**

Samsic also demonstrated its agility and adaptability by training its agents to use new tools and enhancing their people skills.

“ At a time when the future is uncertain, Samsic's responsible, social and economic policy is important. We particularly appreciated this during the strikes of December 2019: to reassure us and comfort its employees, Samsic paid for their overnight stays. An approach that demonstrates its CSR commitment to contribute to the development of a responsible and sustainable society, and its genuine desire to honour its commitments to us. ”

Congratulations to the Samsic Sécurité teams for this well-deserved award!

# Sustainable Partnership

**In 2019, Renault signed a new contract with Samsic on safety and security at all its sites in the Paris region. This is a new page in a long history that began in 1998.**

“ To me, the Samsic service is characterised by dialogue and cooperation, creativity and innovation, competence and commitment. ”

**What are your first impressions of this new collaboration?**

*Thanks to a shared desire to bring all our efforts to bear, this new safety-security contract started up in record time and without business interruption.*

*By the end of January all sites were operational. From the outset, the bid demonstrated that Samsic truly understands our culture and is committed at the highest level of the company, as shown by the presence of Guy Roulleau at the bid presentation.*

*Looking back over two months, we appreciate Samsic's powerful solutions, their concern for performance, their desire to make the work meaningful and their attention to the well-being of the agents.*

**“Building a sustainable partnership with our value chain” is one of Samsic's CSR commitments. How does this new contract illustrate this commitment?**

*This contract is extremely important for both Samsic and Renault. Samsic employees know that they are actively involved day-to-day in maintaining our reputation and trustworthiness in the Ile-de-France region.*

*As for us, we expect the service provided to be in line with Samsic's commitments. Dialogue between us at all levels of the organisation is therefore ongoing. This partnership and co-construction aspect is a key element of our collaboration.*

*In particular, we are in the process of defining indicators, which will make it possible to evaluate the results.*



The floor to...

**Florent Pruvost** Head of Renault Site Security for the Paris region

## Assessing our performance with transparency

We need to assess our performance and report the results transparently in order to demonstrate our commitment to meeting the needs of our clients and to reward the dedication of our employees.

### ■ Samsic Santé and the Val d'Ouest Clinic: shared priorities

Samsic Santé is the partner of the Val d'Ouest Clinic in Lyon for biocleaning and laundry management.

For a healthcare facility, this service is extremely important: cleanliness is one of the clinic's patient satisfaction indicators; hygiene and sustainability are themes assessed in the Certification awarded to healthcare facilities by the French High Health Authority.

Clinic management therefore wanted to develop a waste management system. Samsic Santé's teams, in conjunction with the association Les P'tits Doudous, recycle the metal waste from the operating theatre for the benefit of hospitalised children.

“ It is important to improve the collective awareness of cleaning by promoting these activities ”

according to **Laurent Oger, General Manager of the Clinic.**

As for ambulatory patients, according to the performance indicators set up by Samsic Santé, 97.7% are satisfied with the cleaning services.

The work-study policy launched by Samsic Santé also offers the clinic real prospects and contributes to its desire to develop patient well-being.

### ■ Samsic certified ISO 45001

In 2019, Samsic Facility France and Samsic UK achieved ISO 45001 certification, the first international standard for occupational health and safety management.

This certification validates our long-standing approach to risk prevention and continuous safety improvement.

Adding new requirements to the OHSAS 18001 standard in force until now, it takes into account the risks and opportunities in terms of Occupational Health and Safety and promotes relations with employees, service providers and customers.

### CERTIFICATION & AWARD

MASE  
 CEFRI  
 ISO 9001  
 ISO 14001  
 ISO 45001  
 ROSPA \*

\* Health & Safety silver award for Samsic UK



### ■ Construction: Samsic Emploi puts its faith in women

Ten years ago, Samsic Emploi recruited **Sandrine Paya** for an interim position as construction project coordinator. After she completed her assignment, she was offered a position in the agency as an assistant in the construction sector. Today, she heads the Samsic Emploi Construction agency in Rennes.

“ The sector is employing more and more women, especially in finishing work, crane operation and construction project coordination. If the women do the job well, they are accepted and fit right in. The sector is dynamic and requires new skills. So we're looking to attract women. Personally, I can't see myself working anywhere else. ”

More proof that at Samsic, we're not afraid to embrace diversity. On the contrary! Diversity drives performance!

“ At Samsic Emploi we can be proud of the fact that the agencies in the construction sector are mainly run by women. ”

### ■ Polish subsidiary: newsletters to stay in touch

Every quarter, Samsic's Polish subsidiary sends the purchasing departments and sales managers of its key account customers a newsletter. Best practices, audit results, new solutions and processes, special events and initiatives are communicated there.

