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TAKING ACTION FOR
THE ENVIRONMENT





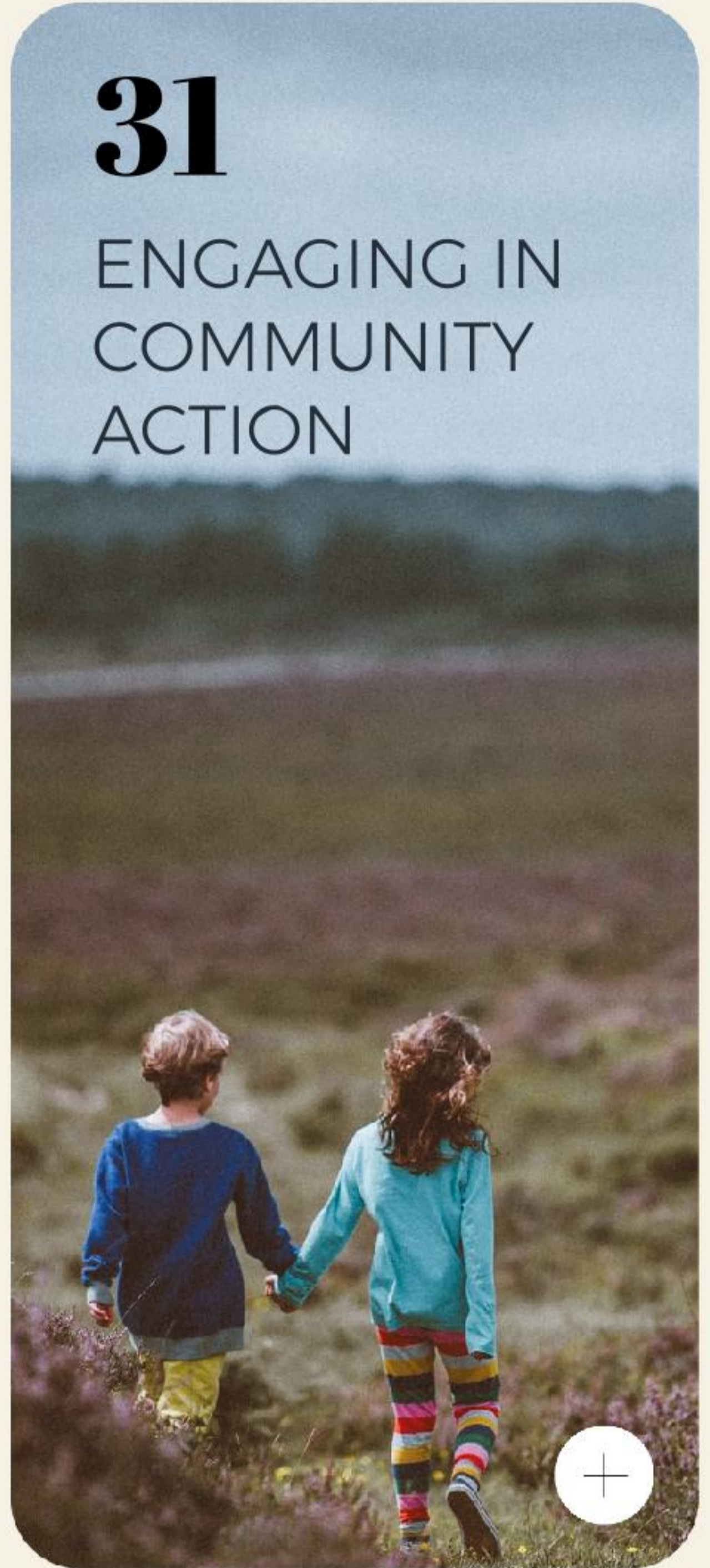
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STAYING
COMMITTED
DAILY



MANIFESTO

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

We have been
successful, innovative and independent
entrepreneurs since 1986.

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

We want
to come together around a common project
that makes us essential.

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

We want
to contribute to the well-being
and development of everyone, every day and
everywhere.



