



2021 SUSTAINABLE DEVELOPMENT REPORT



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The background of the slide is a photograph of a modern, multi-story building with a light-colored facade and many windows. In front of the building is a large, paved courtyard where a group of people are gathered. Some people are standing in a circle, while others are sitting on chairs. A large, dark blue number '1' is overlaid on the right side of the image. The text 'VISION AND GOVERNANCE' is written in a large, bold, dark blue font on the left side of the image.

VISION AND GOVERNANCE

We are a family company, majority-owned by the Reinier family since our foundation. For over 160 years, we have been moving forward with the goal of long-term sustainability, passing it down from one generation to the next. Over time, by accompanying our customers, our company has developed numerous areas of expertise which are a strong base for our development and a cornerstone of our corporate strategy. Today, our Group is managed by an executive board which carries out its functions under the control of the supervisory board established by Article 15 of the corporate charter.





A COMMITTED VISION FROM OUR SHAREHOLDERS

At a time when the world is going through a series of unprecedented crises, here at Onet we are increasingly committed to building the future with confidence. The unfailing commitment of our teams during the pandemic highlighted the breadth of our activities, the importance of our interventions and their contribution to society. The sense of responsibility our teams demonstrated enabled us to maintain our customers' trust and ensure the continuity of our services.

Strengthening the quality of human relationships within the Group is a priority now more than ever in order to demonstrate the Group's strength and inventiveness. Everyone must be able to express their potential and make the most of their skills. Thanks to Onet University, the Group continues to offer our employees the opportunity to develop their skills and constantly expand on their expertise.

In 2021, we created a team dedicated to concretely implementing inclusion practices, as well as a network of specialists/representatives to act in favor of keeping workers with disabilities, younger people and seniors in employment.

Our businesses and corporate culture have continued to integrate the environmental challenges we must respond to. The climate strategy, designed to reduce our carbon footprint, has resulted, in particular, in the acceleration of the transition of our fleet towards electric vehicles and the implementation of new work organizations. We have increased our focus on the circular economy, giving a second life to our equipment and waste.

The deployment of our eco-responsible waste management solution Biogistic, for example, is currently being rolled out in all of our European subsidiaries and will allow us to reduce our plastic consumption.

In 2022, we will continue to innovate with and for our customers, across all our businesses and in all the countries we operate in. Our transformation must be global to have an impact.

Lastly, our responsibility is also to act outside our company for those who are the most vulnerable. This is what we do with the Onet Foundation when we help create healthy and safe local environments to combat inadequate housing. Also, when we work alongside a number of regional associations to promote professional integration and the development of social infrastructures.

Instilling the desire to act is our responsibility as an employer and a provider of essential services in territories where we operate. It is also an ambition that we share on an international level by contributing to the ten major principles of the United Nations Global Compact and the seventeen Sustainable Development Goals. Promoting equality, enforcing international labor standards, protecting the environment and supporting the ecological transition... These are the challenges of our time. They are exciting, and we will meet them together.

Élisabeth Coquet-Reinier

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

Émilie de Lombarès

President of the Executive Board of **Onet SA**



A COMMON FOUNDATION TO UNITE US

For 160 years, our 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 better 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.





COMMITTED GOVERNANCE

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

The Executive Board of our family company is responsible for managing the Group's strategy, ensuring the quality of our services and providing added value to the projects we undertake for our employees and customers. The Executive Board is invested with the broadest powers so that it can act on behalf of the company under any circumstances. It exercises these powers within the limits of the company's corporate purpose, subject to the powers the law expressly confers to the supervisory board and the shareholders' meetings.

It is chaired by Émilie de Lombarès, the fifth-generation representative of the founding family. It's the job of the Executive Committee to approve the Executive Board's decisions. Two committees assist the Executive Board in its decision-making role: the Ethics Committee and the Responsible Development Committee.

The Executive Board operates under the management of the Supervisory Board.

The Executive Committee's mission is to approve the executive board's decisions.

The Supervisory Board is a non-executive body designed to ensure the proper functioning of the company and to report to the shareholders accordingly.

