

SUSTAINABLE DEVELOPMENT REPORT 2020

**STRONGER
TOGETHER**

onET

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1

VISION AND GOVERNANCE



A COMMITTED VISION FROM OUR SHAREHOLDERS

Élisabeth Coquet-Reinier

President of Holding Reinier Chair of the Supervisory Board of Onet SA and Chair of the Sustainable Development Committee

The triple health, economic and social crisis we are experiencing is urging companies to rethink their traditional models. Beyond just existing, it is giving them an additional reason to act to change the world.

Onet, a family company, aware of its social and environmental responsibilities, is multiplying its initiatives to reconcile development and sustainability. In recent months, we have further developed our vision and reaffirmed the principles that structure our actions.

The first principle is financial independence, which gives us the means to achieve our ambitions and allows us to take long-term actions. Next is our sense of service, which has always guided us. The pandemic made us rediscover the value and fragility of human relationships. It demonstrated that our jobs are both essential and noble. Maintenance workers, logisticians and security guards are essential for life in society. Lastly is the listening and respect that we show our various stakeholders. Boldness is important too, as it encourages innovation at all levels. Our company, through the essential role of the services it offers, makes a positive contribution to the evolution of society.

Today, we want Onet to be known as a social impact company. We will use the coming months to evaluate and quantify the positive impact of our contribution to creating a healthier, safer and more reliable world.





Émilie de Lombarès

President of the Executive Board of Onet SA

As our businesses were particularly busy over this last year, their essential nature was put in the spotlight. This unprecedented crisis is changing the way we see how our companies are organized.

It raises the question of the value of work and the place given to those who work in the service of the general interest.

The extraordinary rallying of our employees and the collective intelligence we adopted enabled us to free ourselves from constraints and adapt our organization. Our goal now is for our group to be recognized for its positive impact. We will achieve this through the collective action of all of our stakeholders: employees, customers and partners.

This is why we would like to recognize the value of our employees even more. In 2021, we will continue to develop the skills and employability of each of our employees. We will also strengthen our inclusion initiatives, be it for people with disabilities, young people, seniors or through gender equality. It is by becoming exemplary in these areas that we will continue to make a difference in the eyes of our customers.

We will also achieve this goal by reaffirming our support for the ten principles of the United Nations Global Compact, which have been the foundation of Onet's commitment since 2004. This long-standing support enables us to make a concrete contribution to the international action plan for peace, humanity, the planet and prosperity that make up the 17 Sustainable Development Goals (SDGs).

Our vision for the future reaffirms our historical roots as a service company, focused on people. By constantly increasing our closeness to stakeholders, we will all be stronger together and able to create better environments for all.

A COMMON FOUNDATION TO UNITE US

Since it was founded, Onet has been driven by a strong set of core values. Around the world, the men and women who make up our teams share a common vision.

For 160 years, Onet's mission has been to help create increasingly healthy, safer and more reliable environments for everyone.

Through our businesses, we intervene in all the key ecosystems of our society: workplaces, production, energy, transport, care, leisure and education. We support our customers with the proximity necessary for the services we provide. We believe that by being closer to our employees, customers and partners, we can be stronger together and meet the challenges facing our society, both today and tomorrow.

VISION & MISSION

We've always known that **there is strength in numbers, and that the greatest asset to any organization is the intelligence of its members.**

It is by **joining forces** that we will create **better environments for everyone.**

OPENNESS, RESPECT, AUDACITY

Openness is closely related to another of our fundamental values: **proximity** in business relationships. It is by being attentive to the market, current trends and our stakeholders that we can continue to **reevaluate our approach** and remain at the cutting edge of business solutions in order to meet the expectations of our customers and employees.

Respect for the individual, regulations and **commitments** is essential for any lasting **relationship**. It allows everyone to evolve in a **positive environment**, conducive to making the most of everyone's talents.

Audacity is the **key to progress**. It's a state of mind that gives you the **confidence to improve** and look for the best solution that is always waiting to be found. This is why we encourage our teams to be confident in their expertise and **ability to innovate.**



A WIDE RANGE OF EXPERT SERVICES

Onet aims to bring added value to its customers with a combined approach of engineering and services along with complete expertise in all of the fields in which it offers services.

We operate our own businesses, in this way guaranteeing control and performance.

We offer services in a wide range of occupations and areas of expertise.



CLEANING & RELATED SERVICES



SECURITY



LOGISTICS



RECEPTION SERVICES



NUCLEAR ENGINEERING & RELATED SERVICES



TECHNICAL MAINTENANCE FOR FACILITIES



AIRPORT SERVICES



INTERIM AND PERMANENT STAFF MANAGEMENT

HISTORY BUILT TO LAST

**Onet has been a family-owned business
for 160 years**

71 000

EMPLOYEES

80

AREAS OF EXPERTISE

€ 1,9 Bn

IN REVENUE*

400

BRANCHES

23 000
CUSTOMERS

9 **COUNTRY**
LOCATIONS



COMMITTED GOVERNANCE

Since its foundation, the majority interest of the Onet group has been held by the Reinier family. The company is managed by an executive board that operates under a supervisory board established in Article 15 of the corporate charter.



The shareholders are represented by the Reinier Holding company, which is governed by a board of directors.

The Executive Board and Executive Committee are responsible for managing the group's strategy, ensuring the quality and added value of the services and projects we carry out for our customers and employees. They are chaired by Émilie de Lombarès, the fifth-generation representative of the founding family.

The executive board operates under the management of the supervisory board.

Two committees assist the Executive Board in its decision-making role: The Ethics Committee and the Sustainable Development Committee.

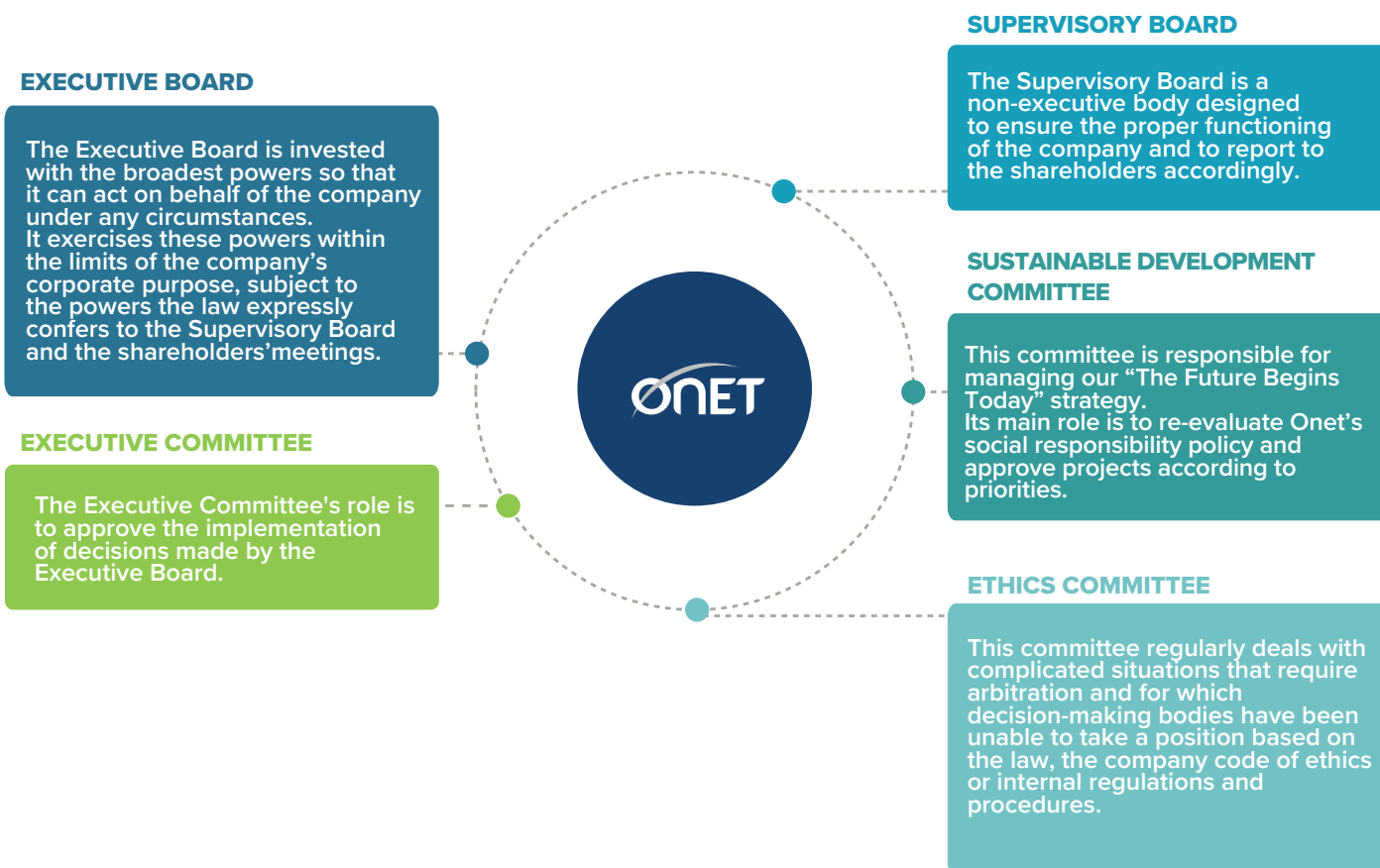
Onet's Ethics Committee is a governance support unit designed to centralize topics related to professional ethics at Onet. Its role is to advise management as well as provide information and review processes. The committee addresses complex situations that require investigation or arbitration, particularly when the context prevents management from making a decision.

The committee operates on two levels :

It may refer matters to the executive board, or handle general ethical issues related to company organization and processes on its own. It is also responsible for handling cases reported via the company's whistleblowing system (<https://onet.whispli.com>).

The Sustainable Development Committee is responsible for defining the strategic Corporate Social Responsibility (CSR) orientations for the Group and monitoring the roadmap (see chapter on our CSR organization).

ONET GOVERNANCE BODIES



2

BECOMING A SOCIAL IMPACT COMPANY



OUR CHALLENGES AND COMMITMENTS

Making Onet a company that positively impacts society, both socially and environmentally, is the foundation of our social responsibility policy for the next ten years. Our corporate social responsibility policy «The future begins today» is based on four main pillars.

1

The vision of family shareholders who have been fully committed to sustainable development for many years. This is illustrated by Onet's mission: creating healthier, safer and more reliable environments.

The Presidency's commitment was further strengthened in 2020 by reaffirming the following axes:

- Guaranteeing financial independence.
- Ensuring the company's long-term future.
- Maintaining a sense of service, rooted in the Group's history.
- Becoming and/or remaining the benchmark in all our businesses.
- Launching our company into a more ethical model for all by becoming a social impact company.

2

Nine commitments were identified after analysis of the major impacts of the Group's activities. Due to the size of the Group's workforce and its locations, the major impacts were social and societal.

But the very nature of many of our service and engineering activities has a significant impact on environmental issues.

3

The **2020-2023 CSR roadmap** specifies the main CSR measures and projects that will contribute to these nine commitments. It describes the concrete actions, associated

performance indicators and targets in detail. You can find it in the chapter "2020-2023 CSR Roadmap."

4

A specific organization has been set up to ensure the effective implementation of this policy, as described in the chapter entitled «Our CSR organization».

