



So Well
Together

Planet 2030

Environmental
Protection

Employee Trust
and Engagement

Transparency, ethics
and compliance

↓
2025 CSR REPORT

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the environmental impact
of our services

ACCELERATING

the decarbonisation of our mobility
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ACTING

in support of the circular economy
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The Christian Roulleau Endowment Fund

Editorial

WE ARE LIVING IN A TIME OF PROFOUND CHANGE, rich in developments and challenges that transform our habits and overturn long-held beliefs.

“ We must reflect on our economic, social and environmental responsibilities.

To respond to challenges and build a sustainable future, we must together adapt our practices and work within and alongside these systemic changes, without going against our fundamental values.

2025 gave us the opportunity to confirm the effectiveness of our strategic vision, the quality of our drive toward client proximity, our operational excellence, and our focus on the women and men who build the Samsic Group every day.

Our trajectory clearly demonstrates our company's capacity to combine regional roots, growth and international reputation—all in dedicated service to our clients.



We must do our best with what is in our power, so that we can face with composure and serenity what lies beyond our control. The most difficult paths often lead to the most beautiful destinations.

But we must go further in identifying our challenges:

Ensuring the Group's continuity through a succession plan enables us to prepare and secure the future of the Group, as well as the continuity of our activities. It also serves to guarantee the transfer of our leadership and the continuation of our vision, our values, and our governance. Through a structured process, we can identify, train and support those who will take on tomorrow's strategic roles within our organisations and strengthen our commitments vis-à-vis our employees.

Accelerating our international development is one of the main drivers of sustainable growth, adapted to different market specificities. It enables us to strengthen and extend our presence in existing markets across every continent. Beyond gaining access to new business opportunities and growth drivers, it also enables us to acquire new expertise.

Building the future through the International Steering and Foresight Committee.

In the face of changes to come, this Committee acts as a genuine forum for strategic thinking, aimed at creating a more agile organisation. Composed of internal experts at national and international levels, it identifies and proposes new development perspectives to the Governance Board.



So Well Together

Thierry Geffroy

PRESIDENT

Consolidate our competitiveness and intensify our transformation. We must reinforce what differentiates us by creating sustainable value, while also supporting innovation and maintaining high standards. For this reason, the Group is working to establish an Innovation Lab: a collaborative space dedicated to creativity and to helping to stimulate future projects.

Simplifying and standardising our organisations and our processes. The first step is to identify our levers for optimisation. To achieve sustainable, well-managed growth, we must grow while bringing together our various structures and by harmonising our practices to bring about more streamlined ways of working.

We must also carry out long-term initiatives ethically that are guided by our five values: **high standards, ambition, proximity, commitment and diversity.**

Successes and ambitions:

- Supporting our client Paris-Charles de Gaulle Airport through the construction of a service station based on the use of hydrotreated vegetable oil.
- Supporting the career change projects of 1,130 people facing barriers to employment in the Italian region of Lombardy, 1,180 work-study students in France, and more...
- Awareness campaigns and planting of 67,826 trees across Europe and beyond through our Caring for Forests programme.

Above all, Samsic is a collective adventure—one based on initiative, creativity and enthusiasm.

I would like to thank our customers, partners and employees. Working alongside you is a source of pride, and a solid foundation from which to look to the future with optimism. ”

Samsic, the Group at a glance

Over the past 40 years, Samsic, a family-run company from Brittany in western France, has grown into an international leader in business services. Present across 27 countries, the Group has achieved sustainable and profitable growth while honouring the principles that shape its culture and actions. Guided by shared strategy and values, the Group's teams contribute to a future that respects the planet and its people.

4.1
€BN IN SALES

33,000
CLIENTS

100%
family-owned

155,000
EMPLOYEES

Our values

EXCELLENCE

We cultivate expertise and know-how to guarantee excellence.

AMBITION

We constantly evolve to grow and help others grow.

DIVERSITY

We value the richness of our professions, talents and territories.

COMMITMENT

We keep our promises and act with responsibility.

PROXIMITY

We stay close to our clients and our employees.

A Group in transformation



ECONOMIC GROWTH & COMPLIANCE



CLIMATE & BIODIVERSITY

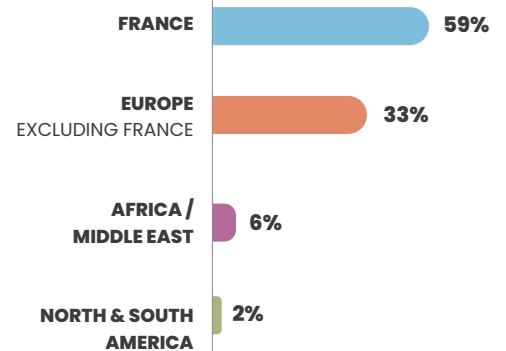


DIVERSITY, INCLUSION & WORK CONDITIONS



TECHNOLOGY & INNOVATION

Breakdown of workforce



Locations in 27 countries

| EUROPE

France : including French overseas territories*

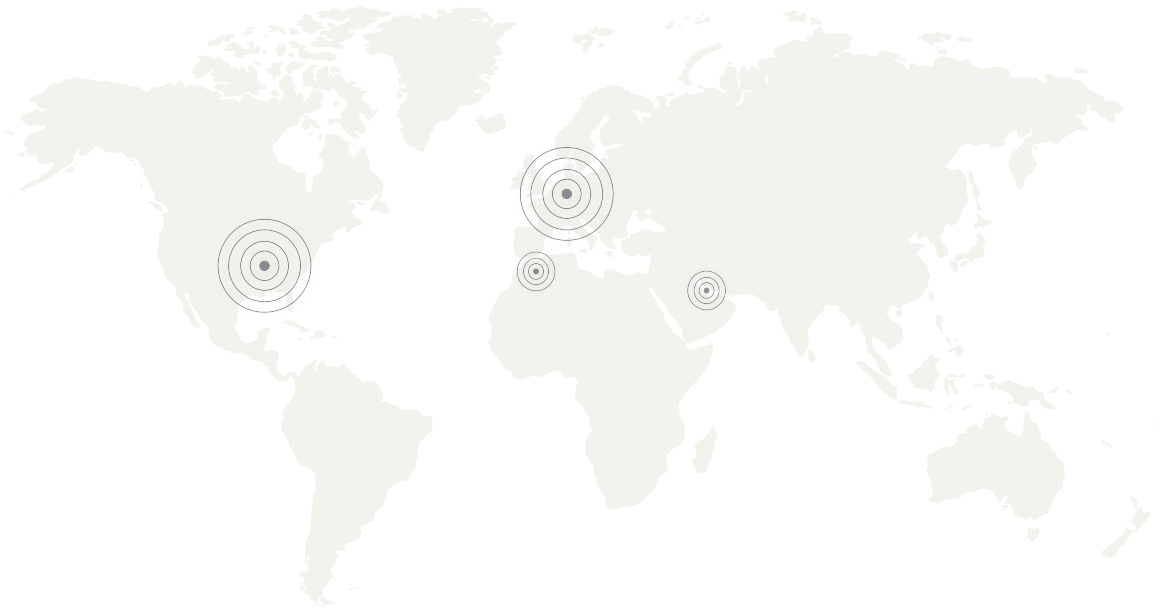
- Austria
- Belgium
- Bosnia-Herzegovina
- Bosnian Serb Republic
- Croatia
- Czechia
- Germany
- Hungary
- Ireland
- Italy
- Luxembourg
- Netherlands
- Poland
- Portugal
- Romania
- Serbia
- Slovakia
- Slovenia
- Spain
- Switzerland
- United Kingdom

| NORTH & SOUTH AMERICA

- Canada
- Dominican Republic
- United States

| AFRICA / MIDDLE EAST

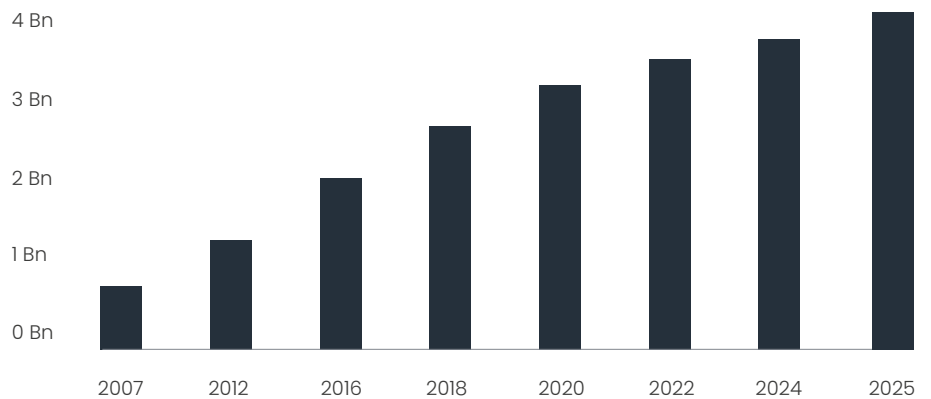
- Morocco
- Qatar



* French Guiana | Guadeloupe | Martinique | Reunion Island

Rapid growth

→ Turnover growth in billions of euros



Breakdown of sales by business line



SAMSIK FACILITY

- 48% | Cleaning & Multi-services
- 7.8% | Security & Reception

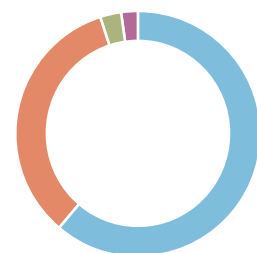
SAMSIK RH

- 32% | Temporary staffing
- 0.2% | Training

SAMSIK AIRPORT

- 5.7% | Assistance
- 4.4% | Security
- 1.9% | Mobility

Breakdown of sales by region



- 62% | France
- 34% | Europe: Excluding France
- 3% | North & South America
- 2% | Africa / Middle East

Samsic, organised into 3 divisions

The Group offers a range of complementary services that support organisations in managing their work environments, developing talent, and ensuring a safe and seamless traveller experience.



€2.37 BN
in sales

250
facilities

108,500
employees



€1.27 BN
in sales

510
agencies

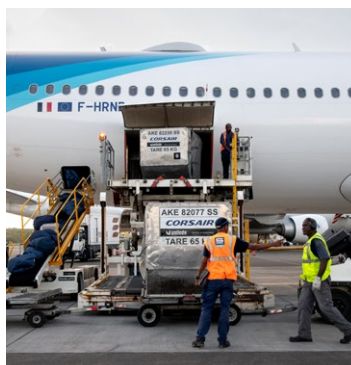
38,500
employees



€0.46 BN
in sales

33
airports

8,000
employees



2025 success and performance

SAMSIK FACILITY

EXPANSION, GROWTH AND PERFORMANCE

Our development has been driven both by our geographical expansion in France, Ireland and the Netherlands, and by the strengthening of our economic and extra-financial performance.

SAMSIK HR

AFFIRMING OUR UNIQUENESS

We have strengthened our position in high-impact niche sectors: medical and social services, catering, mass retail and professional integration.

SAMSIK AIRPORT

+20% INCREASE IN INTERNATIONAL AIRPORT SALES

Our North & South America expansion has opened up new avenues for growth and strengthened our presence in rapidly expanding international markets.

SAMSIC FACILITY

"TAKING ACTION IN ALL AREAS OF LIFE FOR THE COMFORT OF EVERYONE"

Our role

To support the management of services to simplify our clients' daily lives and optimise the user experience.

→ Our bespoke offers

Propreté | Cleaning | Security | Reception | Hospitality | Facility Management | Energy Management | Maintenance | Logistics | Green spaces

→ Our areas of business

Services & Third-party | Industry
Health | Energy & Environment
Logistics & Transport
Property | Retail & Distribution

SAMSIC HR

"SUPPORTING OUR CLIENTS IN MANAGING THEIR HUMAN RESOURCES, TO STRENGTHEN THEIR PERFORMANCE"

Our role

Understanding client expectations and talent aspirations in order to deliver bespoke recruitment solutions.