MANIFESTO CO-AUTHORED BY:

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

EDITORIAL

5

questions to

Thierry

GEFFROY

President of
Samsic Group

“

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

”

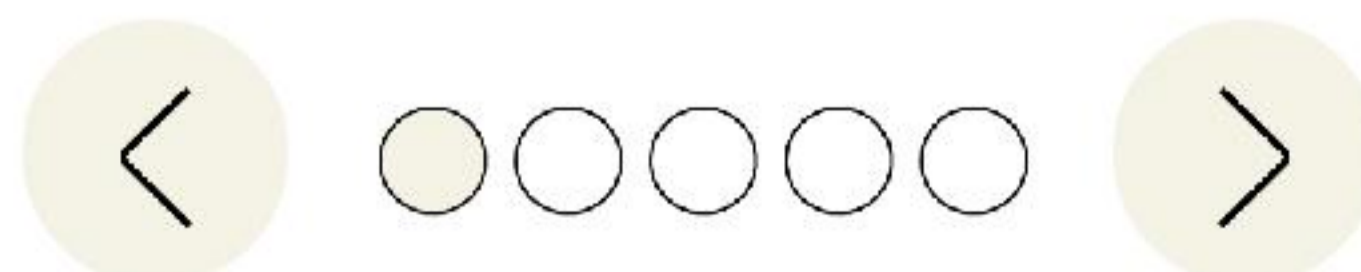
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WHAT HAS THE COVID-19 PANDEMIC CHANGED FOR THE GROUP?

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

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

We realized that the freedom to come and go, to meet up and spend time together was more important than we had imagined, especially when you manage 93,000 employees. But the biggest lesson we have learned from this crisis is that we need to be more mindful of our planet and stop all the harm we are doing. By protecting nature, we protect our health. These are not just good intentions. We plan to make this urgent issue a key component of our business strategy.



GROUP PROFILE

Samsic is an international business that provides daily services in living spaces and workplaces to ensure the comfort, well-being and peace of mind of the occupants and develop the professional skills of millions of people.

Through our 3 major areas of expertise:

Samsic Facility, Samsic HR and Samsic Airport, we deliver global service solutions that drive the performance of our clients by allowing them to fully concentrate on their core business.