The 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 be referred matters by the Executive Board, or handle general ethical issues on its own (related to company organization, processes, etc.). It is also responsible for handling cases of internal or external reports of violations of the principles of the Code of Ethics and/or the law, or suspected violations of the Code of Ethics reported via the company whistleblowing system Whispli: (<https://onet.whispli.com>).

The Responsible Development Committee is responsible for defining the strategic Corporate Social Responsibility (CSR) orientations for the Group and monitoring the roadmap (see "Our CSR Organization" page).



INTERNATIONAL HISTORY BUILT TO LAST

The Onet story began in 1860, with an independent cargo handling business in the port of Marseille, France. **For over 160 years, 5 generations** of the family have ensured that the expertise and values have been passed down. While the company has preserved its roots, it has also succeeded in challenging itself, innovating and exploring new territories to become the international service and engineering group it is today.

80

Areas of
Expertise

68 000

Employees

21 500

Customers

1,9 Bn €

In Revenue*

9 Country

Locations

350

Branches
in France &
Abroad



A WIDE RANGE OF EXPERT SERVICES



We bring added value to our customers

The services we provide for our customers are useful and essential as they are vehicles for safety, performance and well-being in all the key ecosystems of society: work spaces, production, energy, transport, care, leisure and education.

Our combined approach of “services and engineering” also allows us to provide an outside opinion based on our experience gained from working with different customers.

Our investments in innovation reflect our desire to satisfy our customers by seeking solutions that sometimes they could not have imagined on their own.

This way of thinking about our activities, based on customer service above all, unites and inspires us every day.



**CLEANING &
RELATED SERVICES**



SECURITY



RECEPTION SERVICES



AIRPORT SERVICES



LOGISTICS



**NUCLEAR
ENGINEERING &
RELATED SERVICES**



**TECHNICAL
MAINTENANCE FOR
FACILITIES**

In France, we are the **leading** company **in cleaning services** and **number four** in security as well as the benchmark for operator support in the **nuclear** sector. We are a recognized challenger in the other **countries we operate in.**



BECOMING A SOCIAL IMPACT COMPANY

Bringing value to each customer is an integral part of our strategy for the years to come. More broadly, we aim to make our company one that positively impacts society, both socially and environmentally. Our vision for the future reaffirms our historical roots as a service company focused on people. By being ever closer to our stakeholders, we will be stronger together and able to create better environments for everyone.



OUR CHALLENGES AND COMMITMENTS

As we have been working for several years to improve our practices and processes in order to enhance our social and environmental impact, we defined a corporate social responsibility policy: “The future begins today.” This policy is based on four main pillars that guide our daily actions as we are convinced that together we can provide added value for customers and society.

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

The chairmanship’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.

9 commitments were identified after analysis of the major impacts of our 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.

The 2020-2023 CSR roadmap specifies the main CSR measures and projects that will contribute to these 9 commitments.

It describes the concrete actions, associated performance indicators and targets in detail. You can find it in the “2020-2023 CSR Roadmap” chapter.

A dedicated organization enables the effective implementation of this policy (as described in the “Our CSR organization” chapter).