→ Our bespoke offers

Temporary recruitment, fixed-term contracts, permanent contracts, management & executive level | Hosted HR solutions | Paperless HR management | Digital solutions for the hotel and catering industry

→ Our areas of business

Industry | Transport & logistics
Services & third-party
Medical & health
Buildings & Public Works
Distribution & Commerce
Hotels & Catering
Airport & Aeronautics | IT & Telecoms

SAMSIC AIRPORT

"HELPING ENSURE TRAVELLERS' SAFETY AND PEACE OF MIND"

Our role

Support airport infrastructures and transport companies in simplifying and securing the passenger experience.

→ Our bespoke offers

Airport security | Airport assistance | Mobility | Transport | Reception | Training and flow management

→ Our areas of business

Airport infrastructure
Transport hubs | Airlines
Transport companies

Our governance model is based on the shared responsibility of all Group leadership across the organisation and in each country. This collective dynamic strengthens the Group's ability to meet challenges.

A shared governance driving action WITH IMPACT



GOVERNANCE BOARD

The **Governance Board**, chaired by Samsic founder Christian Roulleau, sets the Group's strategic direction and ensures its long-term continuity.



EXECUTIVE COMMITTEE

The **Executive Committee** implements the Group's strategy and steers its performance. It proposes and validates the Group's general policies and ensures the integration of CSR commitments and vigilance measures.

It acts to anticipate economic, social and environmental challenges to guarantee continuous development, aligned with Samsic's values and ambitions.



INTERNATIONAL STEERING AND FORESIGHT COMMITTEE

Created in 2025, the **International Steering and Forward Planning Committee** supports the Governance Board in defining the Group's long-term strategy.

Composed of experts, it analyses large societal trends to inform decisions on investment, innovation and risk management, with a view to sustainable development.

Parity

34%

of leadership positions held by women

GROUP Executive Committee



Thierry Geffroy
PRESIDENT OF
SAMSIC GROUP



Olivier Payen
PRESIDENT OF
SAMSIC FACILITY



Gilles Cavallari
PRESIDENT OF
SAMSIC HR



Christophe Busca
PRESIDENT OF
SAMSIC AIRPORT



Ludovic Le Gall
GROUP HR
DIRECTOR



Mélanie Ollivier
GROUP FINANCE
DIRECTOR



Olivier Colly
MANAGING DIRECTOR
RESPONSIBLE FOR
PURCHASING,
INFORMATION SYSTEMS,
DIGITAL AND INNOVATION



**Stéphanie
Delamarre**
GLOBAL HEAD
OF CSR SUSTAINABLE
DEVELOPMENT



**Laurent
Dolibeau**
GENERAL COUNSEL

INTERNATIONAL Steering and Foresight Committee



**Agnieszka
Stefanowska**
CEO, SAMSIC CEE



Hannah Cottam
CEO, SELICK
PARTNERSHIP UK



Dawn Hawkins
OPERATIONS
DIRECTOR, SAMSIC
FACILITY UK



Mirela Rusu
CEO, SAMSIC
ASSISTANCE, CANADA



Fany Lajus-Huguin
CEO, SAMSIC HR
SWITZERLAND



Isabelle Chiron
OPERATIONS DIRECTOR
EUROPE, SAMSIC
FACILITY

This Committee is led by the Group President, the three Division Presidents and six country representatives.

Act today, SUSTAIN TOMORROW



Stéphanie Delamarre

**SAMSI GROUP GLOBAL HEAD OF CSR
SUSTAINABLE DEVELOPMENT**

**GENERAL MANAGER OF THE
CHRISTIAN ROULLEAU ENDOWMENT FUND**

In a rapidly evolving economic, environmental and societal context, we choose action, not out of compliance but out of conviction. Regulations set the framework, but our responsibility is to go further in areas where our business activities can truly make a difference.

Transforming an organisation in a sustainable manner can't be done simply through declarations of intent or publicity stunts. It requires consistency, high standards and collective mobilisation. **Sustainable performance is built every day**, in our decisions, in our operations and in our ability to make concrete changes to our practices.

A structured—and recognised—transformation

The structural efforts we have made in recent years in terms of governance, the environment and social responsibility have been recognised: notably in improvements to our 2025 EcoVadis and Ethifinance ratings.

This transformation takes on a particular dimension in terms of our service businesses. It's happening in the field, with our clients and partners. To meet these expectations, we have redesigned our **sustainable development strategy around three clear pillars**, directly aligned with our clients' ESG trajectories.

A harmonised strategy, adapted to regional challenges

Our sustainability ambition is now translated into operational roadmaps for each division and country, structured around a set of **common standards**, aligned and consolidated at Group and **country levels**, and defined locally to respond to the specific challenges of each region.

With clear objectives, rigorously monitored indicators and enhanced management, **we measure in order to act, decide and advance in a fully transparent way**, in terms of both our societal commitments and our low-carbon trajectory.

Ensuring the reliability of our ESG data is a priority for 2026, which is why we are developing our internal processes and controls to make them more rigorous, while striving for efficiency and simplicity in data collection and processing.

| Ensuring our responsibility throughout the value chain

In 2025, we also deepened our ESG risk analysis and published our **vigilance plan**. Mitigation measures are shared within our international ESG committees to ensure global consistency and adaptation to local realities.

Our approach also extends to our entire value chain. We are strengthening our responsible purchasing policy, **intensifying dialogue with our suppliers** and developing innovative solutions that have been tested in the field, such as with Samsic Facility's Operations Engineering Department.

These concrete initiatives can help in many ways, such as reducing musculoskeletal disorders among employees, optimising energy consumption, and reducing water consumption in our services. This reflects our desire to have a lasting impact on our operations.

| A model that creates human and societal value

An essential element lies at the heart of our model: people. Rooted in local communities, our businesses create jobs and contribute to the smooth running of society and public and private organisations. The quality of our services is based on the commitment of our teams. **Economic performance and extra-financial performance are not mutually exclusive: they reinforce each other** when we put people at the centre.

In its first year of operation, the **Christian Roulleau "Élan du cœur" Endowment Fund** is a prime example of this: our social responsibility extends far beyond the scope of the company. By mobilising our subsidiaries' employees and stakeholders around projects that promote wellbeing and preserve life, we are transforming our commitments into concrete, positive actions that serve communities

S | Planet 2030



ENVIRONMENTAL PROTECTION

Contributing to the reduction of CO₂ emissions and adapting our activities to the challenges of climate.

REDUCING
the environmental impact of our services

ACCELERATING
the decarbonisation of our mobility and purchasing practices

ACTING
in support of the circular economy and waste reduction



EMPLOYEE TRUST AND ENGAGEMENT

Ensuring a safe, supportive and inclusive working environment for our employees.

DEVELOPING
a shared culture of health, safety and wellbeing at work

SUPPORTING
diversity and inclusion at the heart of our teams

NURTURING
the performance and development of our talent



TRANSPARENCY, ETHICS AND COMPLIANCE

Promoting sustainable practices throughout our value chain.

CARRYING OUT
our activities with integrity and vigilance

ENGAGING
our value chain in the development of sustainable practices

PROTECTING
our information systems and managing emerging risks

At the heart of our CSR GOVERNANCE



SUSTAINABLE DEVELOPMENT COMMITTEE

Headed by the Sustainable Development Director, the Committee makes recommendations according to the Group's ESG priorities and ensures they are integrated within the Group's strategy. It supports the Executive Committee by monitoring regulatory and societal developments, identifying key challenges, and proposing guidelines in line with the company's sustainable ambitions. It monitors the ESG performance within each country where the Group operates, using key indicators and ensuring the consistency of the initiatives undertaken.



CSR STEERING COMMITTEE – COUNTRIES AND TERRITORIES

These committees are managed locally and enable each country to define its roadmap and objectives. They measure the impact of the actions undertaken and adjust the trajectory to maintain a dynamic of continuous improvement.



CROSS-FUNCTIONAL ESG COMMITTEES*

Bringing together the various countries where the Group operates, multiple ESG committees oversee policy definition, process optimisation and the sharing of best practices. Their mission includes identifying impacts, risks and opportunities; defining indicators; and proposing objectives aligned with the Group's vision.



CSR LEADERS

As agents of sustainable transformation, they contribute to the implementation of CSR roadmaps in their region.



CARBON OFFICERS

As coordinators of the transition plan, they contribute to mitigation and adaptation actions in their area of operation.



COMPLIANCE OFFICERS

As experts in compliance, they ensure ethical business conduct and disseminate best practices.

* **Environment:** Climate change, Resource management, Pollution and waste
Diversity, Inclusion and Belonging: HR, Workplace safety and security, Diversity and inclusion
Ethics: Business conduct, Protection of personal data, Cybersecurity
Purchasing: Responsible purchasing, Supplier and subcontractor relations

CROSS perspectives



Tom Liottier
**QUALITY MANAGER
 MULTI MASTERS GROUP
 MEMBER OF PURCHASING
 ESG COMMITTEE**



Katarzyna Pudłowska
**MARKETING MANAGER
 SAMSIC FACILITY POLAND
 CSR LEADER &
 CARBON OFFICER**

What types of ESG projects have you worked on as part of the Committees?



In Belgium, I was already responding to ESG questionnaires from our main clients. So it was only natural that I took the initiative to lead the 'ESG Questionnaire' project for the assessment of our suppliers. Together with my colleagues in Italy and the United Kingdom, we designed an initial version. We then refined and validated it with the working group and the legal team. The aim was to cover all topics, with a particular focus on governance.

What benefits do you receive from your participation in the Group ESG Committees?



Being an active member of our Group's ESG Committees is an extremely rewarding experience that I am proud of.

It is a collaborative space where we work together to tackle major challenges: environmental protection, responsible purchasing, business ethics and diversity.

I find it particularly inspiring to contribute, collectively, to the implementation of new operating methods and the sharing of best practices within the Group.

Our performance and recognition



**United Nations
 Global Compact**

GLOBAL COMPACT

Since 2005, Samsic has been a Global Compact signatory, integrating the United Nations' ten major principles into the core of its strategy: human rights, compliance with international labour standards, environmental protection, and the fight against corruption.



ECOVADIS | 76/100

In 2025, The Group gained a total of seven point across the four evaluated themes to obtain a score of 76/100 and a silver medal.



CYBERVADIS | 806/1,000

The Group's rating confirms our ongoing commitment to cybersecurity and data protection, which help ensure the security of our activities and the trust of our stakeholders.



ETHIFINANCE | 69/100

With a 4-point improvement based on the new 2025 benchmark, Samsic has strengthened its ESG performance and secured more favourable financing terms, while reaffirming its commitment to continuous improvement.

People at the heart OF OUR MODEL

As a service company, human resources are our greatest asset. However, we know that the combined effect of declining fertility rates and waves of retirements between now and 2030 will create a skills shortage.

It is therefore more important than ever to attract talent, retain it and develop it within a safe and respectful working environment that promotes performance.

Our HR policy reflects the Group's DNA, which is built on a strong entrepreneurial culture and solid human values. Because we are an international Group, we adapt our HR practices to local contexts in consideration of the social, cultural and human realities of each country

Putting human rights and diversity at the heart of our model

We are committed to respecting and promoting human rights in our activities and our value chain. This is why we have created a Diversity, Inclusion and Belonging Committee, with contributors from different countries.

We believe that the diversity of our employees reflects that of our customers: it promotes complementary skills and a better understanding of our partners' challenges. In a model where the vast majority of our employees work with our customers, inclusion and a sense of belonging to the Samsic Group are essential.

Quality of life at work, health and safety: the foundations of sustainable performance

I am convinced that creating a safe environment where everyone can work in a spirit of mutual trust, dare to take initiative and express themselves, promotes individual and collective performance.

When employees feel good, they bring out their best. Social dialogue ensures that employees thrive in a favourable environment. It takes many different forms, whether through managerial actions—annual development reviews, social barometers, etc.—whistleblowing mechanisms, or employee representative bodies.



A conversation with the Group HR Director



Ludovic Le Gall

GROUP DIRECTOR OF HUMAN RESOURCES

Develop talents and empower each employee to take ownership of their career

The Group celebrates its 40th anniversary in 2026. Some employees will retire after having spent their entire careers at Samsic: passing on their knowledge is a major challenge. Identifying potential to "reveal talent" is another challenge, in a context where the roles and expectations of new generations are changing significantly.

Succession plans are the link between these two challenges: they guarantee both our business continuity and our performance. 2025 was the year in which we structured our approach through a comprehensive career management system, which will be improved and will continue from 2026 to 2030.

