

-2019

RESPONSIBLE DEVELOPMENT REPORT

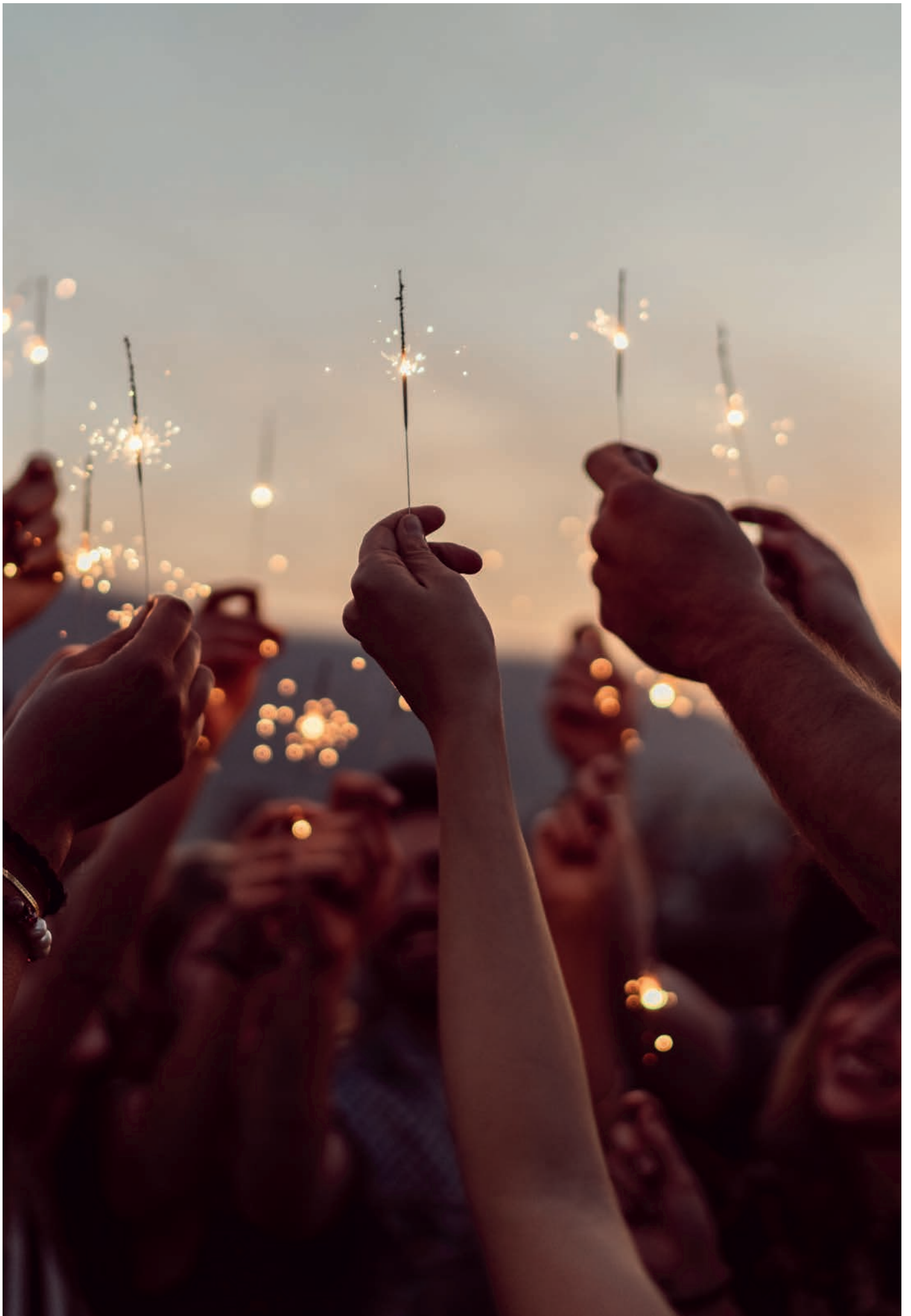


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- GROUP PROFILE

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WHO WE ARE

OUR MISSION

Onet uses its energy and resources to help create healthier, safer and more reliable work environments.

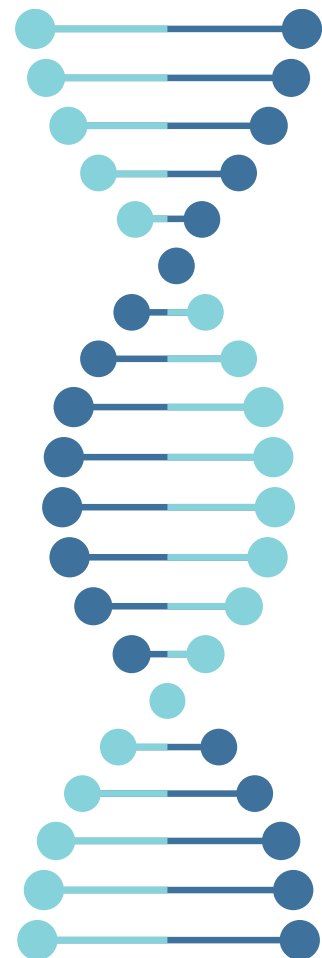
OUR VALUES:

OPENNESS - RESPECT - AUDACITY

Openness is closely linked to one of our fundamental values: acting local. Openness to the market, trends and other stakeholders allows us to constantly refocus ourselves at the forefront of professional practices to meet our clients' expectations.

Respect for the individual and for regulations allows everyone to evolve in a positive environment, conducive to making the most of everyone's talents. In a more general sense, this value also refers to respect for our commitments.

Confidence in our own abilities and in our capacity for innovation gives us the courage to undertake things, come up with ideas, and always believe that a more effective solution can be found. Audacity is a precondition for progress.

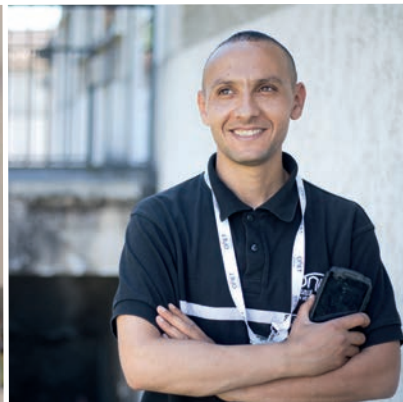


WHAT WE DO



CLEANING AND SERVICES

- Cleaning (tertiary, ultra-clean environments, events, transportation, industrial processes, etc.)
- Related Services (Building/ Resident Services)
- Waste Management



AIRPORT SERVICES

- Full Handling
- Aircraft and Cleaning Services
- Freight and Transportation

RECEPTION

- Corporate Reception
- Event Reception
- In-Store and Out-of-Store Promotions
- Airport and Rail Assistance for People with Disabilities

SECURITY

- Human Security
- Electronic Security
- Video Security
- Audits and Consulting



LOGISTICS

- Logistics Consulting and Engineering
- Flow Management and Control for Physical Objects and Information
- Road Transportation and Railway Switching, Customs Inspection Safety

AXXIS

- Subsidiary specialising in HR management services
- Temporary Staff and Recruitment
- Executive Search
- Training

NUCLEAR ENGINEERING AND SERVICES

- Engineering and services for reactor maintenance and modification
- Engineering and services for dismantling, waste management and decontamination
- Operational services (operational assistance, training)

THE ONET GROUP IN FIGURES

Onet is an engineering and services group in which the Reinier family has held a majority interest for over 150 years. The shareholders are collectively represented by Reinier Holding, which is managed by an Executive Board. The membership of the Executive Board is made up of shareholders, employees, and independent directors.

8 country
locations

€2 billion
IN REVENUES

87%

of our employees are on
**PERMANENT
CONTRACTS**

26,000

CUSTOMERS

73,000

EMPLOYEES

DOMESTIC AND INTERNATIONAL LOCATION

ONET SUPPORTS ITS
CUSTOMERS LOCALLY
FROM ITS
450 BRANCHES
AND **8 COUNTRY**
LOCATIONS



NS





GOVERNANCE

ONET GROUP MANAGEMENT

The Company is managed by an Executive Board that exercises its authority under the control of a Supervisory Board, as prescribed by Article 15 of the Articles of Association.

EXECUTIVE BOARD

The Executive Board is invested with the widest possible powers so that it can act in the name of the company under any circumstances. It exercises these powers within the limits of the corporate purpose and subject to the powers the law expressly confers to the Supervisory Board and to the shareholders' meetings.

The Executive Board meets as frequently as Company interests require but in any case at least four times a year to prepare the quarterly report to be submitted to the Supervisory Board.

The Executive Board is appointed by the Supervisory Board.

SUPERVISORY BOARD

The Supervisory Board is a non-executive body which function is to ensure the proper running of the Company and to report to the shareholders accordingly.

The Supervisory Board meets as frequently as Company interests require but in any case at least four times a year to hear the Executive Board's quarterly report.

It nominates the Chairman and the members of the Executive Board.

The Supervisory Board exercises continuous control over the management of the Company by the Executive Board.

To this end, it carries out the verifications and checks that it sees fit throughout the year, and requests documents that it deems to be useful for the performance of its duties. It holds discussions of the Company's general strategy, which is subject to its approval.

THE EXECUTIVE COMMITTEE

The Executive Committee's role is to validate the implementation of the decisions of the Executive Board.

The Executive Committee is chaired by Émilie de Lombarès, Chairwoman of the Executive Board. It meets twice a month.

The Onet SA Executive Committee thus brings together representatives of the company's main operational structures, Onet Services Network, Onet Technologies, Axxis Resources, International, as well as the centralised functions of Human Resources, Administration and Finance, Digital Transformation & Innovation. All decisions and guidance information for the company can be shared and then distributed to all employees.



■ RESPONSIBLE DEVELOPMENT POLICY AT ONET

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THE SOCIAL RESPONSIBILITY OF ONET GROUP "THE FU

THE ONET GROUP'S CORPORATE SOCIAL RESPONSIBILITY POLICY IS BASED ON FOUR MAIN PILLARS:

1

The first is the vision of family shareholders, fully committed over many years to sustainable development. Onet's mission "Energy and resources to guide you towards a healthier and more reliable world" reflects this vision for all stakeholders.

2

The second pillar is the identification and prioritisation of the major impacts of the Group's activities. Due to the size of the Group's workforce and its locations, social and societal impacts are predominant. But the very nature of many of our service or engineering activities has a significant impact on environmental issues.

3

The result of this impact analysis is the 3rd pillar, consisting of the roadmap. It specifies the CSR measures or projects in terms of deadlines and targets to be achieved, enabling a response to these various priority issues.

4

The final component is an organisation dedicated to the proper implementation and monitoring of this roadmap. The latter is detailed on page 22 of this report.

"OUR POLICY STRUCTURE BEGINS TODAY"



OUR VISION

At a time when businesses are questioning their identities, it is time to take action and be part of the solution to the great challenges of our time.

For 150 years, our family-owned, traditional group has always accompanied the idea of development with that of sustainability.

We have been committed for years to a responsible development approach. Our CSR policy, "A Present for the Future", was launched in 2003. All of our activities have an impact on society. We are convinced that everyone, at all levels, should work towards innovative and responsible solutions to meet the major challenges of today and tomorrow.

We want to engage, support and train our 73,000 employees in the spirit of environmental and social responsibility. It must be a constant presence throughout our company and is a source of motivation and pride for all employees and those who choose to join us. We will build a better future for the next generations together.

Élisabeth Coquet-Reinier

President of Holding Reinier
Chairwoman of the Supervisory Board of Onet SA and
Chairwoman of the Responsible Development
Committee

At Onet, we believe that we should act collectively and that business has a key role to play in building a better and more sustainable future for all. We have long believed in the strength of joint endeavour, and our work has supported it for 150 years.

Through our service activities, we contribute directly to the creation of healthier and more reliable environments in all key ecosystems of our companies.

This is why for 20 years we have been actively supporting the principles of the Global Compact as defined by the United Nations in the areas of human rights, international labour standards, the environment and the fight against corruption.

To succeed in our mission and contribute fully to the Sustainable Development Goals while contributing to the performance of our customers, we cannot act alone. We constantly strive to reconcile the needs of all stakeholders and the preservation of our planet.

For Onet, this means the creation of new services based on the principles of circular economy, and putting people at the heart of all our businesses.

Émilie De Lombarès

President of the Management Board of Onet SA



SUPPORT FOR THE TEN PRINCIPLES OF THE GLOBAL COMPACT AND CONTRIBUTION TO THE UNITED NATIONS' SUSTAINABLE DEVELOPMENT GOALS



Since 2004, the Onet Presidency has supported the 10 principles of the Global Compact regarding the respect of human rights, international labour standards, the environment and the fight against corruption, and communicates regularly within its sphere of influence with the aim of advancing these initiatives.

The Group's commitments to these principles are clearly reaffirmed in the Onet code of ethics and are reflected in the various programmes and projects described in this Responsible Development report.

This long-standing support enables Onet to make a concrete contribution to the international action plan for peace, humanity, the planet and prosperity that is stated in the **17 Sustainable Development Goals (SDG or Agenda 2030)**.



This reference framework also enables the company to better identify development opportunities and to manage risk by forging partnerships with its stakeholders or by developing services that create value for the company and for society.

Onet has therefore identified the priority targets for each SDG assessed as relevant, with regard to the Group's activities and systems (cf. ANNEX 2).

To convey this clearly, the pictograms for the Sustainable Development Goals identified are also shown in the description of the different actions on the roadmap.

OUR PRIORITY ISSUES

Since 2002, Onet has been building its responsible development policy following an initial identification of the priority issues for the Group's various business lines.

A materiality assessment process was carried out in 2016.

It has made it possible to update the priorities for economic, social and environmental issues (risks and opportunities) in the area of responsible development, in line with the Group's priorities and the expectations of our stakeholders.

This analysis enabled the development of the Group's CSR roadmap from 2016 to 2020.



SOCIAL OBJECTIVES

- Safeguarding our co-workers' and customers' health and safety
- Developing skills and competencies
- Improving working conditions and the quality of life at work
- Social inclusion (workers with disabilities / marginalised communities...)