OUR 9 CSR COMMITMENTS

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

ECONOMIC OBJECTIVES



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

2020-2023 CSR ROADMAP

PRACTICES AND PROJECTS	ONET COMMITMENTS	MAIN KPIS AT THE END OF 2020	MAIN KPIS AT THE END OF 2021	2023 TARGETS (BASED ON 2019)
Leading Onet in Risk Prevention	1-4	Group Frequency Rate (FR) = 24.82 Group Severity Rate (SR) = 2.56 #of occupational illnesses= 54 Nb MP = 54	FR = 22.62 or - 9 % SR = 2.35 or - 8 % #of occupational illnesses = 89*	FR = 26 SR = 2,24
Onet University	3-4-9	9,734 Onet Learn courses completed (significant increase in e-learning due to the pandemic) 1191 managers trained Developing the sales training course	2 624 Onet Learn courses completed 1 122 managers trained 170 participants in the sales training course	Continuing deployment 100 % of the population involved
Diversity and Inclusion	2-8	Definitive consolidated employment = 5.78 % Gender equality index available: on groupeonet.com	Consolidated employment rate: definitive rate unknown to date Participation in the 2021 European Week for the Employment of People with Disabilities cf. groupeonet.com	Employment rate = 7 % Tracking of the gender equality index
Employee Experience	4-3	Creation of the « First Steps at Onet » path	Finalization of the "First Steps at Onet " path Creation of make your mark management training	100 % of the population involved Deployment of the agent path
Sustainable Mobility	1-6-9	5,316,224 liters of fuel or - 24 % / 2019 1. 992 thousand km by plane or - 64 % / 2019 - 2020 2. 517 thousand km by train or - 63 % / 2019 - 2020	5,639,016 liters of fuel or - 20 % / 2019 2,158 thousand km by plane or - 60 % / 2019 1,748 thousand km by train or - 74 % / 2019	- 10 % in emissions / 2019 - 20 % km / 2019 - 20 % km / 2019
Circular Economy: Biogistic	5-1 7-9	84,2 % of biotech and ecolabeled products	88,58 % of biotech and eco-labeled products	85 %
Circular Economy: Waste Management	2 5 9	• 146 metric tons of WEEE collected since 2017 • Management of 5-way recycling sorting	183 metric tons collected since 2017	100 % of agencies involved in the process
Workear Management	4-5-8	Recycling industry monitoring	Project management + Integrating CSR criteria when renewing clothing contracts	Undefined
Sustainable Procurement	8-9	Integrated into car fleet tenders (central purchasing)	Integration into tenders for Fleeter electric bicycles and charging stations	Integration of CSR criteria into 100% of calls for tender in strategic purchasing areas
Sectoral or Institutional Work	7-9	Publication of sectoral source of reference for cleaning CSR Contribution to sectoral covid protocols	Sectoral work on CSR criteria in calls for tender Work by the National Institute for Circular Economy (INEC) on the idea of the circular school	Expand work contributions to other business sectors
Ethical Framework	4-9	Ensure that 100% of employees in France have been informed of the digital whistleblowing platform 3 meetings of Ethics Committee Development of the 2021 Ethics Committee report	Rolling out the digital whistleblowing platform in Spain, Brazil and the United States 2 meetings of the Ethics Committee Development of the 2021 Ethics Committee report	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.

(*) Occupational illnesses reported in 2021

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 Onet sales training to strengthen customer dynamics

Disabled Persons Plan (2020-2021)

Create a network of regional Disability Advisors to lead the approach and 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 sustainable 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

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 cleaning and services.

Contributing actively to the work of the National Institute for Circular Economy (INEC).

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.
- Development of the suggestions outlines in the Ethics Committee report

OUR CSR ORGANIZATION

In order to lead the sustainable development approach and provide a response adapted to the challenges of our businesses, we created a cross-functional organization 20 years ago. The original purpose of the committee was to define and share strategic orientations within the Group in terms of CSR. Today, we are still pursuing these missions. The committee, which meets once quarterly, also monitors the Group's three-year roadmap.



Cross-functional and Sustainable Authority

The Responsible Development Committee is chaired by Élisabeth Coquet-Reinier, President of Holding Reinier, and led by Laurence Grillet-Acerbo, Group Responsible Development Manager. Within this organization, we rely on all the Group's departments and businesses.

The committee's role:

• Identifying projects of the future

One of the committee's missions is the selection and implementation of CSR projects. Although it might seem obvious that some of the projects are aimed at anticipating regulations, it is just as important for us to implement our own initiatives. The selection and deployment of projects aim for a more virtuous approach on social and environmental levels while integrating the criteria of economic performance and competitive advantage.

#SPOTLIGHT ON MAJOR PROJECTS

Over the past 5 years, major CSR projects initiated by the Responsible Development Committee have been launched. The latest projects managed by this committee contribute to our social, environmental and economic challenges: Biogistic, circular management of WEEE and, more recently, sustainable mobility.