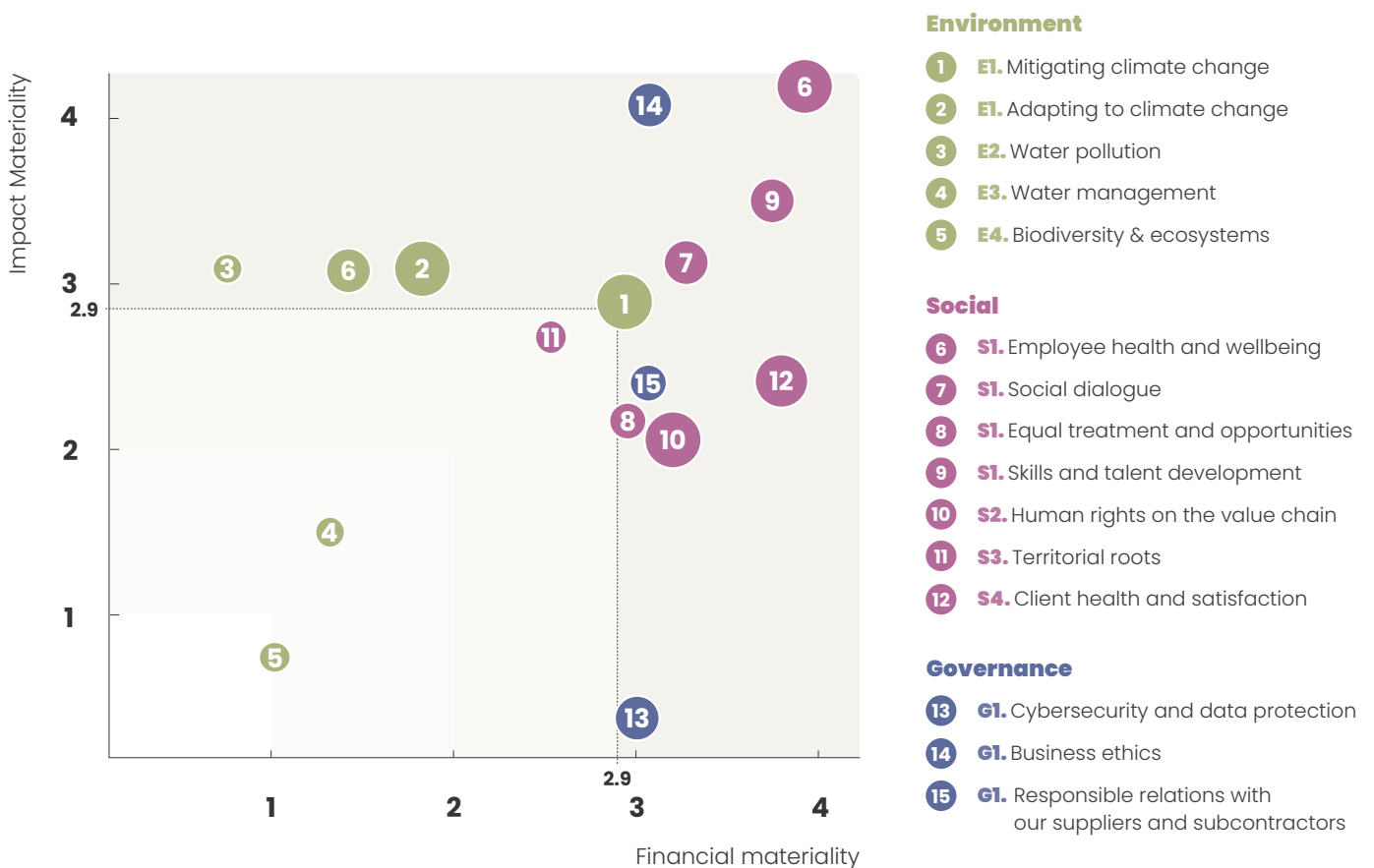


**When employees feel good,
they bring out their best.**

The dual materiality analysis enables us to assess our ESG factors from two complementary perspectives: how they impact our financial performance and, conversely, how our activities impact society and the environment.

THE FACTORS that shape our actions

This dual perspective guides our strategic priorities and structures our actions towards all our stakeholders: from the wellbeing of our employees to the experience of our customers and partners. The dual materiality analysis highlights the direct impact of extra-financial issues on our economic performance.



Environment

- 1 E1. Mitigating climate change
- 2 E1. Adapting to climate change
- 3 E2. Water pollution
- 4 E3. Water management
- 5 E4. Biodiversity & ecosystems

Social

- 6 S1. Employee health and wellbeing
- 7 S1. Social dialogue
- 8 S1. Equal treatment and opportunities
- 9 S1. Skills and talent development
- 10 S2. Human rights on the value chain
- 11 S3. Territorial roots
- 12 S4. Client health and satisfaction

Governance

- 13 G1. Cybersecurity and data protection
- 14 G1. Business ethics
- 15 G1. Responsible relations with our suppliers and subcontractors

Impact Materiality

1: Low | 2: Medium | 3: High | 4: Very high

Materiality threshold

2.9

Importance to stakeholders

○ Low ○ Medium ○ High

Climate hazards come with very real consequences: risks to the safety of our employees, business interruptions and loss of revenue. Faced with this reality, we are taking measures to adapt to climate change. Since 2025, for example, a project has been bringing together our Carbon Officers and business line representatives to adapt our operating methods and prepare for the future.



Contributing to the
reduction of CO₂
emissions
and **adapting**
our activities
to the challenges of
climate change

Reducing the
environmental impact
of our services

[P. 22](#)

Accelerating the
decarbonisation of our mobility
and purchasing practices

[P. 26](#)



↓
ENVIRONMENTAL PROTECTION

**Acting in support
of the circular economy
and waste reduction**

NEW AMBITIONS

on an international scale

Faced with increasingly intense climate events, non-state actors—beginning with private companies—are moving towards more operational sustainability commitments.

Over the past year, we have mobilised all our employees and our value chain around our CSR priorities. To translate this commitment into concrete results, we have focused our ambitions on clear and operational objectives, illustrating both our past actions and our roadmaps for the future.

Reducing our customers' environmental impact is a major lever for action. 88 Samsic Facility sites have benefited from an environmental study, enabling us to work with each customer to develop improvement plans tailored to their activities

→ Climate change mitigation

In 2025, two priority areas have structured the work we have carried out on the climate mitigation pillar, in line with the Samsic Planet 2030 Strategy.

#1: Reduction of carbon emissions

The Group's various countries and territories of operation are implementing its climate ambitions through their carbon roadmaps, tailored to their activities and development prospects.

These trajectories are managed by Carbon Officers and coordinated by the CSR Department to support the monitoring and reduction of emissions by 2030.

Mobility

Several concrete actions aim to reduce the environmental impact of business travel and commuting, including replacing the fleet with electric or hybrid vehicles and promoting soft mobility such as cycling and carpooling.



42%

of total carbon emissions

- **69.8%** | Commuting by operational staff
- **24.8%** | Business travel
- **3.2%** | Commuting by functional staff
- **2.2%** | Commuting by visitors

Waste

As in previous years, reducing waste remains a cross-functional priority, particularly in light of stricter regulations. Our efforts are focused on selecting eco-friendly solutions, such as concentrated products or products sold in bulk packaging, as well as training teams and identifying new recycling channels, the quantification of which remains a challenge.



Samsic Group's
carbon footprint in 2025*

SCOPE 1 AND 2

27,141

tCO₂e emitted**

-4% vs. 2024

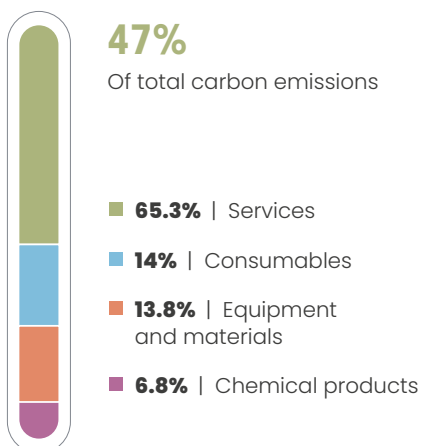
* GHG protocol methodology
** CO₂ equivalent

#2: Reliability of purchasing data

Purchasing

The CSR, Purchasing and Finance departments are joining forces to review our calculation methodology and strengthen control of our carbon footprint, in order to ensure greater data reliability. This approach involves suppliers, specialist consulting firms and country subsidiaries, with a view to improving the traceability and qualification of purchases.

This fundamental work addresses a strategic issue: **purchasing is a key driver for guiding customers towards more environmentally friendly solutions.**



→ Adapting to climate change

In 2025, the Group rolled out the second pillar of its transition plan:

Adapting to climate change. The challenge is threefold: limiting the already noticeable impacts of climate change, ensuring the company's long-term viability – particularly in terms of employee health and safety – and responding to an increasingly demanding regulatory framework.

This strategy involves anticipating changes, adapting operating methods and transforming certain services, thereby opening up new opportunities for us as climate issues become increasingly significant.

5 SUSTAINABLE DEVELOPMENT GOALS



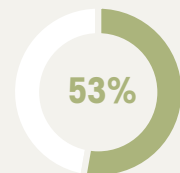
ESG indicators

9%

of our vehicle fleet is made up of rechargeable electric vehicles or hybrids

44%

of our cleaning services use eco-labelled products



of waste generated by our operations is diverted from landfill

See our ESG indicators table in the annex on p. 62

Reducing the environmental impact of our services

INITIATIVES

Aware of the impacts generated by our activities, we support our clients with high-quality services aligned with both their strategic priorities and their sustainability objectives.



1 question for...



Olivier Payen
PRESIDENT OF SAMSIK FACILITY

How do you adapt your offer to better respond to your clients' environmental challenges?

Each assignment is an opportunity for us to offer tailor-made solutions to help our clients reduce their environmental footprint. Thanks to operational innovation and digital tools, we optimise both the frequency of our service visits and our travel, thus reducing our impact. Our responsible service offerings set clear objectives: limiting water and chemical consumption, favouring energy-efficient equipment, and ensuring the wellbeing of all. Improving practices in the field is also essential: our teams, trained in eco-friendly actions and new responsible practices, transform every action into concrete and sustainable progress.

AN ENVIRONMENTAL CALCULATOR FOR DRIVING IMPACT



SWITZERLAND | SAMSIK FACILITY

To help clients achieve their social and environmental objectives, Samsic offers a tailor-made calculation assessing the impact of the cleaning services provided. In addition to the calculation itself, we use data analysis to structure an impact reduction approach and develop targeted improvement plans.

Samsic's impact assessment is based on a comprehensive methodology that considers all aspects of the cleaning process, from the choice of products and equipment to the frequency and type of cleaning.

Measuring impact

Our standardised, scientific and multi-criteria methodology was developed in partnership with O2m Conseil, a consulting firm specialising in environmental impact engineering.

4 OF 7 ENVIRONMENTAL INDICATORS MONITORED BY THE CALCULATOR IN THE MUSEUM

WATER

625

L/month

ENERGY

1

kWh/month

PRODUCTS

31

L/month

WASTE

6.0

kg/month

Focused on lifecycle analysis, this approach enables us to identify and quantify the physical flows of materials and energy associated with our activities throughout the lifecycle of our products.

Offering a competitive advantage to Geneva's Museum of Ethnography

The Geneva Museum of Ethnography is playing a part in the city's ambitious biodiversity and ecological transition policy. Its goal is to limit the negative impact of human activity on ecosystems.

Samsic has been providing cleaning services for the Museum since 2025, in a particularly demanding and diverse environment comprising heritage collections, a shop, a café and event spaces. Our ability to offer periodic environmental monitoring of the impact of our activities proved decisive in our selection as a service provider.

100%

of everyday cleaning products are eco-labelled: EU Ecolabel, Nordic Swan, Ecocert

80%

quality satisfaction rate during service



The calculator designed by Samsic allows us to accurately measure the environmental impact of our services and to develop improvement scenarios for our carbon footprint. This is a valuable operational decision-making tool for managing site assets and occupancy. The analysis enables us to implement a progress plan with the client.