ENVIRONMENTAL OBJECTIVES

- Using eco-friendly products and methods
- Waste and effluent reduction/recycling/reuse
- Reducing our energy consumption / participating in the fight against climate change



SOCIAL OBJECTIVES

- Ethical practices
- Helping bring about a safe and healthy environment for our clients, our employees, and our Company

2016-2020

Practices and projects (details of the steps)	Main KPIs	2020 TARGETS	Results at end of 2019	Progress since end of 2015
Health and safety provisions (Risk Prevention at Onet)	<ul style="list-style-type: none"> • Group Frequency Rate • Group Severity Rate Other quantitative and qualitative indicators by Business Units (B. U) 	<ul style="list-style-type: none"> • fR = 27.4 • sR = 1.98 see indicators of QSE management systems by B. U 	<ul style="list-style-type: none"> • fR = 29.74 • sR = 2.35 see indicators of QSE management systems by B. U 	<ul style="list-style-type: none"> • - 11 % • + 10 % see indicators of QSE management systems by B. U
Quality of Life at Work Project	<ul style="list-style-type: none"> • Number of business lines that have undergone joint QWL analysis. • Indicators related to action plans by business line 	<ul style="list-style-type: none"> • Minimum 3 business lines • Improvement of the qualitative indicators selected under the action plan 	<ul style="list-style-type: none"> • 3 • See summarised in the Quality of Life chapter of this report. 	<ul style="list-style-type: none"> • 100 %
Onet University	<ul style="list-style-type: none"> • Number of companies including a certification programme • Number of graduates • Number of managers trained • Digital learning 	<ul style="list-style-type: none"> • Eventually including all business lines • Min 24 (PMO + MCR) • Increasing • Increasing speed of deployment 	<ul style="list-style-type: none"> • 1 new company vs. 2018 for PMO and 2 new companies vs. 2018 for MCR • 30 graduates 2019 (vs. 0 in 2015) • 100 managers trained • New courses related to our B. U.s, i.e. transport, agri-food, distribution • Deployment of Onet learn to 3 regional offices 	No course was certified / No course in digital learning

CSR ROADMAP



Practices and projects (details of the steps)	Main KPIs	2020 TARGETS	2019 Year End Results	Progress since end of 2015
• Diversity and inclusion • Disabled Persons Plan • Professional gender equality	• Overall Group employment rate - Number of companies with index 2020 < 75/Total number of companies with at least 50 employees with calculable index	• Keep the rate above 6 % • 0	• 7 % • On index 2020: 1 /17	• + 16.6 % /
Circular economy: BIOGISTIC	• Share of biotechnology-derived and eco-labelled products/ total of chemicals used on same basis	• 75 %	• 73 % (vs. 0 in 2015)	Multiplied by 4 since the start of BIOGISTIC
Circular economy: Waste Management	• Metrics for electronic waste and 5 sorted waste streams	Procedures for 5 sorted waste types implemented at all companies	79 tonnes of WEEE (Waste Electrical and Electronic Equipment) collected	Multiplied by 4
Energy and Responsible Travel	• Average fuel consumption by the vehicle fleet service function location • Number of vehicles with emission rates below 120 g of CO ₂ /km	• 15% reduction in average consumption • Above 60%	• 2019 Average consumption stable compared to 2018 • 71% of the fleet internal combustion engines (stable) and increase in the electric and hybrid fleet	• – 13 % /
Ethics & Compliance	• Number of meetings of the ethics committee • Number of alerts through the system	• Efficient system implementation	• 3 meetings of the Ethics Committee • 0 alert in 2019 through the Whistleblowing System (mail)	/

This roadmap does not include the full list of the indicators in the CSR dashboard, just covering the key indicators for managing the approaches or projects mentioned.

WHO WE ARE

2019 RESPONSIBLE DEVELOPMENT COMMITTEE



Élisabeth Coquet-Reinier
President of Holding Reinier
Chairwoman of the Supervisory
Board of Onet SA and
Chairwoman of the Responsible
Development Committee



Laurence Acerbo
Group
Responsible
Development Director



Philippe Arnaud
AXXIS Director of Human
Resources



Annabelle Berenguer
Director of Quality,
Security and Environment
Onet Services Network



Magali Bousquet
Group Marketing and
Communication Director



Jean-Dominique Cucchi
Prodim Managing Director



Muriel Duguay
CSR Projects
Manager



Olga Guyot
Director Purchasing and
General Resources Group



Bernard Lacore
Managing Director Cleaning
Onet Services Network



Laurence Lelouvier
Group Director of Human
Resources



Anne-Sophie Pomykala
Director of Q3SER Onet
Technologies



Élodie Volle
Onet Technologies Director of
Human Resources

In order to support its approach to Responsible Development and develop a response adapted to the challenges of its businesses, Onet has had an **organisational structure covering all of its activities in place since 2002**.

The Responsible Development Committee is chaired by Élisabeth Coquet-Reinier, President of Reinier Holding and supported by Laurence Acerbo, Responsible Development Director

The purpose of the Responsible Development Committee is to define, for the Group, **the strategic orientation on social responsibility and to confirm the roadmap** which encompasses the priority measures and projects to address our challenges.

It meets quarterly and includes representatives of the following directorates: Responsible Development, Business Lines, Human Resources, Marketing & Communication, General Resources and Purchasing, Prodim.

RESPONSIBLE DEVELOPMENT EXECUTIVE MANAGEMENT

The Group's Responsible Development executive management team is responsible for the operational implementation of the Responsible Development Policy across Onet's various functions.

ITS MAIN MISSIONS CONSIST OF 3 TYPES:



CSR LAB

- Identifying innovation
- Identifying best practice
- Implementing pilot projects among customers/employees/stakeholders



Running projects

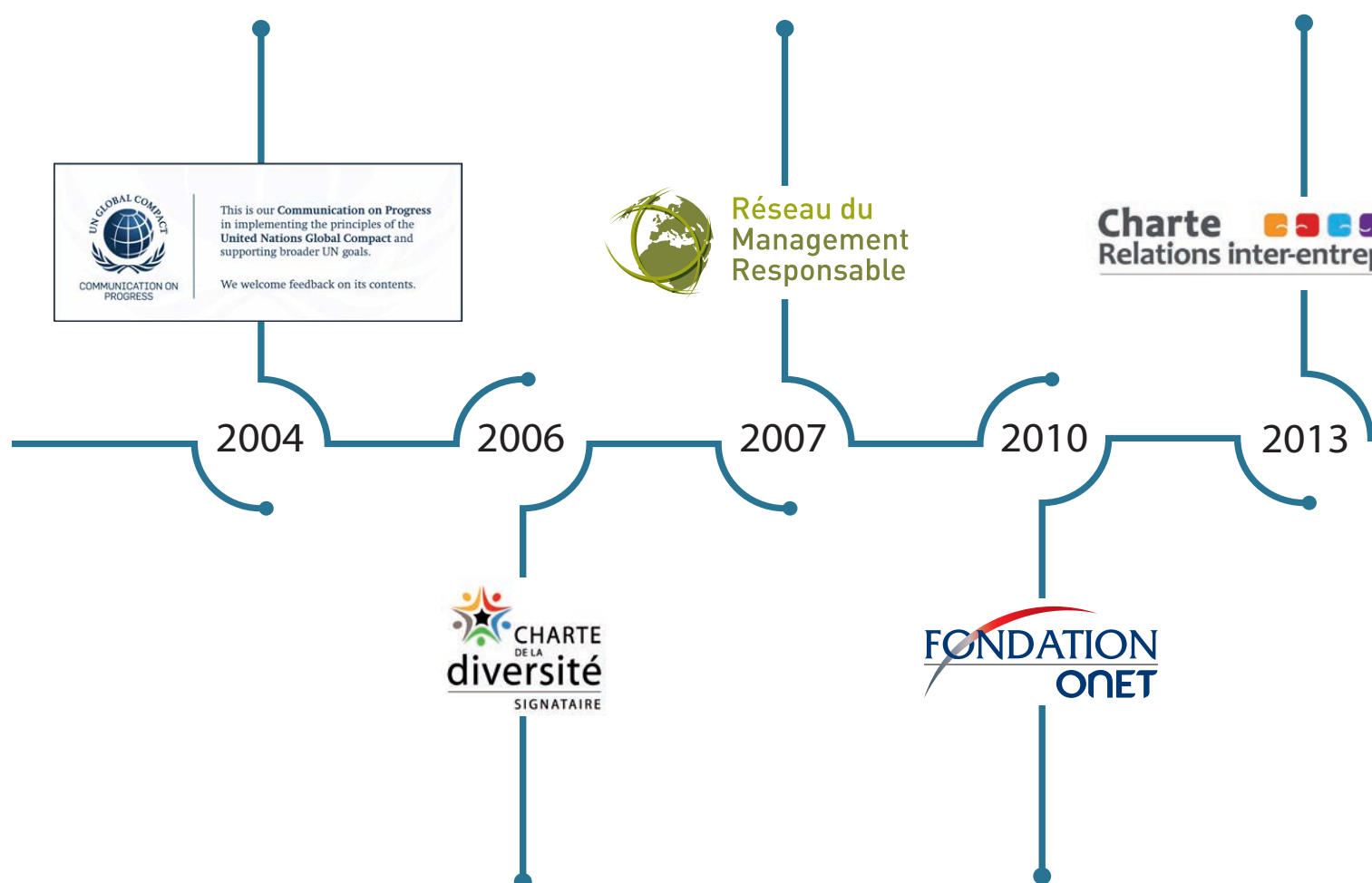
- Internal CSR community
- Bringing together a group of experts
- Sharing expertise and resources
- Creating synergies
- Involving stakeholders



Strategic Management

- Management of CSR projects
- Regulatory Performance
- Dashboard
- CSR Reporting
- Dedicated Application Management

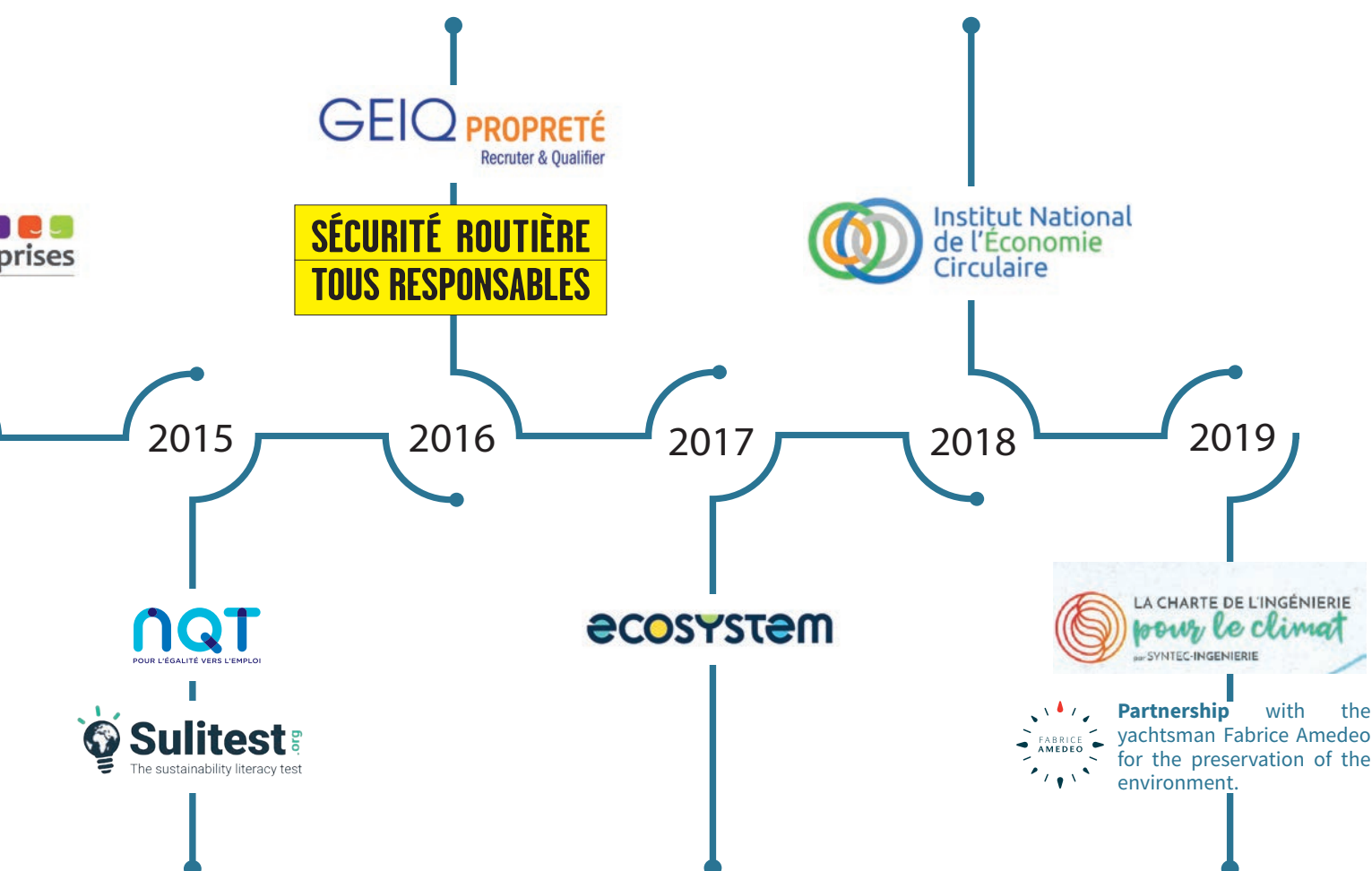
OUR SOCIAL COMMITMENTS



As promoted by the **seventeenth and final Sustainable Development Goals (SDGs)**, Onet has been building effective partnerships for many years to implement its CSR policy, while contributing to other sustainable development goals at global, national and local levels.

These partnerships are built on common principles and values, and people and the planet are central to them. They can take the form of signing up to charters, enabling wider communication with civil society on the commitments made.