• Following the CSR roadmap

Once the selection has been made, our Responsible Development Committee delegates responsibilities to five dedicated project committees, each of which has its own specific realm of expertise (i.e., inclusion, waste, mobility, etc.).

They are created for a set period of time and are led or co-led by the CSR department and a functional or business team. Their main mission is to structure and secure the processes by reviewing the existing situation. They identify the areas for optimization and those who will be responsible for the deployment phases.

The results obtained, as well as the key stages of deployment, feed the data of our Responsible Development Committee. It is important for the Responsible Development Committee, as well as the project committees, to work on the drivers of change to make the project successful.

Once a project has been found to be constructive, the Group's departments deploy it and contribute to it on a daily basis.

Managing Sustainable Development: From Strategy to Action

Every day, we strive to implement our CSR strategy by:

- Managing CSR policy
- Leading 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
- Directly managing various CSR projects and coordinating other projects
- Deploying internal and external CSR communication, including non-financial reporting.

COMMITTEE MEMBERS



Élisabeth Coquet-Reinier
President of Holding Reinier
Chair of the Onet SA
Supervisory Board,
Chair of the Responsible
Development Committee



Laurence Grillet Acerbo
Group Responsible
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
Cleaning Services Network
General Manager



Élodie Volle
Onet Technologies
Human Resources
Manager



Sébastien Boy
Onet Technologies
Q3SER
Manager

OUR CONTRIBUTION TO THE SDGs

For 18 years, Onet’s chairmanship has been supporting 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 TEN PRINCIPLES OF THE UN GLOBAL COMPACT



**DROITS DE
L'HOMME**

*Human rights

- 1. Support and respect the protection of internationally proclaimed human rights
- 2. Ensure not to be complicit in human rights abuses



**NORMES
INTERNATIONALES
DU TRAVAIL**

*international labor rights

- 3. Uphold the freedom of association and the effective recognition of the right to collective bargaining
- 4. Contribute to the elimination of all forms of forced and compulsory labor
- 5. Contribute to the effective abolition of child labor
- 6. Contribute to the elimination of discrimination in respect of employment and occupation



ENVIRONNEMENT

*environmental

- 7. Support a precautionary approach to environmental challenges
- 8. Undertake initiatives to promote greater environmental responsibility
- 9. Encourage the development and diffusion of environmentally friendly technologies



**LUTTE CONTRE LA
CORRUPTION**

*anti-corruption

- 10. Work against corruption in all its forms, including extortion and bribery

THE 17 SUSTAINABLE DEVELOPMENT GOALS FROM THE UNITED NATIONS



Six years ago, the United Nations identified and set 17 Sustainable Development Goals (SDGs). They have been included in its 2030 Agenda.

These goals call on the nations, organizations and citizens of the world to take action over the next eight years to end poverty, fight inequality and injustice, and address climate change while ensuring that no one is left behind.

The global health crisis that has been going on for 2 years now only strengthens our will to contribute concretely to this international action plan for peace, humanity, the planet and prosperity through 17 Sustainable Development Goals.

How do we contribute to the SDGs?

- By identifying our priorities among the 17 SDGs with regard to our businesses and locations
- By building partnerships with our stakeholders
- By developing services that provide added value to the company and society
- By developing solid, sustainable business relationships with our suppliers and subcontractors

In this way each project and mechanism described in our Sustainable Development report refers to the SDGs to which we contribute, to the extent of our impact and resources.

OUR PROJECT TO PROTECT THE OCEANS WITH FABRICE AMEDEO

Onet invests its energy and resources on a daily basis to help create healthier, safer and more reliable environments. Our commitment to the skipper Fabrice Amedeo is part of this approach, and it demonstrates our desire to reduce man's impact on the environment as much as possible. The same values that have driven our family company since its creation are mirrored in sailing and Fabrice Amedeo's commitment, and we are very proud of the journey we've undergone since the beginning of this partnership.

RAISING AWARENESS IN THE FIELD



217 students from Marseille meet Fabrice Amedeo

As part of our partnership, the skipper met with 4 elementary school classes in Marseille.