SUSTAINABLE
PERFORMANCE

1,6 B
in revenue

450
agencies

68.000
employees



EMPOWERING
HUMAN
RESOURCES

€800 M
in revenue

380
agencies

20.000
employees



DELIVERING
AIRPORT
SUPPORT
SERVICES

€300 M
in revenue

29
airports

5.000
employees

**LEADER
IN INTEGRATED
SERVICES**

LOGISTICS

FACILITY
MANAGEMENT

TEMPORARY
STAFFING

GROUND
HANDLING

RECRUTMENT

FLEX
SERVICES

SOURCING

ENVIRONMENT

RECEPTION

PRM
ASSISTANCE

AIRPORT
SECURITY

SECURITY

TRAINING

HR
CONSULTANCY

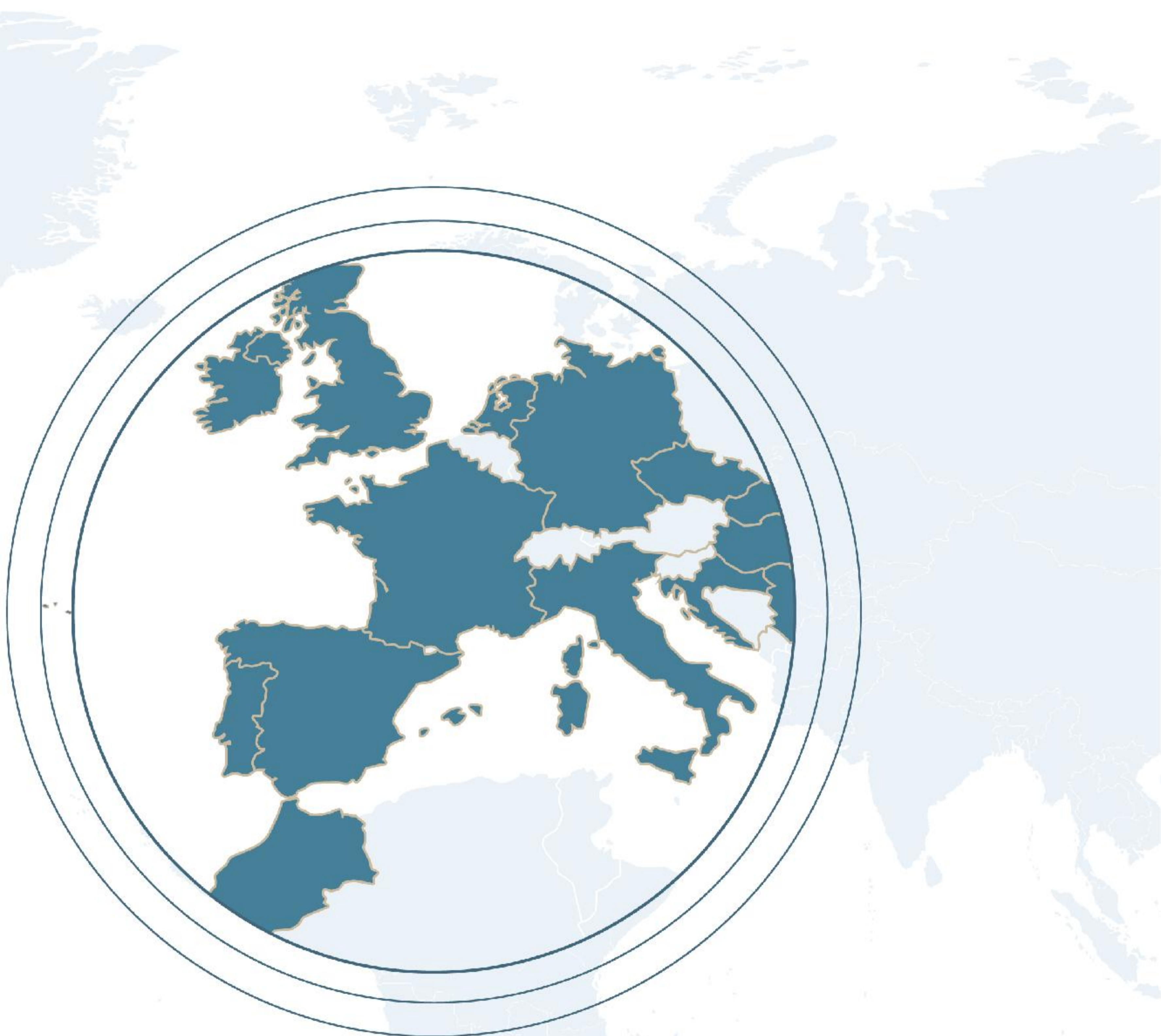
MULTI-
TECHNICAL

CLEANING

GROUP PROFILE



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



25
COUNTRIES



2,7 B
IN REVENUE



30.000
CLIENTS



93.000
EMPLOYEES

CSR STRATEGY

3

questions for
Stéphanie

DELAMARRE

CSR DIRECTOR

[READ THE INTERVIEW](#)



HELPING PROTECT
OUR ENVIRONMENT



EMPOWERING OUR HUMAN RESOURCES
AND DEVELOPING OUR TALENTS



PROVIDING A RESPONSIBLE
AND INNOVATIVE SERVICE



DEVELOPING A SUPPORTIVE
AND SUSTAINABLE SOCIETY



The key priorities for Samsic

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



SUSTAINABLE
DEVELOPMENT
GOALS



ACTING FOR THE ENVIRONMENT

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

77,78%

ECO-LABELLED
PRODUCTS

22,4%

REDUCTION IN AVERAGE FUEL
CONSUMPTION PER VEHICLE

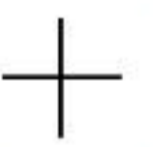
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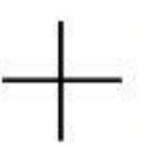
“Samsic Planet 2030”: an ambitious environmental program