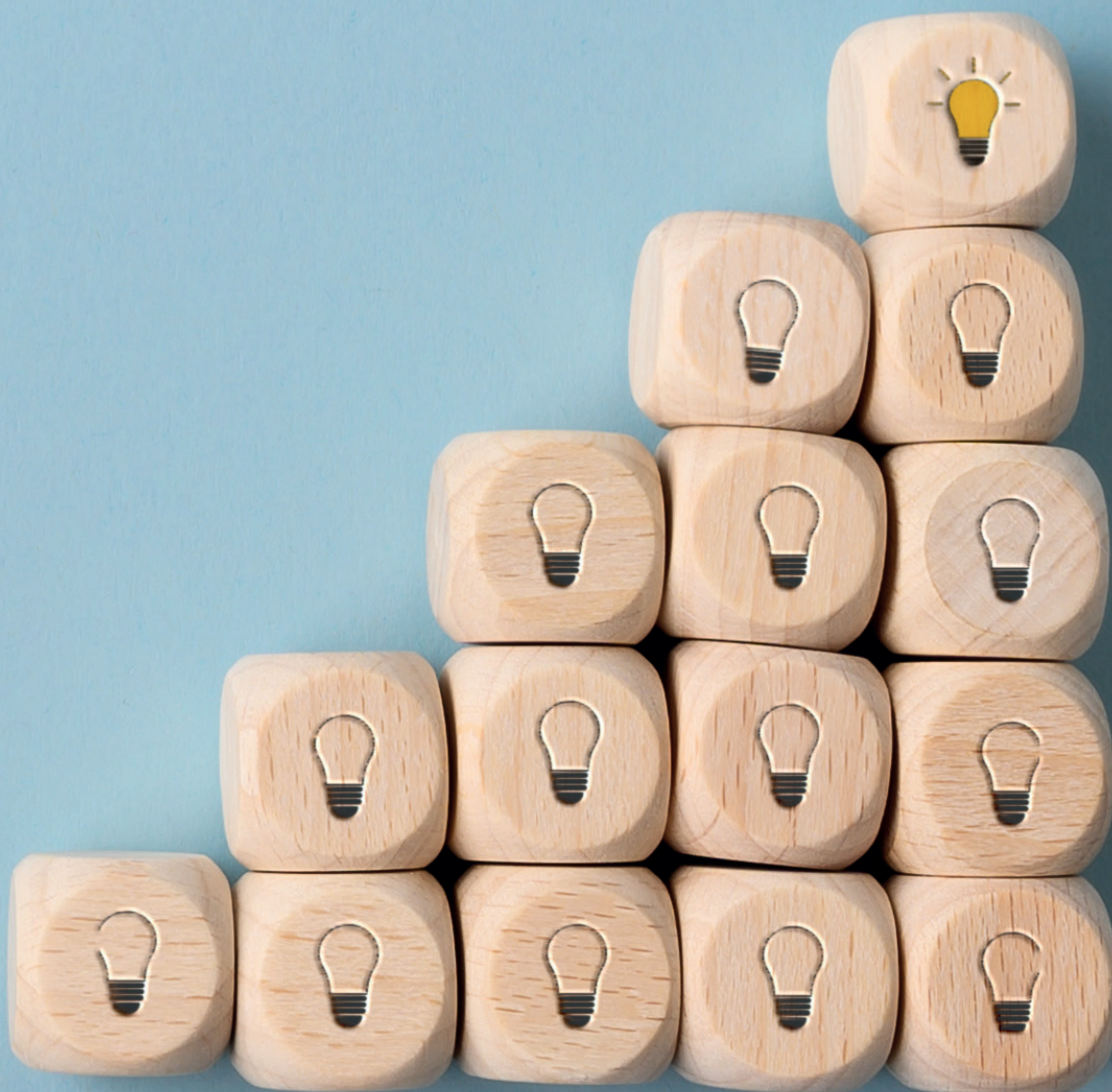
17 PARTNERSHIPS
FOR THE GOALS



Details of each partner organisation are given in the appendix.

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HEALTH & SAFETY RISK PREVENTION

Being responsible for one's own safety also means protecting others.

At Onet, looking after the health and safety of everyone is a non-negotiable condition.

The Group's management is committed to excellence in the prevention process: **Leading Onet in Risk Prevention**. It is a policy designed to sustainably establish a genuine health and safety culture across the entire Group and

perform as an industry leader in the field.

It is the responsibility of every manager to ensure that the work of the team is carried out in optimal safety conditions and it is the responsibility of each employee to maintain constant vigilance for themselves.



ANNUAL MEETING - RISK PREVENTION AT ONET

In October 2019, the 5th annual POP/LORP meeting was held in all the countries where the Group operates. This day was an opportunity for the Chairwoman of the Executive Board and for the

Chairs of each business unit to reaffirm the need to consider health as the priority issue and to ensure that prevention becomes an essential part of Onet's culture.

THE EVENT FORMATS VARY DEPENDING ON THE BUSINESS LINES:

- Poster competition between the branches in the **Onet Services Network** on the theme of prevention, with 157 entries.
- Training Escape game for **Axxis resources**, a team game on safety at work allowing the different skills of the group members to be brought into play.
- **Safety Hyper Vigilance Day** on all our sites and locations at Onet Technologies.
- Themed workshops at **head office**: eco-driving training, ergonomics at the workstation, time and priority management, first aid, impact of addictions at work.
- Awareness of movement and posture, prevention of MSD for **Onet Switzerland**.

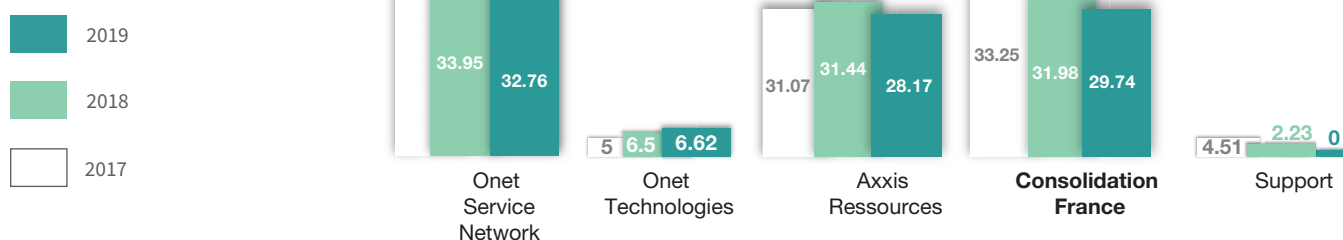


ACCIDENT RATE ANALYSIS

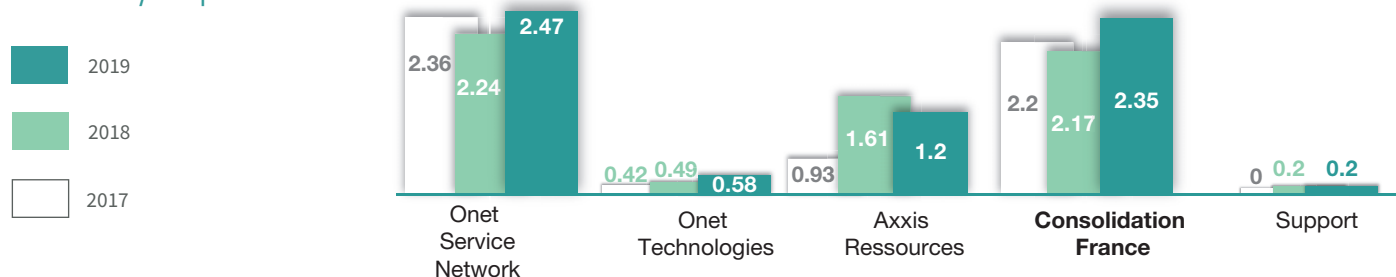
WORK-RELATED ACCIDENT FREQUENCY AND SEVERITY RATE

At the end of 2019, the Group's frequency rate was 29.7 in France. It decreased by 7% from 2018, but the severity rate deteriorated by 8% over the same period, due to an increase in the average duration of leave. **The two main causes of accidents are shocks, bumps and falls.** There were no fatal workplace accidents in 2019 in the Group, but we sadly learnt of the death of one of our employees in Spain in a commuting accident.

Trend in severity rate over a 3-year period



Trend in severity rate over a 3-year period



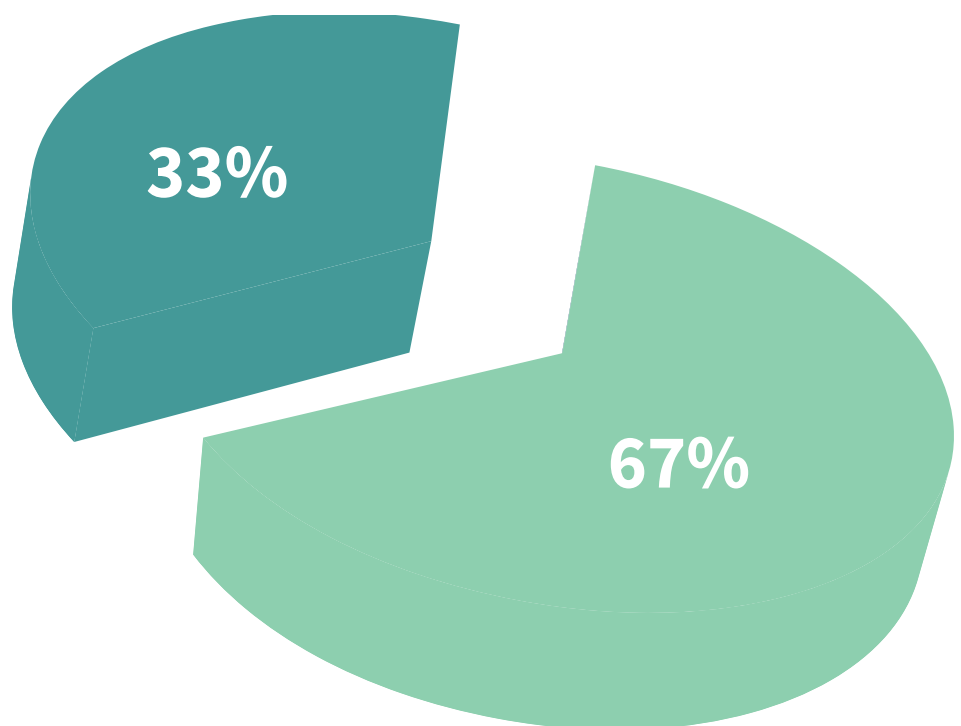


SOME KEY ACTIONS



COMMUTING ACCIDENTS

The Group's analysis of accidents (with and without lost time) shows that commuting accidents account for a quarter of all accidents.

As a result, a specific action plan was started in 2019 to do more prevention on this issue.



Breakdown of accident type

-  Commuting accidents
-  Workplace accident



Among the flagship actions, road risk prevention measures are being strengthened.

Since 2009, 6,880 employees have received training in road safety through road safety sessions. Previously, these training courses took place on a simulator. In 2019, as in 2018, thanks to a partnership with RENAULT and ECF, half-day training sessions in real road situations combine prevention and eco-driving issues in an even more practical way.

The Road Risk Steering Committee regularly provides information about the importance of post-accident road safety interviews in partnership with our insurer, CARSAT and Road Safety. At the branches, there has been awareness raising around installation of air pumps and "reverse gear parking" signs on Onet car parks.

The e-learning module "Prevention and Safety Welcome Booklet" has also incorporated good practices for travel for business trips, as well as commuting (home/work).

OCCUPATIONAL ILLNESS

A decrease of 39% in occupational illness declared and confirmed in 2019 (i.e. 59 new declarations) compared to the same previous period was observed.

Since the number one cause of occupational illness is musculoskeletal disorders in the cleaning profession, the major programme to introduce musculoskeletal disorder preventers (holders of a diploma accredited by the INRS after a practical training course lasting several months) is beginning to bear fruit. To date, there are close to 100 MSD Prevention Officers in place in the Onet Services Network.



QUALITY OF LIFE AT WORK

AT ONET, QUALITY OF LIFE AT WORK IS ABOUT BEING ABLE TO DO A GOOD JOB, IN GOOD CONDITIONS.

IN THIS CONTEXT, TWO TYPES OF ACTIONS HAVE BEEN CARRIED OUT FOR SEVERAL YEARS

1. A Psychosocial Risk Prevention Approach

This approach is centred around three goals and various agreements have been signed since 2010 in this area.

- Reduce the risk of individual situations.
- Create a systematic process of detection on the field.
- To be able to target actions to identified risks.

Since 2008, when a hotline was set up (on a toll-free number), a psychology service has been working with Onet to provide many employees with professional counselling, help and support at key moments in their lives.



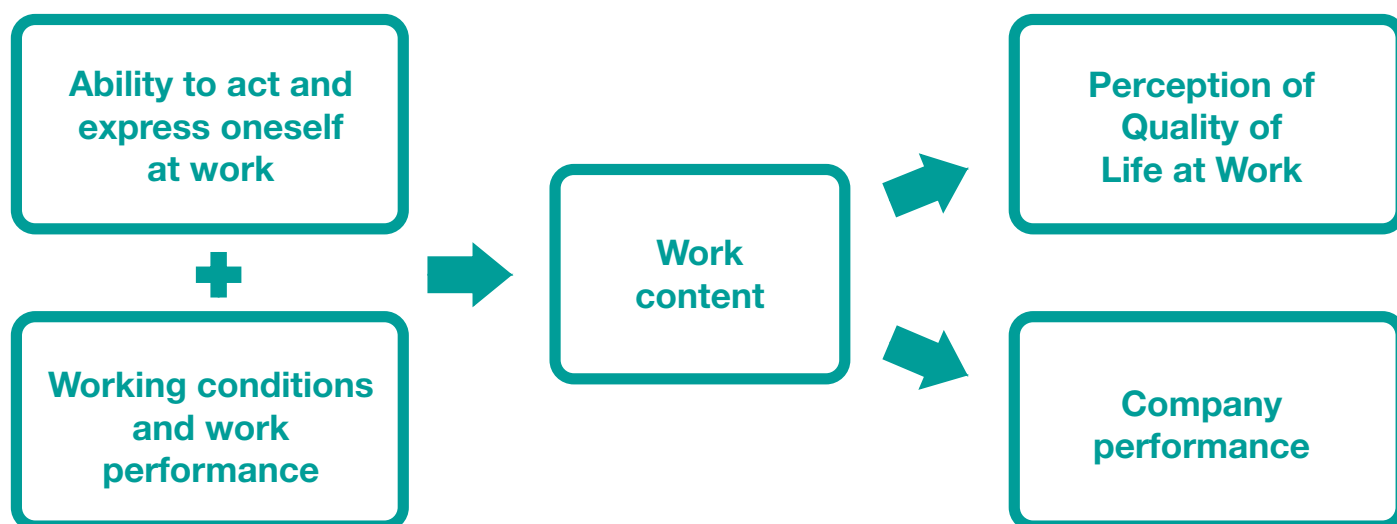
TELEPHONE HOTLINE FOR ONET GROUP - TOLLFREE: 0800 80 20 25

2. Quality of Life at Work Programme

A broader effort was launched at a Group-wide level from 2016. It makes it possible to go beyond the strict legal framework and move from the prevention of psychosocial risks to a parity-based approach to quality of life at work, based on an analysis of the real work situations of the various business lines.

The areas of quality of life selected are social and professional relationships, work content, work organisation, professional achievement and development, and work -life balance.

This programme is intended as a driver for enhancing working conditions, promoting employee engagement, and improving corporate performance.



FOR THE ONET SERVICES NETWORK

Include end-user participation in projects that affect them

Sector managers and operatives have been included in the pilot development and deployment phases of:

- The BIOGISTIC EVOL responsible cleaning solution.
- The training app on smartphones enables a uniform deployment of approved operational standards from the very first days in the company.

Simplifying the daily life of middle management

In each region, one or two Regional Digital Experts (ENR/RDE) were appointed in 2019 to support the operational deployment of IT tools dedicated to the operations of the various Onet Services Network business lines.



Increase professionalism of the local manager role

As in 2018, various training courses with this objective have been implemented:

- "Local manager" programme at Onet University (see section on University).
- Continuous professional development training for managers, tailored to the railway sector in the Ile-de-France region.
- At a national level for the cleaning business lines, we have continued to run the "Responsible Manager" programme focusing on delegation, stress management, conflict and psychosocial hazard prevention.

As well as the findings from the analysis, the Onet Services Network also carries out work that contributes directly to QLW.