It is important to engage in quality communication with customers, and this newsletter will open up business opportunities by showcasing our growth, our capacity for innovation and the expertise of our teams.

An internal newsletter is also distributed to nourish the company's family culture. These are truly meaningful tools.

“ **CSR is now fully integrated into performance management** ”  
**Florence Schlegel, General Secretary**

“ At Samsic, CSR is a fact of life in the company and in the management of performance by operational staff in the agencies and subsidiaries. My role is to extend this dynamic by encouraging interactions between the CSR policy and the support functions. This is extremely important for our Group's performance. ”





## Building a sustainable partnership with our value chain

Samsic earned the Gold level from Ecovadis, the platform that assesses the CSR performance of suppliers, because the Group is not just a supplier but a true partner along its entire chain of expertise, from recruitment focusing on diversity, to consulting in sustainable solutions, to its multi-service offering.

### ■ ECOVADIS: Samsic still in the top 2% of our category!



With a score of 68/100, Samsic Group achieved Gold level from EcoVadis, a collaborative platform for assessing sustainability performance of suppliers across global supply chains.

This result places Samsic among the top 2% of companies offering Facility Management services and the top 3% of companies in all sectors worldwide.

“ Today, customers and employees alike expect a strong CSR policy. ”

#### How does CSR management help the company improve?

In order to make CSR an integral part of our culture, we launched the CSR Management Challenge in the Paris Region, with several objectives: to develop manager gratitude, create emulation, consolidate team cohesion and enhance the value of their work, strengthen engagement and encourage initiatives. The award-winning initiative is extended to all sites and agencies in the Paris Region.

#### Have you changed your own management style?

Yes. At the beginning of the year, we drew up the “CSR Objective” roadmap, which provides for monthly meetings of Regional Management on best CSR practices and innovations, which are shared with the Quality Safety Environment manager fully involved and committed in the process.



**Thierry Gueffier**  
Deputy Managing Director

Now we no longer hesitate to talk about incidents in order to correct them. We are leading by example.

#### Has this CSR approach also changed customer service?

Yes. Following an incident at Total, we created a working group, developed a scenario and formalised a prevention procedure, which earned us the 2019 Health Safety Environment Innovation Award.

Today, our customers always ask us to explain the CSR initiatives that we intend to implement. They expect us to offer territorial-based solutions and to pool our innovation resources.

### ■ Samsic Emploi: an innovative and sustainable training partnership with Intermarché

Our client ITM, Intermarché's logistics subsidiary, needed to recruit HGV drivers throughout France. For this operation, Samsic Emploi contacted Forget Formation and, with ITM, the three partners signed a framework contract.

The operation was carried out via a Collective Operational Preparation for Employment scheme that enables several jobseekers to acquire the skills for jobs corresponding to needs identified by a professional branch or a skills operator, OPCO.

At the ITM sites, 30 jobseekers took tests and participated in personality speed-dating sessions with personnel from ITM, Forget Formation and Samsic Emploi. Twelve of them took a three-month theory training course to prepare for the HGV theory driving test, followed by a one-month practical training course at ITM's logistics sites to prepare for the HGV practical driving test. The successful candidates were hired directly by ITM.

This investment helped build trust with an increasingly important client.



### ■ BBU, a European project in line with Samsic's CSR policy

When it was founded in 2001, Basketball Ulm, BBU, based in Germany was a sports centre dedicated to training basketball players, from children to professional players. Given its huge success, the project has taken on a whole new dimension. In 2019, the new Orange Campus spanning 1.5 hectares along the Danube was inaugurated, offering 3 gymnasiums, 14 apartments for players and a cafeteria. A real city within the city of Ulm.

Being very committed to sustainability, BBU chose Samsic as a partner for its expertise in Facilities Management and CSR.

“ With Samsic, we are sure to respect our commitments to protect the environment, manage energy consumption, techniques and materials sustainably and integrate diversity with a view to developing a sports complex that is unique in Europe ” says **Andreas Oettel, Managing Director of BBU.**

This is proof that Samsic's four CSR axes not only convey our values but also constitute a decisive business advantage.

### ■ The largest mobility operators and event planners trust Itirémia, a subsidiary of Sam Events

Itiremia, leader in passenger/visitor mobility services, implements tailor-made services for people in complex spaces.

In train stations, airports and metro stations, during foreseeable or unexpected events, the teams guide, regulate and inform passengers. In addition, ten years ago, the SNCF asked Itiremia to provide passenger information and monitoring services for pedestrian crossings in certain train stations.

Itiremia has developed real expertise in railway culture, with a key focus on safety training. Finally, for major sporting, cultural or corporate events, Itiremia provides expert hospitality, coordination and security services at conference centres or sports facilities.

These areas of expertise are central to Samsic's commitment to provide local, personal service.