A CLOSEUP ON OUR 9 COMMITMENTS



SOCIAL OBJECTIVES

Safeguarding our teams and developing their potential

1. Safeguarding the health and safety of our employees and customers
2. Promoting diversity and developing inclusion to combine innovation and performance
3. Developing the employability and expertise of all our employees by expanding Onet University's courses
4. Developing the experience of each employee throughout their career

ENVIRONMENTAL OBJECTIVES

Preserving the environment and helping to protect the planet

5. Producing goods and services in a practice of circular economy and with respect for biodiversity
6. Developing activities that contribute to the use of low-carbon energy

SOCIETAL OBJECTIVES

Creating healthier, safer and more reliable environments

7. Providing essential services necessary for everyone's well-being
8. Putting down roots in territories by developing sustainable partnerships
9. Sharing our CSR commitments and extending Onet's positive impact to our external stakeholders



ECONOMIC OBJECTIVES

Guaranteeing the company's financial independence and ensuring its long-term future

2020-2023 CSR ROADMAP

PRACTICES AND PROJECTS (DETAILS BY STEP)	ONET COMMITMENTS	MAIN KPIS AT THE END OF 2019	MAIN KPIS AT THE END OF 2020	2023 TARGETS (BASED ON 2019)
Risk Prevention at Onet	1-4	Group Frequency Rate (FR) = 29.74 Group Severity Rate (SR) = 2.35 # of occupational illnesses = 59	FR = 24.82 or -16.5% SR = 2.56 or +8.9% # of occupational illnesses = 54 or -8.5%	FR = 26 SR = 2.24
Onet University	3-4-9	Setting up the first Onet Learn courses 523 managers trained (including 72% via e-learning)	9,734 Onet Learn courses completed 1,191 managers trained (including 93% via e-learning) Project guidelines	Continuing deployment 100% of the population involved
Diversity and Inclusion	2-8	Employment rate = 7%	Employment rate = 5% (post-reform)	Employment rate = 7% Increase job retention initiatives by 50%
Employee Experience	4-3	Creation of integration path for 7 manager profile types and launch of the On-boarding project Creation of the "First Steps at Onet" path		100% of the population involved Deployment of the agent path
Sustainable Mobility	1-6-9	6,986,207 liters 1,937 metric tons of CO ₂ e	5,316,224 liters, or - 24 % 623 metric tons of CO ₂ e	-10% in emissions/2019 -20% in emissions/2019
Circular Economy: Biogistic	5-1 7-9	Share of biotech and eco-labeled products = 73% employees trained since 2018 = 8,988	84,2 % 12,148, or +35%	85 %
Circular Economy: Waste Management	2 5 9	<ul style="list-style-type: none"> 146 metric tons of WEEE collected since 2018 Organization of the approach Biogistic strategy in 2019 = 20 metric tons of plastic saved per year 		100% agencies applying the approach
Workwear Management	4-5-8	Identification of circular economy channels		Undefined
Sustainable Procurement	8-9	Integrated into the cleaning products/materials market (Prodim)	Integrated into car fleet tenders (central purchasing)	Integration of CSR criteria into 100% of calls for tender in strategic purchasing areas
Sectoral or Institutional Work	7-9		<ul style="list-style-type: none"> Publication of a sectoral source of reference for cleaning CSR Contribution to sectoral covid protocols 	Expand work contributions to other business sectors
Ethical Framework	4-9	Implementation of new measures	Ensure that 100% of employees in France have been informed of the digital whistleblowing platform 3 meetings of the Ethics Committee	Use of the digital whistleblowing platform for the company's entire zone of activity 3 meetings of the Ethics Committee per year Track the number of alerts

MAIN ACTIONS

Establishing a strong and lasting culture of prevention :

- Reducing work-related accidents: cause analysis, implementation of preventive actions, post-accident feedback interviews, raising awareness via safety talks and behavioral safety visits.
- Reducing road accidents: Codes Rousseau Plan: monitoring of the 15 entities most affected by accidents
- Preventing occupational illnesses: MSD prevention training, substitution of chemical products using the Biogistic process, etc.

Developing the employability of our staff :

- Acquisition of operational standards via Onet Learn, strengthening of professional skills, earning diplomas, providing literacy training
- Providing programs specifically for our local managers :**
- The «New Manager» program, the Onet managerial stamp, diploma and certification courses
- Creating an Onet commercial stream to strengthen customer dynamics**

Disabled Persons Plan (2020-2021)

Create a network of regional Disability Advisors to lead the approach, provide equipment, train managers, support employees, develop partnerships

Other targets (2022-2023): people with difficulties accessing employment, junior and senior profiles, women

- **Manager integration:** group integration day for the target group/integration path by profile type/business discovery path «Live my Life»/ On-boarding project
- **Agent integration:** «First Steps at Onet»/ Videos on how to use new tools

Reducing our CO₂ emissions

- Fuel consumption: accelerate the energy transition by replacing vehicles with combustion engines with clean vehicles according to French law
- Adaptation of work organization according to the health situation (home office)
- 2021-2023 - Work travel/trips: review and implement company policy

Continuing the deployment of our responsible cleaning solution Biogistic, training our employees in the processes and promoting rational disinfection with the use of ecological active ingredients against COVID-19

WEEE and recycling sorting:

- Continue to develop company solutions such as the recycling of WEEE (waste electrical and electronic equipment) (Olinn) and cleaning materials (Ecosystem)
- 2021-2023 Boost the application of 5-way sorting of recycling in the company
- Reduce and reuse plastic resources

2022-2023 :

Implement a circular economy process for workwear from the purchase of the garment to the end of its lifespan

Purchasing policy with a CSR component (business and non-production purchases)

- Better consideration of CSR for supplier selection criteria
- Sharing our CSR vision with suppliers and encouraging them to have a positive CSR impact

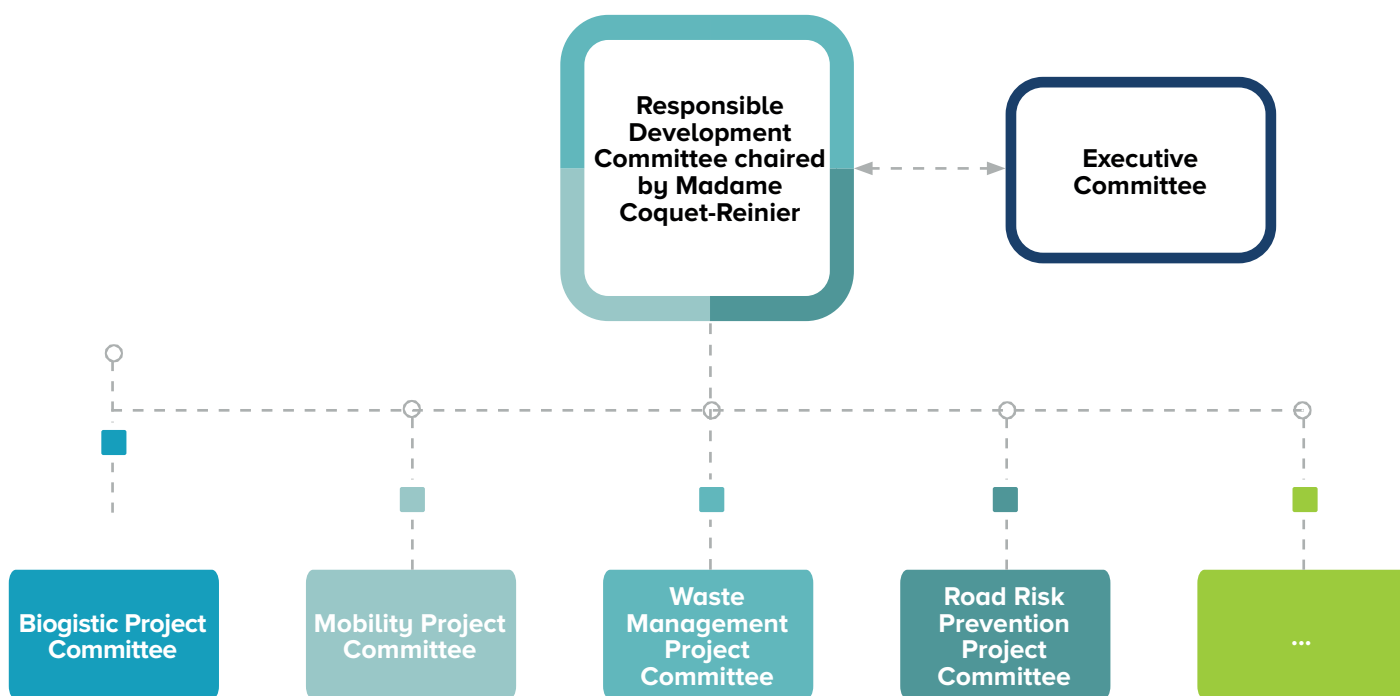
- Contributing to the development of a reference framework for the cleaning and services sector
- Contributing to work on non-financial reports

- Revising the Code of Ethics
- Implementation of a digital professional alert platform and standardization of the alert handling process

OUR CSR ORGANIZATION

The role of the Sustainable Development Committee is to:

- determine the group's strategic CSR orientations
- monitor the roadmap: arbitration and validation of critical project milestones and results.



Project committees that manage the projects, the composition and duration of which vary according to the project

Each major CSR project is managed by a dedicated project committee. The results obtained, as well as the key stages of implementation, provide input for the Sustainable Development Committee.

This committee meets three times a year and brings together the Responsible Development, Human Resources, Marketing and Communication,

General Resources and Purchasing departments, as well as representatives of the Onet Cleaning Services Network, Onet Technologies and Axxis Resources.

Regular communication is established between this committee and the group's Executive Committee, in particular for the validation of budgetary items.

The Sustainable Development board:

- manages CSR policy
- leads the CSR Lab: its objective is to set up a monitoring system to detect innovations, identify best practices and draw inspiration from initiatives in other sectors
- is responsible for the direct management of the various projects responding to one or more CSR commitments and coordinates the other project committees
- is responsible for internal and external communication concerning CSR, including non-financial reporting.



Élisabeth Coquet-Reinier
President of the Reinier holding company, Chair of the Onet SA supervisory board, Chair of the Sustainable Development Committee



Laurence Grillet Acerbo
Group Sustainable Development Manager



Laurence Lelouvier
Group Human Resources and CSR Manager



Magali Bousquet
Group Marketing and Communication Director



Olga Guyot
Group Purchasing and General Resources Manager



Muriel Duguay
Group CSR Project Manager



Jean-Dominique Cucchi
Prodim General Manager



Bernard Lacore
Onet Cleaning Services Network General Manager



Philippe Arnaud
AXXIS Human Resources Manager



Élodie Volle
Onet Technologies Human Resources Manager



Sébastien BOY
Onet Technologies Q2SER Manager



OUR CONTRIBUTION TO THE SDGS



This is our **Communication on Progress** in implementing the Ten Principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

Since 2004, Onet's Chairmanship has supported the ten principles of the Global Compact on human rights, international labor standards, the environment and the fight against corruption, and regularly communicates within its sphere of influence in order to advance this initiative.

The UN's 2020 report notes that progress has been made on certain issues such as child and maternal health, access to a future and women's representation in governance bodies.

However, food insecurity, environmental degradation and growing inequalities persist.

"It is abundantly clear that a much deeper, faster and more ambitious response is needed to unleash the social and economic transformation needed to achieve our 2030 goals," said United Nations Secretary-General António Guterres.





This unprecedented global health crisis has only strengthened our historic commitment to making a concrete contribution to the international action plan for peace, humanity, the planet and prosperity that the 17 Sustainable Development Goals (SDGs) represent.

In this context, all of the projects and measures described in this report refer to the SDGs to which Onet wishes to contribute on its level with its impact and the Group's resources.



ONET JOINS FABRICE AMEDEO'S FIGHT TO PROTECT THE ENVIRONMENT

After completing his first Vendée Globe race in 2017, skipper Fabrice Amedeo realized that sailing was no longer enough for him: he wanted to give meaning to his sport. As someone who sails in regions of the world where scientific expeditions cannot go, he decided to use his racing boat to serve the international scientific community.

With Onet's support, he installed oceanographic sensors on his boat to collect data at sea that will help scientists better understand the impact and consequences of global warming and greenhouse gases on the world's oceans.



Which of Onet's core values resonated with you ?

F.A : I would say that Onet is a company that is committed and attentive to the impact of its actions. It is difficult to be perfect in every area, but we can try to improve and make our contribution! And that's what Onet does every day !

What connection is there between sporting values and those of a company like Onet ?