Omar Cherkaoui

MANAGER QHSE & CSR LEADER FACILITY SWITZERLAND



REDUCING YOUR FOOTPRINT WITH CONCENTRATED PRODUCTS



FRANCE | SAMSIC FACILITY

Adopting the use of concentrated cleaning products generates multiple environmental benefits: reduced transport leading to lower CO₂ emissions; precise dosing, resulting in less waste; and less plastic packaging, which reduces waste. This optimises the entire supply chain without compromising service quality.

Styc' concentrated cleaning products: This range of ECOCERT-certified, ready-to-use cleaning products stands out for its ultra-precise dosing, compact format for easy storage, and recyclable packaging. The versatile Styc' line can be used on sanitary facilities, surfaces and floors.

KEY BENEFITS:

- Ideal for small areas
- Dilution in only 30 seconds
- Economical



By reducing the quantity of product used, we are also significantly improving our staff's working conditions, notably in preventing musculoskeletal disorders.

Christophe De Amorim
OPERATIONS MANAGER
AUVERGNE, FRANCE



-3,800 KG
of products
in 2025 vs 2024

REDUCING WATER USE IN RAILWAY CLEANING



FRANCE | SAMSIC AIRPORT

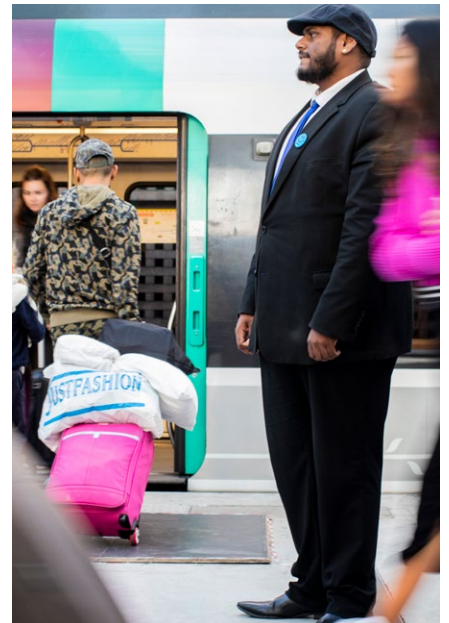
Samsic Transport in Ivry supports French rail transport operator RATP in the daily maintenance of its rolling stock on six metro lines. It provides complete interior and exterior cleaning in tunnels, on platforms and in terminals—all in a technically challenging environment with old infrastructure and limited access to water and electricity.

Aiming to reduce water consumption, Samsic trialled innovative protocols for cleaning trains on line 13. The trials, carried out in the cleaning area at Châtillon station, were conducted in an environment conducive to experimentation and monitored using a special measuring device.

Several other operational solutions were also implemented to meet water conservation challenges, including:

- installation of pressure reducers adapted to the constraints of the underground network
- the use of foam cannons, which limit water volumes while improving cleaning efficiency, particularly for cleaning the exteriors of installed wall art
- steam cleaning trials

All implemented solutions comply with RATP certification requirements in terms of health, safety and equipment protection.



-38%
of water conserved
in 3 years

- 2,452 m³ | In 2022
- 1,516 m³ | In 2025



SUSTAINABLE BIO-CLEANING FOR HEALTHCARE FACILITIES



FRANCE | SAMSIK FACILITY

The healthcare teams we support rely on Samsic's services to ensure optimal hygiene and control infectious risks within healthcare facilities. We work in demanding environments: dialysis units, outpatient wards, treatment and sampling rooms, radiology units, consultation rooms, operating theatres, Centralised Cytotoxic Reconstitution Unit, and more.

Bio-cleaning with water: a chemical-free solution

We use our environmental performance calculator at Paris Nord Parisien Hospital, with whom we have partnered for over 20 years. This tool enables our teams to measure the impact of our services and implement a targeted action plan to reduce the hospital's environmental footprint.

In this context, we have introduced a new generation of microfibre, compliant with chemical-free disinfection standards, which has transformed the way floors are cleaned with water.



Measurable benefits

- Enhanced health and safety thanks to the absence of chemical products
- Proven effectiveness: up to 99.9% of microorganisms captured through capillarity
- Surfaces and floors that maintain their natural shine
- Improved indoor air quality through the reduction of volatile organic compounds
- Environmental commitments met due to the use of recycled materials
- Better working conditions through simplified processes
- Reduced exposure to chemical risks

Performance and quality control

The system is based on quality control carried out in collaboration with the client, guaranteeing performance, safety and transparency.

HPNP HYGIENE COMPLIANCE RATE

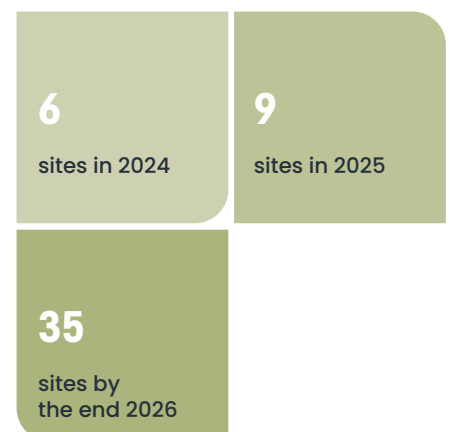


- **96.4%** | In 2023
- **96.9%** | In 2024
- **97.2%** | In 2025



An approach that is sustainable and scalable

THIS PIONEERING METHOD IS PROGRESSIVELY BEING ROLLED OUT



Accelerating the decarbonisation of our mobility and purchasing practices

INITIATIVES

Mobility is Samsic's main source of carbon emissions, followed by our purchases. These two levers shape our climate strategy to reduce the carbon impact of our activities, both at our sites and at our customers' premises.



1 question for...



Christophe Busca
PRESIDENT OF SAMSIC AIRPORT

How do you address mobility and sustainability challenges in airport operations?

To build a sustainable airport model, we support our clients in moving towards a clear decarbonisation pathway. Our actions focus primarily on reducing greenhouse gas emissions: electrification of ground operations, new energy solutions, sustainable mobility for our employees, and responsible purchasing are among the concrete levers we are deploying across all our sites. Beyond technology, our approach is also built around our people. Their wellbeing and safety, supported by a positive management philosophy and a strong commitment to training and local integration, are at the heart of our performance.





Our operations involve a lot of complexity, and we utilise equipment that is very technical in nature. But despite this, our priority is to make every ground operation more efficient and more environmentally responsible. By limiting our GSE footprint, we support our clients in achieving their own objectives: reduced carbon emissions and greater performance.

Siham Bounoua
QSE DIRECTOR
SAMSIĆ ASSISTANCE



DECARBONISING AIRPORT SERVICES



FRANCE | SAMSIĆ AIRPORT

Operating exclusively within airports, our main environmental impact stems from the carbon and energy footprint of our GSE*, which is required to handle aircraft arrivals and departures on the apron.

Our activities, which are essential to airport operations, incorporate an active emissions reduction policy. The goal: to support our clients in delivering on their own decarbonisation strategies.

- **Energy transition:** progressively making our fleet greener by adopting use of electric equipment and biofuels, and deploying a service station at the Paris-Charles-de-Gaulle airport that supplies biofuel
- **Circular economy:** bringing GSE maintenance in-house to ensure rigorous performance monitoring and extend equipment lifespan
- **Operational optimisation:** more intelligent planning of movements and rotations to curb energy consumption

24%

of Samsic Airport GSE is electric

69%

of fuel distributed at the Samsic service station at Paris-Charles de Gaulle Airport is biofuel

Principal GSE activities

POWER AND ENERGY SUPPLY

LOADING/UNLOADING

AIRPLANE MAINTENANCE AND SAFETY

PASSENGER SERVICES

* Ground Support Equipment

ELECTRIFYING THE FLEET OF RENNES SECURITY AGENTS: A STRUCTURING INITIATIVE



FRANCE | SAMSIC FACILITY

The Samsic Sécurité agency in Rennes is leading the way when it comes to fleet electrification. Security agents on staff benefit from electric vehicles in their duties, which include monitoring and protecting sites, property and people.

Begun in 2023, the project has been operational since 2025. As a symbol of decarbonised mobility, this fleet has enabled the agency to significantly reduce fuel costs while actively contributing to the Group's energy transition.

Wellbeing at work and accident prevention

The story goes beyond carbon savings. Security agents carrying out patrols have gained greater comfort at work, with safety footwear better suited to both their activities and driving. Eco-driving also encourages greater vigilance, reducing the risk of accidents in day-to-day operations.

166

electric vehicles in
the Samsic France fleet

46%

savings on maintenance
and operating costs for
the Rennes patrol fleet



Vehicles travel fewer kilometres, electricity costs less than fuel, and maintenance expenses have fallen dramatically.

Mickaël Carvenant
MANAGER OF THE SAMSIC SECURITY
AGENCY IN RENNES, FRANCE



Advancing through testing

Thanks to this pilot project, the sixteen other Sécurité agencies in France can now draw on the Rennes agency's expertise, as well as the Group's support functions: vehicle selection, installation of charging stations, organisation of patrol routes, and training patrol officers in electric driving.

The system is now ready to be deployed both within agencies and for clients who call on us to support the decarbonisation of their activities in tender processes.

10 tCO₂e

emissions avoided by replacing
5 diesel cars with 5 electric
vehicles driving an average of
27,000 km per year



MANAGING AN ELECTRIC VEHICLE FLEET



IRELAND | SAMSIIC FACILITY

Teams in Ireland prioritise regular vehicle maintenance to extend their fleet's lifespan. To govern use, they have put policies in place concerning access to workplace charging stations, home installation, and reimbursement arrangements. Allocation of electric vehicles is based on daily mileage and the feasibility of installing a home charging station.

23%

of the Samsic Facility Ireland fleet is composed of rechargeable electric or hybrid vehicles



PEOPLE AND CHALLENGES: MOBILITY IN OUR TEMPORARY EMPLOYMENT AGENCIES



FRANCE | SAMSIIC RH

Our on-site employment agencies, Samsic Indoors, provide a comprehensive and tailored HR solution for managing temporary workers. We support our clients in strengthening their attractiveness in order to respond effectively to their strategic challenges.

Mobility and access to employment: a major social challenge

Commuting represents a significant source of CO₂e emissions, but it also represents a major social challenge.

In areas that are underserved by public transport, access to employment may be limited. This creates inequalities in opportunities and recruitment challenges for our clients:

- Low number of applications
- Longer recruitment timeframes
- Candidates discouraged by long, costly or restrictive commutes

380

employment agencies, including 65 Samsic Indoors

Giving voice to mobility

To build loyalty among temporary workers, our HR teams organise 15-minute "mobility moments" every three months during break times. The aim is to put concrete initiatives into effect in support of employees facing mobility challenges.

Carpooling: a practical solution

A major priority for Samsic HR is to support our clients through tailored mobility solutions. With this ambition in mind, we test pilot initiatives before rolling them out nationwide.

At a client site in Lanfains, our teams are implementing a tailored carpooling solution:

- Assessing existing on-site mobility options
- Study on the implementation of a phone-based carpooling platform with Ehop

**SAMSIIC INDOORS
AGENCY LANFAINS**

47%

of temporary workers would like to use a carpooling solution

SUSTAINABLE MOBILITY: TESTING AND STRUCTURING OUR ACTIONS



FRANCE | SAMSIC GROUPE

To promote low-carbon mobility development, the Group established an Employer Mobility Plan in 2023 at the Rennes headquarters, before rolling it out nationally.

At our headquarters, we implemented a series of measures to support commuting and reduce the share of employees driving alone. These measures are now available on a dedicated mobility platform. They include information on infrastructure, partnerships, testimonials and more.

Thanks to this action plan, the headquarters was awarded “silver” status by Rennes Métropole, enabling employees to benefit from preferential rates on the Rennes public transport network.



37,848 KM

of carpooling in Rennes in 2025

46,000 KM

cycled in France in 2025 – a 200% increase vs 2024



The Mobil'Employeur label strengthens our credibility, puts a spotlight on our initiatives, and encourages us to keep improving.