# Samsic Airport

Samsic Airport, a European leader in airport and airline services, continues to grow internationally. Capitalising on the Group's entire value chain, Samsic Airport is one of the rare market leaders that can offer complete expertise: ground handling, airport security, passengers with reduced mobility services, cleaning and reception.

## ■ Samsic Mobility: a high level of expertise to serve the customer journey

Samsic Mobility facilitates customer journeys in transport hubs via services to hub managers.

Its expertise covers a full range of services, from the management of luggage spaces, carts and taxi ranks, to disabled services: expert passenger services in train stations and airport terminals, training by our own centre, accommodating the needs of site managers, carriers, and passengers.

Our quality management system has been ISO 9001 certified for three years. Next step: ISO 45001 certification of our Occupational Health and Safety management system.

## ■ Samsic Handling Dominicana: an internal bus service to arrive "right on time!"

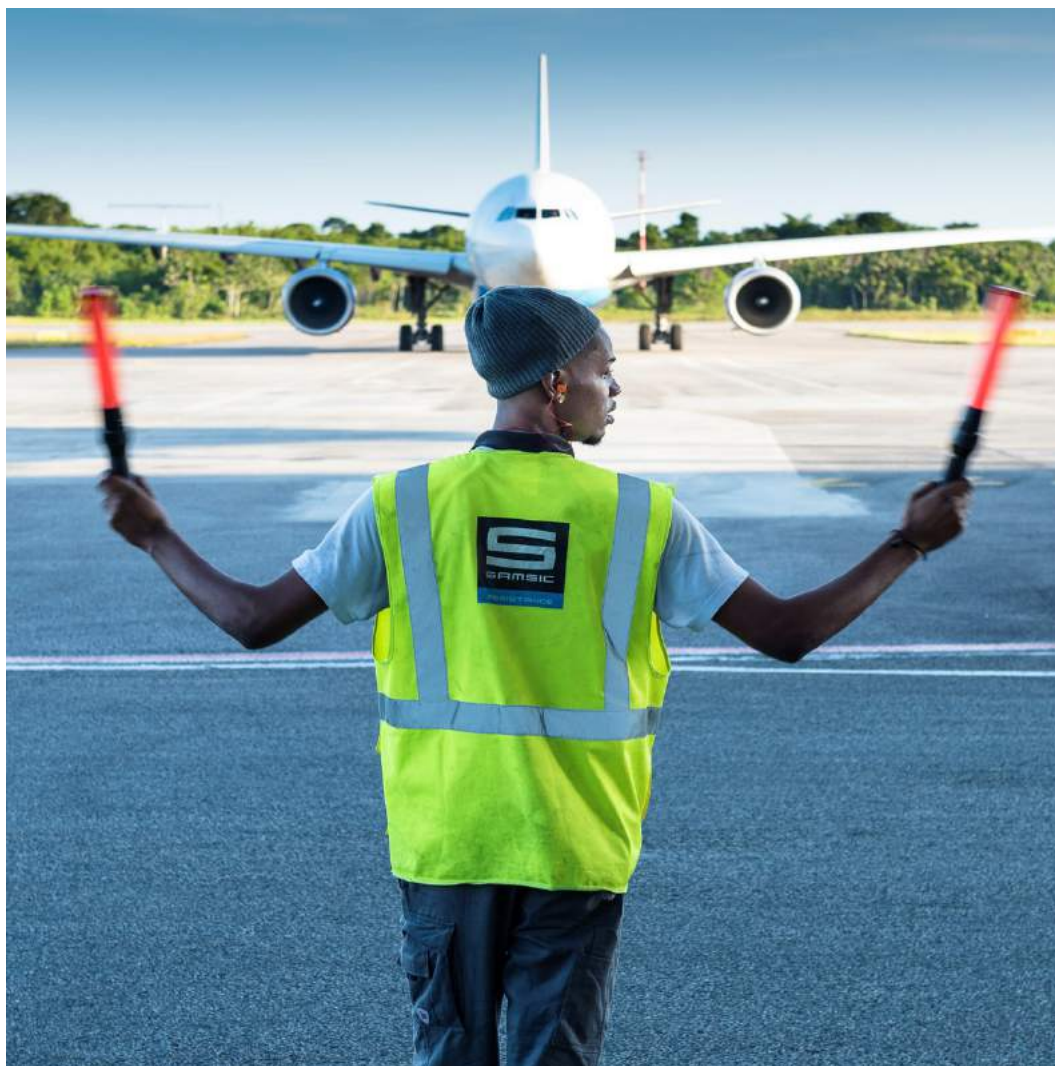
The opening a year ago of Samsic Handling Dominicana, the group's subsidiary in Santo Domingo, marks the success of a new management method and the efficiency of new equipment.

In April 2019, the company provided a service comprising 5 buses running between a number of pick-up points and the workplace, enabling 500 employees to get to work in the best possible conditions of punctuality and safety.