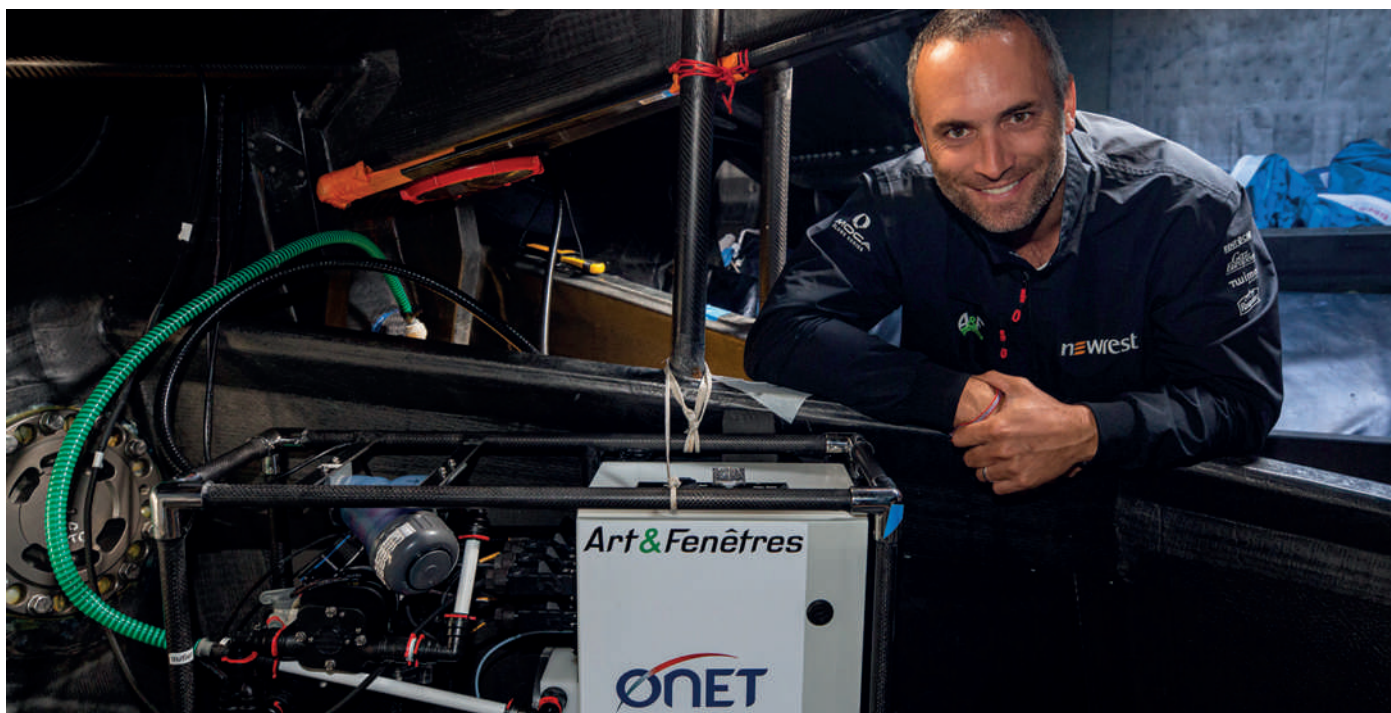
F.A : I may be a solo sailor in races that are often single-handed, but I am never alone! I'm surrounded by technicians who prepare the boat all year round: ropes, electronics, hydraulics, rigging, etc. There's a team in the shadows, but when I'm racing, they're available 24 hours a day to support me. My sport, which is eminently solitary, actually embodies teamwork, like a company like Onet! It is the strength of the team that helps us move forward and surpass ourselves!

Could you tell us about the sensors that are installed on your boat?

F.A : There are two sensors. The first one allows us to collect data on the salinity of the water, its Co2 level and its phytoplankton content. This data, which is unprecedented in scope - because it is collected offshore, in places where scientific boats go once every ten years - is made available to scientific institutes such as Ifremer. As for the second, it allows the microplastics in the ocean to be collected and measured, particularly in the South Seas.

What were the latest observations you made while sailing?

F.A : During the Vendée-Arctique-Les Sables d'Olonne race, I was able to observe, thanks to the sensor, that there were microplastics all along the course between France and Iceland. The results should be published by the end of the year. As for the Vendée Globe race, it allowed us to collect a network of data from the Atlantic going down to Brazil, then South Africa then back up to France, and this is unique data.



ONET'S SIDE OF THE STORY

Why invest in this partnership ?

Onet signed a three-year partnership agreement to support Fabrice Amedeo's scientific project. This partnership is in line with the group's sustainable development approach. The Onet group has three main commitments: to favor techniques, methods and equipment that use fewer natural resources and respect biodiversity; to promote the circular economy through its services; and to favor low-carbon activities.

"Fabrice's project corresponds in every way with the values of our Group: listening, respect and audacity, which are the basis of each of our actions and which all of our employees uphold. In all of our businesses, we play a role in the preservation of natural resources. We are convinced that each of us, at his or her own level, must provide innovative and sustainable responses to the major challenges of today and tomorrow. This is why we are committed to supporting this project, which contributes to the preservation of biodiversity."

Élisabeth Coquet-Reinier.

President of the Reinier holding company, Chair of the Onet SA supervisory board,
Chair of the Sustainable Development Committee

3

**CLOSEUP
ON 2020**



ONET FACING THE PANDEMIC

An unprecedented health crisis marked the year 2020, putting prevention and hygiene back at the heart of the world's concerns. Our businesses were put in the spotlight and considered essential in all the countries in which we operate: France, Brazil, the United States, Spain, Luxembourg, Switzerland, etc. In the face of Covid-19, Onet was able to demonstrate, through the rallying of its employees, the extent to which our Group is united and committed.

ADAPTING TO FLEXIBLE ORGANIZATION

It is the first time in history that a pandemic like Covid-19 has made the headlines of all the media on the planet. Social media contributed to the widespread and almost real-time dissemination of information on the progress of the virus. As a result, the overabundance of data had to be analyzed, sorted and digested.



We highlighted the achievements of our teams in a dedicated digital magazine, distributed internally and externally. It illustrates the commitment of our teams as well as their challenges and initiatives during this particular period.

To deal with this, Onet very quickly set up an organization at the Group level and for the different businesses to make the most informed decisions as quickly as the context would allow.

During this pandemic, priority was given to protecting our employees and supporting our customers whose business operations were affected to varying degrees during and after lockdown phases: closures, limitations of activities, reorganizations, etc.

Businesses continuing or resuming their activities brought to light the fragility of certain situations. This instability raises questions for us and implies a constant adaptation of the working conditions on our part in order to preserve both the health and safety of our employees and customers.

Scientific information concerning the knowledge of the modes of transmission of this new virus also led to numerous versions of intervention protocols for our customers' sites as well as for the care of people suspected to have Covid-19.

At Onet, we have had to constantly adapt our work organization to meet the needs of our customers, protect our employees and combat the circulation of the virus. We have worked together, involving our social partners and regularly informing our teams through a variety of media: intranet, pay slips, posters and text messages.





REMAINING UNITED

Since the beginning of the health crisis, solidarity within the teams has not wavered. In the face of sometimes complicated or anxiety-provoking situations, employees remained united in order to provide services to our customers in complete safety, even when quarantine led to the disorganization of teams.

There was also solidarity with our customers to facilitate the operation of their activities at a downgraded mode, in a secure manner.

Lastly, solidarity was demonstrated between the support and field teams when providing fast answers to questions about what to do in terms of prevention.

ADAPTING TO THE CRISIS WHILE RESPECTING OUR HEALTH AND ENVIRONMENTAL COMMITMENTS

In this period of health crisis, cleanliness is often associated with disinfection, a symbol of virus neutralization. In March 2020, the emergency priority was to carry out what is called classic disinfection operations. These included chemical products to meet government recommendations.

Since May 2020, the use of degreasing products containing surfactants has been favored. This measure, which was included in the French Ministry of Labor's health protocol of August 31, 2020, is designed to fight SARS-CoV-2 more effectively. Surrounded by a layer of grease, the virus is thus made more fragile in the presence of these surfactants, which break the greasy membrane and deactivate the virus.

The products we have been using with our Biogistic solution since 2018 perfectly meet the Ministry of Labor's directive and are effective against the virus. The Biogistic solution combines the use of eco-labeled and biotechnology-based products, with integrated logistics from ordering to the use of the products on site, with a circular economy logic.

Lastly, the containers are reused to reduce plastic waste, which also reduces the transport of products and thus limits our CO2 emissions. As our ecological solution was already being deployed and our staff was trained on it, we had a reliable operational and ecological solution that met the requirements.

We were reassured as to the effectiveness of our solution and in order to limit traditional disinfection methods which are more aggressive for humans and harmful for the environment. We

communicated broadly to our customers following the protocol. Our goal was to raise awareness among our teams and our customers in the service sector about rational cleaning and disinfection.

We highlighted the effectiveness of more frequent cleaning with eco-friendly products. Disinfectants are then only used in the case of active virus circulation. These protocols are always subject to the prior agreement of the client under all circumstances.

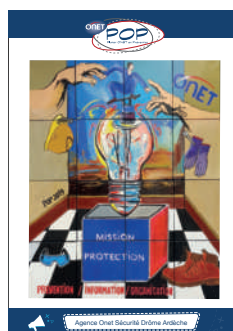
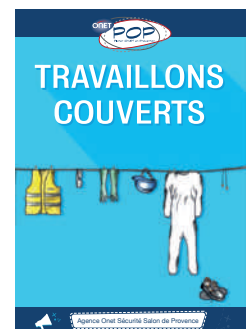


COMPANY POLICY: LEADING ONET IN RISK PREVENTION

Preserving the health and safety of our employees and customers is Onet's number one social priority.

To this end, for several years now, the «Leading Onet in Risk Prevention» policy has been aimed at establishing a genuine and lasting culture of health and safety throughout the Group, thereby enabling Onet to become the industry leader in this area.

Onet commitments concerned : 1 - 4



Respect for the physical and mental health of each individual is the basis of any professional relationship. We must all, from management to employees, at all levels, be responsible when it comes to our own safety and that of others.

The full and active participation of everyone, every day, is essential to the implementation of a true culture of risk prevention. This effort reflects our vision: it is by joining forces that we will create healthier, safer and more reliable environments for everyone.

GROUP MANAGEMENT

Managing this policy is accomplished by monitoring the common objective, for all our businesses, of a reduction in accidents, occupational illnesses and psychosocial risks.

CONTROL OF CROSS-SECTIONAL RISKS (ROAD RISKS, PSYCHOSOCIAL RISK FACTORS) AND ACTIVITY-SPECIFIC RISKS

- **The prevention of work-related accidents** is based on in-depth discussions prior to and during the service, as well as on feedback following a defined process and using the various tools listed below.
- **The prevention of road risks** has been the subject of a comprehensive approach since 2009, with the appointment of a manager in charge of road risk prevention and ecomobility.

This organization has made it possible to introduce teaching tools, harmonize practices and carry out prevention and refresher training.

In over ten years, road safety sessions have enabled more than 7,000 employees to be trained (on a simulator or on the road with ECF driving school). Each year, the entities with the highest number of accidents are the subject of a specific action plan, in collaboration with Codes Rousseau.

- **With regard to the prevention of psychosocial risk factors**, a toll-free telephone number has been in place since 2009, staffed by an occupational psychology firm. This is complemented by a specific action plan for managers and employees. A Group-level «sexual harassment and gender-based violence» contact person has been appointed, as well as representatives on the various sites. Alerts can also be reported via the Group's digital alert platform.



KPI MONITORING

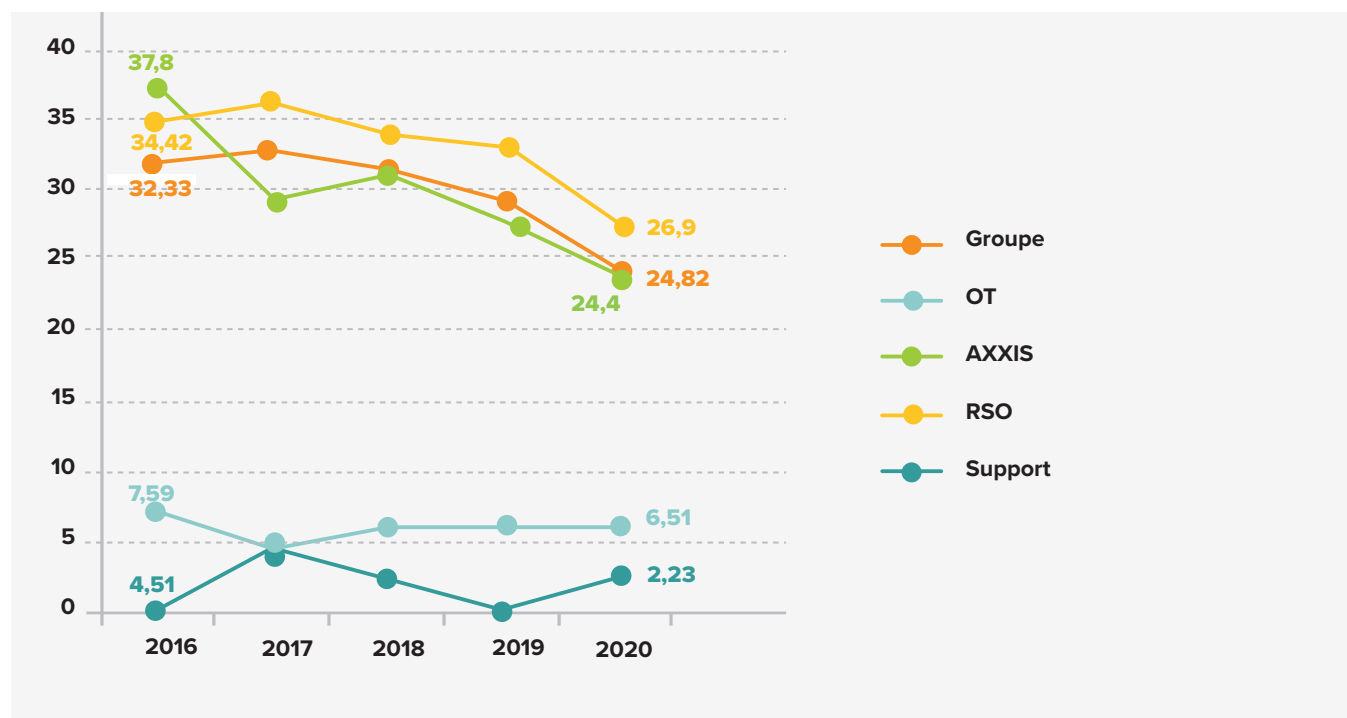
- The goal of reducing accident rates is set at Group level, as is the number of alerts on psychosocial risks.