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

“Samsic Planet 2030”:
commitments on 4 goals



Two strategic projects





Keolis Rennes: supporting mobility



Reconditioning cleaning equipment:
the sustainable Haltec solution

“

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

Jean-Philippe GAZZOLA,
DirectorOf Haltecc

”

READ MORE

Purchasing, a key component of Samsic Planet 2030

Purchasing plays a major eco-responsible role in the “Samsic Planet 2030” program. This is reflected in our new “Planet 2030” range, which offers innovative, environmentally-friendly solutions.

[READ MORE](#)

R2H2, the scalable platform



Created in 2018 in conjunction with the business unit teams, R2H2 is a platform for digitalizing HR processes. In 2020, a set of new modules was added that simplify relations, including electronic employment contracts, electronic employee records and electronic copies of interviews and performance reviews.

Le Duff: a very powerful Energy Performance Contract!



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



PROTECT HEALTH

The Covid-19 pandemic has shown that healthcare staff are frontline workers highly exposed to risks. Alongside the medical teams, Samsic's teams work with agility to guarantee safe conditions for patient care, in compliance with the most stringent hygiene protocols.

1.900

SAMSIC SANTÉ
EMPLOYEES

13.000

HOURS OF TRAINING ON
COVIDAT SAMSIC FACILITY

[READ MORE](#)



Samsic Santé: a division in the spotlight

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



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

“

“This period revealed the importance of the human dimension in our sector. The managers were always present alongside their teams, and the hospital medical staff and our hospital service agents worked hand in hand. The people felt empowered and were particularly dedicated to their work. Everyone was fully committed to serving the patients. We are extremely proud of our people and our business,”

”

Hakim Bentoumi
Samsic Agency Manager

[READ MORE](#)

Inditex: automatic
disinfection mode



SUPPORTING NEW BUSINESS PRACTICES

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

15.000

HOURS OF E-LEARNING
COURSES

1.500

PEOPLESWITCHED TO
TELEWORKING IN 48 HOURS

[READ MORE](#)

8 DECENT WORK AND
ECONOMIC GROWTH



9 INDUSTRY, INNOVATION
AND INFRASTRUCTURE



11 SUSTAINABLE CITIES
AND COMMUNITIES



Teleworking: from cybersecurity to new practices

During the first lockdown, with no experience in telework and with considerable risks in terms of cybersecurity, 1,500 people were connected to Samsic's information systems within 48 hours so that they could work from home.

[READ MORE](#)



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

“

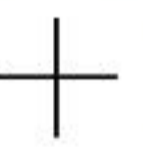
“Digital services should not replace humans, but rather complement them. This is the philosophy behind «Phygital», which promotes work-life balance and contributes to the local economy. This solution really makes sense today.”

”

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

[READ MORE](#)

Virtual technology for real-life
recruitment



E-learning: a great opportunity

In the first weeks of the pandemic, online training was deployed in all the Facility's activities In France. 150 virtual classes were organized, benefiting more than 800 people from all our business units.

[READ MORE](#)

The Whiz robot[®]: make way for human intelligence!

Samsic Facility is always looking for solutions that make our employees' work easier and improve their quality of life at work.



Nuclear power plants: keeping the virus out



Samsic Airport takes off in Canada



PROMOTING INCLUSION

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

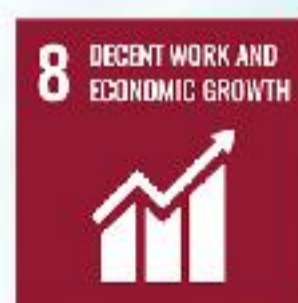
8,28 %

EMPLOYEES WITH
DISABILITIES GROUP-WIDE

58 %

FEMALE EMPLOYEES
GROUP-WIDE

[READ MORE](#)



Work-study apprenticeships: a win-win solution

Apprenticeship programs train young people and job-seekers for jobs that correspond to the Group's needs. We then support their career advancement with the company.