## ■ Nice-Côte-d'Azur Airport: Positive report for Samsic Airport

“ The shared management by Samsic assistance for people with disabilities and Samsic Security services has strengthened Samsic's position at the airport and has instilled a management dynamic that promotes the transfer of skills and tools between managers ” says **Hakim Bennekrouf, Director of Operations - Samsic Airport Nice.**

For instance, Security's online performance assessment software was rolled out at Services, and the disability awareness programme and an introductory video to French sign language were shared with Security. In the field, the spontaneous synergies between the teams created natural solidarity.



**578,000**

PMR assistance services

**262,000**

flights handled on the ground

**28 million**

screened passengers

## ■ Samsic Assistance Canada: Up and Running!

After Serbia in 2016 and the Dominican Republic in 2018, Samsic Assistance opened a new subsidiary in Canada in November 2019. Created in 2008, Samsic Assistance is a leader in ground handling services in Europe and the Caribbean.

The company is already working with Corsair on passenger services and flight operations: one hundred new ground support systems and a digital platform that tracks operations in real time offer a powerful competitive advantage.

“ My priority is to offer quality ground handling services that are digital, environmentally friendly and comply with ISAGO safety standards ” says **Kevin Carruthers, Director General of Samsic Assistance Canad.**

## ■ Samsic Security : soon the 1st non-financial rating

At the end of 2020, the two entities that make up Samsic Airport Security, "Hub Safe" and "Samsic Sûreté", will jointly request a non-financial rating assessment for the first time. To take part in the programme, Samsic Security will rely on the Samsic Group's CSR policy.

“ To me, three words characterise Samsic Assistance: professional, trustworthy, open-minded. ”



**Eric Trautmann**  
Chief Operating Officer

## Samsic Assistance, leading partner of Corsair

Partner of Corsair since 2009 in the West Indies, then at Orly ten years later, Samsic Assistance, an expert in ground handling services, continues to support Corsair in handling its flights to Canada: safety, quality of service, passenger services, ticketing and baggage handling, all of which are of the utmost importance for the airline.

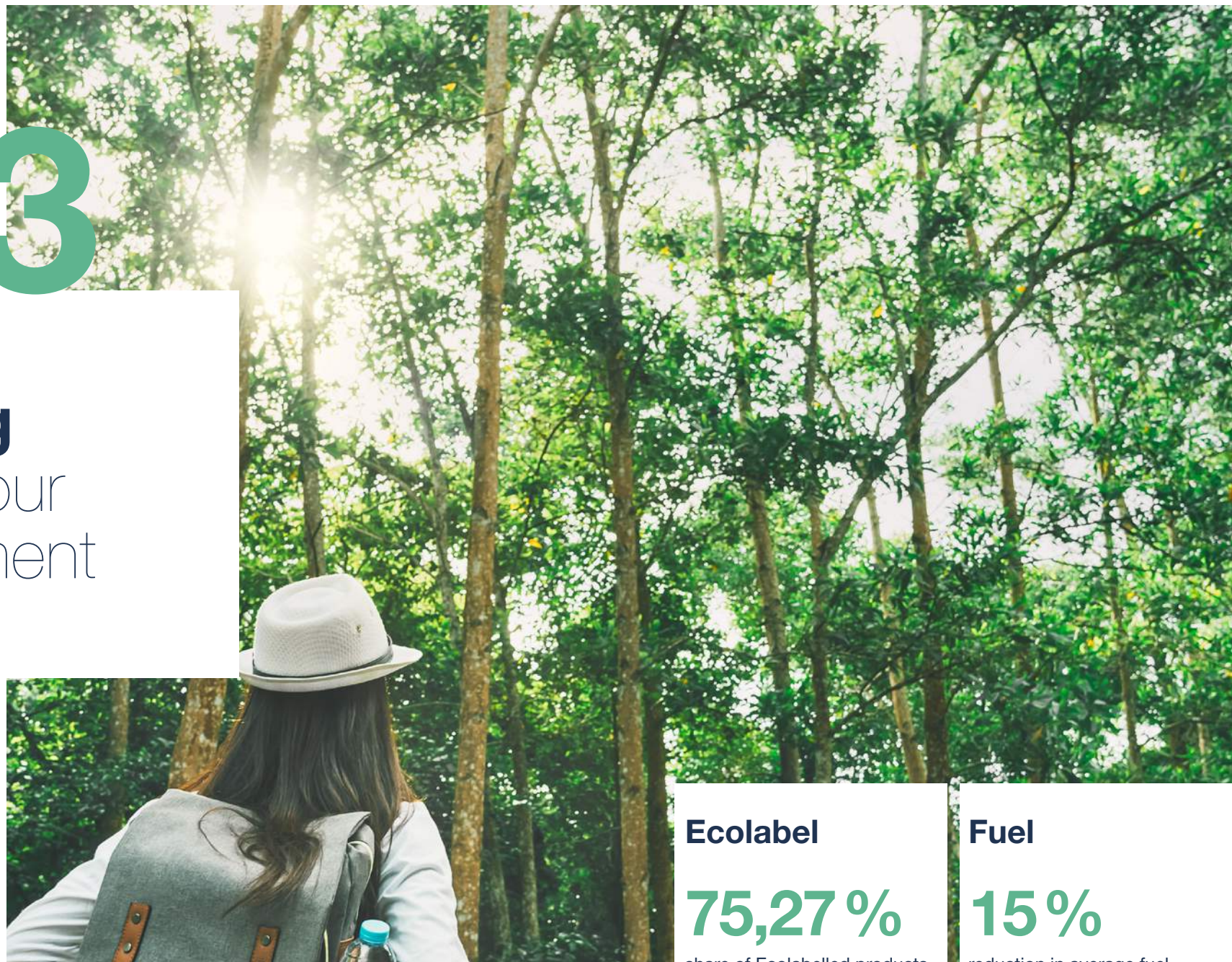
“ Samsic Assistance is unique in that they have a strong entrepreneurial and proactive spirit, and they are always looking to innovate and improve processes. For instance, in Montreal, Samsic Assistance was able to get up and running within a tight timeframe and accommodate our respective requirements. Although Samsic Assistance is growing steadily, they have remained agile in terms of meeting our needs, without the inertia of large corporations ” says **Eric Trautmann, Chief Operating Officer.**