This meeting, intended to convey a real awareness of the preservation of the oceans, was attended by 217 students. Numerous themes were addressed, answering all of the young citizens' questions.

"We talked about the fauna, the flora, the fragility of the ecosystems encountered during the Vendée Globe race and what we can do on a daily basis to save our planet," explained Fabrice Amedeo.

The students were also given his educational booklet (*The ocean has had enough!*).

#TEAMS



Operation Clean Up Marseille

Within the framework of the IUCN World Conservation Congress that took place in Marseille in 2021, the Marseille swimming club "Cercle des Nageurs" organized the 3rd clean-up of the Catalans Bay, one of the city's emblematic beaches, on September 4th. Our teams worked with the Pure Ocean foundation to take part in this effort. Naturally, as skipper Fabrice Amedeo had just finished his "Tour de France of microplastics in the Mediterranean," he was happy to join our employees and lend a helping hand.

A total of 132 masks, 495 glass bottles, 450 plastic bottles, 547 aluminum cans, 3 push scooters and over 30,000 cigarette butts were collected. These alarming figures demonstrate the growing pollution of our planet's seas and oceans.

A LARGE-SCALE **OCEANOGRAPHIC PROJECT**

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 our 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.

"At the end of the Vendée Globe race, I asked myself what meaning I wanted to give to my commitment as a sailor. Quite quickly I realized I wanted to commit to a bigger cause, and then the project of these 2 sensors came along quite quickly, thanks to Onet, who financed them. Today, I am very proud that this ocean racing project has financed these sensors and that we can sail for science."



127

microplastic
samples collected
in 2020

750

hours of
microplastic filter
analysis performed
by scientists since
2020

42 000

miles traveled for
science in the past
3 years

OUR COMMITMENT TO THE PLANET: PARTNERSHIP WITH THE IUCN

The effects of climate change can already be seen in the degradation of natural habitats and our living conditions. To respond to these important issues, we must act collectively. The coherence between our values, mission, corporate social responsibility commitments and practices relies on the adoption of appropriate behavior and the vigilance of each individual. In 2021, Marseille hosted the World Conservation Congress of the International Union for Conservation of Nature (IUCN). Organized every four years, this major international event for the biodiversity sector brings together stakeholders from all over the world to set priorities and guide actions for conservation and sustainable development. It was natural for us here at Onet to want to be a sponsor and partner of the event rather than just a simple participant.

**IUCN World Conservation Congress Marseille Expos, roundtables, workshops, movies
Nature Generation Areas
From Sept. 4-11, 2021 Parc Chanot, Marseille
Free admission



TAKING ACTION FOR THE PLANET BY SPONSORING THE IUCN

We are genuinely concerned about environmental issues, particularly with regard to our roots in Marseille, a city home to significant biodiversity. Our commitment to the planet is also illustrated by this type of action. Our position as a sponsor of the World Conservation Congress allowed us, in addition to participating in the normal congress events, to take part in specialized dialogues on these subjects held at ministerial level, within the framework of the IUCN Partners and Patrons Club.

The size of our workforce and our numerous locations mean that we also have considerable social leverage to act in favor of the environment, particularly through the various sectors in which we work when providing services on our customers' sites.

Participating in this global event allowed us to share our experience and show our commitment to biodiversity. To this end, Émilie De Lombarès, President of Onet's Executive Board, took part in the roundtable discussion "Why is it important to raise awareness about biodiversity issues among decision-makers and partners?".

Organized by Sulitest, a French NGO accredited by the UNEA (United Nations Environment Assembly), the roundtable attempted to answer this essential question. It presented tools to increase awareness and knowledge about biodiversity. Convinced by the effectiveness of these tools and the need to raise awareness about this issue, we have included Sulitest into our University's "Managing a Center of Responsibility" program for several years.



HOW ARE WE HELPING REDUCE PLASTIC USE?

The attention given to plastic pollution has intensified in recent years among governments and the global scientific community. It is estimated that by 2050, there will be more plastic than fish in the seas and oceans.

This is an alarming fact which must be taken very seriously and which calls for strong and immediate measures to be taken.