[READ MORE](#)

“

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

”

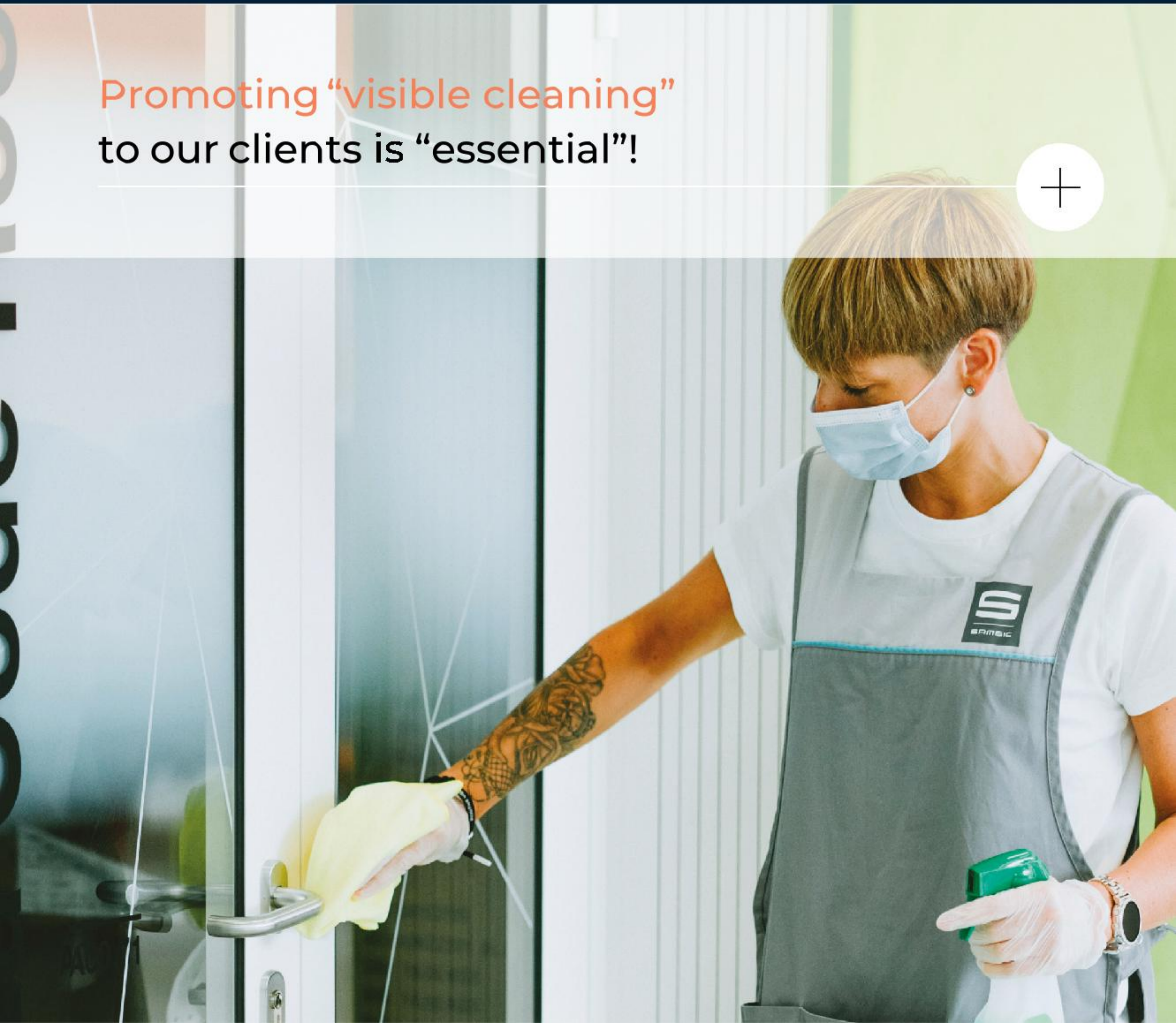
Ludovic GUYADER,
Samsic Security Apprentice

ABSKILL: Samsic's training commitment to improve youth employability



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

Promoting “visible cleaning” to our clients is “essential”!