A high-flying collaboration...



# 3

## Helping protect our environment



**Ecolabel**

**75,27 %**

share of Ecolabelled products

**Fuel**

**15 %**

reduction in average fuel consumption per vehicle

## Developing the use of environmentally friendly products and processes

Working with the most demanding operators, the Group today stands out as an expert and responsible partner capable of providing innovative and sustainable solutions, both in terms of environmental protection and recruitment.

### JPC by Samsic - King's Cross: a partnership of excellence

Located in central London, King's Cross was redeveloped in the 2000s on former industrial wasteland. This ambitious 27-hectare redevelopment project, a symbol of environmental excellence, has already won numerous awards.

Certified ISO 14 001 as well as ISO 9 001 and 45 001, JPC by Samsic was selected to support this project, because JPC and King's Cross share the same philosophy of engagement and the same vision of their contribution to the development of the area, particularly in terms of integration.

JPC by Samsic's creative solutions were also decisive. The environmental innovations proposed, such as the transfer of waste by canal, which emits less pollution than by truck, is a good illustration of this.

The company recruited dedicated employees and introduced innovations in their working methods. To ensure the sustainability of resources, they invested heavily in training, developing the JPC by Samsic Academy and the Passport to Success, HR systems that provide training throughout the employees' careers.

And recruitment was done in conjunction with local organisations.

“ This partnership enabled us to move forward together, co-constructing to improve the positive social and environmental footprint in the area and in the city of London ” said **Gary Smith, Head of Property Services at King's Cross.**

**Jonathan King, a highly engaged Country Manager**  
Jonathan King, CEO Samsic UK

“ Our reputation as an environmentally conscious company positions us as a provider and employer of choice. Our clients expect us to offer advice and global solutions in terms of energy, water, plastics, waste, recycling, emissions and travel. To increase employee engagement, we rely on the group's CSR strategy. This is how we became pioneers in the area of “Environmental Protection” in the UK. We are now aiming for the Ecolabel. We have created a toolbox of CSR support tools and set up multidisciplinary working groups, which make proposals to our CSR Strategy Committee, which reports to the operational Board of Directors. Sharing our best practices, through Samsic International Footprint, is fundamental to our success. ”





# “0 impact”

**Samsic Switzerland is introducing the eco-responsible “0 impact” product range. This new range is part of our environmental policy to reduce the environmental impact of our activities at our client sites.**

**A range of products made from fair trade, natural raw materials.**

The teams at Samsic Switzerland are working towards replacing chemical cleaning products with Ecolabel solutions with a low environmental impact. Innovative and more environmentally friendly solutions have already been rolled out, including the “0 Impact” range.

Developed by our Italian partner Sutter Professional, a specialist in cleaning and disinfection in business environments, this range is composed of eco-designed products that can be used for all types of hygiene and cleaning purposes: floor cleaning and maintenance, industrial surfaces, sanitary facilities, etc.

Made from natural raw materials from fair trade, such as potatoes, coconut and beetroot, the products contain no nickel, cobalt or chromium, are fully biodegradable and are not tested on animals.