Muriel Duguay, CSR Project Manager, spoke at the IUCN World Conservation Congress. Invited to the roundtable “From science to action: innovative solutions to combat plastic pollution in the oceans,” she presented Biogistic, our ecological, sustainable and efficient cleaning solution.

To deal with reducing plastic at the source, we outlined the circular economy dynamic we use for our cleaning services.

Muriel Duguay explained how we developed Biogistic, an ecological cleaning solution which allows us to reduce our plastic consumption by reusing and recycling plastic containers and adapting the content as well as the entire supply chain.

The session focused on engaging key stakeholders along the plastics value chain to create interventions together to fight against plastic pollution and present ideas that could inspire others to take similar action.

#EXPERTISE



BIOGISTIC ecological cleaning solution

Stop the mass consumption of plastic, it can't go on !

By Reducing, Reusing and Recycling plastic



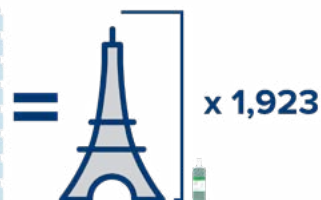
30 %

Less **PLASTIC** waste

aka

20 tonnes
of **PLASTIC** saved
a year

2,000,000
plastic bottles
not thrown out over
5 years



2021 HIGHLIGHTS

3

Our commitments are made concrete by a series of projects, actions and achievements. This section goes over all of our actions that marked the year 2021. Some of them have come to fruition while others are ongoing, but all of them have helped strengthen our commitments. As always, our management, employees and customers were all involved in this year's highlights.





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 aimed to establish 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**



We are responsible for ensuring the health and safety of our employees at all of our worksites as well as providing an increasingly healthy, safe and reliable work environment. In 2021, in the face of the risks associated with the ongoing health crisis, our priority was to guarantee the safety of everyone with regard to exposure to this risk, but also our customers' safety by providing them with the appropriate services.

A COMPANY-WIDE MANAGEMENT STRATEGY

Increasing Awareness of Life-Saving Techniques

In recent years, we have strengthened our policy management by taking action in several areas, namely by:

- **Strengthening** the culture of health and safety in the workplace across all of our businesses and locations by implementing the right conditions to ensure the smooth functioning of our teams
- **Identifying** the most critical risky situations in order to create or expand on prevention standards for each field
- **Constantly analyzing** our practices in order to minimize harmful impacts on health and safety

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.

CONTROLLING RISK

In 2021, several of our employees tragically suffered cardiac arrest, leading to their sudden death. This is why this theme, and in particular life-saving actions that can be taken, were chosen this year as the subject of our annual risk prevention day for employees at all of our French and international sites. We worked with the Global Heart Watch association, with whom we've been partners since 2020. This association regularly organizes awareness-raising events for the general public with the following goals:

- Presenting the reality of the numbers, about the fact that there is no "standard profile," about the symptoms and the methods of prevention
- Teaching how to recognize a cardiac arrest, how to perform CPR and how to use a defibrillator.



KEY FIGURES FOR THE DAY

Over 300 employees
connected for the intro

161 cleaning branches &
46 business units united

95 employees
participated in the cardiac
risk training at Onet
headquarters

Over 4 000 participants
in France for e-learning
modules and prevention of
road risks

#PARTNER



I myself was a victim of cardiac arrest a few years ago. That's when I decided that it was important to pass on life-saving techniques to as many people as possible. Created in 2013, the Global Heart Watch (GHW) association has a dual mission: to raise awareness and support scientific research in the field of heart health.



Over the past 8 years, we have educated no less than **80,000 people** in various sectors of activity. Some of them have contributed to saving lives. We are very happy to have Onet as a partner of our association. Last October, we took part in several events within the Group.

At Onet's headquarters, the First Aid workshop was given on site and attended by over **95 employees**. We explained to them what cardiac arrest is, how to recognize it and what actions to take, namely: alerting emergency services then performing CPR.