The decrease in the Group's frequency rate was exceptional over this last year with the pandemic: **- 17% compared to 2019**. Part of this sharp decrease can be explained by the fact that our employees have shown solidarity and increased vigilance. The communication and implementation of all the preventive measures related to COVID-19 have certainly contributed to a better consideration of other occupational risks.

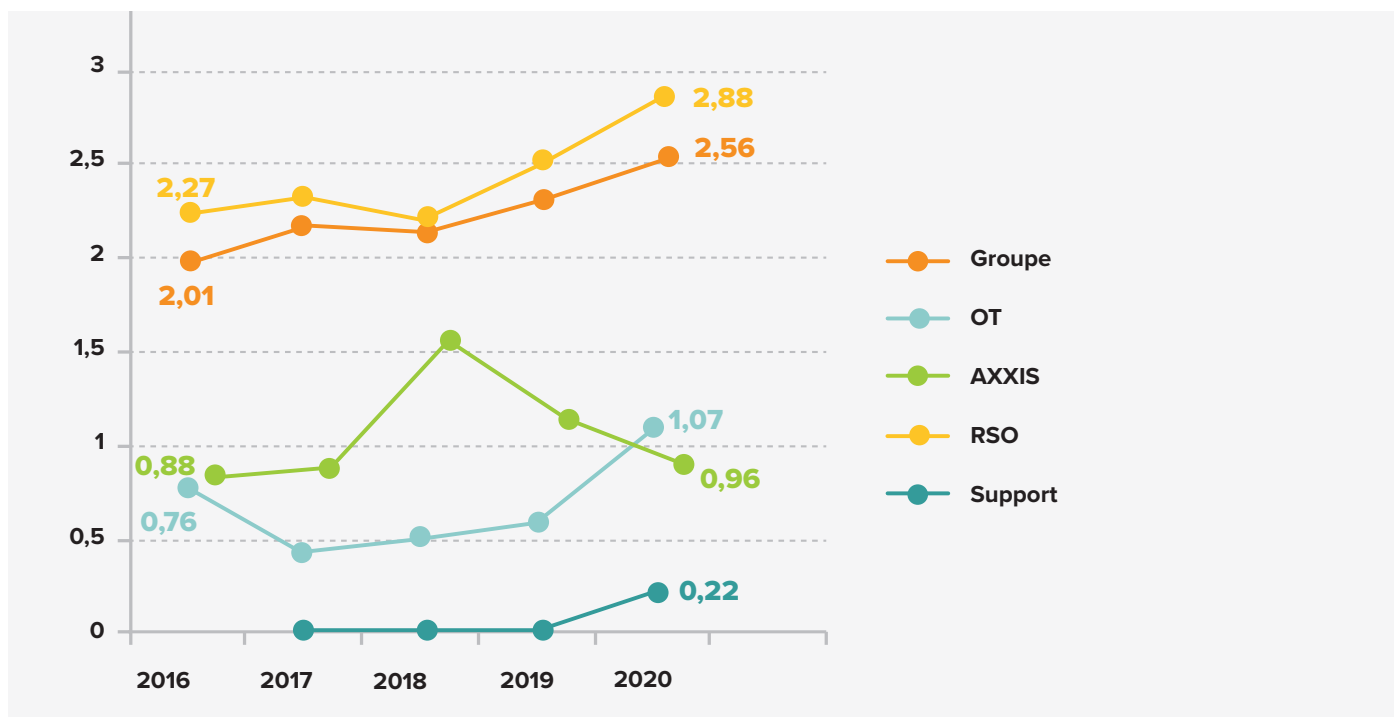
It is currently difficult to make projections based on partial activity and working conditions, but it is likely that the improvement in these rates will be much slower when we return to a normal context.

- Non-financial indicators on health and safety are included in managers' variable pay (bonuses).
- Each business sector monitors additional indicators to control the occupational risks specific to its activity.

Trend in Accident Frequency Rates



Trend in Accident Severity Rates



TOOLS

- Using a centralized application (Acciline Plus) for the management of occupational accidents and illnesses makes it possible to be very responsive in terms of reporting, analysis, implementation of preventive actions and statistical monitoring.
- Tools common to the entire Group include pre-employment health and safety knowledge tests, introduction to safety processes by local managers, safety visits to customer sites (a tool for observing good practices and dangerous situations in terms of safety based on dialogue and discussion), safety awareness (flash cards, alert sheets, etc.), safety talks and, lastly, systematic post-accident feedback interviews by the manager.
- Setting up face-to-face or e-learning training

programs targeting regulatory aspects or the prevention of risks specific to a particular activity.

COMMUNICATION

- We regularly raise employee awareness through various channels (videos, posters, safety newsflashes, digital newsletters, flyers with pay slips, text message campaigns, etc.).
- Every year, an annual risk prevention day is organized in all Group entities in France and abroad. The day starts off with messages from the President and other testimonials, and is then followed by conferences, workshops, a «prevention» escape game and a poster or video competition.

INCLUSION AND DIVERSITY



In line with Onet's strategic plan, Elan 20-23, the Elan HR plan for inclusion promotes diversity and fights discrimination in all actions taken by management. We believe that promoting inclusion is a driver for innovation and performance.

Onet commitments concerned : 2 - 8



The human resources policy will be revitalized for the following groups:

- Des personnes en situation de handicap
- People with disabilities
- People with difficulties accessing employment (especially young people)
- Seniors
- Women

We are committed to including people with disabilities in all of Onet's businesses and positions. We monitor and support their career advancement by developing their skills.

We are committed to increasing our job retention initiatives by 50%. We are taking action to remove taboos on the subject of disability and to recreate trust.

Young people are our future, and we are committed to recruiting, training, mentoring and retaining them in order to continue the Onet culture while looking towards the future.

We promote the role of women at all levels of hierarchy by developing their skills and encouraging internal promotion.

The inclusion department coordinates the actions of the business area and regional representatives to ensure that these commitments are put into practice.

DISABLED PERSONS POLICY

In 2020, the employment rate for people with disabilities (consolidated for the France Group) was 5.4%, whereas in 2019 they represented 7% of employees. This decrease is mainly due to the application of the new calculation methods resulting from the French law of September 5, 2018 for the freedom to choose one's professional future.

Onet is committed to returning to the 7% employment rate for people with disabilities BY 2023.

As part of Onet's strategy to be an inclusive company, in line with our values, we are committed to developing a culture that is conducive to the employment and professional development of people with disabilities.

We are committed to preserving the employability of all of our employees, including in the event of accidents and with aging.

The Disability Unit is implementing the following actions:

- **Uniting** all our internal and external stakeholders around the subject of disability for collective success.
- **Supporting** disabled persons and their managers in recruitment, integration, career development and job retention.
- **Promoting** strategies, training courses and professional development. Encouraging internal promotion, development of employability, recruitment by skills and training. Strengthening trust, discussion and dialogue.
- **Measuring** all actions taken with indicators that are reliable, fair and transparent.

For 2021, efforts will focus on the subject of disability and developing employability. If candidates are equally qualified, applications from people with disabilities will be favored and job retention will always be defended.

A specific roadmap will underpin the implementation of the policy. Employability will be developed in view of the current analysis in order to carry out actions aimed at the recognition and retention of employees.

L'atteinte des objectifs sera favorisée par le pilotage de la démarche en proximité par des

TARGETS

Target 1: Return to the 2019 employment rate (a consolidated group rate of 7%) by 2023.

Target 2: Increase the measures to maintain employment by 50% by doing everything possible to anticipate incapacity and collaborate with all organizations involved in maintaining employment to enable redeployment consistent with the expectations of the persons concerned.

Target 3: Provide all of our 71,000 employees with disability sensitivity training.

Achieving these targets will be facilitated by the

local management of the approach by disability representatives who will support managers and employees by integrating and taking into account the needs of the people concerned.

The social partners will have a key role to play in the policy due to their knowledge of employees and the challenges of disability.

Lastly, to lend credibility to our approach both internally and externally, we will promote best practices and build lasting partnerships with important experts in the domain of disabilities.

Onet has also developed a strategy with members in the field of adapted and protected work environments since 2014 by signing a partnership with the French Paralysis Association (Association des Paralysés de France APF). This partnership allows us to be equipped with a national network of adapted companies in order to offer a «socially responsible» service.

This offer effectively provides our customers with a qualitative solution for their operational needs while combining two elements:

- The integration and professionalization of persons with disabilities
- The retrocession of disabled beneficiaries Onet is also a partner of Elise, an accessible company specialized in office waste management.



YOUNG PEOPLE

We are seeing a change in the age pyramid. In 2020, the proportion of young people decreased and the average age in the Group was 45, compared to an average age of 42 in France. In 2020, 1.81% of the Group's employees were on work-study contracts, professional training contracts or from employers' groups for integration and qualification.

Apprenticeship is one of the solutions for integrating young people and making them want to work in our businesses.

Age Pyramid



ONET UNIVERSITY

Onet commitments concerned : 3-4-9



Investing in skills is a strong commitment and a major societal role for the Group.

Enabling employees to evolve, grow, develop and improve their performance

encourages motivation and loyalty.



Managing and capitalizing on internal talent and identifying potential is essential, which is why we rely heavily on internal training through our University.

For these reasons, Onet University continues to grow based on the following goals :

- **Developing the skills** of all our employees, from workers to managers
- **Helping our managers grow and develop** their leadership and social responsibility
- **Favoring cross-sectionality** within the Group, both in France and internationally, and across all business sectors
- Innovating and contributing **digital transformation**
- Being open-minded and outward looking
- Contributing to **employer branding**
- Being in line with our **Sustainable Development Goals**



«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.»

Élisabeth Coquet-Reinier,
President of the Reinier Holding company,
Chair of the Onet SA supervisory board,
Chair of the Sustainable Development Committee.



2019 Graduation Ceremony. The epidemic situation prevented us from holding a similar gathering in 2020.

“ WE ARE ONET ! ”

Our employees are ambassadors to our customers and future employees, they contribute to making the Group an attractive place to work.

Bearing this in mind, following the distribution of diplomas in January 2020 we interviewed ten employees in a series called “talking to our employees” and posted them on [our YouTube channel](#) and on social media.

We emphasize the diversity that illustrates our Group. A diversity of careers, backgrounds, profiles, professions... which is our strength and our value.

The courses we offer our managers include certification at all levels: In addition to the national courses, in 2020, Onet University made the regional course certifiable as well. A trial is being conducted in central France.

This “**succeeding as a new manager**” course is aimed at team leaders and supervisors starting out with a minimum of six months’ management experience.

The main objective is to become aware of the dimension of the manager’s role, to question your own practices and to anchor down the fundamentals of management.

This will help us strengthen the support for managers at all levels in order to provide them with the tools they need for increased customer benefit.

This highly operational training is carried out with individual and personalized support for each participant, allowing them to review what they have learned during the training and to evaluate themselves in a professional situation.



David Sanchez, South-East Multi-Site Regional Manager, Onet Logistics, Managing a Center of Responsibility Training

Wanting to challenge myself and continue to progress pushed me to take a course at the Onet University. I immediately embraced the 18-month MCR (Manager of a Responsibility Center) training challenge. I have benefited greatly from it, both on a personal and a team level. We are enriched every day by human relationships, without a team we are nothing.