Effectiveness tests were carried out for one month on the 10 cleaning products before they were rolled out at a national level. The test results were highly conclusive: 8 out of 10 chemicals were effectively replaced with 0 Impact products, which means that 80% of the products used at client sites are Ecolabelled. The 0 Impact range is an innovative solution which meets our clients' environmental objectives and protects employee health by not exposing them to dangerous and toxic substances.

It is a source of pride for our subsidiaries and for the entire group.



## Controlling our consumption

Reducing waste through innovative solutions is extremely important in our sector today. Going paperless with our own management processes not only saves paper, but is also an opportunity to optimise our processes and contracts, and even to offer new services to our employees.

### ■ Going Paperless: lighter and better!

At **Samsic Facility**, all employees, both in France and overseas, now have a personal online storage space where their payslips are deposited every month. The many benefits include faster reception of payslips, compliance with GDPR regulations, confidentiality, and 1GB of private space that can be set up to automatically collect income tax information, utility bills, etc. More than 47,000 employees use this service, including 1,800 functional employees. We obtained 91,2% of adherence to the digital safe.

**Samsic Emploi** follows the same trend for its administrative management: in January 2019, 52% of temporary contracts and 48% of their payslips were paperless.

So no more printouts, no more duplicates... And huge benefits for the planet!

### ■ Sorting waste: an important issue for Total

Since 2004, Samsic has provided cleaning services at Total's head office in La Défense. Thanks to the trust developed over the years, Samsic was selected to handle the new waste sorting and recycling programme.

The first phase of the mission consisted of installing waste bins at the various sites, coordinating service providers, training our agents to recognise the different types of waste materials, setting up operating procedures, ensuring the safety of our agents, and identifying the various types of waste materials.

In the second phase, Total also delegated the administrative management to Samsic, in particular handling the waste tracking slips using Tennaxia software. The waste sorting service includes collecting on all floors, sorting the trash bags into wheeled bins, weighing the waste, compacting the paper/cardboard and giving the waste tracking slips to the driver at each transaction.

For Total, waste sorting is an important aspect of their sustainability policy, in compliance with current regulations, and can also help improve its image as a CAC 40 company.

## Business Premises

# 13 593 m<sup>3</sup>

water consumption for Samsic France

# 7 386 MWH

electricity consumption for Samsic France



## Reducing our carbon footprint

The Ecolabel for the Italian subsidiary is a very big deal for Samsic Italia, for the Group, and for the clients! This certification attests not only to the sustainability of our services, but also to the importance of environmental protection in our business today. So we welcome all initiatives that help reduce our carbon footprint!

### ■ EU Ecolabel for Samsic Italia

On 2 May 2019, Samsic Italia, the Samsic Group's Italian subsidiary, was granted EU Ecolabel status in the "Indoor Cleaning Services" category by the ISPRA certification organisation. This certification is proof of Samsic Italia's environmentally efficient cleaning activities and its commitment to staff well-being and safety.

Through its operational division "Samsic Green Division", Samsic Italia is one of the first four companies in Europe to have obtained the certification in this category.

**- 11 %**

emission of diesel fuel combustion

**77,3 %**

Euro 6 vehicles

The evaluation criteria include: the use of cleaning products with reduced environmental impact, the dosage of cleaning products, the use of microfiber products, training staff in environmental issues, setting up an environmental management system, waste sorting, and displaying EU Ecolabel information.

This was a great victory for the Italian subsidiary, and another milestone in the Group's sustainability policy.



### ■ Electric vehicles in Niort!

In May 2019, Samsic Niort replaced all its diesel vehicles with electric vehicles. This initiative is part of the group's commitment to reduce the carbon footprint generated by its travel activity.

**89**

electrics vehicles

# Sustainable development

**"As Quality Safety Environment Manager, being an active member of this committee is very important to me."**

### What are the missions of the Environment Committee?

It implements, monitors and develops the Group's environmental policy within the framework of Pillar 3 of the CSR strategy. It demonstrates our environmental performance to stakeholders. It provides synergies and uniformity across the group's different activities. Finally, it promotes best practices.

### What projects has this committee set up?

We have three projects underway. To raise the environmental awareness of operational staff, we defined 10 "Golden Rules for the Environment,"

developed an Environment training module for supervisors and operators and designed product dosage posters.

To build a single environmental management system for Samsic Facility, we developed tools common to all business lines: performance indicators, environmental risk analysis, management tools and regulatory intelligence.

For the Ecolabel certification project, we promoted the sites offering environmentally friendly cleaning services

### What made you want to join the committee?

My regional sector includes many customers with stringent Health, Safety and Environment requirements. As a stakeholder, we actively participate in achieving their environmental objectives. Being an active member of this committee is therefore very important to me.

I can share best practices with other Group entities, get feedback on actions carried out in the regions, work on national action plans in the framework of the three environmental commitments of the CSR strategy and enrich my knowledge in the area of Health, Safety and Environment.