Tristan Crossman
CLIMATE PROJECT MANAGER



SHAPING MOBILITY

SAMSIC GROUPE

Mobility is a key way to reduce our CO₂ emissions. To support a transition in commuting habits, we launched an awareness programme for employees. By promoting sustainable alternatives for home-to-work travel, we encourage the behavioural changes needed. Testing the Blablacar Daily carpooling platform in Rennes and organising regular cycling challenges in several countries illustrate this commitment and help shape the Group's mobility policy.



5

countries participated in the “Bike in May” challenge

12,793 KM

cycled in France during the challenge, helping reduce emissions by 2,500 kgCO₂e

Acting in support of the circular economy and waste reduction

INITIATIVES

Samsic implements responsible waste management to limit its environmental footprint. By reducing CO₂ emissions linked to waste incineration and landfill, we help combat climate change alongside our clients. The 5R principles—refuse, reduce, reuse, repurpose and recycle—increasingly guide our practices

JPC BY SAMSIK, A PARTNER IN WASTE MANAGEMENT PERFORMANCE



UK | SAMSIK FACILITY

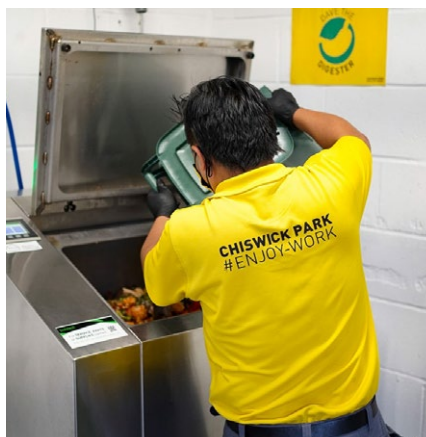
For the past two years, JPC by Samsic has continuously improved recycling performance at Chiswick Park, a London business campus where we provide cleaning and waste management services.

Several years of cooperation have resulted in DIY workshops and technical demonstrations, allowing participants to learn simple and practical tips to help care for the environment and keep their homes clean.

Roadmap and trajectory

At the end of 2023, JPC by Samsic strengthened its Waste & Recycling strategy at Chiswick Park, establishing a three-pillar roadmap: waste reduction, sorting improvement at the source, and an increase in recycling rates.

A dedicated manager, assigned to the client contract, oversees daily waste operations. Their role is to optimise processes, analyse data and encourage behavioural change through regular monitoring, reporting and on-site initiatives.



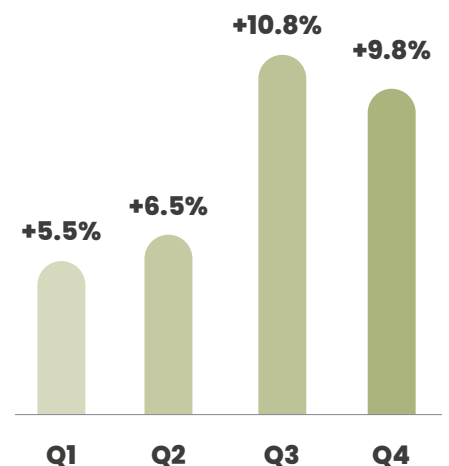
Innovation and operational processes

A campus-wide management programme was launched in 2025 to recover food waste. It includes distributing individual bins to tenant companies, on-site treatment through an anaerobic digester, and regular collections.

Waste flows are tracked using barcode-labelled bins assigned to each company, ensuring full traceability of recycling rates.

At the same time, NANDO AI, a dedicated AI assistant, guides users in real time in identifying and sorting waste.

2025 CAMPUS RECYCLING RATES VS 2024



Q: quarter

-25%
less residual waste volume produced compared to 2024

OUR TEAMS' AWARENESS AND EDUCATIONAL INITIATIVES

SAMSIC FACILITY

Our cleaning staff work every day to make workplaces cleaner, healthier and safer. Waste management is supported by a tailored action plan designed to ensure service quality and the achievement of targets. During awareness events, we encourage our clients' employees to participate to help them better understand and apply sorting practices. These initiatives, often assessed during QSE audits, contribute to improving compliance and the safety of operational processes.

- ZERO plastic objective at the Crédit Agricole SQY PARK Campus
→ France

A collective initiative to strengthen everyday eco-friendly habits: fun challenges and the introduction of compostable bags.

- European Waste Reduction Week at Altice Group
→ France

As part of Altice's initiative to raise employee awareness about waste sorting and its positive impacts, Samsic employees led sessions explaining advanced sorting practices to maximise waste recovery.

- GreenDay idea lab at JLL
→ Poland

Resulting from several years of collaboration, this event was organised around workshops and technology demonstrations that taught participants simple, practical and reproducible actions.



EXTENDING EQUIPMENT LIFESPAN

DOMINICAN REPUBLIC,
CANADA, REUNION ISLAND |
SAMSIC AIRPORT

Rather than replacing our runway equipment, our technicians carry out a complete and certified refurbishment: replacing damaged parts, restoring mechanical and electrical systems, and making aesthetic renovations. Each unit is assessed to ensure compliance with safety and performance standards.

This approach extends the lifespan of equipment while reducing costs by up to 70% compared with purchasing new equipment.

GIVING WORKWEAR A SECOND LIFE



FRANCE | SAMSIK FACILITY

Used garments are integrated into a material recycling stream, ensuring full traceability and flow reporting. 984 kg of clothing from the former Samsic Propreté collection were recycled through the Objectif 2^e Vie (Objective: 2nd Life) programme run by our partner Molinel. 920 kg have already been turned into high-performance insulation, contributing to a circular economy approach and the reduction of textile waste.

This practice is becoming more widespread: protective equipment used in the food industry is collected with Protecthom, while Cepovett does the same with security agents' uniforms.



984 KG
of garments collected

920 KG
of garments recycled

RESCUED DONATIONS



FRANCE | SAMSIK AIRPORT

Items confiscated by our teams at security checkpoints are diverted from destruction. They are sorted and then donated to French food charity Restos du Cœur, as part of a partnership established by our clients.

Our security teams coordinate with volunteers to supply several local aid centres. This initiative has been rolled out in the airports of Rennes, Nice Côte d'Azur, Paris Groupe ADP and Nantes Atlantique.

7 TONNES
of LAGs* redistributed
by Samsic at Nantes
Atlantique Airport

* Liquids, aerosols and gels






Ensuring a **safe,** **supportive** and **inclusive** working environment for our employees

Developing a shared
culture of health, safety
and wellbeing at work

[P. 38](#)

Supporting diversity
and inclusion at the heart
of our teams

[P. 43](#)

A person is shown in profile on the left side of the page, looking out a large window with a grid pattern. The background is a blurred view of an office or building exterior. The right side of the page is a solid pink color.

↓
**EMPLOYEE TRUST
AND ENGAGEMENT**

**Nurturing the performance
and development
of our talent**

P.47

A SOCIAL POLICY

close to our people

In a transforming labour market, marked by challenges related to attractiveness and skills renewal, the Samsic Group places people at the heart of its corporate social responsibility strategy.

The diversity of our professions, work environments and employee profiles demands that we take a structured approach. It must be based on health and safety prevention, offer support and talent development, and it must do this in line with operational requirements and our clients' expectations.

Our social policy calls for the deployment of clear methods—analysing risk, dialoguing with our partners, and adapting our measures to operational realities—as close as possible to the field. It aims to create the conditions for lasting employee engagement while ensuring quality and continuity of service. Structured governance, supported by monitoring indicators, makes it possible to assess the effectiveness of our implemented actions and to define priorities.

→ Our social priorities

Samsic has defined three priorities for its teams:

- **Workplace safety and wellbeing:** developing a culture of prevention, training and empowering everyone to reduce accidents and improve working conditions
- **Diversity and inclusion:** promoting access to employment, equal opportunities and the integration of people with disabilities or those facing barriers to employment
- **Talent development:** supporting training, knowledge transfer and career path development in order to anticipate changes in professions and sustain our expertise

→ Our values and mindset

At Samsic, our employer value proposition is built around five key strengths identified by our employees: humility, friendliness, trust, development and dynamism.

These strengths did not emerge from a “ready-made” message: they arose naturally during workshops held in 2024. They reflect a shared foundation aligned with what our employees experience every day.

This promise expresses our human and managerial priorities, as well as the way we want to move forward with all our teams, in France and internationally. It does not establish rigid rules but serves as a compass to guide our HR decisions, harmonise our management practices, and give meaning to our actions in the field.





THE STRENGTHS OF OUR EMPLOYER VALUE PROPOSITION

HUMILITY

Our teams work with humility and simplicity.

FRIENDLINESS

We cultivate a strong sense of community.

TRUST

We build trust and empower people quickly, regardless of their role.

DEVELOPMENT

We invest in the development of our employees' skills and careers.

DYNAMISM

Our employees are part of an entrepreneurial adventure, and as such contribute to the Group's growth.

→ **Career management**

The Samsic Group develops talent and supports each employee in building their professional path. At the heart of this approach lies the transfer of knowledge, identification of potential strengths, and the anticipation of career path changes.

Structured around succession planning, these levers ensure business continuity and sustainable long-term performance across all our activities.

5 SUSTAINABLE DEVELOPMENT GOALS



ESG indicators

52%

Female workforce

17

Full-time equivalent hours of training for each employee

27.26

Workplace accident frequency rate

1.73

Workplace accident severity rate

9.59

France employment rate of people with disabilities

See our ESG indicators table in the appendix, p. 62.

Developing a shared culture of health, safety and wellbeing at work

INITIATIVES

Our employees' wellbeing and safety are the key to our performance. We put our women and men at the heart of our strategy, to maintain a work environment that is safe, fulfilling and conducive to collective success.



1 question for...



Gilles Cavallari
PRESIDENT OF SAMSIK HR

How does your commitment to workplace safety differentiate you in the labour market?

Ensuring workplace safety is far more than a regulatory obligation for me; it is a means for shaping a business model that respects the people who make it work.

At Samsic HR, our field teams—across all activities and territories—protect our employees. Alongside—and for—our clients, they reinvent systems that make the necessary possible. Every training session, every new assignment and every safety briefing contribute to the creation of teams that are engaged—and missions that bring success. Championing this value means making safety a driver of wellbeing, performance and, quite simply, a fairer society.

PREVENTION AND SAFETY FOR OUR TEMPORARY WORKERS



FRANCE | SAMCIC HR

Our Risk Prevention & Safety department supports both permanent and temporary employees and works closely with our clients on all workplace health and safety matters. We develop dedicated prevention tools such as safety alerts, toolbox talks, awareness sessions and accident analyses, while ensuring that employees remain protected throughout their professional journey.

On-the-ground commitment with Ulogistique

Our agencies play a vital operational role. The Samsic HR agency in Fontenay-le-Comte, for example, works directly with temporary workers at Ulogistique, notably through the “Field Safety Visit” initiative.

These visits make it possible to observe work practices, discuss good safety habits, identify areas for improvement, and highlight the quality of the work being carried out.

A FULLY ENGAGED TOP MANAGEMENT TEAM: THE CORNERSTONE OF OUR SAFETY CULTURE



SWITZERLAND | SAMCIC FACILITY

Developing a strong and shared safety culture has always been a key priority for Samsic teams.

+15%

of temporary workers on the site have taken part in safety awareness initiatives



Tailored initiatives

Safety awareness activities complement this approach. Two days are dedicated to focusing on risk prevention. The first takes place during periods of extreme heat, while the second aims to raise students’ awareness of healthy lifestyle practices.

Samsic HR collaborated with FASTT, the French social action fund for temporary workers on awareness campaigns around addictive behaviours. These were carried out among the day, afternoon and—for the first time—night-shift teams. All temporary and permanent employees participated. These initiatives illustrate a committed and supportive prevention approach firmly rooted in operational reality.

These initiatives strengthen employee safety while supporting the sustainable performance we share with our clients.



MEILLEURE ENSEIGNE DE TRAVAIL TEMPORAIRE*

7.62/10

* France’s Capital magazine recognised our commitment in 2025, naming us the “Best Temporary Work Brand.”