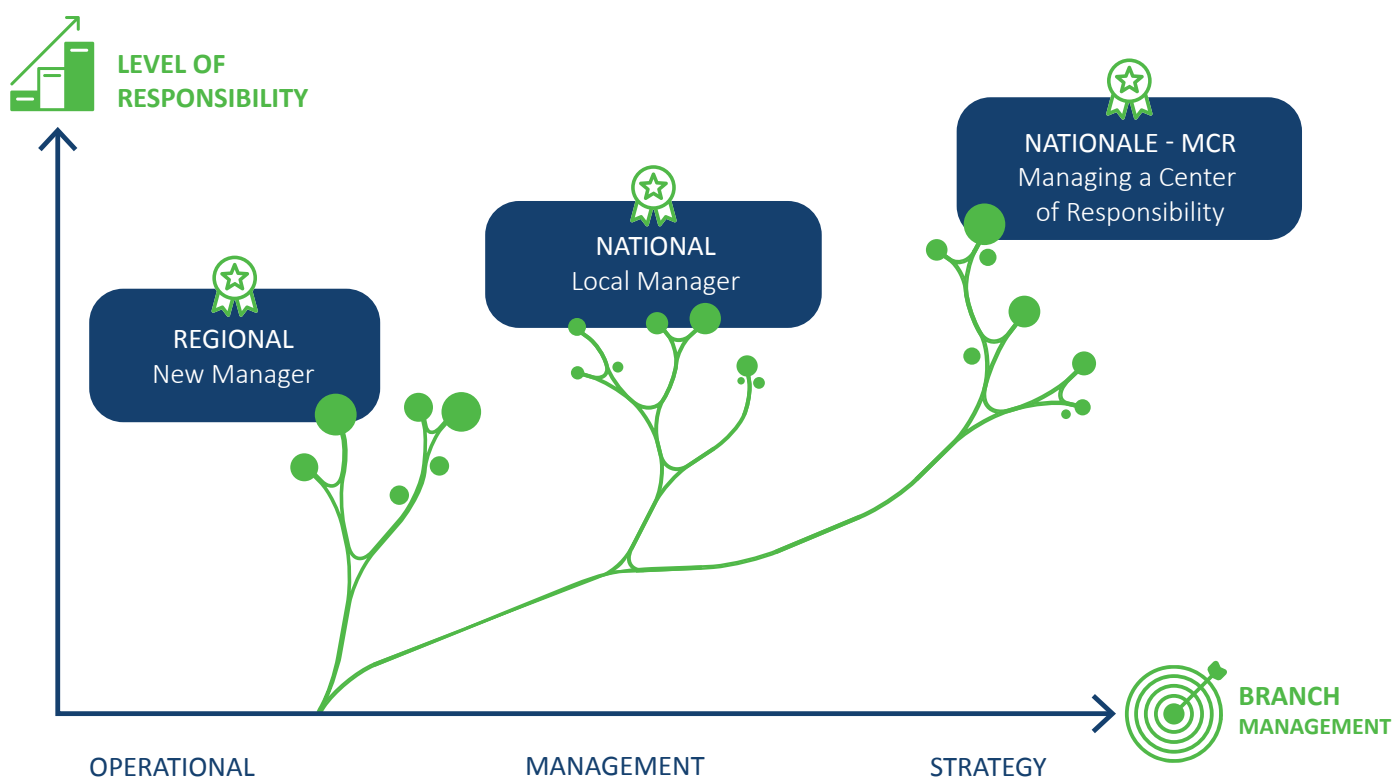
During my training, I was able to strengthen this team spirit. We are often very absorbed by daily operations and the training allows you to take a step back and initiate action plans. We all grew together !





« Maria Reveneau, Operations Manager, Onet Cleaning and Services in Moulins, Local Manager Training »

I took the Local Manager training course with Onet University to establish my legitimacy and further increase my skills, thanks to the responsibilities I was going to take on as a result of my professional development (going from team leader to area manager). The training allowed me to evolve and grow. I learned to take a step back and now manage my teams more serenely. I have matured. At first, I hesitated to take on the training because it's a lot of work, but when you see how it ended up, it was a really great experience. Thank you.



Despite the complicated context of 2020, the national programs were completed :

«Local Manager» training was carried out with CESI in Aix-en-Provence (bac +2 level - RNCP level 5 title). In October 2020, 18 employees successfully defended their exams before a jury chaired by representatives from outside companies. These included Pernod Ricard, Orangina and Petroineos.

This was an opportunity to observe that sharing experiences within the training programs is a considerable asset and promotes cross-sectional mobility and knowledge of the Group.

“Managing a Center of Responsibility” training was carried out with the IFG, the University of Corsica and INSEEC U (bac +4/5 level - RNCP level 7 title). In September 2020, 16 employees defended their progress plan in front of a jury, composed of members of the training committee and representatives of IFG-INSEEC U, including the program director.

We are evolving in a regulated, competitive and digital market. The Group is undergoing a digital transformation, particularly in the area of human resources.

Onet University is supporting this transformation by offering appropriate digital products that are recognized as differentiating and innovative, including :

- The Onet Learn application.
- The Blue Campus LMS platform.
- Tutorials for the use of operations tools.

ONET LEARN

Onet Learn (an application deployed jointly by Onet University and DSINI), not only allows our agents to keep their technical skills up-to-date, but also to improve their digital skills as well.

This application is part of Onet's overall training program. Beyond just training, it is a real transformation project, in terms of use and culture, which is part of the digitization of HR processes and is highly appreciated by the operational staff who use it.

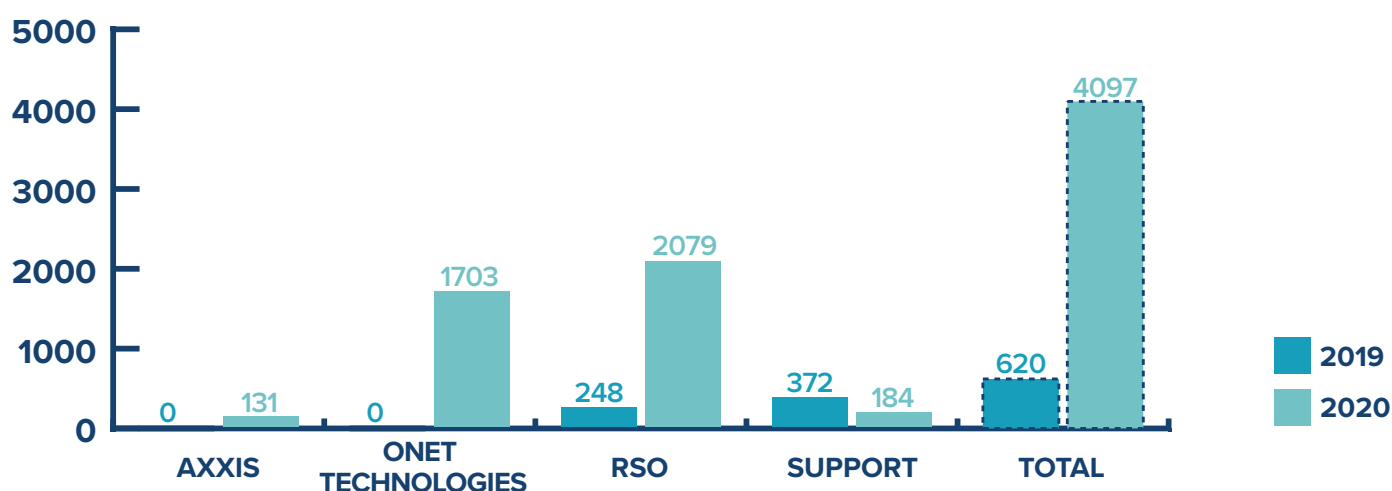
Continuing to use Onet Learn has also led to the completion of the challenge and of 9,734 training courses, of which 3,539 were eligible/certified. In order to support this digital transformation, Regional Digital Experts (RDEs) have been appointed with the main mission of assisting employees in using these tools.

New business sectors have been added to the library of training courses on offer: distribution, transport and the food industry. Among the significant developments of the application, we have introduced audio for the quiz. The question can be listened to by the agent. The suggested answers are highlighted when each one is read.

BLUE CAMPUS

In addition to the Onet Learn application, Onet University also has an Open Source LMS (Learning Management System) platform, accessible by computer or smartphone. Modules are created on demand/according to internal needs and in an autonomous way with the possibility of including videos, audio, interactive images, etc.

In 2020, twelve new training modules were created and provided training to 4,086 employees. There was a significant increase in the digital evolution of the training device from 2019 to 2020.



CRÉATION DE TUTORIELS

Lastly, with the aim of supporting our operational staff in the use of applications, Onet University has created tutorials for the use of operations tools (BQ, Just time, pre-employment, cleanconnect).

As part of the COVID campaign, we also produced and distributed tutorials on barrier measures (wearing a mask, hand washing).

In summary, Onet University's offers training for all levels of responsibility and allows us to:

- train our employees and develop the company
- anticipate changes in our business areas as well as customer expectations in order to stay ahead of the market
- develop digital expertise and innovation within our various fields

EMPLOYEE EXPERIENCE

Onet commitments concerned : 3 - 4



This concept is similar to that of customer experience. It refers to all the interactions and experiences of an employee within the company, at key moments in his or her career and in his or her daily professional life, from recruitment up until he or she leaves.

When a manager asks his or her teams to adopt a personalized approach and be close with and attentive to customers, it seems natural that these teams should be managed according to the same principles.

Our employees are ambassadors to our customers and future employees. They must therefore, like our customers, benefit from an experience that reflects the strong values of our Group.

For Onet, the main challenges of the employee experience are:

- improving employee integration
- accelerating skill development
- encouraging internal mobility
- simplifying and digitizing tools

IMPROVING NEW EMPLOYEE INTEGRATION

Employee integration is an essential phase in the professional life cycle. Implementing an onboarding strategy has a significant impact and facilitates an employee's sense of belonging, membership, involvement in a new mission and the development of employer branding.

Identifying key phases and important meetings has made it possible to create complete integration paths from the pre-integration phase to the end of the trial period.

These onboarding paths have been adapted according to the person in question (typical employee profile: profit center manager, sales representative, engineer, etc.) in order to come as close as possible to the employee's expectations and needs.

An «On-boarding» application is also being rolled out. It will support the employee during the various phases of integration, speed up access to useful information and set key integration meetings.

Our Working Staff

This is for the most part a population far from employment and, most often, due to a problem related to language and/or digital skills, stuck in their professional development.

For these employees, we will work to develop their internal and external employability through training and mentoring.

The training courses will specifically be built around programs for:

- literacy and language improvement
- learning to use digital tools
- strengthening professional skills and developing expertise
- improving knowledge of the company, its businesses and its partner fields

Our Local Managers

The Local Manager is a central position in our organizations. As this manager expresses the expectations of the customer, management and the agents, he or she must combine an operational sales side as well as a managerial perspective.

We will be launching a program to provide them with tools to provide increased value for customers. The goal is that within five years, each business field will have a targeted training program, while preserving a certain mix of backgrounds within management training.



2019 Onet University graduation ceremony at the Velodrome stadium in Marseille

Our Sales Teams

In order to face increasingly tough competition and an uncertain economic environment, Onet University will be implementing a curriculum starting in 2021 to certify employees' skills and increase their sales efficiency while meeting the Group's values and commitments.

ENCOURAGING INTERNAL MOBILITY

Participating in the company's performance, retaining our employees allows us to preserve the skills developed, the expertise, the quality and the coherence of the offer delivered by Onet to its customers.

Encouraging internal mobility is concretely contributes to talent retention and also helps strengthen corporate culture and boost loyalty. Implementing the principle of mobility lies in the fact that each employee must be able to become active in his or her own professional development.

Des communications hebdomadaires permettent à l'ensemble des collaborateurs de prendre connaissance des nouvelles offres d'emploi disponibles dans le Groupe.

Weekly communications enable all employees to find out about new job offers available within the Group.

In each of its businesses, the Group encourages functional and/or geographical mobility for those who wish, in a spirit of openness and loyalty-building. These professional developments are supported by material resources, information and training.

Given the Group's desire to encourage internal mobility and promotion, Onet has set up a specific mentoring/coaching program through Onet University to help employees take on their new positions, in this way strengthening employee loyalty.

SIMPLIFYING AND DIGITIZING TOOLS

Onet is developing the employee experience by reworking the system from the pre-recruitment phase to the exit phase by digitizing, streamlining and simplifying the processes and tools, in order to increase efficiency, flexibility and above all speed.

Digitization is an opportunity to rethink the company-employee relationship with optimal quality service.

It is therefore essential to support our employees with digital solutions that are adapted to their HR journey and customer relations. The digital tools used by Onet not only enable our employees to keep their technical skills up-to-date, but also to improve their digital skills as well.



CIRCULAR ECONOMY: BIOGISTIC & ECO-FRIENDLY METHODS



When we introduced our Biogistic solution in 2018, we set an ambitious deployment target (80%). Today, we are proud to have surpassed that target.

84% of our cleaning services products are biotechnology-derived and eco-labelled.