### What do you think Samsic's next commitments should be?

The group should work on better waste management in the agencies and establishments. Automated reporting tools need to be developed so that operational staff can highlight our environmental performance to stakeholders. We should also promote waste reduction at our clients' sites.

The floor to...

**Aurélie Quellery** Member of the Environment Committee





# 4

## Developing a supportive and sustainable society



### Sponsorship

**+125**

associations supported by Samsic

### Commitment

**+240**

solidarity and cultural events involving our collaborators

## Taking action for solidarity

Solidarity is in Samsic's DNA. Shared from the highest level of the Group to the teams in the field, this value is embodied in a host of initiatives that are as sincere as they are original.

### 750 kg of clothing for SOS Children's Villages

In September 2019, the Samsic Group and Samsic Airport organised a clothing and shoes drive for the benefit of the non-profit organisation SOS Children's Villages which provides assistance to children in need. At the airports of Paris Charles de Gaulle and Rennes, and at the headquarters in Cesson-Sévigné, more than 750 kg were collected. Samsic Airport would like to thank all its employees, as well as the partners Europe Handling Group of Charles de Gaulle Airport and the Société d'Exploitation des Aéroports de Rennes et Dinard.

### Samsic Mâcon supports 14 young jobseekers

When he took up his post in June 2019, **Franck Gregaud**, Head of the Samsic Emploi agency in Mâcon, met with the Local Mission. Since then, the agency has been participating in the European Youth Guarantee scheme, which helps young people enter the workforce. He now sponsors 14 young people by helping them achieve their career goals through group lessons and individual monitoring. He will also activate the Samsic network to help them in their job searches. Some have already registered with the agency.

### Saint Vincent de Paul Giving Tree: our Irish subsidiary donates Christmas presents!

In 2019, for Christmas, employees at the headquarters of Cagney Contract Cleaning, Samsic's Irish subsidiary, took part in the Saint Vincent de Paul Giving Tree in Dublin, a charity event organised by the company to help families in need. Everyone chose a Christmas gift tag indicating a person and age group, and bought a gift worth at least €10 for the child or adult on their tag. Their generosity made Christmas special for so many families!

### Global Heart Watch: action from the heart!

Samsic gives its financial support to Global Heart Watch, an association that works to prevent sudden death. In France, 40,000 people die every year from cardiac arrest, 30% of them at work. The association inaugurated its Pierre Blaise-La Main sur le Coeur information centre, "the concrete expression of our struggle," declared its founder, Gilbert Blaise. Global Heart Watch, in conjunction with workplace first responders, organises events at businesses to teach life-saving skills. At Samsic, the first event is planned for July 2020 with more than 500 people.





# Engagement

**“Community spirit and caring about one another : that’s the meaning of our solidarity partnerships”, says Eric Vallée Denoual, Manager of Sinfoni Development, in charge of events surrounding the Tour de France partnership.**

## What got you started in volunteer work at Samsic?

*I joined Samsic more than 20 years ago. Originally I was involved with **Carole Roulleau** for the development of the health activity withing Samsic Temporary Work Branch.*

*Very soon I decided to create “Merci pour eux”, an end-of-year toy-drive celebration for hospitalized children, where each employee can bring a present. Every year, “Merci pour eux” celebrations are organized in places where we operate. Each time, someone takes on the responsibility to manage communication relationships with the hospitals.*

*This action is very unifying: it brings together all our employees and clients who wish to participate. We collect up to 1,000 gifts a year in France and Switzerland.*

## Samsic is strongly committed to sports sponsorship. What is your role in this engagement?

*The Tour de France has always been a fun, popular event, which is totally in line with Samsic’s culture. Our customers as well as our employees and their children all get excited about the event.*

*So I came up with the idea of inviting our customers to the stages, in the town centre, at our employment agencies, so that they could meet the riders of our Arkéa-Samsic team. The event includes breakfast, departure of the caravan, departure of the riders, return to the agency, watching the stage and lunch. It takes a lot of organisation, but everyone is very happy to see the riders up close and personal!*

*Of course, the local press is always there.*

## What values does this partnership reflect?

*Family values of course, because family is in the genes of the group. All our customers bring their children. Family and community are the key words: we are part of the family, because we work in our customers’ communities.*

*The important thing is to spend time together and show that we care.*

## How do the customers, employees and partners view the company’s community engagement?

*Customers truly identify with the values conveyed by our engagement.*

*The employees are very proud. Everybody gets involved. Over the years, the momentum has grown stronger and stronger.*



**Éric Vallée Denoual** Manager of Sinfoni Development

## Contributing to local economic and cultural development

**Researchers, caregivers, associations: everyone contributes to the development of their region and the well-being of the residents. Samsic supports them, because for us, too, community and people are important.**



### ■ Samsic, partner of La Cravate Solidaire

Samsic took part in the clothes drive organised by La Cravate Solidaire, an association that collects and distributes business attire for jobseekers to wear to job interviews. What a great idea! 120 boxes of men’s and women’s suits, shoes and ties were collected from the major Samsic sites of La Défense and the regional management offices. The recipients can show up to job interviews confident that they are dressed appropriately.