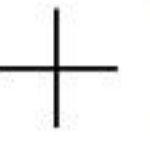
“We are Samsic”: our employer branding strategy

Communicating about our Group identity and promoting our culture is fundamental to attracting applicants and retaining employees. In 2020, Samsic decided to launch its employer brand by making the film “#wearesamsic”.

[READ MORE](#)



Samsic Airport: furloughing and training to prepare for the future



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



INVESTING IN SOLIDARITY

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

+ 125

ASSOCIATIONS SUPPORTED
BY SAMSIC

[READ MORE](#)



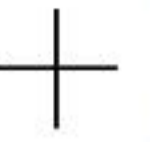
Samsic Santé: Never Ever Give Up, with the Sainte-Thérèse Breast Cancer Clinic!

For Pink October, the annual national breast cancer campaign, the Sainte-Thérèse clinic in Paris held an awareness day bringing together medical staff and patients.

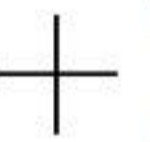
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Samsic Airport Nice mobilizes for the victims of Storm Alex



River Cleanup Skimmer: capturing floating litter



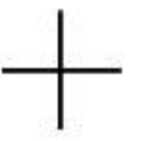
In Lebanon, Samsic APMR helps people with reduced mobility

In 2020, the terrible explosions in the port of Beirut added to the economic and health crisis in Lebanon. Residents experienced severe shortages, especially for wheelchairs. Aéroports de Paris and Samsic APMR Roissy and Nice, in collaboration with the non-profit NGO Arc en Ciel, mobilized to provide wheelchairs to the most disadvantaged populations.

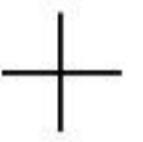
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Samsic supports the Entreprise
des Possibles Foundation



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



Samsic UK takes up
the “10 million steps for children” challenge



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



Jonathan KING,
Samsic UK CEO

READ MORE

INDICATORS

Empowering our human resources and developing our talents

58 % 

female employees
group-wide

8,280 % 

employees with disabilities
group-wide

507 

delegates
at Samsic RH

28 % 

employees over 45 years old
at Samsic Facility

26,33 

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

13,01 

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

968 

work-study apprentices
at Samsic France

122.000 

hours of training provided to
Samsic France employees

91,860 % 

of temporary workers
had no accidents in 2020

CONCORDANCE TABLE

Helping protect our environment



77,78 %

Eco-labelled products



22,4 %

Reduction in average fuel consumption per vehicle



20.852 m³

Water consumption at Samsic France



6.664 MHW

power consumption at Samsic France



85 %

Euro 6 vehicles



90

Electric vehicles



-13,24 %

Diesel combustion emissions

Certifications



ISO 9001
ISO 14 001
ISO 45 001

obtained by Samsic Facility

MASE

obtained by Samsic Facility & Samsic RH

CEFRI

obtained by Samsic Facility & Samsic RH



68/100

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

STAYING COMMITTED DAILY



The “CSR Meetings” challenge

The “CSR Meetings” challenge aims to co-build sustainable partnerships and environmentally-conscious commitments with our clients, by addressing societal issues.

[READ MORE](#)