**Onet commitments
concerned : 1 - 5 - 7 - 9**



BIOGISTIC: A CONCRETE COMMITMENT !

In 2020, using this solution allowed us to be even more responsive for our customers, especially in this particular health crisis context.

We were able to count on the support not only of our branches present in France, but also of our agents who were already trained, to provide cleaning services with the Biogistic solution (since 2018, over 12,000 agents have been trained).

A WIDE RANGE OF ECO-FRIENDLY MATERIALS AND PRODUCTS

Thanks to the teams at our central purchasing office, Prodim, many eco-friendly products are available to Onet teams so we can offer our customers a wide range of services that have minimal impact on the environment and ensure a good quality of life at work for our teams (RSI prevention, etc.). There are items for the following product lines: floor and surface maintenance, sanitary facilities maintenance, linen maintenance, toilet paper, soaps, cleaning equipment, biodegradable bags, cleaning carts, and a scrubber-dryer that saves both water and energy.

All of these product references are present and updated in a dedicated online catalogue.



84 %

**OF OUR CLEANING
SERVICES PRODUCTS
ARE BIOTECHNOLOGY-
DERIVED AND ECO-
LABELLED.**



CLOSE-UP ON PRODIM

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

Prodim was also a key player in the purchase and distribution of masks and other PPE to our teams during the health crisis.

Example of the use of the Innuscience line of biotechnology-derived and eco-labelled products in the cleaning processes of ASCENT's 80 customer sites :

The Prodim sales agencies coordinated the implementation of the ASCENT hygiene market on 80 customer sites. Prodim sales representatives and demonstrators supervised the launch of the market (installation of dispensers, hygiene stations and dilution stations), while adapting to constraints linked to the health crisis and accompanying ASCENT staff in the change.

There were several goals: to reduce water and product consumption; to reduce the packaging waste generated; and to optimize the frequency of orders in order to build up sufficient stock while limiting the carbon footprint. To achieve this, Prodim created educational materials for the use and maintenance of the equipment and carried out numerous follow-up meetings with the customer.

The smooth management of the different operational phases (identification of the needs ahead of time, installation of the equipment, user support, follow-up and reporting of the results) made it possible to measure real benefits.

In 2020, the benefits achieved on the 80 ASCENT customer sites were the following:

- Decreasing the volume of cleaning products used by 6.



- 40% reduction in the delivery of detergents, leading to a reduction in the associated carbon footprint.
- Elimination of conventional detergents and cleaning products previously used in the kitchens and laundry rooms of work centers for persons with disabilities and nursing homes.
- Reduction of the volume of plastic waste generated.
- Preservation of the health of the users of the products and the occupants of the premises cleaned by ASCENT (fragile personnel) thanks to the harmlessness of these products.
- Elimination of the risk of overdosing products (including decontaminants and disinfectants used in the context of the COVID-19 health crisis), thanks to the use of automated dilution stations.

RECYCLING ELECTRONIC MATERIAL & A REUSE SOLUTION FOR OUR I.T. AND TELEPHONE EQUIPMENT

Since 2015, Onet has been committed to a circular economy approach. Our method is to prioritize, whenever possible, the reuse and extension of the lifespan of resources before thinking about recycling them, which takes place at a later stage.

Onet commitments concerned : 2 - 5 - 9



In 2020, despite the covid crisis which reduced our tonnage of recycled electrical and electronic waste, we were able to roll out our reuse solution for our I.T. and telephone equipment across France and continue our recycling activity for end-of-life cleaning equipment.

ROLL-OUT OF OUR REUSE SOLUTION FOR I.T. AND TELPHONE EQUIPMENT

In 2018, Onet set up a partnership with the accessible company OLINN to meet the following goals :

- Having a homogeneous and secure national process for our equipment at the end of its life.
- Establishing a partnership with an accessible company that shares our values and participating in the employment of reintegrated personnel.
- Continuing our circular economy policy by giving a second life to our I.T. equipment which is repaired then resold on a second-hand market.



We took the opportunity in 2020 to deploy this solution on a national scale. This project was co-directed by the Sustainable Development Committee and the Information Systems, Digital and Innovation Department. The project team coordinated the rollout, with dedicated coordinators in each of Onet's regions or business units. Support was provided to the branches for the various collections with the implementation of dedicated procedures.



Despite the fact that the covid crisis made conditions difficult for centralization and removal, a significant quantity of materials were collected thanks to the responsiveness of our teams and dynamic project coordination which initiated change with a positive attitude and good humor !

Close-up on OLINN

OLINN is an accessible company, based in Lunel, that has been offering its customers the option of moving from a linear economy to a circular economy for fifteen years. They extend the life cycle of I.T. equipment by giving it a second life.

It should be noted that the manufacture of I.T. equipment represents 80% of its environmental impact.

1. **Manufacture**
2. **Use**
3. **Destroy**

1. **Manufacture**
2. **Use**
3. **Employ**
4. **Recycle**

PROCESSING SYSTEM FOR ELECTRICAL AND ELECTRONIC WASTE GENERATED BY THE ACTIVITIES OF THE ONET SERVICES NETWORK

The recycling solution for waste from electrical and electronic cleaning and banking equipment carried on in 2020 with 33 metric tons of equipment collected over the year, making it 141 metric tons since the beginning of the process.

ecosystem



SUSTAINABLE MOBILITY

Faced with the challenges of climate change, the characteristics of our activities that require us to travel to our customers on a daily basis, and the many regulatory and tax changes, Onet launched a «Sustainable Mobility» project in 2019, co-directed by the Purchasing Department and the Sustainable Development Board.

Onet commitments concerned : 1 - 6 - 9



Various aspects have been developed to reduce the CO₂ and NO₂ emissions generated by our travel :

- Changing our fleet of Onet vehicles by reducing the volume of diesel vehicles and accelerating the integration of «clean» vehicles (i.e., less than 60 g of CO₂).
- Introduction of a new car policy based on usage criteria and integrating a broader TCO (Total Cost of Ownership) concept.
- Adapting our work and travel methods (commuting/missions).

Our ambition is to implement a 2020-2030 energy transition strategy with the following steps :


Step 1 : We study and **optimize existing processes** (2019-2020).

Step 2 : We apply environmental criteria in our processes and set up twelve **pilot sites** to test electrical infrastructure.

Step 3 : We use the feedback from the **previous step** to prepare for deployment and adopt our strategy over time as the parameters are both numerous and changing.

The year 2020 allowed Onet to accelerate its mobilization around this cross-sectional project, which brings together a wide range of areas of expertise (operations, purchasing, CSR, HR, legal, finance, insurance).

A survey was conducted among our 4,000 drivers to gauge their expectations, and workshops were held to see how we can work together to reduce our CO₂ emissions and tackle the energy transition.


**24%
LESS FUEL
CONSUMPTION
BETWEEN 2019
AND 2020**




**A SURVEY WAS
CONDUCTED
AMONG OUR
4,000 DRIVERS
TO GAUGE THEIR
EXPECTATIONS**



Actions taken in 2020 include :

Moving towards a more sustainable fleet

The French law on mobility orientation (LOM), enacted at the end of 2019, set out France's major commitments and future investments to promote mobility, with the goal of achieving carbon neutrality in land transport by 2050 and a 37.5% reduction in CO2 emissions by 2030.

To further reduce air pollution, the LOM created low-emission mobility zones (ZFE-m) allowing communities to limit the circulation of the most polluting vehicles in their zone in order to improve air quality and protect the populations in the most densely polluted areas.

In France, low-emission mobility zones are based on the Crit'Air sticker system. Several communities have already set up these specific zones.

In 2019, 95% of Onet's vehicle fleet was diesel. The goal of gradually reducing the share of diesel to improve air quality (NOx and fine particles) cannot

be achieved solely through a transfer to gasoline models. Gasoline engines consume more fuel and therefore generate more CO2 which has a direct impact on global warming. This is why electric cars are a real ecological alternative in the short term and potentially hybrid engines for urban use.

With over 200 electric vehicles already on our sites, we are continuing our efforts to increase this percentage and adapt our vehicles to the use of our drivers.

The deployment of electric infrastructure will be a priority for the 2021 trial. We will work on a deployment of electric charging stations not only in branches but also at employees' homes.



CONTINUING ECO-CITIZEN TRAINING

Although the year 2020 was not conducive to the organization of on-the-road training courses, we went ahead with the program making it possible **to reach our target of 7,000 eco-citizen training courses completed in ten years**. These training courses include a road safety component and an eco-driving behavior component, allowing for fuel savings of approximately 10%, therefore reducing greenhouse gas emissions. This in turn improves impact on health and the environment.

The basics of eco-driving behavior are based on :

- **Anticipating** (a basic rule of defensive driving). Looking into the distance to anticipate slowdowns, other users, intersections, road profile, etc.
- **Gear shifting**: driving in the highest gear possible.
- **Speed**: maintaining a regular speed, controlling acceleration, thinking about having a «light foot», favoring the inertia of the vehicle and the injection cut-off.

CARPOOLING

In 2020, Onet signed a partnership agreement with BlaBlaLines, the leading solution in carpooling, to encourage Onet employees to adopt this type of behavior. This platform allows employees to identify an «Onet carpooler» and benefit from free rides. The application will continue to be deployed for home-to-work commutes in 2021.



This practice can halve the environmental impact of home-work commuting, which is estimated to cover an average of 14 km per person per day in France.



WORKING REMOTELY

The health crisis has generated a significant drop in our long-distance travel (over 60% plane/train) and has reduced the number of kilometers traveled in commuting for all jobs that can be done from home.

Some of our stakeholders' practices have also evolved, in particular our customers, in terms of how we communicate and work together.

The health crisis has accelerated all remote working techniques, profoundly changing our behavior and vision of mobility.

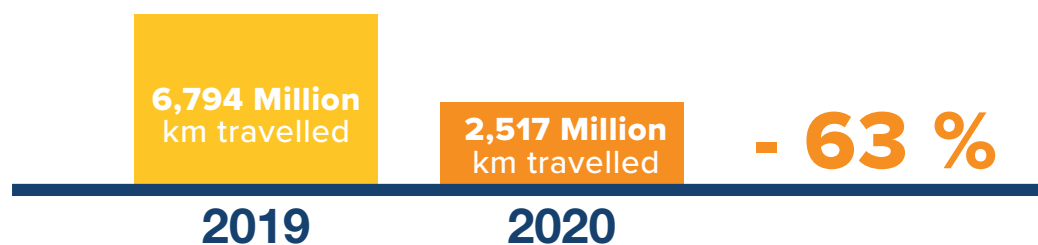
The company also adapted quickly to these practices by continuing to invest in improving :

- **Our technical impact :** with accelerated digitalization (training modules, etc.), collaborative and communication tools, and a fleet of portable computer equipment.
- **Our organizational and social impact :** in 2020 we also set up workshops to support managers and employees and continued to promote the psychological hotline to avoid the isolation or demotivation of certain employees.

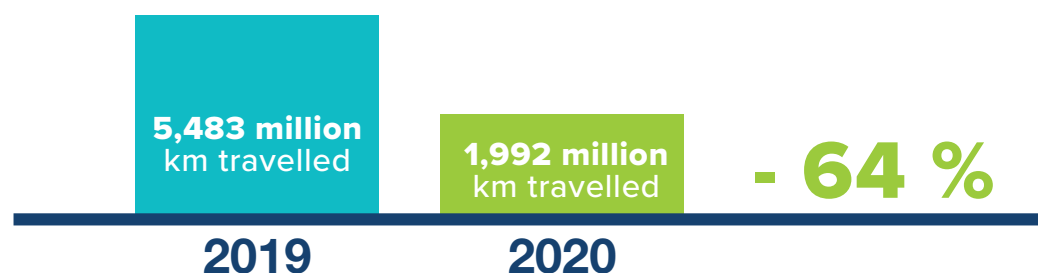
The challenge for the future will be to find the best balance between reducing commutes and therefore fatigue and road risk; work-life balance; and the team dynamics needed for increased performance by all.



TRAIN TRAVEL



AIR TRAVEL



LOCAL ROOTS AND SUSTAINABLE PARTNERSHIPS

For Onet, acting locally is not limited to taking responsibility for its impact on society and the environment, it is a question of carrying out a proactive approach towards proximity with the community and territory on three levels: economically with the creation of direct or indirect jobs; environmentally (habitats, waste, transport, etc.) and on a social/societal level (social cohesion, diversity, etc.).



Raphaël, work-study employee at GEIQ PACA and Onet Services South Marseille

Can you introduce yourself and tell us a little about your career path ?