### ■ Samsic partner of the “La Défense en Perspectives” Research Endowment

On 9 September 2019, the “La Défense en Perspectives” research endowment was launched, created by the Foundation of the University of Paris-Nanterre on “The Future of Global Business Districts”. Samsic is a partner.

The students will conduct field studies on issues such as the types of users, social and economic dynamics and sustainability, in connection with research on the future of work and the evolution of management modes. The programme is divided into three areas: “Evolutions and transformations of global business districts and the La Défense district”, “The territory of La Défense today, uses and representations”, “The territory of La Défense in the future and the work of tomorrow”. Local stakeholders, companies and researchers are mobilising their knowledge and expertise around this programme, which has societal and eco-responsible ambitions.

With a strong presence at La Défense and a desire to participate in research on the world of work and social responsibility, Samsic is committed to supporting this programme. Check back in 2022 for the final report.

### ■ Samsic partner of the Institut de Cancérologie de l’Ouest

On 4 February 2020, **Stéphanie Delamarre**, CSR Director at Samsic, inaugurated the Maison Juvénal Prevention & Wellness Centre of the Institut de Cancérologie de l’Ouest (ICO) in Saint-Herblain, in the presence of the Mayor, the Deputy Director of the establishment and the General Director of Samsic Santé, **Laila Cheurfi**. The ICO cancer institute in the Pays de la Loire region opened the centre in order to improve the quality of life of patients through non-medical activities: sophrology, hypnosis, acupuncture, beauty treatments, adapted physical activities, etc.

Samsic financed the equipment in the workshop room. A real plus for the patients.



# “Live together” Chair

In 2019, alongside professors from the Faculty of Law, the Rennes Institute of Management and Breton companies, Samsic made a three year commitment to the “Professional Harmony” Research Endowment of the Rennes 1 Foundation headed by Brigitte Feuillet-Liger. This project is in line with Samsic's major commitment to create a positive workplace culture.

**Research that drives Samsic's CSR policy.**

The objectives of the “Professional Harmony” Research Endowment of the Rennes 1 Foundation include understanding the global framework of diversity, welcoming and celebrating differences within the company and building a virtuous balance favouring individual and group performance. The Foundation acts as a liaison between the University of Rennes 1 and local businesses to promote innovation and the socio-economic development of the region.

Samsic supports this initiative because we strongly believe that work is no longer merely a source of income for employees, but contributes to their fulfilment and personal development. The purpose of this partnership is clearly in line with the group's CSR philosophy: to integrate diversity in order to contribute to collective performance and improve cohesion within the company.

**Two themes have been selected :**

“Differences within the company” and “The fight against illiteracy”.

With regard to the first theme, considering differences as an asset can help drive performance. For Samsic, the company must recognise a place for everyone and support everyone's professional development.

On the second theme, for Samsic, supporting people with literacy problems is increasingly becoming its corporate responsibility. In collaboration with the Regional Economic, Social and Environmental Council, the Endowment will undertake concrete actions on these subjects. Numerous events and studies are already planned, including a workshop by the Rennes 1 Foundation on “Digital Tech and Professional Harmony”, which will look at participatory online platforms as new tools for social relations within the company.

Plenty of food for thought for Samsic and our employees.

## CONCORDANCE TABLE

The CSR Report presents the initiatives and performance achieved during calendar year 2019. Samsic designed this non-financial report as a tool for achieving the social responsibility goals of the group, but also a tool for dialogue on continuous improvement of its overall performance. The previous report, published in March 2019, presented the data for 2018. The reporting cycle is annual. The CSR report is based on the Global Reporting Initiative version G4 (GRI G4) framework, the United Nations Global Compact, French Decree 2017-1265 of 9 August 2017, and ISO 26000, the international standards in the field of reporting and information. At the international level, GRI G4 provides the degree of transparency and consistency required to enable stakeholders to make informed decisions. The CSR Report 2019 is available in April 2020, in English and French. For questions about the report or its content, please contact us at the following address: [developpement.durable@samsic.fr](mailto:developpement.durable@samsic.fr)

CORPORATE SOCIAL RESPONSABILITY	PRINCIPLES OF THE GLOBAL COMPACT	GLOBAL REPORTING INITIATIVE G4	CSR REPORT PAGES	
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Thank you to all our Samsic collaborators, who, in their missions, bring CSR to life each and every day.

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