Samsic reconciles digital development and reforestation

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

OUR DIGITAL ENVIRONMENT



| samsic.ie

| samsic.uk

| samsic.be

| samsic.fr

| samsic-emploi.fr

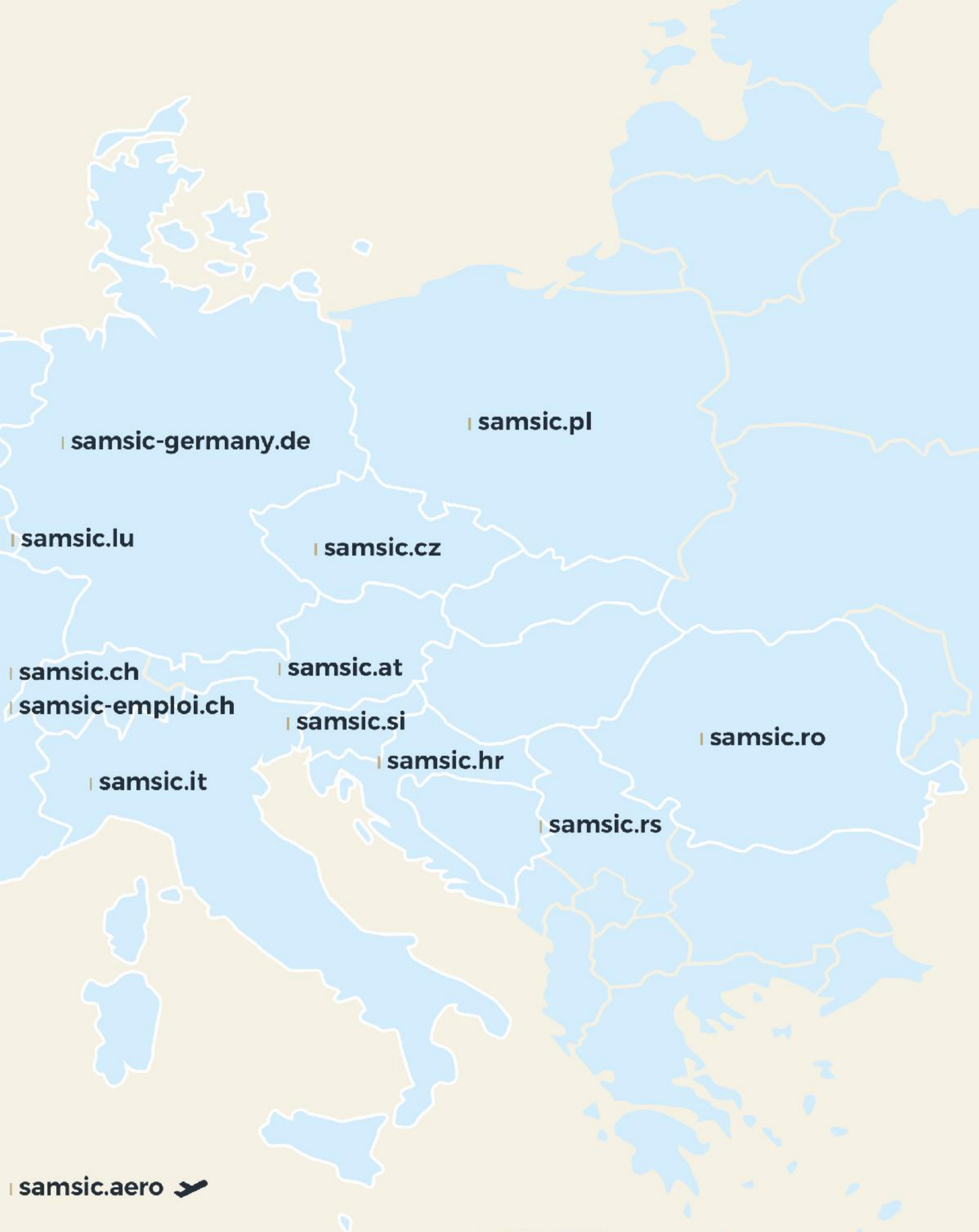
| samsic.pt

| samsic.es

| samsic.ma

In 2018, Samsic embarked on the redesign of our websites in order to present all of our European and global activities in a coherent manner.

Under the flagship corporate website samsic.com, each country where Samsic operates has a dedicated website, with its own specific content. Eventually, this ecosystem will comprise some twenty websites.



| samsic-germany.de

| samsic.pl

| samsic.lu

| samsic.cz

| samsic.ch

| samsic.at

| samsic-emploi.ch

| samsic.si

| samsic.hr

| samsic.ro

| samsic.it

| samsic.rs

| samsic.aero ✈

JOIN US
www.samsic.com



Acknowledgements

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



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