Implementation of full day shift work/work during the working day

When all the stakeholders directly concerned (employee, client and employer) agree, this approach represents a real step forward for everyone. Onet then sets up a specific process to install the full day / working day system at the client site. A number of positive results have been noted (better cleaning quality thanks to more motivated, involved and diligent service operatives, optimisation of tasks based around the actual use of the premises, responsiveness, increased security and confidentiality, energy savings).

FOR ONET TECHNOLOGIES

Following an analysis carried out in 2018 in the Operations and Training Department (comprehensive nuclear power plant site assistance and training services), the jointly formulated improvement plan was confirmed by the Department and launched in 2019.

It is based around the following key areas:

- Work organisation and planning.
- Safety policy in the field.
- Customer relationship management.
- Management and recognition of work.
- Recruitment and onboarding of new hires into operational positions.



FOR HEADQUARTERS SUPPORT SERVICES

- Implementation of a teleworking agreement.
- Implementation of a mobility plan.



ONET UNIVERSITY

"GROWING TOGETHER AND DEVELOPING OUR MODEL"



Investing in skills is a significant commitment and a major social role for the Group. Enabling employees to develop, grow, flourish and improve their performance encourages motivation and loyalty.

In this area, Onet University is carrying out the implementation and deployment of actions, based around the following objectives:

- Develop the skills of all our employees, from workers to managers.
- Help our managers grow and develop their leadership and social responsibility.
- Be cross-functional within the Group.
- Innovate and contribute to the digital transformation.
- Be open to outside ideas.
- Contribute to the employer brand.
- Be consistent with the Sustainable Development Goals.

Élisabeth Coquet-Reinier, Chairwoman of the Supervisory Board of Onet SA

"We have always seen in-house training as a strategic investment. It is the strength of our Group, it is in our DNA. It is to my father, Louis Reinier, that we owe the initiative of specific and adapted training courses, set up to support our employees in their career progression."



Because managing and making the most of internal talent and identifying potential is essential to our company's strategy, we rely heavily on internal promotion. The training cycles put in place then enable our employees to progress to management positions.

They can follow two courses:

- "Managing a centre of responsibility" carried out with the IFG, the University of Corsica and INSEEC U (level bac + 4/5 - RNCP Certification level I).
- "Local Manager" carried out with CESI Aix-en-Provence (level bac +2 - RNCP Certification level III).

For the "**Local Manager**" curriculum, the objective is to develop managerial authority and the performance of one's team. This training is carried out in blended learning (a mix of online distance learning sessions and face-to-face sessions with the trainers). Training modules are also provided by internal trainers who help maintain the Onet touch, which is essential to our company culture.

In order to obtain this diploma, our employees are evaluated using MCQs at the end of each module, a presentation for all skill-based courses, a professional report (based on an area of application) and a final presentation before a judging panel presided over by an external company.

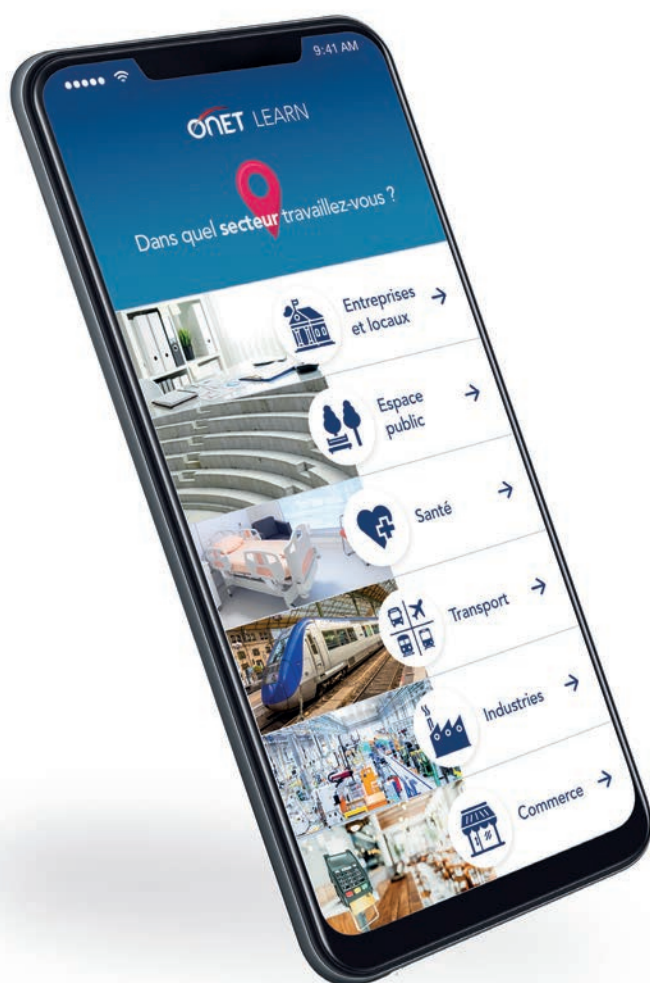


The goal of the "Managing a responsibility centre" course is to manage a unit's performance by developing its managerial skills.

This training is carried out in blended learning, with face-to-face training sessions, as well as a progress plan, which is a central pedagogical element of the training. To obtain this diploma, our employees are evaluated using ratings on the sessions attended and a final presentation of the progress plan in front of a judging panel.

At the beginning of this year, Onet University was delighted to award diplomas to the 2019 graduating class, which consisted of 26 employees from across all the Group's business lines. A great opportunity to look back on their experiences during this year with many emotional highlights, and their career within the company.

In addition to their diplomas, the employees on the "Managing a responsibility centre" course also obtained the Sulitest certificate, the first international test evaluating individuals on their knowledge of sustainable development and corporate social responsibility issues.



We operate in a **regulated, competitive and digital market**.

Digitalisation is a major focus of our strategy. This is why the University offers digital applications:

- **The Blue Campus Platform** enables the design, creation and administration of specific modules to effectively meet the needs of operational staff in each business unit.
- **The box**: a collection of off-the-shelf videos designed for managers.
- And **Onet Learn** (the application deployed jointly by the University and DSINI), which enables our agents to keep not only their technical skills up to date but their digital skills as well.

Onet Learn provides on-site help, practical advice and a wide range of video tutorials. Above all, it enables the systematic deployment of operational standards validated by business experts from an employee's very first steps in the company.

During 2019, thanks to the inclusion of end-users in processes and development, the Onet Learn application has been improved.

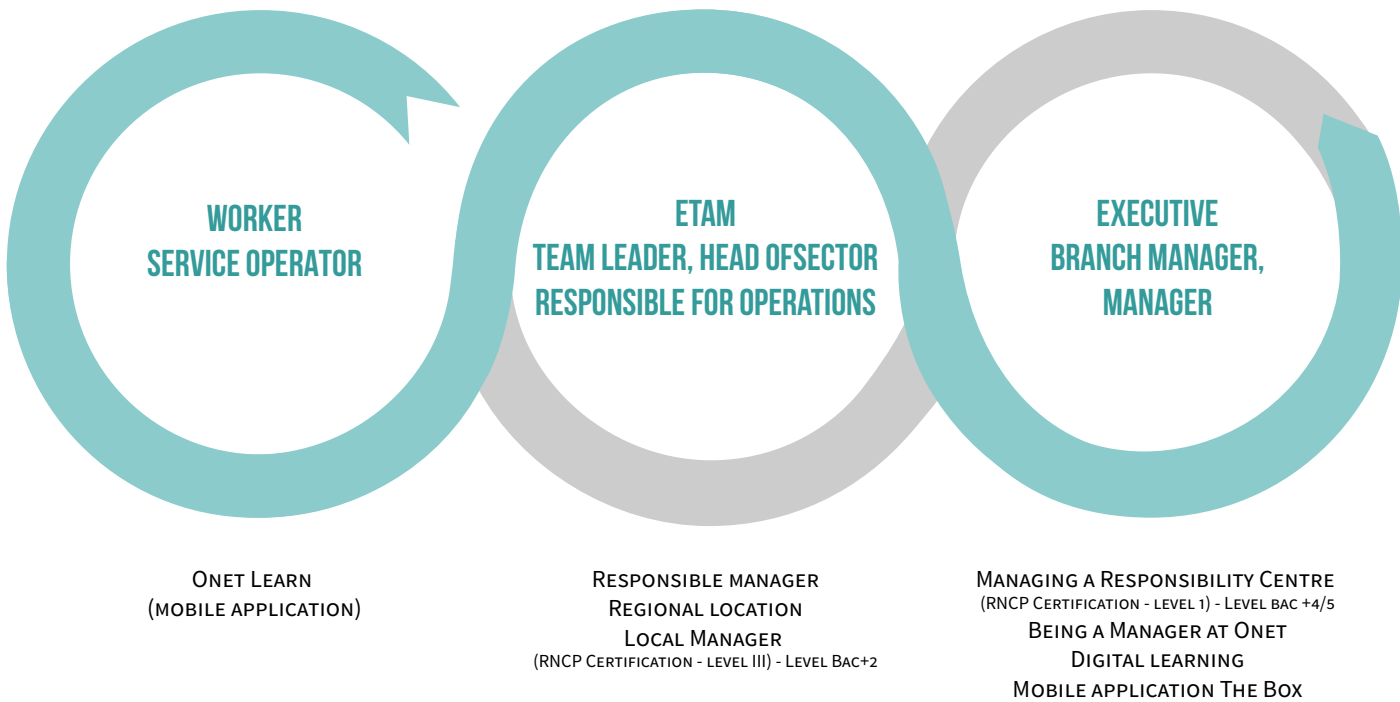
It now includes new training courses to cover the needs of almost all the cleaning business lines: services, distribution, transport, agri-food, health.

Among the new features, the user interface is more ergonomic and on the management side, the application is also equipped with a console for reporting.

This application is part of Onet's overall training system.

In addition to training, there has been a real transformation project, in terms of business practices and culture, forming part of the digitisation of HR processes and which is highly appreciated by the operational staff who use it. In summary, the University's training offer covers all levels of responsibility and offers multiple training opportunities.

THE UNIVERSITY'S TRAINING OFFERING COVERS ALL SPCS





03

DIVERSITY AND INCLUSION

5

GENDER
EQUALITY



8

DECENT WORK AND
ECONOMIC GROWTH



10

REDUCED
INEQUALITIES



In order to make diversity the norm and to go beyond the notion of integration for inclusion, in 2019 Onet began coordination of its policies regarding the various diversity targets: men, women, young people, seniors, job seekers, people from the city's priority neighbourhoods, people with disabilities, discrimination...

The objective is the same: inclusion for a better quality of life at work.



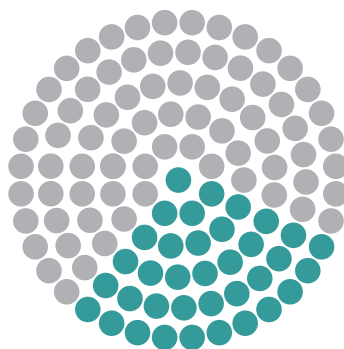
THE FIGHT AGAINST DISCRIMINATION: TOGETHER, RIGHTS, DUTIES

Since November 2006, Onet has been a signatory of the Diversity Charter, a commitment that combats discrimination in the field of employment and works for diversity.

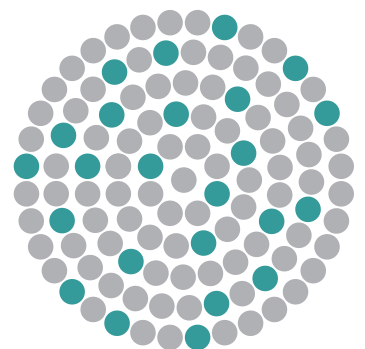
As stated in our code of ethics, **respecting the principle of non-discrimination and ensuring that employees** are treated fairly, as regards discriminatory criteria, from the recruitment process onwards, throughout their professional careers, is the basis of our approach to diversity.

The numerous actions already carried out, various training courses on the prevention of discrimination were organised in 2019 at management level and particularly in the MCR courses at the Onet University and during recruitment training courses given in the regions.

In order to raise awareness amongst field agents in some of our business lines, such as rail cleanliness, workshops were organised throughout 2019 and will continue in 2020.



INTEGRATION



INCLUSION

DISABLED PERSONS POLICY

In 2019, Onet continued the disability policy launched in 2016 aiming for **better integration of people with disabilities and action to support continued employment in order to combat incapacity.**

This year we also prepared for the implementation of the law on the freedom to choose one's professional future and the component on supporting inclusive businesses.

The main measures undertaken in 2019 were:

- The first participation of all Onet companies in the "Disability Talent" virtual trade fair for a month.
- Raising managers' awareness during recruitment training by promoting diversity, particularly for disabled people, and specific diversity days as part of the MCR courses at Onet University.
- Support for employees in the process of having disabilities assessed and maintaining employment.
- The development of support for agency operational staff and the implementation of a toolbox,

- The creation of the first e-learning modules for all managers: "What is disability?", "How do we recruit?", "How do we integrate?",

- Active participation by the Axxis branch network in the European Disability Employment Week (EDEW) in collaboration with Agefiph. The "disabled worker career path" label is also being introduced in Axxis agencies with a view to formalising the support and integration of disabled workers into companies (see glossary),

- Throughout the year the agencies and Onet companies took part in "job dating" activities and various disability recruitment forums in their catchment areas,

In addition, this year was also dedicated to making the reporting tools more reliable to respond to the change in accounting methods required by law in 2020.

CHANGE ATTITUDES ON DOWN'S SYNDROME



Rémi Glacis is a worker very much like any other... **The 25-year-old with Down's Syndrome joined the Michelin logistics platform in Rouvignies near Valenciennes in December 2018.**

His integration and the adjustments to his post, both in terms of tasks and schedules, are the result of collaboration between Onet Logistique and Agefiph. Hired on a permanent contract, he sorts and files administrative documents. For a break from his routine, he also goes on site to sort pallet extensions.

"He is known and appreciated by all our employees and our customers. He has built relationships with even the most reserved employees. **I really wanted to promote diversity in the workplace because at the depot we have people with this disability in their families,**" explains Max Goffart, Operations Manager. Looking beyond disability, it was his personality that literally won over his colleagues at work. "He's happy, conscientious and has an eye for detail," Max adds.

His social integration is so successful that Rémi does not look forward to weekends and holidays...



PROFESSIONAL GENDER EQUALITY

For Onet, gender balance, diversity and equal treatment between women and men are factors contributing to efficiency, social cohesion and progress in the company. We are committed to the principle of equal treatment of all women and men throughout their working lives.

In total, our workforce includes **60% of women**, but this distribution varies greatly by business line.

Several years ago, Onet created a parenting booklet to inform future parents about current legislation, their rights and the help they may be entitled to. The purpose of this booklet is to help fathers and mothers with their work-life balance, to improve both the personal and professional lives of our employees.