We were also able to reach more people with a remote presentation followed by films and quizzes. The remote training module on CPR provided by the training organization SALVUM was used by **150 Onet agencies** on this day.

Yannick Gaucher
GHW - Operations Manager

#TEAMS



ONET SUISSE 2021 RISK PREVENTION DAY



**RISK
PREVENTION
DAY VIDEO!**





Awareness of road risks has been at the heart of our actions for many years

There is also another risk to which our employees are exposed, both in their professional and private lives: **road risk**. This made it a natural choice as the second theme of the risk prevention day, especially as our service and engineering businesses are characterized by frequent travel to customer sites. "In road safety, we had two types of activities. One with a driving simulator to learn road safety reflexes and another in real cars out on the road with the ECF driving school to carry out road safety exercises in real conditions," explained Nathalie Da Silva.

Sébastien Boy, from Onet Technologies, was able to review and experiment with the activities: "I tested two modules with the car simulator: the emergency braking module and the avoidance module. It taught me that having good reflexes allows you to limit your braking distance and to remember these gestures so that you can drive safely."

Protection of our employees' psychosocial health

With regard to the prevention of psychosocial risk factors and quality of life at work, we provide a toll-free telephone number staffed by an occupational psychology firm. Since 2008, in addition to this support, a specific plan for psychosocial risk factor prevention and action has been provided to managers and employees. It takes the form of face-to-face and remote training sessions and workshops in our various businesses. In 2021, a participatory approach to quality of life and well-being at work was carried out with over 1,000 Onet Technologies employees. This social barometer demonstrates our desire to constantly improve working conditions and provides real-time visibility of employees' feelings and suggestions.

The development of a specific e-learning program has made it possible to address this theme in all our branches.

In addition to the awareness-raising activities carried out on the risk prevention day, road risk prevention has been part of a comprehensive approach for more than 10 years, in particular through the appointment of a manager in charge of road risk prevention and ecomobility within the Group. Over the past few years, prevention sessions have enabled over 7,000 employees to be trained (on a simulator or on the road with the ECF school). Each year, our entities with the highest number of accidents are the subject of a specific action plan, in collaboration with Codes Rousseau.

Prevention of musculoskeletal disorders (MSDs)

This is also one of our priority themes, especially for employees working in cleaning and logistics services.

Recognizing the importance of MSDs in the cleaning industry, we have implemented an MSD prevention program in association with various stakeholders (FEP/CARSAT/ARACT) to meet the following objectives:

- Include the issue of employee health in work organization
- Acquire skills in the prevention of occupational risks, particularly for MSDs.

These objectives have been turned into action with the establishment of a network of MSD prevention facilitators trained by an ergonomist consultant over five days.

This training is also the subject of an MSD prevention facilitator certification (APTMS) recognized by the French National Institute for Safety and Health Research (INRS).

The role of the MSD prevention facilitator certification is to help lead a MSD risk prevention process, in conjunction with management and all the company's stakeholders, consisting of:

- The analysis of work situations through observation
- The identification and characterization of the risk
- The search for solutions and making them into an MSD action plan
- Follow-up of the prevention measures.



Taking care of our teams is a priority!

The Onet reception services agency in Provence provided its employees with a free osteopathy session last October. Why did we do this? Because the teams providing reception and assistance to people with disabilities or reduced mobility at the Marseille-Provence airport are at risk of MSDs.

With 25,000 people requiring our services between June and September, the aim was also to prevent musculoskeletal disorders and accidents linked to the resumption of this activity, which is very physical. This experiment, which has been running for four years, was particularly important this year. After more than a year with almost no service, it was important to support the return to work in the best possible conditions.



The Alsace-Moselle CARSAT rewards the Onet Logistics East branch at the PSA Tremery site

In September 2020, the teams of this branch launched the MSD Pro approach initiated by the French Occupational Health and Safety Insurance and the CARSAT regional occupational health insurance fund. The objective was to improve the prevention of MSDs, which are among the most common pathologies in logistics platforms. It was the implementation of this approach on the customer site that was recognized by the MSD Pro prize in the safety competition organized by the two occupational health insurance providers. These efforts were rewarded as no accidents have occurred in three years.