My name is Raphaël and I am 24 years old. I arrived from Reunion Island in September 2019. I was looking for a school to be trained in cleaning. I had already worked in cleaning, windows, gardening ... I found the INHNI. I was supported by CNARM. The INHNI directed me to two companies and the GEIQ (an employers' group for integration and qualification). I

chose the GEIQ because the support seemed right for me. I wanted a work-study program because that's how you learn best. Since November 2019, I have been working for GEIQ and Onet. I'm preparing for a CAP (vocational training certificate) in cleaning and hygiene. At work, I joined the team of window cleaners, they teach me their techniques. At school we talk things over with our colleagues to see how things are going and share techniques. I am really enjoying it and hope to continue. I will graduate in June.

What do you like most about this combined training/work experience formula ?

I like learning with my colleagues. I was looking for a work-study program to really learn the trade, to develop, and to earn a living. With the GEIQ, I also have three types of support: the GEIQ, my school and Onet. That makes me want to continue even more.





Richard Dubaud, Director of the Onet SERVICES MARSEILLE SOUTH branch and member of the GEIQ PACA Board

What are the advantages of this GEIQ system as a branch manager ?

The GEIQ is a great tool for inclusion. It allows managers of establishments and companies to come together to grow our business by investing in people, developing skills, and reducing the risk of failure through dedicated support from the GEIQ team and the host company. It also provides recruitment solutions through sustainable career paths, at a time when we are in great demand. For example, we informed Raphaël that he can continue working at Onet after his CAP certificate, with the support of the GEIQ, so that he can achieve his goal of obtaining a Professional Baccalaureate diploma and aim for a permanent position with us.

It is also important in a context where the age pyramid in France requires us to prepare for our future as quickly as possible by integrating and preparing young people, as well as the not so young, in our fields. As a member of the Board of Directors, and under the supervision of the President of GEIQ PACA, Thierry Tomio (also Director of an Onet Services Branch), and Angelique Daize, GEIQ PACA Director, we are fortunate, along with all of our participating colleagues, to be able to structure an inclusive offer that develops skills within our trades, in order to continue to value our employees who work every day. We are really proud !

In order to reinforce the inclusion of young people in Onet's businesses, existing partnerships with organizations working for young people were extended in 2020 and new ones were also set up.



1 JEUNE 1 SOLUTION

Since 2019, Onet has been one of the 100 members of the La France, Une Chance network. This government-initiated network is a national chain that federates an ecosystem of companies committed to innovating employment and acting in favor of inclusion. Since the network was created, Onet has published all of its eligible job offers on the website: <https://www.1jeune1solution.gouv.fr/>.

The aim of this website is to find permanent employment, work-study programs or internship

solutions for all young people.

JOB À CŒUR

Job à Coeur (take jobs to heart) is an association and inclusive employment platform that puts job applicants in touch with inclusive recruiters, including Onet, as well as associative or institutional employment partners in order to promote inclusion in employment. This platform also enables employees to become volunteers by joining one of the partner associations as a skills sponsor.

SKILLS SPONSOR



Nos Quartiers ont du Talent (our neighborhoods have talent)

Onet has been a partner of this association since 2014. Members have accompanied 100 young people, 85 of whom have found a job. It is an association that promotes the professional integration of young graduates with a bachelor's degree or higher who live in priority neighborhoods.



Every year we welcome the young people from Nos Quartiers ont du Talent at our headquarters for a recruitment coaching session - 2019.



Institut Télémaque

In 2019, Onet signed a partnership with this institute which offers middle school students from priority education networks the opportunity to be sponsored by employees in order to build cultural support programs in their free time.



Énergie Jeunes

In 2020, Onet launched an initiative with the association Énergie Jeunes. This association, which is recognized as being of public interest and approved by the French Ministry of Education, is dedicated to helping everyone succeed in school.

Since 2009, it has been using an original method throughout France to develop student retention among students enrolled in priority education middle schools.

A wide scientific study undertaken in 2014 demonstrated that the « My Success in Middle School » program had a positive impact on students' grades and classroom behavior as well as contributing to a « decrease in social fatalism. »

All these actions aim to place Onet at the heart of its local territory by acting as an inclusive company with social impact.

CONTRIBUTION TO AN URBAN RENEWAL PROJECT IN MARSEILLE

Sinteo, a subsidiary of the Onet Group, is an environmental and technical consulting and engineering company for real estate. It works daily to promote sustainable building and urban renewal, particularly in the Mediterranean. In 2020, Sinteo contributed to a project located in Marseille, with an eco-design adapted to the Mediterranean in a quiet environment.

As part of the competition for the rehabilitation of the îlot sur le parc in Marseille, the Euroméditerranée public development establishment selected an ambitious and sustainable project led by the operator Altarea Cogedim. Sinteo brought its environmental and acoustic expertise to the «Les Échelles» project. The 7,000 m² project aims to create a socially innovative urban housing facility, combining third-party community spaces, daycare centers and integration activities for the benefit of socially vulnerable Marseille residents.

Protection from the Mistral wind, taking advantage of the sea breeze, controlling solar gain: the project is built around an eco-design approach adapted to the Mediterranean climate. The central outdoor space acts as an urban cool island thanks to its vegetation, while reinforcing the ecological continuity and biodiversity of the site.

The urban context and the noise pollution linked to the proximity of the A7 highway require particular attention to the acoustic comfort of the occupants. Sinteo's acousticians contributed their expertise to the project in order to optimize the facade of the buildings, the choice of materials and the layout of sensitive spaces. For example, the orientation of the facades makes it possible to improve acoustic protection by reducing the angles of view of the roadways while offering views towards the Saint-Charles park.

Our commitments to environmental performance, including low carbon footprint, energy performance and circular economy principles, will be achieved through a Sustainable Mediterranean Buildings approach, targeting silver level.



«Les Échelles» project in the îlot sur le parc in Marseille (Euroméditerranée public development establishment)

CHRONOLOGY OF OUR PARTNERSHIPS

As promoted by the seventeenth and final Sustainable Development Goal (SDG), Onet has been building effective partnerships for many years in order to implement its CSR policy and contribute to other sustainable development goals at the global, national and local levels.

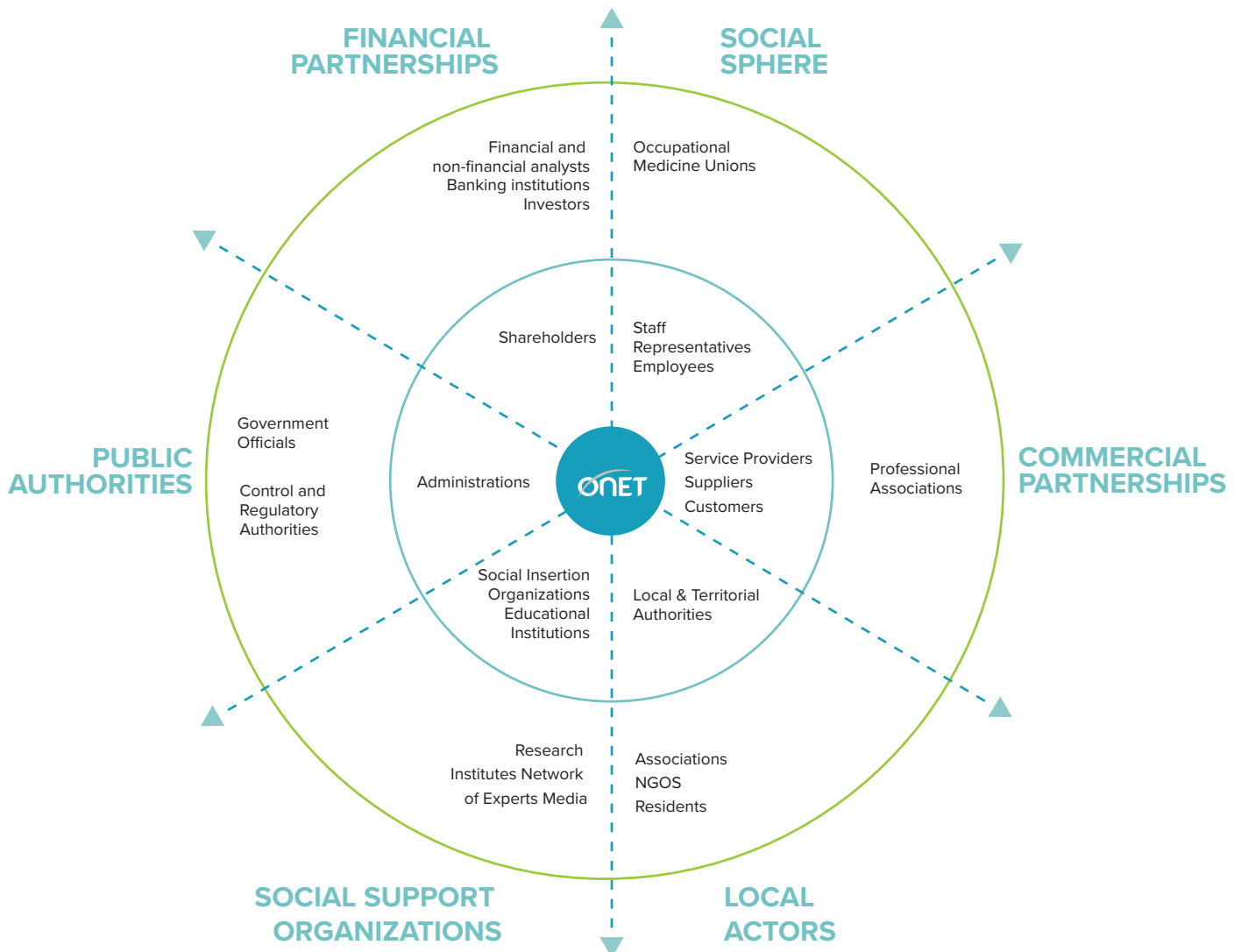
These partnerships are built on shared principles and values, and place people and the planet at the heart of their concerns. They can take the form of the signing of charters, which allow us to communicate more widely with civil society on the commitments made.





DIALOGUE WITH STAKEHOLDERS

Depending on the subject, the stakes, the degree to which it's been developed internally, the timeline and the potential relationship history, we adapt our form of dialogue for each stakeholder according to the targeted goals.



There can be different types of contact depending on the stakeholders: bilateral dialogue and/or multilateral approaches involving several stakeholders at our initiative or in the context of industry initiatives, for example. The frequency of the contact or partnership may also evolve over time, either temporarily or on a recurring basis. **At the outset of Onet's Sustainable Development approach a stakeholder map was drawn up, and we have continued to add to it over the years.**

The goal is to identify the parties with whom it is a priority to interact and dialogue, as well as those with whom we need to raise awareness and inform.

CUSTOMERS

Over the course of the last year, given the health crisis situation the dialogue with our customers was constant to allow us to adapt to their business rhythm, which was very variable depending on the sector and the successive phases of lockdown and opening.

Our role as an advisor for the implementation of intervention protocols and other instructions for the prevention of the risk of COVID-19 was recognized as essential for the good continuity of their activities.

At the same time, service consultations and responses to calls for tender are a way of explaining Onet's sustainable development approach and identifying issues common to both parties in order to prioritize actions to be implemented or to co-construct sustainable solutions.

Our prospects and customers carry out comprehensive and increasingly targeted evaluations of our services, before the invitations to tender right up to when we provide the 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).



(*) Information available on the Group website

EMPLOYEES

• All Employees

For field staff, generally on-site meetings (health and safety or environmental), work instructions (such as eco-actions and prevention flyers) and job-related training are used to raise awareness and spark discussion. In 2020, communication focused mainly on the impact of the health crisis, whether it was instructions for preventing the risk of COVID-19, the changes in intervention protocols at our customers' sites or the implementation of the partial activity process for employees who were unfortunately no longer working at certain customers' sites or in certain functions.

Training courses were either postponed or performed remotely using the various e-learning modules made available by Onet University.

Traditional internal communication tools ("Fil Bleu" company magazine, intranet portal, Yammer community, dedicated monthly CSR newsletter, etc.) were still used to inform and raise awareness among employees regarding the most significant sustainable development initiatives of the year.

• Social Partners

The social partners were particularly involved in the implementation of the very regular assessment of occupational risks in the context of the pandemic in 2020 and the impacts in terms of prevention measures and work organization.

As is the case every year, the representative bodies are also informed of the «Future Begins Today» activities through this report, which can be supplemented by specific presentations 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.

• Managers

Managers were the first point of contact for all action plans related to the health crisis. Their role in raising awareness of the need to comply with instructions and adapt to new working conditions was essential and more complex than in other years due to the multiple disruptions caused by the pandemic.