In accordance with the law relating to the methods of application and calculation of the gender equality index (see glossary), in 2020 Onet will publish index ratings for its subsidiaries with at least 50 employees (available on www.groupeOnet.fr). Only one company out of all the companies for which the index is required to be calculated has a score below 75 (the threshold for corrective action).



CIRCULAR ECONOMY

The circular economy is an economic model whose objective is to limit the consumption of resources while maintaining the same level of quality and putting the individual at the heart of the system. This approach is firmly in line with our Group's values.

ONET INCLUDES CIRCULAR ECONOMY IN THE PROJECTS THAT IT IMPLEMENTS.

With several successful solutions rolled out since 2017 at national level based on this model, the Onet Group continues to implement its new projects using this concept, meaning it can support the company's development.



The law on combatting waste and on the circular economy, enacted on 30/01/2020, will also be a guideline for the implementation of CSR solutions or innovations.

Onet has been a member of the National Institute for Circular Economy since 2018, enabling us to boost our efforts and work with our various stakeholders to further enhance our involvement in this area.

WITH ITS BIOGISTIC
SOLUTION, ONET
SAVES 20 TONNES
OF PLASTIC PER
ANNUM



2 years ago Onet introduced the BIOGISTIC solution to all its branches, for its core business: traditional cleaning services. This solution combines the replacement of traditional cleaning products with eco-labelled and biotechnology-derived products, and reuse of plastic containers.

ON OUR CLASSIC CLEANING SERVICES THAT MEANS:

20 TONNES
OF PLASTIC
SAVED EVERY YEAR

7,500
EMPLOYEES
TRAINED

173
DILUMOB

73%

USE OF
ECOLABEL AND
AND BIOTECHNOLOGY-DERIVED
PRODUCTS ACROSS
ALL PRODUCT PURCHASES.

30%

REDUCTION
OF WASTE ON
TRADITIONAL CLEANING
SERVICES

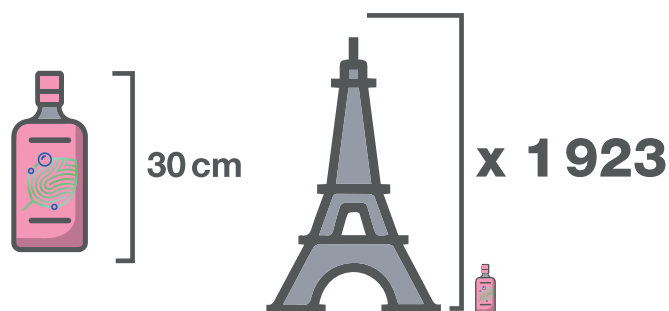
ONET HAS REDUCED ITS
PLASTIC WASTE BY 30%
IN ITS CORE BUSINESS, THE
PROVISION OF CLASSIC
CLEANING SERVICES



IT IS IMPORTANT TO THINK ABOUT REUSE BEFORE THINKING ABOUT RECYCLING, BECAUSE RECYCLING PLASTIC TRAPS US IN THE BEHAVIOURS OF MASS CONSUMPTION OF PLASTIC WHILE REUSE ALLOWS US TO BREAK FREE.

The BIOGISTIC solution is based on:

- at supply stage: the use of ultra-concentrated products which allows us to optimise the quantities of plastic delivered to our branch warehouses, since 3 x 25 L drums can supply over 20,000 L of active solution.
- at point of use: a simple principle of reusing and refilling empty bottles instead of throwing them away. To make this possible, a technical process of controlled dilution combined with ultra-concentrated products has been implemented in all our branches and at our large sites.



Thanks to BIOGISTIC, Onet provides its customers an offer based on products that are more environmentally friendly while also using less plastic.





BIOGISTIC HEALTHIER PRODUCTS

The BIOGISTIC solution uses biotechnology-derived eco-label products based on enzymes and micro-organisms that are safe for personnel and the environment, free of allergens and volatile organic compounds. The use of these products aims to prevent chemical risks and occupational illness.

We had to educate our employees and customers to explain that an odourless product is no less effective than a highly-scented product.

BIOGISTIC, A CONTINUOUS PROCESS OF IMPROVEMENT



In 2019, we upgraded BIOGISTIC to BIOGISTIC EVOL to combat single-use plastic even more.

It is now possible, from an initial 3 products in the DILUMOB system, to switch to 5 or 6 concentrated products to meet more of our operators' needs and thus replace the disposable products previously used.

THE FUNDAMENTAL ROLE OF TRAINING IN RAISING AWARENESS

Onet used the BIOGISTIC solution to set up a training module on eco-label and biotechnology-derived products, positive environmental habits and the fundamentals of our business.

- More than 200 internal trainers trained. These trainers are the points of contact for the business lines, and central to conveying the company's values and increasing skill levels.
- An innovative approach: each training is skills-based, practical training in action with immediately observable results. This tailor-made training relies on sharing.
- Adoption and dissemination of knowledge and best practice.

The time spent in training gives employees a better understanding of the importance of this solution for their health and for the environment.

CLOSE-UP ON...

PRODIM, A MAJOR PLAYER IN THE DEPLOYMENT OF CIRCULAR ECONOMY SOLUTIONS FOR ONET.



Prodium is an Onet subsidiary with 35 years' specialised experience in professional hygiene products and equipment. As a key player in the development of Onet's circular economy projects, Prodium supports Onet through change with its teams in 7 branches throughout France.

PRODUM, CENTRAL TO THE BIOGISTIC ECOLOGICAL SOLUTION

- Purchasing department references eco-label products and biotechnology-derived products.
 - High-performance: as effective as traditional chemicals.
 - Multi-purpose.
 - Superior biodegradability.
 - Ultra-concentrated
 - Do not contain genetically modified organisms (GMOs), endocrine disruptors, or materials containing nano-particles which are banned or cause for concern.
 - Safe for users, surfaces and the environment.
- Design of the innovative DILUMOB® dilution process, patented in France and Europe and manufactured in the Vosges region.
- Training and support for Onet branches.

PRODUM, CENTRAL TO WEEE RECYCLING SOLUTIONS IN THE CLEANING INDUSTRY.



Prodium is a member of Ecosystem, an approved eco-organisation for the collection, decontamination and recycling of professional Waste Electrical and Electronic Equipment (WEEE).

Prodium has been a leader right from the start, and has allowed us to deploy the Ecosystem solution nationally across the various Onet companies, enabling the collection of cleaning-related WEEE at all of the companies.

WASTE MANAGEMENT

OUR NATIONAL SOLUTIONS FOR
ELECTRICAL AND ELECTRONIC
WASTE MANAGEMENT

The implementation of national waste management solutions, in particular our partnership with Ecosystem for cleaning equipment and NODIXIA for end-of-life IT equipment, is increasing the tonnage of waste collected.

2018	2019
56 tons	79 tons

RE-USE SOLUTIONS FOR OUR COMPUTER & TELEPHONE EQUIPMENT

nodixia After pilot operations carried out from 2018, in the last quarter of 2019 Onet launched the nationwide deployment of NODIXIA, its re-use solution for the Group's IT and telephone equipment.

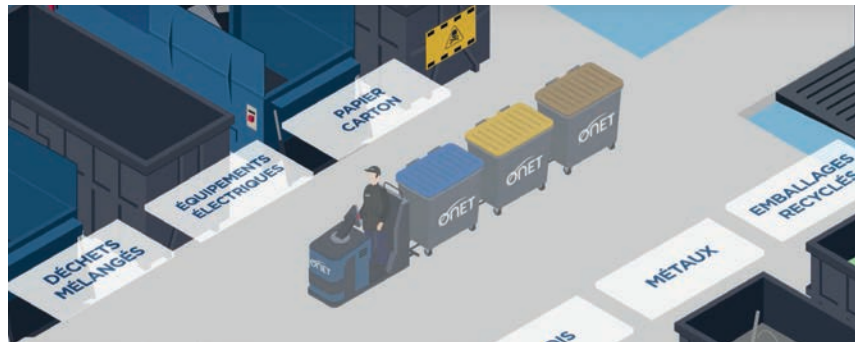
RE-USE SOLUTIONS FOR OUR ELECTRICAL CLEANING EQUIPMENT

ecosystem

In 2019, the cleaning agencies continued to use the solution made available to them for the disposal of electrical and electronic waste from cleaning activities. The principle: 2 wire mesh bins are installed at each of our branches for the ongoing collection of end-of-life equipment. When the bins are full, our branches trigger removal using a computerised platform. Larger equipment (floor scrubbers, floor polishing machines) can also be handled with this system.



ONET, COMMITTED TO THE MANAGEMENT OF ITS WASTE AND THAT OF ITS CUSTOMERS



As a major player in waste management in France, Onet is central to the waste management process as it is our agents who collect the waste and transport it to the disposal points. Onet therefore plays an important role in waste sorting and recycling.

A PERSONALISED SOLUTION TO SUPPORT OUR CUSTOMERS

ON-SITE INTERNAL
WASTE
MANAGEMENT

WASTE DISPOSAL
AND RECOVERY

MANAGEMENT OF
WASTE PROCESS

REPORTING AND
TRACEABILITY
WITH OUR
GREENFLOW TOOL

SUCCESSFUL PARTNERSHIPS IN OUR COMPANIES AND WITH OUR CUSTOMERS

We work with a network of partners who work at our Onet agencies as well as with our clients. A great example is a successful partnership with ELISE, a provider of specialist employment for an inclusive company, which collects waste, particularly at our head office and at some of our customers' sites.

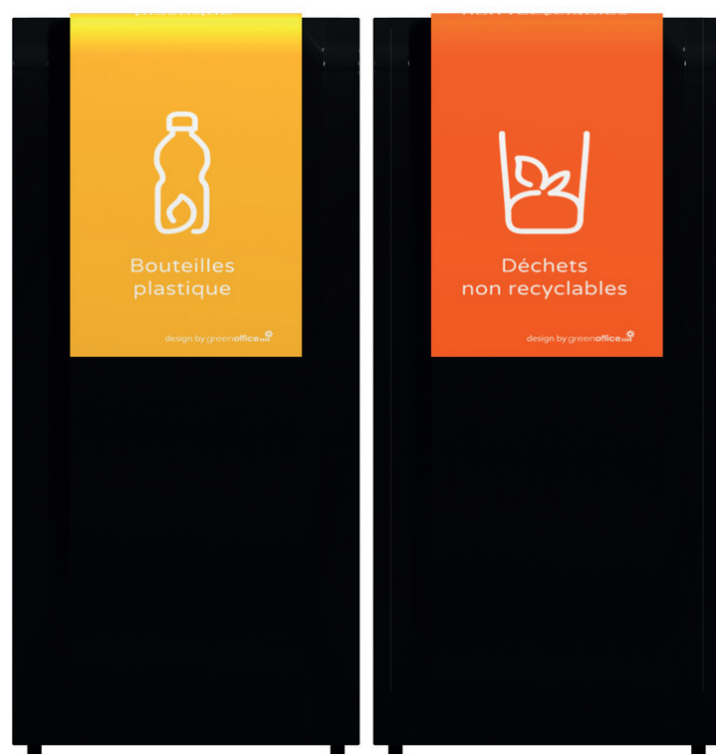
THE IMPLEMENTATION OF RECYCLING COLLECTION AREAS: A GREEN SOLUTION WITH MULTIPLE BENEFITS.

Onet provides consulting services to its customers to enable them to **optimise their waste sorting and recycling processes**. Individual office bins are removed and replaced by shared recycling collection units.

A recycling collection unit is a station where different types of waste are put into separate sorting containers and then sent off via various channels.

Onet also **supports its customers in managing change** to ensure the success of this new system.

Removing individual waste bins from employee offices reduces the impact on the environment by reducing the number of bin bags and thus the amount of plastic waste.



As employees have to make a conscious effort to go to the recycling units, the result is that they give more thought to the act of throwing away.

The 5 major issues of the implementation of recycling units are the following:

- Reduce our environmental impact by broadening the types of waste sorted and consequently increasing the share of recovery overall.
- Ensure regulatory compliance in waste management.
- Deploy a waste management model that optimises the cleaning offering and improves working conditions for staff.
- Be a flagship Green company
- Take advantage of financial opportunities by reducing landfill tax and optimising sorting and re-use.



RADIOACTIVE AND OTHER HAZARDOUS WASTE MANAGEMENT

Onet Technologies has had to work on solutions to reach certain highly radioactive waste without being able to use humans in order to guarantee the health and safety of personnel.

Among the many dismantling projects managed by Onet Technologies, we can highlight the following 2 projects:

FUKUSHIMA DAIICHI Power Plant

Over the last decade Onet Technologies has developed a wealth of expertise which, thanks to **remote-controlled equipment and a laser cutting system**, allows this type of operation to be carried out, to contribute to the dismantling of nuclear waste.

The know-how developed in France at the Marcoule sites enables Onet Technologies to use its expertise internationally. For the past 6 years, Onet Technologies has been developing a **partnership with CEA** for the cutting and recovery of damaged fuel from the Fukushima Daiichi power plant, as part of an R&D project funded by Japan.

Project VRAC FI

Onet Technologies has also worked on the VRAC FI project for 10 years with CEA CADARACHE, handling the **treatment and reconditioning of low-level irradiated waste**. Onet Technologies was involved in the design phase, the installation, the retrieval and treatment of the waste. The project was successfully completed in 2019.

SINTEO: A KEY PLAYER PROMOTING CIRCULAR ECONOMY IN THE PROPERTY INDUSTRY

Sinteo, a subsidiary of Onet, is an environmental and technical consulting and engineering company for the property industry, constantly working to boost circular economy initiatives. There has been a lot of news in this area in 2019 for Sinteo.

Launch of a start-up accelerator on circular economy

Alongside Impulse Partner and the CSTB, Sinteo co-founded "Villes et territoires circulaires" ("Circular cities and regions") a property start-up accelerator. Since its creation in May 2019 in Paris, twelve start-ups have joined the incubator, benefiting from the support of the "big league" in property development. The "Circular cities and regions" platform intends to create links by giving start-ups access to the industry leaders who are the platform's major partners. The objective is to support around 20 companies per year.

A TENDER WON BY SINTEO FOR A MAJOR URBAN RESTRUCTURING OPERATION IN PARIS: THE MAGENTA HALL, PART OF THE CIRCULAR ECONOMY.

As part of a design-build public tender bid in the town of Pantin, the ICADE/DATA/Sinteo/Builders&Partners consortium was chosen in 2019 as the winner for the restructuring of the "Magenta" market hall.

The project consisted of the construction of a modernised market hall, a hotel with some 100 rooms and an office building above the market hall. The approach driven by Sinteo and deployed across the group consisted of **integrating the structuring principles of the circular economy within the building sector**: limiting the use of new materials, favouring materials from local supply chains and using reusable and recyclable materials.