Prevention is built, first and foremost, in the field alongside sites and agencies. Working closely with Ulogistique, we support teams in consistently reducing workplace accidents. For the past three years, systematic analysis of incidents, regular exchanges between departments, and targeted actions addressing major risks have produced tangible results, with a gradual decline in accidents and incidents

Clarisse Guidotti

PREVENTION & SAFETY CONSULTANT, SAMCIC HR



Strategic immersion for senior management

In Switzerland, teams organised an immersion day for senior management at a client site. Executives are often less exposed to operational realities, so this event gave them the opportunity to observe best practices in the field and identify ways to better support employees. Topics included fall prevention, musculoskeletal disorder risks, fire hazards, chemical exposure risks, evacuation procedures, and more.

At Samsic, safety is not just a regulatory requirement: it guides our decisions in order to sustainably protect the women and men in their daily operations.



By visiting our sites, observing our working methods, and speaking with teams on the ground, we reinforce our safety approach and demonstrate our strategic priority of protecting employees.

Arnaud Alriquet

CEO OF SAMCIC FACILITY SWITZERLAND



DAYTIME WORK: SOCIAL AND COMMERCIAL ASPECTS



FRANCE | SAMSIK FACILITY

Traditionally, cleaning services take place early in the morning or at the end of the day. While this way of working meets operational needs, it can create constraints for both our employees and our clients. After reflecting on this issue, Samsic Facility has been encouraging daytime working, where its employees work alongside building occupants.

Monitored cleaning services

Daytime work enables our cleaning staff to operate in the presence of residents or users. Managers can thus supervise teams in real time and ensure optimal coordination.

81%

of clients surveyed report that daytime work provides better alignment between the service delivered and their expectations according to a survey for Le Monde de la Propreté in 2019, conducted by the French BVA Group polling institute

64%

of Samsic Facility cleaning staff in France are assigned to daytime services



Feedback has been very positive: teams appreciate their new schedule, which offers a better balance between professional and personal life. Our clients highlight the responsiveness and quality of the cleaning, with continuous on-site presence in the event of unexpected needs. No client who has adopted this approach has asked to go back to the previous system. I'm convinced of its effectiveness and now recommend it to all our clients and prospects, with dedicated support and tailored scheduling.

Christine Hubert

**SITE DIRECTOR, SAMSIK FACILITY
LE MANS, FRANCE**



Improved working conditions

Working during the day improves employee wellbeing: it reduces isolation by creating social interaction with building users, increases recognition, and offers schedules that are compatible with family and social life.

A positive environmental impact

Ending night work reduces energy consumption, encourages the use of public transport, and limits greenhouse gas emissions. It therefore represents a concrete action supporting our clients in their CSR initiatives.

STOP MOBB: PREVENTING WORKPLACE HARASSMENT



POLAND | SAMSIK FACILITY

Samsic Poland and the Ajkum Foundation have joined STOP MOBB, a collective that provides support and mutual assistance in the fight against workplace harassment and discrimination.

This initiative enables the creation and sharing of preventive tools to help employees and employers effectively implement internal policies to combat workplace harassment.

LISTENING THROUGH ACTION: OUR TEMPORARY EMPLOYEES COMPLETE A SATISFACTION SURVEY



FRANCE | SAMSIK HR

In a context of labour market tensions and increasing service-quality expectations, we view listening to our temporary workers as a priority. In May 2025, Samsic HR began rolling out a digital satisfaction survey at the end of each assignment. This tool gathers direct feedback on working conditions, onboarding, organisation of assignments, and relationships with managers. It helps us quickly identify areas of concern and adjust our practices.

This approach also helps improve the rate at which temporary workers come back to take on new assignments. It serves to strengthen their loyalty, while it reinforces trust with our clients.

4.6/5

Recommendation score for Samsic HR among temporary workers

These results reflect high satisfaction among respondents. We must expand survey participation, however, as this remains an area for improvement if we hope to strengthen representativeness and refine analysis in future survey rounds. Nevertheless, this score illustrates the tangible impact of our initiatives toward improving the temporary worker experience.



SHINING A LIGHT ON OUR EMPLOYEES' WORK



FRANCE | SAMSIK FACILITY

At the EDF Tricastin site, our client led an awareness campaign which highlighted the essential role of our logistics staff, whose work—often invisible—supports the smooth functioning of all activities.

In response to incivility linked to excessive soiling, the initiative reaffirms our commitment to recognising and valuing our teams while promoting a respectful work environment. Respect for the premises begins with respect for the teams who maintain them.

EQUIPMENT CONCEIVED FOR THE PEOPLE WHO USE IT

Our sustainable performance is built with and for our employees. Beyond their economic dimension, our equipment purchases also help shape the experience of our teams.



SPAIN | SAMSIK FACILITY

A bracelet that protects

In the face of climate change, we have a responsibility to anticipate new safety challenges. Recognising that our teams who work outdoors can be exposed to extreme conditions, we tested smart connected bracelets. These tools alert employees before heat becomes a risk, so they can adapt their work accordingly in real time.

The result: employees feel more comfortable speaking about how they feel, and they hydrate more regularly. We plan on taking things further. Building on this technology upgrade, we plan to schedule training campaigns on hydration. And we are looking at ways to adapt tasks and schedules during heatwaves to maintain the quality of our services.



I suffered heatstroke at a time when I felt invulnerable. Wearing the bracelet reassures me, because the company is putting monitoring measures in place to prevent future incidents.

Juan Yeray
CLEANING AGENT,
FC SEVILLA, SPAIN



FRANCE | SAMSIK FACILITY

Food industry safety through better boots

Bekina Boots Steplite and Solidgrip S4 footwear are made from neoprene and provide long-lasting comfort and maximum grip. Resistant to grease and chemicals, the boots reduce the risk of slips while offering reliable and durable protection on site. They are an ideal model for the food-processing industry.



Beyond the strong signal it sends about innovation, this solution helps reduce physical strain, improve safety and free up time for higher value-added activities.

Thierry Rusquart
DIRECTOR OF OPERATIONS
ENGINEERING SAMSIK FACILITY



Wellbeing and the power of robotics

Our employees often carry out physically demanding and repetitive tasks that can cause fatigue and stress. At the EuroAirport Basel–Mulhouse, the most strenuous tasks are automated thanks to cobots—collaborative robots.



We tested new boots offering better grip on greasy surfaces. Following a shared trial with our client, they now equip their teams with this supplier. A concrete partnership to enhance the safety of our employees and our clients.

Antoine Baurens
SITE DIRECTOR SAMSIK FACILITY,
LE MENÉ, FRANCE



Supporting diversity and inclusion at the heart of our teams

INITIATIVES

MANUEL: 25 YEARS OF PASSION AND COMMITMENT AT SAMSIK



FRANCE | SAMSIK FACILITY

Since 2003, Manuel Roger has been part of the Samsic story. His professional path reflects his personality: resilient. From technical drafter to cleaning agent, then team leader and now sector supervisor at the Clermont-Ferrand agency, Manuel has steadily progressed despite life's challenges.

A career marked by challenges and achievements

Manuel entered the cleaning sector somewhat by chance and secured a position as a cleaning agent in 2010. Without a driving licence but with resourcefulness and initiative, he gradually established himself. Today he embodies Samsic's "green" technician, travelling mainly by public transport and soon by electric vehicle. His manager supported him in a role change that will enable him to continue his site visits under optimal conditions.

Every day, the Group endeavours to build a more inclusive company, one that reflects the diversity of its employees, clients and partners. Beyond our goals, we celebrate the journeys, the encounters, and the personal progress that help our teams grow.

In 2018, his path was abruptly interrupted by a workplace accident. He spent two years recovering and then put in a stint of part-time therapeutic work before deciding to resume his role. Since 2020, he has been recognised as a worker with a disability, and he has used his experience to support colleagues in their administrative procedures.

The heart of his team

More than just an employee, Manuel is a pillar of the team. His kindness and sense of collective spirit are reflected in everyday actions—such as helping his colleague Ibrahim, 33, regularise his administrative status and purchase an apartment. Romuald, another colleague, describes him as a big-hearted man, deeply committed and always present for both his team and his clients.



**We are like a family.
We have to help each other.**



Manuel Roger
**SECTOR MANAGER, SAMSIK FACILITY,
CLERMONT-FERRAND, FRANCE**

A lifelong commitment

Manuel has built a life based on independence and determination. This resilience is also reflected in his volunteer work: he served for 30 years as treasurer of ADEPAPE, a mutual aid association supporting former wards of the state. Always active, he never stops moving forward, demonstrating through his journey that true leadership is measured as much by supporting others as by achieving results.

20 YEARS OF FIELD-LEVEL COMMITMENT TO EMPLOYMENT AND DISABILITY INCLUSION WITH AGEFIPH

SAMSIIC GROUP

For 20 years, the Group has made great efforts to support people with disabilities. This commitment, across all our teams, is a central part of our corporate culture.

In 2025, we celebrated these two decades of collective effort at the Group's headquarters with an event full of emotion and dialogue, attended by our employees, our partners, and key figures from our history.

We were particularly honoured to welcome Christian Roulleau, Founder of the Group; Thierry Geffroy, our President and CEO; and Christian Ploton, President of AGEFIPH, the French Association for the Management of Funds for the Professional Integration of Disabled People.

Each speaker reaffirmed the importance of lasting, shared commitment to changing perceptions, removing employment barriers, and enabling

everyone to build a professional path adapted to their individual circumstances.

Throughout the day, authentic testimonies followed one after the other, along with sincere discussions recounting successes, occasional failures, and above all, the human impact of our disability policy.

It was also a valuable opportunity to thank all the managers, employees and partners who work every day towards this objective: AGEFIPH, Cap Emploi, Basilaide, Oriane, occupational health services and many others.



20-year anniversary celebration of the AGEFIPH partnership: Christian Ploton, President of AGEFIPH

GOING MOBILE TO FIND HIDDEN TALENT



FRANCE | SAMSIIC HR

With 380 agencies across France, Samsic Emploi benefits from a strong local presence, close to the realities of regional labour markets.

To expand our pool of candidates, we deploy innovative recruitment programmes and meet job seekers directly in areas that are experiencing labour shortages.



The Job Truck has become a real building block in the services we offer our clients. Today it is clearly a differentiating factor.

Anthony Le Guichard
**SECTOR MANAGER, SAMSIIC HR,
 NORTHERN BRITTANY, FRANCE**



The Job Truck is a good example of this. It allows us to discover people with profiles that are often only found outside traditional recruitment channels. Through it, we can offer opportunities to candidates who might not otherwise have got a chance to know us. Each stop that the truck makes is unique, tailored to the needs of local agencies and the characteristics of the local labour market.

120

events organised in 2025
 across the regions of Brittany, Normandy, Pays de la Loire and Centre-Nouvelle-Aquitaine

WORK-STUDY PROGRAMMES: A STRATEGIC LEVER TO BUILD THE GROUP'S FUTURE



FRANCE | SAMSIK FACILITY

Within the Group, students participating in work-study programmes gain direct field experience, thanks to our instructors' commitment and daily guidance. They represent a strategic lever for bringing in young talent, supporting the evolution of our professions, and responding to recruitment challenges. And the programmes come with a clear objective: to enable apprentices to join the Group on a long-term basis at the end of their programme.

To strengthen this dynamic, we develop multiple partnerships across the country for both recruitment and training.

This collective approach, rooted in local relationships, enables our apprenticeship teams to support operations on a daily basis, strengthen our recruitment capacity in sectors experiencing labour shortages, and encourage sustainable hiring.

1,354
apprentices within
the Group

1,183
apprentices in France

39%
continue their professional
journey within the Group
after their apprenticeship

Apprenticeships at the heart of GL Events partnership

Each year, we recruit profiles suited to partner GL Events' specific needs for its sites and events.

At the Lyon Convention Centre, fire-risk prevention teams organise staffing with precise planning, adjusted according to attendance, audience profile and the type of event. Working with their instructors, apprentices develop their operational skills directly in the field.

Apprenticeships therefore represent a way to drive collective performance, which benefits teams, clients and the professions themselves.

135
apprentices trained by
Samsic Sécurité France,
including 28 apprentices
trained by Samsic
Sécurité Lyon

10
apprentices trained at
the Lyon Convention
Centre site



Here, everyone has a voice. We're open to the strengths of each apprentice, who help challenge our ways of working. We want to see these truly young talents continue to work on our sites once their apprenticeship ends—and we tell them so.