They were also very involved, along with the covid referents, in the protocol for the management of people symptomatic of covid-19, the identification of their potential contacts and constant dialogue with our customers in order to inform and adapt.

SHAREHOLDERS

During this exceptional year, the shareholder family wished to look to the future and make plans, because giving meaning is now more important than ever. Elisabeth Coquet-Reinier, President of Reinier Holding, and Émilie de Lombarès, President of the Executive Board, affirmed their desire to lead the Group, over the next ten years, towards a business project with an impact, a benchmark in the service field.

Elisabeth Coquet-Reinier has for many years been convinced that it is necessary to move forward by assuming one's responsibilities, and as chair of the Sustainable Development Committee she remains the guarantor of 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 understanding of the challenges facing 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.

SUPPLIERS AND SUBCONTRACTORS

In 2020, a close dialogue was also established with the suppliers essential to the continuation of our professional activities through our distribution subsidiary PRODIM. The supply of personal protective equipment required an unprecedented level of reciprocal responsiveness in partnership relations.

Close collaboration with our main supplier of biotechnology-based cleaning products made it possible to validate, in the services sector, protocols aimed at reducing or even eliminating conventional chemical disinfectants in order to limit environmental impact.

PARTNERSHIPS WITH EDUCATIONAL INSTITUTIONS

Onet has always been closely involved in training programs for its businesses in all the regions where the company operates. These establishments are very varied: training centers for apprentices from CAP to Master's level, institutes and other organizations, working alongside our university: IFG and CESI, higher education establishments (engineering or management business schools).



THE SULITEST COMMUNITY

The «Test» created by Sulitest is a simple and adaptable tool to help organizations and individuals contribute to the Sustainable Development Goals (SDGs). Within the framework of Onet University, this test is used annually in the «Managing a Center of Responsibility» program.

All of the tools developed by Sulitest are in line with the SDG framework. Onet also contributed to the development of a quiz module on biodiversity in 2020.

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.

2020 was marked by the development of a sector-specific CSR framework. This framework, which is consistent with the ISO 26000 guidelines, was developed jointly with companies of all sizes and experts in the field of cleaning. It was submitted to stakeholders in the cleaning sector for consultation.





THE NATIONAL INSTITUTE OF CIRCULAR ECONOMY

Onet embarked on a circular economy strategy in 2015. To strengthen this strategy, Onet joined the National Institute of Circular Economy in 2018.

This partnership allows us on the one hand to support the promotion of the circular economy on a national level (in France) since the institute has an important role at the legislative level (it proposes amendments and contributes to the evolution of laws on the subject of the circular economy). It also allows us to be aware of all the regulatory developments thanks to the deciphering work that the institute's lawyers do. For example, last year they deciphered the anti-waste law for a circular economy. Very practical operating procedures were made available to members. This allows us to be proactive on the topic of the circular economy.

We also participate in workshops (circular purchasing and public orders) which allow us to discuss with all members and specialists. Lastly, the institute allows us to take on projects in which we believe and show that change on a company scale is possible (for example: our sustainable cleaning solution Biogistic).

THE NATIONAL COUNCIL FOR ROAD SAFETY

**SÉCURITÉ ROUTIÈRE
TOUS RESPONSABLES**

The French National Council for Road Safety (CNSR) brings together the main players in road safety, with their respective skills and sensitivities, so that they can debate, discuss and reflect in order to put together concrete proposals to the Government to reverse the curve of road fatalities.

Onet's involvement in road risk prevention for over ten years has resulted in the appointment of two employees to this council (see decree of January 26, 2021).

The CNSR advises the government by formulating official proposals to reduce all forms of road accidents and insecurity. These proposals take the legal form of recommendations to be transferred the Government.

Since 2013, the CNSR has adopted recommendations in the following areas: management, road safety education, two-wheeled motorized vehicles, cyclists, speed limits, alcohol, etc.

ONET FONDATION

The Corporate Foundation was created in 2010 to support solidarity action and the fight against inadequate housing. It was a response to Onet Group's management's wish to convey the company's values of solidarity and sharing and unite employees around a common cause. The choice of inadequate housing was a natural one, based on the observation that workers were finding it increasingly difficult to find housing and sometimes finding themselves and their families in dire situations.

In order to contribute to human development in a healthy and safe environment, the Onet Foundation relies on the commitment of its employees and building partnerships with associations. It takes concrete action in favor of people in precarious situations to improve their housing, give them access to hygiene and food and help them regain a social life.

Every year, Onet Group employees come together for Solidarity and Housing Day to help the most disadvantaged. Since 2011, this day has enabled 65 projects to be carried out to refurbish shelters thanks to some 1,500 volunteers.



Some of our engineer colleagues from Onet Technologies have developed two devices:

- **Modulomobil, a luggage storage system**, the first of which will be launched at the end of the first quarter of 2021 at a Salvation Army Foundation site (rue Félix Piat in Marseille). This device will allow homeless people to have a space to leave their bag, which often contains their whole life, for a few hours.
- **O'lien, a secure and autonomous shower truck** with the mission of providing the homeless and poorly housed with a shower and clean clothes on a daily basis. To date, two cities have this device: the city of Marseille, since 2017 and the city of Clermont-Ferrand since the end of 2020.



The Onet Foundation also responds to the needs of associations by collecting clothing, hygiene products, toys, etc. every year. In 2020, with the health crisis of covid-19, it focused its actions on food aid.

In particular, the Onet Foundation participated with volunteer employees in the national Food Bank collection (in November) by taking charge of a collection center in Marseille. In two days, 4.4 metric tons of basic necessities were collected.



4

ANNEXES



ANNEXE 1 : HOW THE ONET CSR ROADMAP CONTRIBUTES TO INTERNATIONAL COMMITMENTS AND BENCHMARKS

2020-2023 ONET CSR ROADMAP	N° OF THE GLOBAL COMPACT PRINCIPLE	NUMBER OF THE § OF ISO 26000	SDG NUMBER
Health and safety prevention (Leading Onet in Risk Prevention process)	1	Article 6 § 6.4.6	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
Employee Experience		6.3.10/6.4.3/6.4.4/6.4.5/6.4.6/6.4.7	4-8-10
Sustainable Mobility	7-8-9	6.5.4/6.5.5/6.5.6	12-13

- **10 principles of the Global Compact**
- **ISO 26000 correspondence**
- **17 sustainable development goals and associated targets**

RELATED TARGETS

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.

3.6 By 2020, halve the number of global deaths and injuries from road traffic accidents.

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

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

4.3 By 2030, ensure equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university.

4.4 By 2030, substantially increase the number of youth and adults with relevant skills, including technical and vocational skills necessary for employment, that obtain decent jobs and entrepreneurship.

12.8 By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature.

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

5.1 End all forms of discrimination against all women and girls everywhere in the world.

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.

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 status (economic or other).

4.4 By 2030, substantially increase the number of youths and adults with relevant skills, including technical and vocational skills necessary for employment, that obtain decent jobs and access to entrepreneurship

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

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 status (economic or other).

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

13.2 Incorporate climate change measures into national policies, strategies and planning.

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

CONTINUED ANNEXE 1

2020-2023 ONET CSR ROADMAP	N° OF THE GLOBAL COMPACT PRINCIPLE	NUMBER OF THE § OF ISO 26000	SDG NUMBER
Circular Economy - Biogistic	1-7-8-9	6.5.3/6.5.4/6.5.5	3-6-12-13
Circular Economy - Waste Management	7-8-9	6.5.4/6.5.6	12-13
Sustainable Procurement	1-2-3-4-5-6-7-8-10	6.3.3/6.7.3/6.7.4/6.7.5	8-12-13
Sector and Institutional Work	1-2-3-4-5-6 7-8-9-10	Articles 5 et 7	8-12
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

RELATED TARGETS

3.9 By 2030, substantially reduce the number of deaths and illnesses due to 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

12.4 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 individual and institutional capacity on climate change adaptation, mitigation, impact reduction and early warning systems.

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.

13.2 Incorporate climate change measures into national policies, strategies and planning.

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.

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

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

13.2 Incorporate climate change measures into national policies, strategies and planning.

8.3 Promote development-oriented policies that foster productive activities, decent job creation, entrepreneurship, creativity and innovation, and stimulate the growth of micro, small and medium enterprises and facilitate their integration into the formal sector, including through access to financial services.

12.6 Encourage companies, especially large and transnational ones, to adopt sustainable practices and include sustainability information in their reporting.

12.7 Promote sustainable procurement practices in accordance with national policies and priorities.

5.1 End all forms of discrimination against all women and girls everywhere in the world.

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 labor rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those with 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 in the world.

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.

ANNEXE 2

GLOSSARY

AFEST : An AFEST is a training action (Art L.6313- 1 1°) in a work situation. It mobilizes a trainer - internal or external to the company - and an employee to be trained in the workplace and during the activity. The main teaching material is provided by the work.

BIOTECHNOLOGY :

Biotechnology is the combination of life ("bio") and science ("technology"). When applied to cleaning, biotechnology involves the introduction of microorganisms and fermentation extracts (also known as enzymes) obtained during the fermentation process, to the product. 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 :

A mix of online distance learning sessions and face-to-face sessions with trainers.



CODES ROUSSEAU : Specialized in the support of road safety and mobility measures with a wide range of adapted solutions: diagnostic tools, support, skills monitoring, training solutions and personalized assessments.

CNARM : French association of the 1901 law type founded in 1965 by Michel Debré to promote the professional integration of young people from Reunion Island through migration in metropolitan France and abroad. National Committee of Reception and Actions for People from Reunion Island in Mobility.

WEEE : Waste Electrical and Electronic Equipment.

SUSTAINABLE 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 impact 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.

ESAT : In France, an ESAT (établissement et service d'aide par le travail) is a medical social establishment for protected work, reserved for people with disabilities and aimed at their social and professional integration or reintegration.

EHPAD : An EHPAD is a French nursing home providing accommodation for dependent elderly people. It is a medicalized structure with individual or collective rooms which offers assistance with daily life (help getting up and going to bed, WC, meals) and personalized medical care as well as services such as catering, laundry, animation, etc.

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

FEP : 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 :

In the context of a freely undertaken commitment, this worldwide agreement brings together companies, organizations, United Nations agencies, the world of work, and civil society around ten universally recognized 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 pay raises
- Gap in distribution of promotions.
- Number of female employees given a raise upon 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.



INHNI : The INHNI is a French training organization in hygiene, cleaning and environment for the cleaning sector. It includes 7 apprentice training centers (CFA) and 18 training and consulting sites in France.

IT (material): Information Technology (IT) refers to the use of computers, storage, networks and devices, infrastructure and processes to create, process, store, secure and exchange all kinds of electronic data.

“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 workers with disabilities in companies on a professional footing.

NOX : “NOx” is the generic term for a group of highly reactive gases, all containing nitrogen and oxygen in different amounts. Among the nitrogen oxides, the main atmospheric pollutants are NO, NO₂: these are the ones that are analyzed by air quality monitoring networks.

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.

ON BOARDING APP (application) : Is a digital tool that allows you to cover and schedule the different stages of the integration of a new employee and to facilitate the transmission of information.

STAKEHOLDER :

An individual or a group of individuals with an interest in the 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/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 recognized as such.

ANNEXE 3

REPORTING

SCOPE AND METHODOLOGY

The Sustainable Development report includes the key indicators for Onet's priority issues.



INDICATORS

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

These indicators help measure the implementation of decisions and actions resulting from commitments and from the «The Future Begins Today» policy. All the characteristics of each indicator are precisely described in a reference document that includes all the indicator data sheets.

While the most informative indicators are directly described within this document, all the indicators monitored as part of the Sustainable Development policy are listed together in a document referred to as the «2020 RSE dashboard» and available upon request from the Sustainable Development Board at unpresentpourlefutur@onet.fr.

Each indicator can be specifically mentioned in the text or detailed in the dashboard. These indicators are also compared to international benchmarks.

Unless otherwise specified, the results refer to the 2020 calendar year (January 1, 2020 to December 31, 2020).

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: EPM (USA), SM21/CENTRO/Séurança (Brazil), Onet Luxembourg, Onet Iberia Solutions (Spain), Onet Suisse and TELEM MAROC (Morocco). The other indicators in the 2020 report are calculated on the basis of the scope of the Group HR management system, which therefore represents 73% 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 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 Sustainable Development Committee. This report is sent to all Group bodies and employee representatives.

It can be consulted/downloaded from the intranet portal or the Group's website (www.groupeonet.com). Any questions or comments can be addressed to unpresentpourlefutur@onet.fr.

2020 Sustainable Development Report

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