So the hollow bricks of the existing walls - signature materials for the current building - will be reused as vertical elements, bringing natural light and ventilation to interior spaces and even directly to the facades. The steel structure of the existing hall, the "Eiffel" style beams and trusses, will be dismantled for reuse as the horizontal roof structure of the future hall. In total, no less than 400 tonnes of materials will be reused in situ on the construction site, thus complying with the E+C label - the forerunner of future environmental building regulations RE2020.



GREEN ENERGY AND MOBILITY



ELECTRICITY CONSUMPTION AT ONET HQ

In 2019, we reviewed the energy audit of our head office based on the 2018 database.

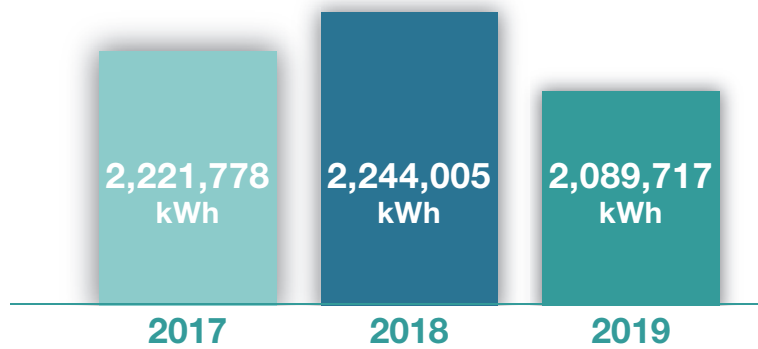
The main conclusions were:

- The energy performance of the site is only slightly higher than the average for office buildings dating from the same period due to the presence of the data centre and the company restaurant, which increase the site's consumption. But it is compensated for the building's high-performance insulation, which limits heating and air-conditioning consumption, and by the large amount of natural light that reduces the need for artificial lighting.
- **Environmental performance is relatively good** considering the level of consumption on the site. This is due to the almost exclusive use of electricity as an energy source, which has a lower environmental impact compared to power sources such as gas or certain heating networks. In addition, a renewable energy option is planned.

Consumption at the head office corresponds to approximately 20% of the group's total consumption.



ELECTRICITY CONSUMPTION AT ONET HQ



Between 2018 and 2019, consumption decreased by almost 7% in part due to a milder winter in 2019 and in part due to the first actions taken at the headquarters buildings following the energy audit.

The main actions were:

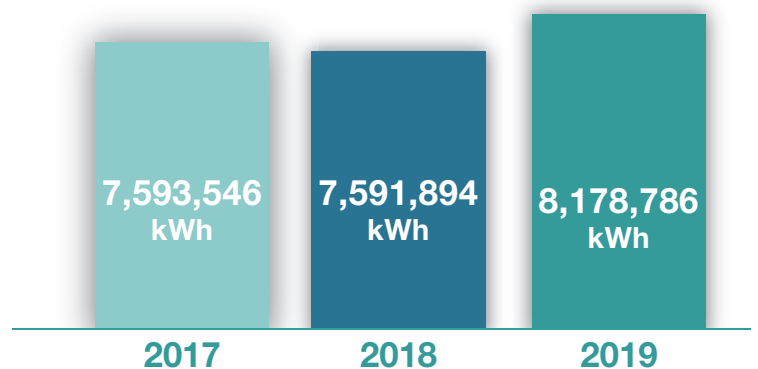
- the replacement of the 8 inverters on site with power reduction.
- the installation of LED lighting throughout the site's circuit.
- the change from electric hotplates to induction hobs in the on-site canteen.

The overall consumption of the Group's French branch network increased by more than 7%, mainly due to the increase in the number of locations.

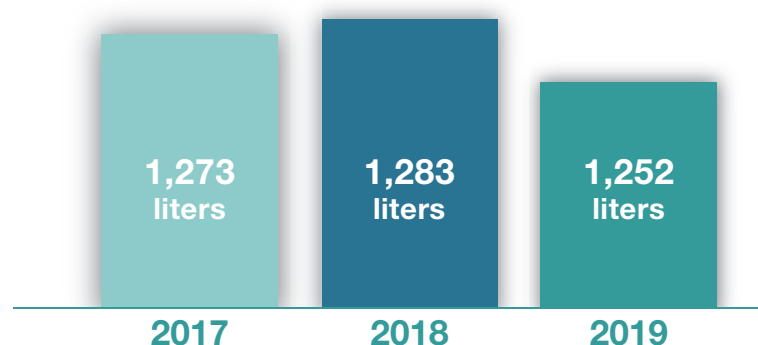
The implementation of a centralised action plan for the branch network was not included in the CSR roadmap because it is more complex due to the diversity of the buildings concerned.

To date, only actions such as raising awareness of environmentally friendly behaviour have been put in place.

USE OF ELECTRICITY AT ONET LOCATIONS



AVERAGE FUEL CONSUMPTION PER VEHICLE *



Consumption per internal combustion, hybrid and electric vehicle has remained stable since 2017 (- 1.65%).

However, the number of vehicles decreased by 14%. Over 3 years, the number of clean vehicles has increased by 50%.

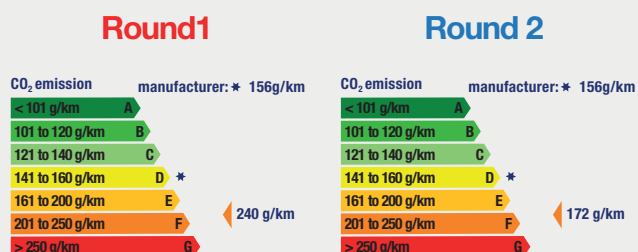
(*) Number of internal combustion, hybrid and electric vehicles leased and owned at the end of December.

FOCUS ACTIONS

Employee awareness-raising initiatives also continued:

- Travel policy: employees were encouraged to use video or teleconferencing as the preferred option as opposed to travel.
- Training our employees in eco-driving: 6,880 employees trained since 2009 on simulators and since 2018 on the road in ECF driving school vehicles.

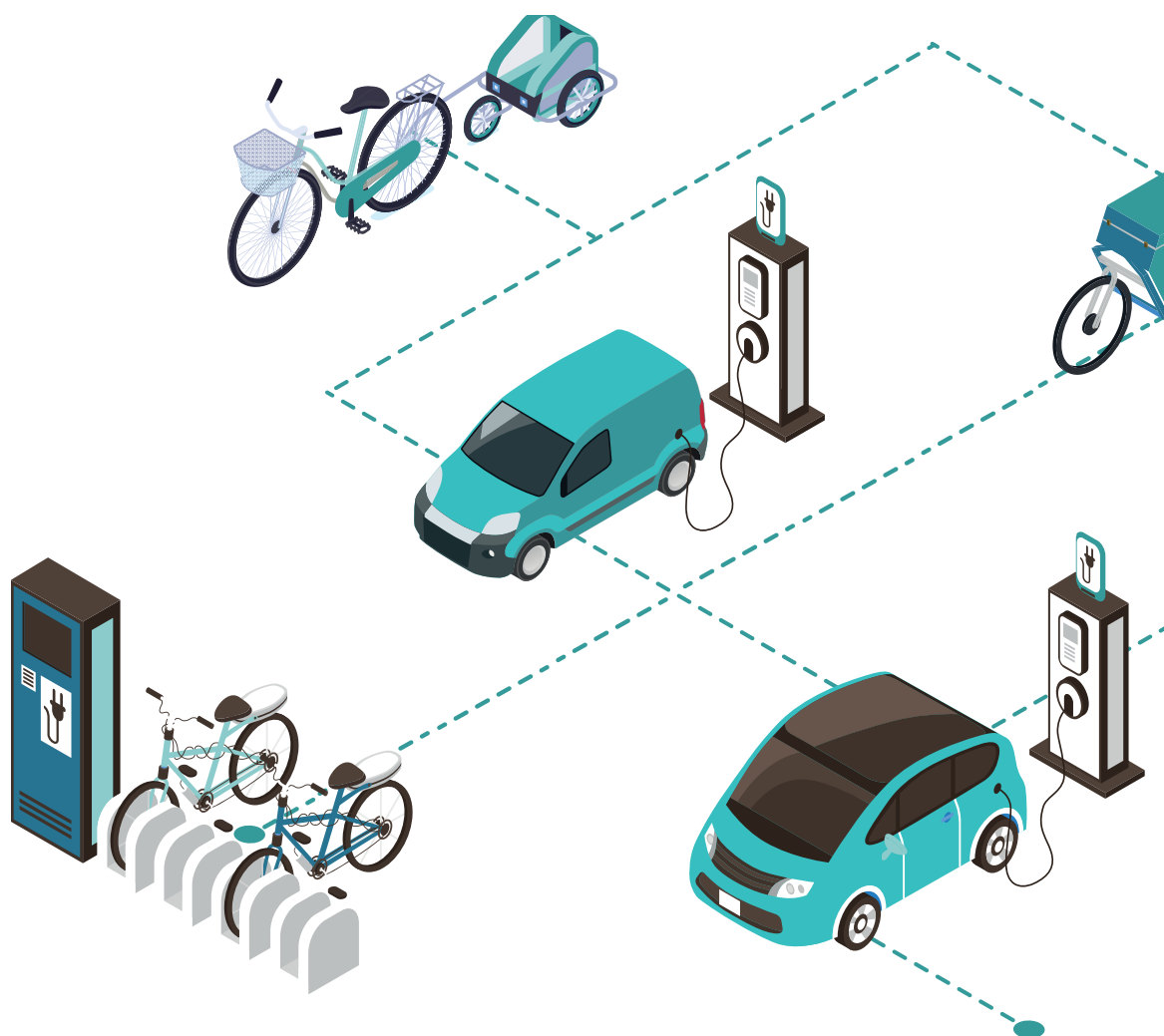
**CONTRARY TO POPULAR BELIEF,
CO2 EMISSIONS ARE RELATED TO YOUR DRIVING MORE
THAN TO CONSTRUCTION OUTPUT!**



In 2019, over 800 employees attended workshops such as respecting safety distances, anticipation (long-range observation/ keeping your eyes moving), focusing on vehicle inertia, etc.

During the training sessions, we noticed a systematic fuel reduction of approximately 1L per 100 km, visible on the dashboard (eco-driving module). In fact, during the first 20km driving stage, the driver's behaviour does not change. On the other hand, on the second 20 km stage, the driver puts the basic rules of eco-driving into practice. The drivers see for themselves the practicality of these good habits.

Practicing eco-driving is essential if one also wants to learn to drive hybrid and electric engines.



ECO-RESPONSIBLE MOBILITY

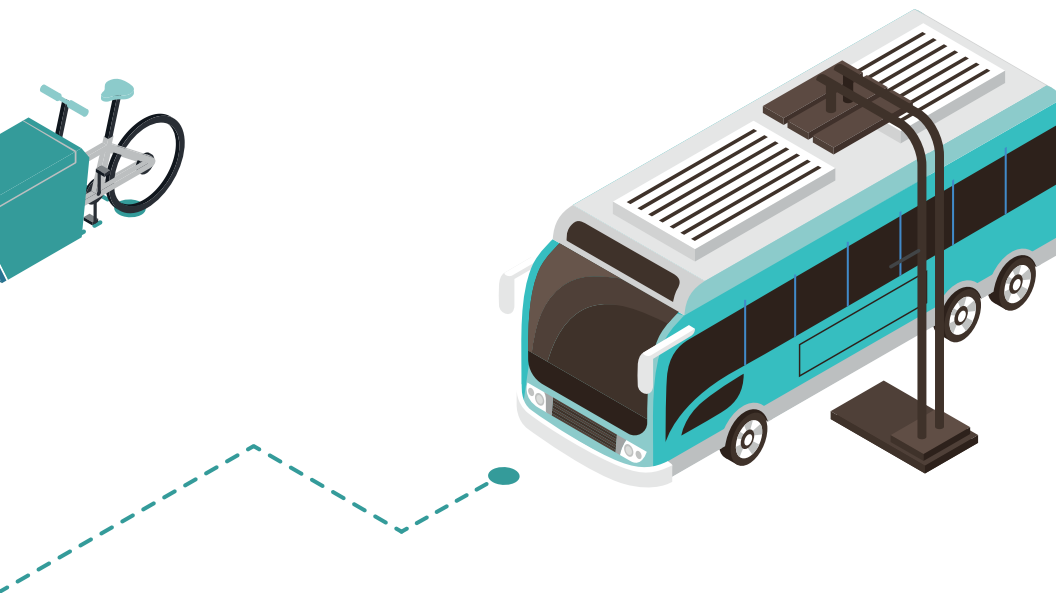
In 2019:

- The share of vehicles with emissions below 120 g CO₂/km (categories A and B) has increased, reaching **71%** of our internal combustion fleet.
- The fleet includes **173 hybrid and electric vehicles**.
- The new internal combustion vehicles are all equipped as standard with a Start and Stop system.
- The use of energy-saving engine lubricants is systematically introduced during overhauls.

To meet future mobility challenges, a "Sustainable Mobility" working group was set up at the end of 2019, jointly managed by the Responsible Development Department and the General Resources Department.

The first phase enabled the Car Policy to be developed to:

- **Significantly increase the share of clean vehicles** in the referencing catalogue for both personal vehicles (PVs) and commercial vehicles (CVs), i.e. a choice of 12 PVs/CVs in 2019 up from 7 in 2018.
- **Budget cost based on TCC** (total costs and expenses) rather than hire cost. This makes it possible to select vehicles from the catalogue that are really designed for the intended usage and to include the advantages of electric and hybrid vehicles in terms of consumption costs and taxation.



The following phases will focus on implementing the "mobility orientation" law, **encouraging mobility plans as good practice in "multimodal" communication**, rethinking modes of travel within customer sites as well as modes of work organisation.

ETHICAL FRAMEWORK

The alignment of our values, our mission, our social responsibility commitments, and our practices depends on the adoption of appropriate behaviours and the vigilance of every individual. With this in mind, the Group developed and introduced a comprehensive system in 2017.

CODE OF ETHICS

This system is based on the Onet code of professional ethics, the guarantee of belonging to Onet, which includes **a set of written or implicit rules** that govern primarily internal relations within the organization but also relations with key players outside the company.

It also reflects Onet's desire not to **compromise on certain matters** and to **initiate constructive dialogue** in potentially complex situations in the following areas:

- Human rights and respect for people.
- integrity and trustworthiness in our business practices.
- respect for the environment.
- respect for the law and for internal and external policies.





ETHICS COMMITTEE

Onet's Ethics Committee is a specific governance support body, to centralise matters relating to professional ethics at Onet in an advisory, informational and monitoring role. It allows us to deal with complex situations that require investigation or arbitration when the context prevents line management from making a decision.

The committee operates on two levels:

- It can be appointed by the Executive Board or appoint itself on general ethical issues (related to the organisation, processes, etc.).
- It is responsible for the process of handling the cases reported via the whistleblowing system.