François Tourtellier
DEPUTY DIRECTOR, BUILDING
AND RISK PREVENTION AT THE
LYON CONVENTION CENTER,
GL EVENTS, FRANCE



HELPING REFUGEES ACHIEVE FULL, PROFESSIONAL INCLUSION: WELCOME, TRAIN, INTEGRATE



ITALIA | SAMSIC FACILITY

With the rise in asylum and migration situations worldwide, the professional integration of refugees has become an indispensable factor for building inclusive and resilient societies. Aware of this reality, Samsic Italy launched a pilot project to support people hosted in the Extraordinary Reception Centres of Turin.

The goal of the programme is to create pathways towards inclusion that enable beneficiaries to develop their skills and enter the labour market for the long term, while making a positive impact on both the company and the local community.

A structured and multidimensional integration pathway

The project began with five individuals from Ghana, Burkina Faso and Guinea, who were onboarded into two strategic roles within the Group. Beyond employment, the programme offers trainees the opportunity to gain autonomy, strengthen their position in society, and fully develop their potential. In addition to technical and professional training, 50 hours were dedicated to language learning and workplace safety.

Future outlook and development

Building on this success, Samsic Italy plans to expand the programme to include female beneficiaries, thereby promoting diversity and inclusion. The goal is for the programme to become a replicable model for socio-professional integration, capable of delivering sustainable and inclusive processes at local and national level.

The project benefits from the synergy between the Prefecture of Turin, the Mamo Educational Foundation ETS, and the Nana Social Cooperative. As such, it demonstrates how cooperation between the public sector, private companies and non-profit organisations can transform social assistance into a genuine opportunity for human and economic development.

SUPPORTING TALENT AND STRENGTHENING LOCAL SKILLS



ITALIA | SAMSIC HR

Our Samsic HR subsidiary in Lombardy supports vulnerable groups who are facing barriers to employment—all while the Group contributes to the sustainable development of the regions where we operate. This initiative is part of Italy's Worker Employability Guarantee Programme, which is based on personalised career paths and adaptation to the needs of the Italian labour market.

We believe that everyone has unique talents. Through this programme, we support people by ensuring fair access to services while assisting companies

in identifying key skills and selecting suitable profiles.

We also highlight the companies and partners involved: together, we design career paths and projects that respond to local needs and support innovation, particularly among SMEs.

179

training sessions delivered, tailored to the needs of local businesses

1,130

participants in professional retraining programmes

70%

of beneficiaries completed their personal programme



Our ambition is clear: to create a lasting social impact and strengthen the vitality of local labour markets. We support every talent, develop the skills of the future, and measure the tangible impact of our actions on employability and the local businesses' performance.

Ferdinando Tiraboschi
CEO OF SAMSIC HR ITALY



Nurturing the performance and development of our talent

INITIATIVES

The services we deliver to our clients are made possible through our teams' commitment and expertise. This is why every talent matters. We support individuals with diverse backgrounds and experiences in developing their skills, because each person's success contributes to the Group's performance.

SUPPORTING CAREER DEVELOPMENT AT EVERY STAGE



FRANCE | SAMCIC FACILITY

Intergenerational collaboration: a key challenge for today and tomorrow

By 2035, nearly half of Europe's population will be over 45. Already today—for the first time in corporate history—four generations are working together daily. Different generations sometimes have very different expectations, career paths and relationships to work.

Within the Samsic Group, 34% of our employees are over 50, while 23% are under 30. This considerable richness in human resources encourages us to value experience as much as potential, and expertise as much as the desire to learn.

From onboarding young talent to supporting employees at the end of their careers, Samsic strives to be there for its people at every stage of their professional journey. We are a company for all generations.



Portrait

Thierry Gueffier
CEO OF SAMCIC FACILITY FRANCE

A career reflecting the Samsic culture

Thierry Gueffier joined Samsic in 1998 following the acquisition of a Paris-based family company specialising in cleaning services. From the outset, he became part of a personal and entrepreneurial journey built on proximity and trust. He supported the Group's organic growth and quickly progressed, gradually taking on greater responsibilities until his appointment in January 2025 as CEO of Samsic Facility France.

Growing our workforce

Over the years, Thierry has developed a management style deeply rooted in Samsic's values. What motivates him above all? Management, business development and customer satisfaction—and, even more importantly, passing on what he himself experienced. He aims to offer real career opportunities to his teams by identifying and developing talent.



Always higher,
always faster,
always stronger—together!



Deeply immersed in Samsic's corporate culture, he places particular importance on human relationships, team cohesion, and living and working together. He fosters strong professional ties, perpetuating the family spirit that characterises the Group, including in its relationships with clients.

DEVELOPING LEADERSHIP POTENTIAL



UK | SAMSIC FACILITY

Six members of the JPC by Samsic teams in the United Kingdom took part in the new Next Gen programme, an internal training initiative designed to strengthen strategic vision, increase responsiveness and prepare the next generation of leaders at the heart of the company's dynamics.

Team-based training, tailored to specific needs

Next Gen offers a structured pathway based on competencies, behaviour and leadership potential rather than seniority. It includes 12 modules combining theory with practical scenarios: emotional intelligence, team cohesion, project management, customer service and wellbeing at work.



Each module is supported by personalised mentoring and interactive sessions that enable participants to confront unfamiliar situations, discover themselves and learn about others.

Initial feedback from participants has been very positive. They cite the programme for giving them increased confidence, clearer career vision and a broader understanding of how the company operates. It is a proactive approach to recognising each person's full potential.



The Next Gen programme helped me strengthen my confidence, step out of my comfort zone, and take on new challenges.

Julian Hincapie
DEPUTY MANAGER,
JPC BY SAMSIC, UK



CORPORATE CITIZENSHIP: MOBILISING OUR WORKFORCE



POLAND | SAMSIC FACILITY

Samsic Planet 2030 is more than a set of indicators. This is why Samsic Poland launched **EcoBySamsic**, a collective awareness programme designed to promote corporate citizenship.

34

projects carried out for employees and clients

Bringing meaning to our commitment

In line with Samsic's ambitions, our Polish teams wanted every employee to understand the challenges behind our sustainability actions. Furthermore, the goal was to connect their professional practices with broader societal issues. These include responsible resource management, waste reduction, sustainable mobility and responsible consumption. This approach helps align individual values with the Group's CSR commitments.

The teams make these issues concrete and accessible through educational tools, thus leveraging information to drive engagement and encourage the adoption of best practices.

Employees who are made more aware of these challenges are then more likely to identify waste in materials, energy and water consumption. And consequently, they are more likely to take action to preserve natural resources. The programme thus has a tangible impact on our daily practices.

Strengthening our collective momentum

Our actions should be perceived as a shared project bringing people together and giving meaning to our work. By highlighting our commitments and the initiatives of our teams, we strengthen internal cohesion and encourage sustainable innovation. This programme helps anchor sustainability in our corporate culture.

SUPPORTING OUR PEOPLE IN THE FIELD

Our service quality is determined by one factor more than any: the women and men who make up our operational staff and local managers. These are the people who are in direct contact with clients. For Samsic to develop as a company, our people in the field must be given the proper means to act, grow and adapt. In the cleaning and security sectors, where teams mainly work in the field without a dedicated computer workstation, access to information is a key challenge.



FRANCE | SAMISIC FACILITY

On-site digital training

In 2025, the internal mobile application For-me Academy was launched. This app simplifies training and makes it more accessible in the field. All Samsic Facility employees have access to a catalogue of 200 self-service e-learning modules. With the app's "playlist" feature, each local manager can customise training courses to meet the specific needs of each client site and to share training modules with agents via SMS or QR code.

For-me Academy supports skills development, encourages best practice sharing, and promotes our employees' professional development.

54

client sites use the app on a daily basis

3,238

cleaning agents have completed the introductory safety e-learning module



FRANCE | SAMISIC AIRPORT

Streamlining processes

Responsiveness and rigour are essential in airports. Lean management helps structure actions and streamline the information flows. Samsic Airport instituted a lean management approach with security teams responsible for the inspection and screening of passengers and cabin baggage in terminals 1, 2 and 3 at Paris-Charles de Gaulle Airport. This lean management methodology has improved both service quality and productivity while supporting operational performance.



Lean management enables us to precisely measure the effectiveness of our operations and make continuous adjustments where needed. We monitor several KPIs— performance, allocation of working hours, absenteeism, quality and safety—and leverage the results to manage teams more proactively, identify improvement opportunities, and ensure reliable, high-quality service.

Ali Houga

SUPERVISOR, SAFESQUARE BY SAMISIC, FRANCE



TRANSITIO: TRAINING FOR FIELD ACTION



FRANCE | SAMISIC FACILITY

Our Western and Île-de-France regional departments are using TransitiO, a training solution designed by FEP, the French federation of professional cleaning businesses.

The goal is to accelerate the ecological transition across the sector's workforce.

For-me Academy supports skills development, encourages best practice sharing, and promotes our employees' professional development.

27

employees trained on TransitiO



With TransitiO, we can move from awareness to solid action. In the field, our teams immediately see the impact of their actions, and they can take steps to reduce our environmental footprint.

Stéphane Combe

DEPUTY CEO, WESTERN REGION, SAMISIC FACILITY FRANCE AND ASSOCIATE MEMBER OF FEP WEST





Promoting **sustainable practices** throughout our **value chain**

Carrying out our
activities with integrity
and vigilance

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Engaging our value chain
in the development of
sustainable practices

[P. 54](#)



↓

TRANSPARENCY, ETHICS AND COMPLIANCE

Protecting our information
systems and managing
emerging risks

The trusting relationships we maintain with our clients, employees and partners form the basis for our responsible practices and the long-term sustainability of our business activities.

Carrying out our activities with integrity and vigilance



We conduct our activities in accordance with the fundamental principles of integrity, transparency and compliance. Through these principles, we seek to prevent ethical risks, ensure responsible practices, and maintain our stakeholders' trust.

Because we operate across varied geographic and regulatory environments, our Legal & Compliance department has implemented a framework based on risk analysis, due diligence and adaptation to local specificities.

→ **Three key priorities: respect, ownership, and effective implementation of ethical standards**

To comply with ethical standards, we conduct continuous regulatory monitoring and develop internal policies that the entire workforce must follow. Our Code of Conduct is our reference standard, defining how we are all expected to behave. It covers topics such as business integrity, prevention of conflicts of interest, and fighting corruption and money laundering. It applies across our entire value chain.

4 SUSTAINABLE DEVELOPMENT GOALS



76%

of employees exposed to risk have received business ethics training

However, these standards' effectiveness also depends on how well employees understand and adopt them. Through thorough training programmes, we communicate our rules of conduct. These programmes are primarily aimed at employees exposed to risk situations. The initiatives strengthen understanding of regulatory requirements and embed the right ethical reflexes.

The effectiveness of our ethical standards relies on how we monitor their application, as well as on a structured whistleblowing management system. Through a confidential reporting system (alert@samsic.com), any employee or external party can make a good faith report of any suspicious behaviour or actions running contrary to our standards.



IDENTIFY THE RISKS

inherent in our activities



ASSESS THE PROCEDURES

already in existence

MITIGATE RISKS

through monitoring and evaluation of implemented measures



Laurent Dolibeau
GROUP LEGAL COUNSEL

| How does the Group work to progressively strengthen its business conduct framework?

In a fast-growing international group such as ours, the goal of compliance is to bring together and simplify business conduct rules. It is the key to promoting shared values while preserving the entrepreneurial spirit that has been the Group's strength for the past 40 years.

In 2025, we reinforced our Code of Conduct with two standardised policies: a gifts and hospitality policy, and a sponsorship policy. All of our entities thus operate within a common framework. We all know the values to be upheld, the lines that cannot be crossed, and the procedures that must be followed to ensure ethical and transparent business relationships.

Engaging our value chain in the development of sustainable practices

We can make our supply chain more secure by developing strong and transparent relationships with our suppliers and subcontractors. As the Group conducts business activities both in France and internationally, a key governance lever for us is how we structure our responsible procurement practices.

→ Digitising and optimising our processes

Thanks to our new ERP system, we can make our procurement processes more standardised and secure, while streamlining our teams' day-to-day activities. By centralising information, we can improve the efficiency, consistency and traceability of our operations, and guide our teams towards more responsible purchasing practices.