WHISTLEBLOWING SYSTEM

This whistleblowing system set up to meet the requirements of the Law on the Prevention of Corruption (Sapin 2 Law) has been extended to the fields covered by the duty of diligence.

The whistleblowing system is limited to situations likely to present significant risks for Onet in the areas covered by the code of ethics.

In 2020, the system will develop towards a **digital platform** for greater efficiency, especially internationally.

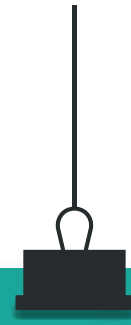
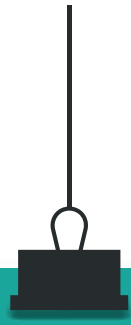
THE RESOURCES

In order to facilitate the implementation of these principles of ethical action, various resources are made available to employees on the intranet portal:

- the document database containing founding texts and practical guides,
- the identification of experts who can provide advice or support in sensitive situations,
- Training on specific themes has been provided as part of the Onet University framework and by experts on the subject since 2018,
 - the "Managing a Responsibility Centre" (MCR) diploma course has been offering participants a "CSR and Ethics" course, comprising specific sessions on prevention of psychosocial risks, diversity and combatting discrimination, intercultural management and management of religious issues,
 - E-learning awareness sessions and face-to-face training on the prevention of corruption and string-pulling.

In the above-mentioned areas, the ethics and compliance policies are in line with a common objective: **uniting around values, rules of conduct and practices, which help everyone to make the right decisions in their daily lives, and adopt the appropriate behaviours.**

	Ethical approach	Compliance Policy
Basis	Onet values	Laws and regulations
Methods of procedure	The incentive	The prohibition
The goal	Stakeholder trust	Risk management
Main Onet reference documents	Code of Ethics	The Anti-Corruption Manual The Awareness Plan



■ SOCIAL COMMITMENT AND LOCAL ROOTS

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LOCAL ROOTS

In addition to the actions carried out with our main stakeholders, particular attention is paid to Onet's local roots by developing partnerships with local players on various topics.

EMPLOYMENT ASSISTANCE SYSTEMS

Through its operational service businesses, Onet stands out in creating direct and indirect jobs by promoting recruitment and integration in each local employment area.



- The Employment and Qualifications Groups (GEIQ)

Onet has signed a national agreement with the GEIQ Federation and participates in the "3 days with the GEIQ" event every year. Located in 30 business areas, the GEIQs recruit job seekers throughout the year and offer certified courses lasting from 6 to 12 months.

Onet is a member of all 10 GEIQs for the cleaning industries, and its managers are regularly involved in the running of these structures. These cleaning industry GEIQs organise integration and qualification pathways to meet the recruitment needs of companies in the area.

- An employment support scheme for residents in priority areas

Onet continues to **participate in the supported employment scheme** which aims to promote professional integration for people living in priority areas.

SKILLS SPONSORSHIP

Onet employees are involved in initiatives in different regions to integrate disadvantaged groups into employment through partnerships with organisations such as:



- The **Émergence(S)** association runs the Marseille Provence PLIE Centre, and aims to include key economic players in the field of employment and integration, and issues the **Empl'itude certification**. This is the number one regional certification for employment in France, promoting action and good practice in organisations in terms of integration and employment, human resources management and societal commitment.



• NQT: New sponsorships have been rolled out with the association Nos Quartiers Ont Des Talents (Our Neighbourhood's Got Talent). By giving a few hours of their time, Onet Sponsors support young graduates by restoring their confidence, helping them to navigate corporate culture, tailoring their professional goals to businesses that are recruiting and making their professional network available to them.



MANAGEMENT LINKS WITH REGIONAL ECONOMIC FRAMEWORKS: OPEN MINDED MANAGERS



An integral part of a regional group of companies networking on HR topics, the Onet University gives employees the opportunity to take part in an innovative training experience with the Open Minded Managers course.

At the beginning of 2020, at Pétroneos, attended by the HR Directors of ST Microelectronics, CMA-CGM, Thales, ArcelorMittal, Pernod Ricard and Onet, the graduation ceremony for the 2019 class and the kick-off for the new class took place.

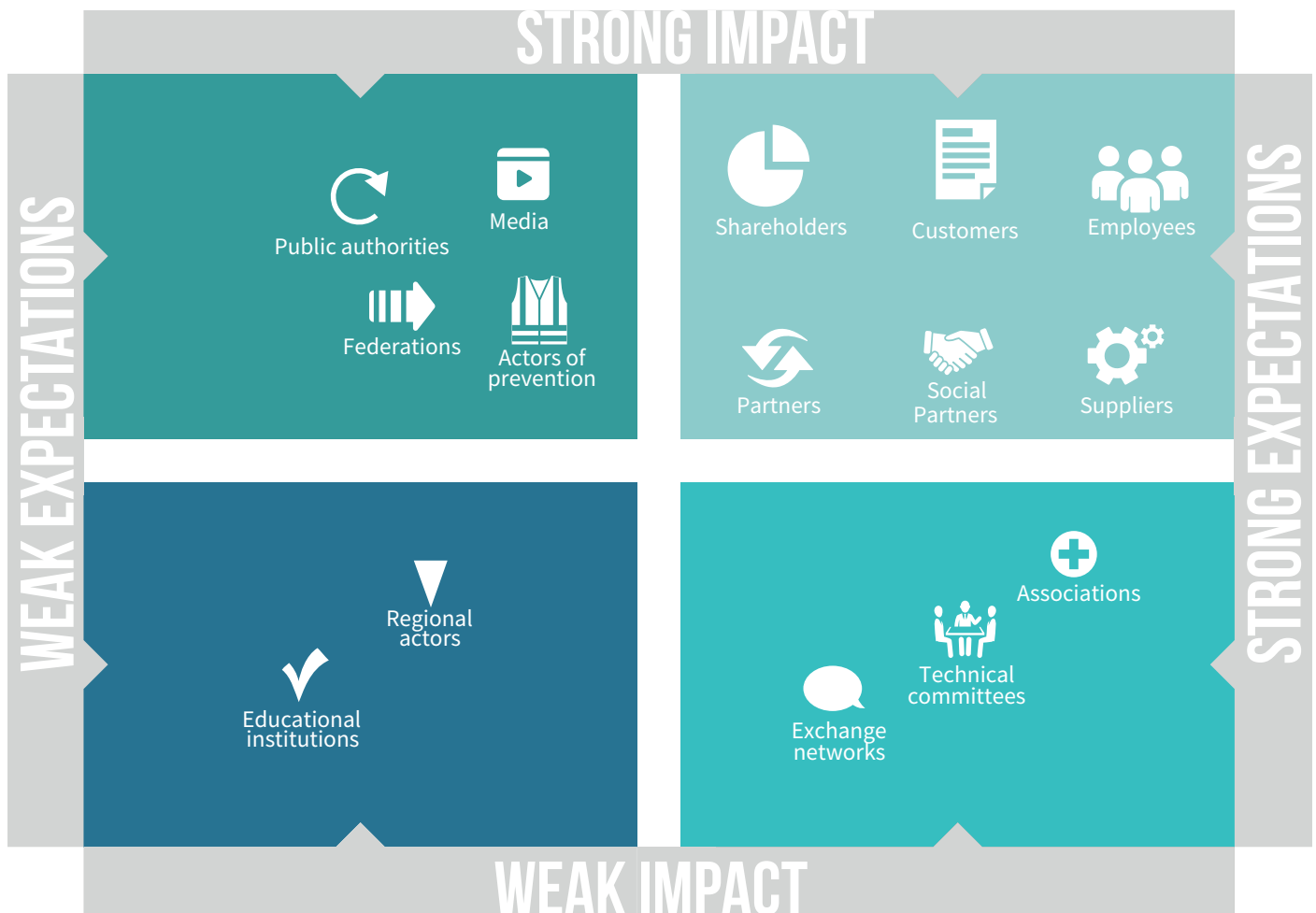
Two employees from each company took part in various modules during the year on personal development: personal branding, pedagogical and managerial innovation, cooperation, creativity, experience sharing and "The Responsible Manager". The objective of the latter module, backed by Onet, is to specify what is expected of a "responsible manager", i.e. **a manager capable of connecting the company's issues with those of wider society.**

Onet University was a key instigator of the programme, and an advocate of this innovative approach, which is a mixture of synergy and collective intelligence. This experience provides a benchmark of best practice, discovery of the business lines, and shared experiences at a local level. It also develops creativity, agility and networking.

MAPPING AND STAKEHOLDER DIALOGUE

At the heart of Onet's responsible development approach is a stakeholder mapping which has been developed and enhanced over the years. The aim is to identify priority partners to work with, have dialogue with, to raise awareness with and to inform.

There are various possible methods of procedure, including one-off actions, regular actions, or ongoing relationships designed to develop partnerships over the longer term in the spirit of the Sustainable Development Goals (U. N.).



RESPONSIBLE ACTION METHODS WITH KEY STAKEHOLDERS



CUSTOMERS

Meetings with our customers and bids prepared in response to RFQs represent ways to both outline Onet's Responsible Development initiative and to identify interests common to both parties in prioritising actions or collaboratively devising new responsible solutions.

Increasingly targeted to our prospects and customers, assessments of the state of readiness of our practices are carried out very thoroughly from before the invitations to tender until the implementation of our services.

The numerous ISO 9001/14001/MASE* type system audits and other professional standards, meeting the expectations of our stakeholders,

take the form of levels of recognition such as evaluations via certification platforms (such as ACESIA or EcoVadis).

In addition to the businesses already evaluated* (cleaning and services, rail cleaning, human safety, electronic safety, reception, temporary work, nuclear engineering), in 2019, the logistics business was evaluated at the Gold level by EcoVadis with a score of 78/100.

(*) information available on the group portal

ALL EMPLOYEES

The classic **internal communication tools** ("Fil Bleu" company magazine, Intranet portal, dedicated monthly newsletter "Un présent pour le futur"/ The Future Begins Today) are used to inform and make employees aware of responsible development activities.

CSR communities have been set up using the Group's Intranet and the Yammer corporate social network to facilitate sharing of best practice.

For field agents, awareness and sharing take the form of on-site meetings (health and safety or environment), work signage and instructions (such as green behaviours flyers, prevention) or job training.

MANAGERS

Each year, managers who join Onet University's degree courses follow various modules related to CSR and ethics, which are an opportunity to discuss practices or issues. Participants in the final stage (MCR) also take the **Sulitest (Sustainability Literacy Test)**. This **international test** is the first to assess individuals on their knowledge of sustainable development and corporate social responsibility issues. Onet was the first founding member of the Sulitest Partners College, launched in 2014 through the Foundation for Sustainable Leadership of KEDGE Business School, and supported by **the United Nations (ODD 4.7)**.

SHAREHOLDERS

Élisabeth Coquet-Reinier, President of Reinier Holding, majority shareholder, chairs the **Responsible Development Steering Committee**. Convinced of the need to move forward when she took on the responsibility of ensuring the sustainability of the family business, the Chairwoman continues to champion the integration of this policy into the Group's strategy.

EMZ, a minority shareholder that joined the group at the end of 2017, has a good knowledge of the challenges of Onet's businesses, whose aims and values it shares. As part of their ESG commitments, EMZ submits a comprehensive questionnaire to ONET annually to collect key information on Environmental, Social and Governance (ESG) criteria.

SOCIAL PARTNERS

At least once a year, the representative bodies are informed of the range of "Un présent pour le futur" / "The Future Begins Today" activities through this report, which may be supplemented by specific agenda items at central social and economic committees depending on the subject.

Onet's involvement in the Stakeholder Committee of the Federation of Cleaning Businesses and in the National Commission on Health and Safety (a body involving both workers and employers) also enables it to hold periodic discussions on these matters with representatives of trade unions for employees in the Cleaning industry.

PARTNERSHIP WITH THE YACHTSMAN FABRICE AMEDEO

The Onet Group has signed a 3-year partnership with the yachtsman Fabrice Amedeo to finance a sensor on board his boat. This state-of-the-art tool is designed to measure the impact of pollution and climate change on the oceans, especially in remote locations where research vessels carry out surveys at best every 10 years!

Above and beyond the yachtsman's performance and racing programme (Transat Jacques Vabre, Vendée Globe, Route du Rhum, The Arch...), he is running a scientific, oceanographic and educational project for the preservation of the planet.

The skipper's involvement in the preservation of biodiversity convinced the Group to commit itself in partnership with him. Our shareholders and managers are deeply involved in these issues and support this project, which is a natural development of our previous commitments on responsible development issues.



SUPPLIERS AND CONTRACTORS

Since 2013, Onet has been a signatory of the Charter of inter-company relations and has also participated in the work of the ObsAR (Observatoire des achats responsables, Responsible Purchasing Observatory) to enhance its internal systems. As described in the various projects on the roadmap, the actions towards suppliers vary depending on the projects.

In 2018-2019, as part of the preparation of the monitoring plan, Onet carried out an initial mapping of risks related to suppliers and subcontractors with whom it has an established business relationship in order to strengthen the systems for mitigating or preventing risks and serious violations of human rights and fundamental freedoms, human health and safety, and the environment.

FEDERATIONS AND TECHNICAL COMMITTEES

Onet's managers are constantly involved in developing our businesses and taking on responsibilities within the management boards of professional associations and technical committees, especially at the heart of the various professional federations or associations (see list in Glossary)

Onet participates in the CSR strategy of the cleaning sector in particular by chairing the CSR benchmark committee of the Federation of Cleaning and Services Companies and the Stakeholder Advisory Committee.

PARTNERSHIPS WITH EDUCATIONAL ESTABLISHMENTS

The Onet Group has always been closely involved in training programmes for its businesses all over the territories where the company operates. These establishments are very varied: training centres for apprentices from CAP to Master's level (Bac +5), institutes and other organisations, working alongside our university: IFG and CESI, higher education establishments (engineering or management business schools).

ONET FOUNDATION

Contributing to human well-being in a safe and healthy local environment

For 10 years, the Onet Corporate Foundation has been playing their part in combatting sub-standard housing and acting in favour of solidarity and people in difficulty.

Concrete actions are being put in place for the most disadvantaged groups and partner associations, including in 2019:



- **Solidarity and Housing Day**, on 20 September, 250 volunteers renovated reception areas for people in great need on nine sites in France.
- **Targeted collections** to meet the needs of the associations: clothing, underwear, hygiene products, toys, household linen.
- **A responsible and supportive approach with the redistribution of used work attire** to an association helping people in precarious economic situations to find a job.
- **A charity lottery** which will fund the first Modulomobil device, a luggage storage facility set up in the spring of 2020 on one of the Salvation Army Foundation's sites enabling the most destitute people to store their only bag of personal belongings in a safe place.
- **The O'lien shower truck**, designed by Onet and operated since 2017 by the SAMU Social emergency services run by the city of Marseille, fulfils its mission on a daily basis: to offer the homeless and poorly housed a hygiene solution, a shower and clean clothes.

FONDATION
ONET

More information on: www.fondation-Onet.org
Follow the foundation on LinkedIn and Facebook

■ ANNEXES

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GLOSSARY

■ **Biotechnology:** Biotechnology is the combination of life ("bio") and science ("technology"). When applied to cleaning, biotechnology involves the introduction to the product of microorganisms and fermentation extracts (also known as enzymes) obtained during the fermentation process. Their action results in enhanced effectiveness (thanks to the enzymes) as well as persistence and a deep clean over time (action of microorganisms).

■ **Blended learning:** Mix of online distance learning sessions and face-to-face sessions with trainers.

■ **WEEE:** Waste Electrical and Electronic Equipment.

■ **Sustainable development:** A concept formalised in 1987 in the Bruntland report and defined as "development that meets the needs of the present without compromising the ability of future generations to meet their own needs." Sustainable development covers three dimensions: the economic, the social, and the environmental.

■ **Responsible development:** For Onet, this refers to the Company's contribution (in relation to the size of the business concerned) to sustainable development, the implementation of its willingness to take responsibility for the effects of its decisions and activities on society and the environment, and its voluntary reporting of these aspects. This also corresponds with the definition of **corporate social responsibility (CSR)** provided in ISO 26000.

■ **Professional federations related to the Group's sector of activity:**

FED: Federation of Cleaning and Associated Services Businesses.

Prism'emploi: The Temporary Employment Agency Union.

GES: Groupement des entreprises de sécurité, security industry federation, created in June 2019 from a merger of SNES and USP.

GIIN: the Inter-Union Nuclear Industry Group.

■ **United Nations Global Compact** (see "Annex 2"): In the context of a freely undertaken commitment, this worldwide agreement brings together companies, organisations, United Nations agencies, the world of work, and civil society around 10 universally recognised principles for the purpose of creating more stable and inclusive societies.

■ **Index of professional gender equality**

The Gender Equality Index compares the situation of women and men within the same company. Ranked on 100 points, it is calculated on the basis of 5 indicators:

- Gender pay gap
- Gap in distribution of personal raises
- Gap in distribution of promotions
- Number of female employees given a raise on returning from maternity leave
- Number of women in the top ten pay grades
- Companies whose index is below 75 points must take corrective measures to remedy, within 3 years, the disparities between women and men, or face penalties.

The five indicators, which form the basis of the calculation, make it possible to identify possible points of progress and where efforts should be made.

■ **"Parcours Travailleur Handicapé" award:** Award to support workers with disabilities, created by Fastt (Temporary Work Social Action Fund), to make temporary work companies agents of inclusion. The aim of this award is to put the support and integration of disabled workers in companies on a professional footing

■ **United Nations Sustainable Development Goals (SDGs):** At the Summit on Sustainable Development in New York in September 2015, the 193 member states of the United Nations adopted "Agenda 2030". It set 17 sustainable development goals for the planet (SDGs) to combat inequality, exclusion, climate change, biodiversity loss and extreme poverty. But achieving them is only possible with co-operation at all levels: State, civil society, public sector, private sector.

■ **Stakeholder:** An individual or a group of individuals with an interest in a company's decisions or activities.

■ **A recycling collection unit** is a station where different types of waste are put into separate sorting containers and then sent off via various channels. The establishment of recycling collection unit enables removal of individual office bins.

■ **Sulitest** (Sustainability Literacy Test): Described as the "Toefl" (Universal English Test) of sustainable development by the newspaper *Le Monde* and supported by the United Nations, the Sulitest is the first international test evaluating individuals on their knowledge of sustainable development and corporate social responsibility issues.

■ **Work-Related Accident Frequency Rate:** The frequency rate is the number of accidents involving more than 1 day off work occurring per thousand million hours worked (not counting accidents in transit).

■ **Work-Related Accident Severity Rate:** The severity rate is the number of days lost due to temporary incapacity per thousand hours worked (not counting accidents in transit).

■ **Disabled Worker Employment Rate:** Number of units disclosed in France's Mandatory Employment Declaration for Disabled Workers (DOETH) / applicable headcount declared in the DOETH declaration.

■ **TCO:** (Total Cost of Ownership): The total amount of costs and charges (excluding insurance) related to the vehicle: rent + maintenance + theoretical fuel consumption + fuel card fees + taxation (bonus/penalty/TVS company car tax...) That is the total cost of ownership.

■ **Number of occupational illnesses declared:** Records the occupational illnesses contracted in the undertaking, entered in the tables provided for in Article R. 461-3 of the Social Security Code or recognised as such.



REPORTING SCOPE AND METHODOLOGY

METRICS

A procedure is in place to define the methodology and management techniques used for Onet's Responsible development reporting metrics.

These metrics help measure the implementation of decisions and actions resulting from commitments and from the "Un présent pour le futur" / "The Future Begins Today" policy.

All the characteristics of each metric are precisely described in a reference document that includes all the metric data sheets.

While the most informative metrics are directly described within this document, all the metrics monitored as part of the Responsible Development policy are listed together in a document referred to as the "2019 RSE dashboard" and available on request from the Development Directorate at unpresentpourlefutur@Onet.fr.

Each metric may be specifically mentioned in the text or detailed in the dashboard. These metrics are also compared against international benchmarks.

Unless otherwise specified, the results refer to the 2019 calendar year (January 1, 2019 to December 31, 2019).

SCOPE

The economic and social indicators relating to the Group's overall workforce take into account all the Group's French and overseas subsidiaries.

The total number of employees is broken down into permanent employees in France and abroad, and temporary employees of our temporary

employment agencies (Axxis Resources).

The permanent employees outside France belong to the following companies: EMONE (Monaco), EPM (USA), SM21/CENTRO/TRANVIVA (Brazil), Onet Luxembourg, Onet Iberia Solutions (Spain), Onet Suisse, HOP Facility Services SA (Switzerland), TELEM MAROC (Morocco), and Onet Technologies Bulgaria.

The other indicators in the 2019 report are calculated on the basis of the scope covered by Groupe SIRH, which therefore represents 71% of the Group's total workforce (recorded at the end of the period).

This reporting presents the Group's consolidated results as well as those of each main company in every business area (with a headcount of more than 500 full-time equivalent employees):

- Onet Service Network: Onet Services – H. Reinier-Onet Logistics – Main Security.
- Onet Technologies: Onet Technologies T.I/ Onet Technologies CN/Onet Technologies ND.
- Axxis Ressources: Onepi.

DRAFTING AND DISTRIBUTION

This report was co-authored by many contributors and coordinated by the Responsible Development Department. This report is sent to all Group bodies and employee representatives. It can be consulted at/downloaded from the intranet portal, the Group's website (www.groupeOnet.com). Any questions or comments can be addressed to unpresentpourlefutur@onet.fr.



HOW THE ONET ROADMAP CONTRIBUTES TO BENCHMARKS

10 PRINCIPLES OF THE GLOBAL COMPACT, ISO 26000 CORRESPONDENCE &

2016-2020 CSR ROADMAP	NO. OF THE GLOBAL COMPACT PRINCIPLE	NUMBER OF THE § OF ISO 26000	SDG NUMBER
Health and safety prevention (Leading Onet in Risk Prevention process)	1	6.4.6	3-8
Quality of life at work	1	6.3.10/ 6.4.3/ 6.4.4/ 6.4.5	3-8
Onet University	1-2-3-4-5-6 7-8-9-10	6.4.7/6.8.5	4-12-13
Diversity and inclusion	1-2-6	6.3.7	5-8-10

TO INTERNATIONAL COMMITMENTS AND

5.17 SUSTAINABLE DEVELOPMENT GOALS AND ASSOCIATED TARGETS

	RELATED TARGET
	<p>3.6 By 2020, halve the number of global deaths and injuries from road traffic accidents</p> <p>3.9 By 2030, substantially reduce the number of deaths and illnesses from hazardous chemicals and air, water, and soil pollution and contamination.</p> <p>8.8 Protect labour rights and promote safe and secure working environments of all workers, including migrant workers, particularly women migrants, and those in precarious employment</p>
	<p>3.4 By 2030, reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being.</p> <p>8.5 By 2030 achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value</p> <p>8.8 Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment</p>
	<p>4.3 By 2030, ensure equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university</p> <p>4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship</p> <p>12.8 By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature</p> <p>13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning</p>
	<p>5.1 End all forms of discrimination against all women and girls everywhere</p> <p>8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value</p> <p>10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status</p>

CONTINUED: CONTRIBUTION OF THE ONET ROADMAP TO INTERPRETING THE 10 PRINCIPLES OF THE GLOBAL COMPACT, ISO 26000 CORRESPONDENCE

2016-2020 CSR ROADMAP	NO. OF THE GLOBAL COMPACT PRINCIPLE	NUMBER OF THE § OF ISO 26000	SDG NUMBER
Circular economy			
BIOGISTIC	1-7-8-9	6.5.3 /6.5.4 6.5.6/6.7.4	3-6-12-13
Waste Management	7-8-9	6.5.3 /6.5.6	12-14
Energy and Responsible Travel	7-8-9	6.5.5/6.5.4 /6.5.6	12-13
ETHICAL FRAMEWORK	1-2-3-4-5-6 7-8-9-10	6.3.3/6.3.4 /6.3.6 /6.3.8/ 6.3.9/ 6.6.3/6.6.4/ 6.6.5/ 6.6.6/6.6.7/ 6.7.6	5-8-10-12-16

INTERNATIONAL COMMITMENTS AND BENCHMARKS

17 SUSTAINABLE DEVELOPMENT GOALS AND ASSOCIATED TARGETS

RELATED TARGET

3.9 By 2030, substantially reduce the number of deaths and illnesses from hazardous chemicals and air, water and soil pollution and contamination

6.3 By 2030, improve water quality by reducing pollution, eliminating dumping and minimizing release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally

12.2 By 2030, achieve the sustainable management and efficient use of natural resources

12.4 By 2020, achieve the environmentally sound management of chemicals and all wastes throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil in order to minimize their adverse impacts on human health and the environment

12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse

13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning

12.4 By 2020, achieve the environmentally sound management of chemicals and all wastes throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil in order to minimize their adverse impacts on human health and the environment

12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse

14.1 By 2025, prevent and significantly reduce marine pollution of all kinds, in particular from land-based activities, including marine debris and nutrient pollution

12.2 By 2030, achieve the sustainable management and efficient use of natural resources

13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.

5.1 End all forms of discrimination against all women and girls everywhere

5.2 Eliminate all forms of violence against all women and girls in the public and private spheres, including trafficking and sexual and other types of exploitation

8.8 Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment

10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard

12.4 By 2020, achieve the environmentally sound management of chemicals and all wastes throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil in order to minimize their adverse impacts on human health and the environment

16.1 Significantly reduce all forms of violence and related death rates everywhere

16.5 Substantially reduce corruption and bribery in all their forms

16.10 Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements

OUR SOCIAL COMMITMENTS

SEE PARTNERSHIPS PAGE



■ **GLOBAL COMPACT:** The Global Compact is a United Nations initiative launched in 2000 to encourage companies worldwide to adopt a socially responsible attitude. The Global Compact proposes a simple, universal and voluntary framework of commitment based on 10 principles relating to respect for human rights, international labour standards, the environment and the fight against corruption. Onet has been a member of this international initiative since 2004.



■ **DIVERSITY CHARTER:** The Diversity Charter is a commitment which can be signed by any employer wishing to proactively act in favour of diversity and thus go beyond the legal and judicial framework of the fight against discrimination. Onet signed this charter in 2006.



■ **RESPONSIBLE MANAGEMENT NETWORK:** The Responsible Management Network is a collaborative think tank created in 2007 as a joint initiative of KEDGE Business School and companies committed to CSR. The work of the RMN has led to the publication of two practical guides, "The Responsible Manager" and "Responsible Management", actively supported by ONET.



■ **FONDATION ONET:** Created in 2010, the Onet Corporate Foundation's mission is to support action promoting solidarity and combating poor housing in France. You can read about its work at www.fondation-onet.org.



■ **BUSINESS RELATIONS CHARTER:** In 2010, the Business Relations Charter (which has since become the Responsible Supplier Relations Charter) was created with the aim of raising awareness among key economic players of the challenges inherent in responsible purchasing and the quality of customer-supplier relations. Onet signed this charter in 2013.



■ **NQT:** The association "Nos quartiers ont du talent" "Our Neighbourhood's Got Talent" provides individual and effective support to young graduates towards employment and work-study programmes, by linking into the social responsibility of companies and the commitment of public partners. Since 2015, many Onet employees have sponsored young graduates within this association.



■ **AMADEO PARTNERSHIP:** As well as his performance and his race programme (Transat Jacques Vabre, Vendée Globe, Route du Rhum, The Arch...), this yachtsman is running a scientific, oceanographic and educational project. At the end of 2019, the Onet Group signed a 3-year partnership to support Fabrice Amedeo's project, which is committed to biodiversity through the preservation of the oceans and the planet. In particular, the Group is financing the sensor on board the famous yachtsman's racing vessel.



■ **Sulitest** (Sustainability Literacy Test): Described as the "Toefl (Universal English Test)" of sustainable development by the newspaper *Le Monde* and supported by the United Nations, Sulitest is the first international test evaluating individuals on their knowledge of sustainable development and corporate social responsibility issues. In 2015, Onet was the first founding member of the Enterprise College and then included it in its management courses.



■ **GEIQ:** (Groupements d'employeurs pour l'insertion et la qualification) Employer Group for Inclusion and Qualification: GEIQ is a corporate collective, led by its members. It brings together companies that are committed to the potential of people with difficulties in accessing employment, to solve their structural recruitment problems by organising integration and qualification pathways. A longstanding leader in GEIQs, Onet signed a partnership agreement with the French Federation of GEIQs in 2016.



■ **ROAD SAFETY:** Created in 1982, the Delegation for Road Safety targets the behaviour of road users to make them more responsible and contributes to the reinforcement of the safety of road infrastructures, vehicles and user protection equipment. At the end of 2016, Onet signed up to the national appeal for road safety at work, making seven major commitments regarding the safety of its employees' work-related travel.



■ **ECOSYSTEM** (ex-Recylum): Non-profit eco-organization, organises the collection, decontamination and recycling of electrical equipment, energy saving bulbs and small fire extinguishers.



■ **NATIONAL INSTITUTE OF CIRCULAR ECONOMY:**

An influential standards body in the field of ecological intelligence and the resources economy. The Institute is composed of companies, communities, associations and universities. Its mission is to unite public and private players to promote the circular economy and accelerate its development. Onet joined this institute in 2018.



■ **ENGINEERING CHARTER:** This charter, initiated by Syntec-Ingénierie, the professional engineering federation, in response to calls from the younger generation, proposes that signatories commit to concrete and ambitious actions to support the climate at all levels: customers, companies and employees. Onet Technologies signed this charter in 2019.