To fulfil our CSR commitments, we are building a sustainable and innovative supply chain. We select suppliers based on precise criteria aligned with our operational needs. Suppliers must incorporate sustainable procurement practices that include targeted and carefully selected product ranges.

→ Procurement mapping and supplier sourcing

As part of our responsible procurement approach, we integrate environmental, social and occupational health criteria into the selection and evaluation of our strategic suppliers. We prioritise French and European partners to support local economies and to limit our carbon footprint.

Particular attention is paid to suppliers who offer refurbished, eco-designed and recyclable equipment.

Additionally, we rigorously analyse product composition to ensure protection for the environment and users' health. Another key criterion in selecting a partner is occupational risk prevention, particularly through the choice of ergonomic equipment that helps reduce musculoskeletal disorders.

94%

of Samsic Facility France's strategic suppliers have signed the Supplier and Subcontractor ESG Charter

→ Our Supplier ESG Charter

From a contract's tender phase, we share our Supplier ESG Charter with our partners and ask them to sign it. The charter defines minimum requirements in terms of human rights, health and safety, environmental protection and business ethics. It also encourages suppliers to apply these principles to their own partners to ensure a consistent level of standards across the entire value chain.

Strategic relationships are subject to regular evaluations and audits, particularly regarding safety, environmental performance and compliance with the Group's ethical standards.



Protecting our information systems and managing emerging risks

IT systems support all our activities, which means we must pay particular attention to cybersecurity and data protection.

Our goal is to ensure the confidentiality and integrity of our stakeholders' information.

→ **Monitoring and resilience of information systems**

To achieve this, we have identified two types of risk:

- **External:** malicious attacks
- **Internal:** errors or behaviours leading to the loss, alteration or disclosure of data

A team of cybersecurity experts ensures the continuous monitoring and resilience of our IT systems. We have implemented policies that identify best practices. A Data Protection Officer oversees GDPR compliance, notably by mapping data processing activities and monitoring data flows.

An independent annual assessment carried out by CyberVadis confirms the maturity of our practices: 806/1000 in 2025.

→ **Employee awareness and training**

We also implement training and awareness programmes for employees. These programmes begin as soon as they join the company, and are supplemented by regular internal communications. Our objective is to strengthen our vigilance and promote the right cybersecurity reflexes to protect personal data and, more broadly, the integrity of all our information systems.



Expert
insight

Olivier Colly

**MANAGING DIRECTOR RESPONSIBLE FOR PURCHASING,
INFORMATION SYSTEMS, DIGITAL AND INNOVATION**

| How does the Group use its information systems to innovate and improve performance while addressing cybersecurity challenges?

We count on our IT systems to serve as an innovation accelerator and to strengthen our performance. For several months now, we have used generative AI tools within certain applications to improve our operational efficiency. We are now exploring AI agents to automate more complex processes. At the same time, we are bringing an internal AI engine online to better control usage and data management. This is taking place within a strict framework that guarantees confidentiality, security and GDPR compliance.



FONDS CHRISTIAN ROULLEAU
ÉLAN DU CŒUR

Wellbeing
and **life:**
Nurturing What
Matters Most



THE CHRISTIAN ROULLEAU ENDOWMENT FUND

The Christian Roulleau Endowment Fund works to promote wellbeing and preserve life by mobilising employees, building lasting partnerships and inspiring other stakeholders to get involved. In doing so, it brings to life the societal commitment of the FOR-BZH family enterprise, of which the Samsic Group is part.



Our Mission: Wellbeing & Life

Endowment Fund “Élan du Cœur”^{*} envisions a world in which every person can be born, grow and thrive in a healthy, respectful, caring and balanced environment. This ambition is reflected in a clear mission: to foster wellbeing and preserve the living world by supporting initiatives through its three core programmes:

- **Education and Inclusion:** The Fund is committed to equal opportunity, reflected in numerous initiatives that support the most vulnerable populations and work to combat social determinism over the long term. Its objective is clear: to create conditions for lasting individual empowerment.

^{*} Where the heart leads

- **Health & Medical Research:** In the face of societal challenges linked to healthcare access to care within a healthcare system that is currently undergoing profound change, the Fund supports the development of solutions that reinforce preventative care and improve medical care. It works with medical research programmes and encourages innovations that will shape the future of healthcare.
- **Biodiversity:** A goal of the Fund is to contribute to the preservation and restoration of the living world—flora and fauna—seeking to reconcile biodiversity with human activity. This work strengthens the environment’s capacity for resistance, resilience and adaptation in the face of climate change.

2

Biodiversity projects
in Belgium and France

9

Health & Medical Research projects
1 in Italy, 8 in France

21

Education and Inclusion projects
3 in Spain, 16 in France, 1 in Italy, 1 in Portugal

Call for projects: annual support programme

Each year, the Christian Roulleau Endowment Fund launches several calls for projects. Associations, foundations and organisations eligible for philanthropic support are invited to submit their initiatives online if they align with the Fund’s three programmes. Employees of subsidiaries within the FOR-BZH family enterprise are also encouraged to act as ambassadors for the initiative, further strengthening its local roots in the regions where the Group operates.

STANDING WITH STORM VICTIMS



SPAIN



Reiniciar

The "Reiniciar" project, led by Fundación Integra with the support of, among others, the Christian Roulleau Endowment Fund, is responding to urgent needs for rebuilding after the DANA storm in Spain.

Since November 2025, eleven beneficiaries have been taking part in a comprehensive course combining training, mentoring and support in finding employment. This is helping them regain their professional and personal independence. This initiative illustrates how partners can bring about lasting impact and strengthen communities' resilience in the face of natural disasters.



Ana Muñoz de Dios, CEO of Fundación Integra and Stéphanie Delamarre, General Manager of the Christian Roulleau Endowment Fund, sign the partnership agreement.



700+

individuals have received diplomas since 2014

SPELLING SUCCESS



FRANCE

#STOPILLITERACY

Since 2014, the Samsic Group has implemented a programme to combat illiteracy to help employees facing linguistic difficulties. Supported in France by #STOPILLETTRISME (Stop Illiteracy), the initiative gives participants the opportunity to learn French, numeracy skills, and essential professional knowledge within small training groups. Beyond skills acquisition, the programme helps restore participants' confidence and self-esteem, significantly improving their everyday professional lives. Some beneficiaries also receive extended support with the help of "client collaborators," creating a lasting network of support and progress.

BIODIVERSITY AND CLIMATE



FRANCE

Biodiversity Chair

The Christian Roulleau Endowment Fund is renewing its support for the Biodiversity and Climate Change Chair of the University of Rennes Foundation. Launched in December 2025, this programme evaluates nature's ecological and economic value in order to accelerate the ecological transition in the Breton regions where we work.

This partnership is designed to highlight the resilience of ecosystems and their ability to adapt to climate change. It serves to reinforce the Fund's commitment to biodiversity. By fostering innovation, it also supports the training and integration of young people, aligned with our objective of "operational excellence in knowledge."

Key component: strong local involvement combining applied research, local stakeholders and professional integration.



Being able to assess both the ecological and economic value that nature provides is essential, because it helps to accelerate the ecological transition and engage stakeholders across our regions. This is precisely the reason why the Biodiversity and Climate Change Chair was created, and why we have renewed our support.

Stéphanie Delamarre
GENERAL MANAGER OF
THE CHRISTIAN ROULLEAU
ENDOWMENT FUND



RIVERS WITHOUT PLASTIC



CAMEROON

River Cleanup

The Christian Roulleau Endowment Fund supports River Cleanup, a Belgian association founded in 2019 to combat plastic pollution in rivers and restore aquatic ecosystems. Organising a network of volunteers and international partners, River Cleanup aims to clean up 1,000 rivers by 2050 and raise awareness among younger generations about responsible waste management.

Plastic Clever Schools pilot programme in Cameroon

In partnership with Common Seas, River Cleanup has launched an educational programme in Douala, supported by the Christian Roulleau Endowment Fund. Already implemented in more than 1,300 schools worldwide, Plastic Clever Schools raises awareness among children and families about preventing plastic pollution through workshops, educational resources and the installation of EcoBins.

Mobilising employees for greater impact

Employees from the Fund's partner subsidiaries take part in clean-up days across Europe, amplifying the collective commitment to fighting plastic pollution.

TAKING ACTION FOR HEALTH AND INNOVATION IN ONCOLOGY



FRANCE

The Christian Roulleau Endowment Fund supports initiatives that promote cancer prevention and encourage medical innovation. In this way, we can play a role in strengthening the effectiveness of care and the impact of treatments.

2

cell culture incubators made available to researchers

WE CARE – Brest University Hospital: prevention and early detection

The Fund is contributing to the creation of a prevention and early detection centre at the Brest University Hospital. The WE CARE project strengthens cooperation with local healthcare stakeholders to target at-risk populations, improve access to screening, and raise public awareness. Its goal is to increase participation in screening programmes, detect cancers earlier, and improve recovery chances.

Piedmont Foundation for Cancer Research

The Fund has supported the acquisition of two cell culture incubators. These are essential pieces of laboratory equipment that are used to recreate the conditions of a living organism and promote cell growth. In oncology, these incubators replace animal models and represent a key tool for the research and development of new anti-cancer therapies.



Support us as a Donor and give Momentum to your commitment

By joining the Circle of Donors of the Christian Roulleau Endowment Fund 'Élan du Cœur', you are making a tangible contribution to nurturing meaningful projects in favour of wellbeing and life. Your support goes beyond a simple donation: it is a genuine act of trust and generosity that enables us to amplify our impact and encourage initiatives rooted in local communities.



We are deeply committed to taking meaningful action in support of the wellbeing of people, the protection of the living world and the preservation of the environment, working closely with local communities and bringing together our employees, partners and friends along the way.

Christian Roulleau
PRESIDENT OF THE ENDOWMENT
FUND AND PRESIDENT OF THE
GOVERNANCE BOARD FOR-BZH



fondsdedotationchristianroulleau.org

Summary of ESG indicators

General

	2025	PRINCIPLES OF THE UN GLOBAL COMPACT	SDG	GRI STANDARDS	ESRS
Turnover (in billions of €)	4.1	—	—	201-1	ESRS 2
Number of employees	155,000	—	—	2-7	ESRS 2

Environment

Scope 1 carbon emissions	25,435 tCO ₂ e	7 - 8	13	305-1, 305-2	E1
Scope 2 carbon emissions	1,706 tCO ₂ e	7 - 8	13	305-1, 305-2	E1
Percentage of eco-label products used in our cleaning services	44%	7 - 8 - 9	12, 13, 15	—	E1, E2, E3, E4, E5
Percentage of rechargeable electric or hybrid vehicles in our fleet	9%	7 - 8 - 9	13	—	E1
Percentage of waste generated by our operations that were diverted from landfill	53%	7 - 8	12	306-2	E2, E5

Carbon footprint scope: excludes Austria, Bosnia, Croatia, Hungary, Serbia, Morocco, the Netherlands, and Romania.

Social

Percentage of women in the workforce	52%	6	5	405-1	S1
Workplace accident frequency rate	27.26	1 - 2	3, 8	403-9	S1
Workplace accident severity rate	1.73	1 - 2	3, 8	403-9	S1
Full-time equivalent hours of training for each employee	17	6	4	404-1	S1
Number of people who have received literacy diplomas since 2014	700	6	4, 10	404-2	S1
Number of work-study apprentices	1,354	6	4, 10	405-1	S1
France employment rate of people with disabilities	9.59%	6	10	405-1	S1
Percentage of employees under 30 years of age	34%	6	10	405-1	S1
Percentage of employees under 50 years of age	23%	6	10	405-1	S1

Governance

Percentage of employees exposed to risk who have received business ethics training	76%	10	16	205-2	G1
Percentage of women in management bodies	34%	6	5	405-1	G1
Percentage of Samsic Facility France's strategic suppliers who have signed the Supplier and Subcontractor ESG Charter	94%	1 - 2 - 7 - 8 - 9 - 10	8, 12	308-1, 414-1	G1

ESG reporting scope: Group excluding Austria, Bosnia, Croatia, Hungary, Morocco and Samsic Facility Netherlands



S | Planet 2030

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report.

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