KPI MONITORING

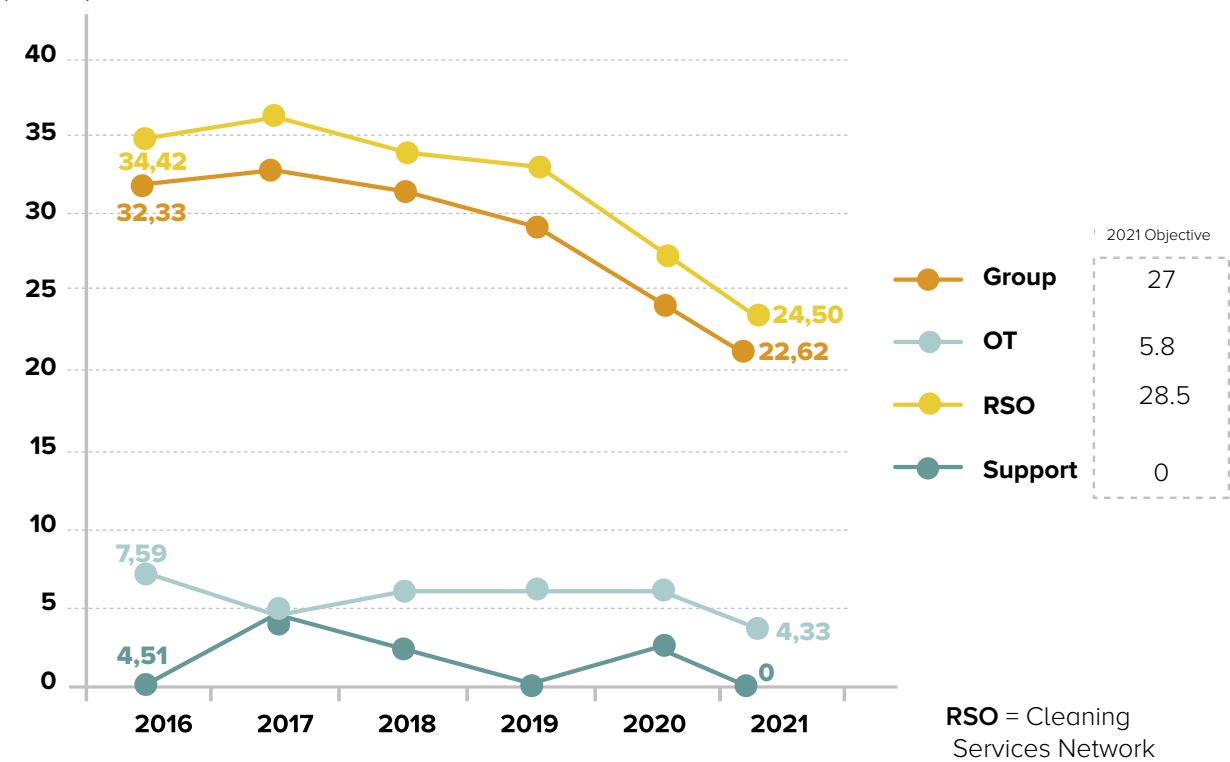
Our goal of reducing accident rates is set at Group level. The decrease in the Group’s frequency rate (exceptional in 2020) was confirmed in 2021 with a new decrease of 9% in France compared to 2020.

Onet Technologies particularly outperformed this year with a 34% drop in its frequency rate. The number of sick days due to accidents also decreased. Our severity rate for the Group as a whole fell from 2.56 to 2.4.

With regard to our foreign subsidiaries, the situation remains mixed: the frequency rates for Luxembourg and Switzerland have decreased in four years, although they remain high. On the other hand, Onet Iberia and subsidiaries in Brazil have maintained rates below 20, although an increase in accidents in 2021 has been recorded.

In addition to these benchmarks, each business monitors additional indicators to help it implement prevention measures specific to the activity (i.e., the number of safety talks, post-accident feedback interviews, etc.).

Trend in Accident Frequency Rates
(France)

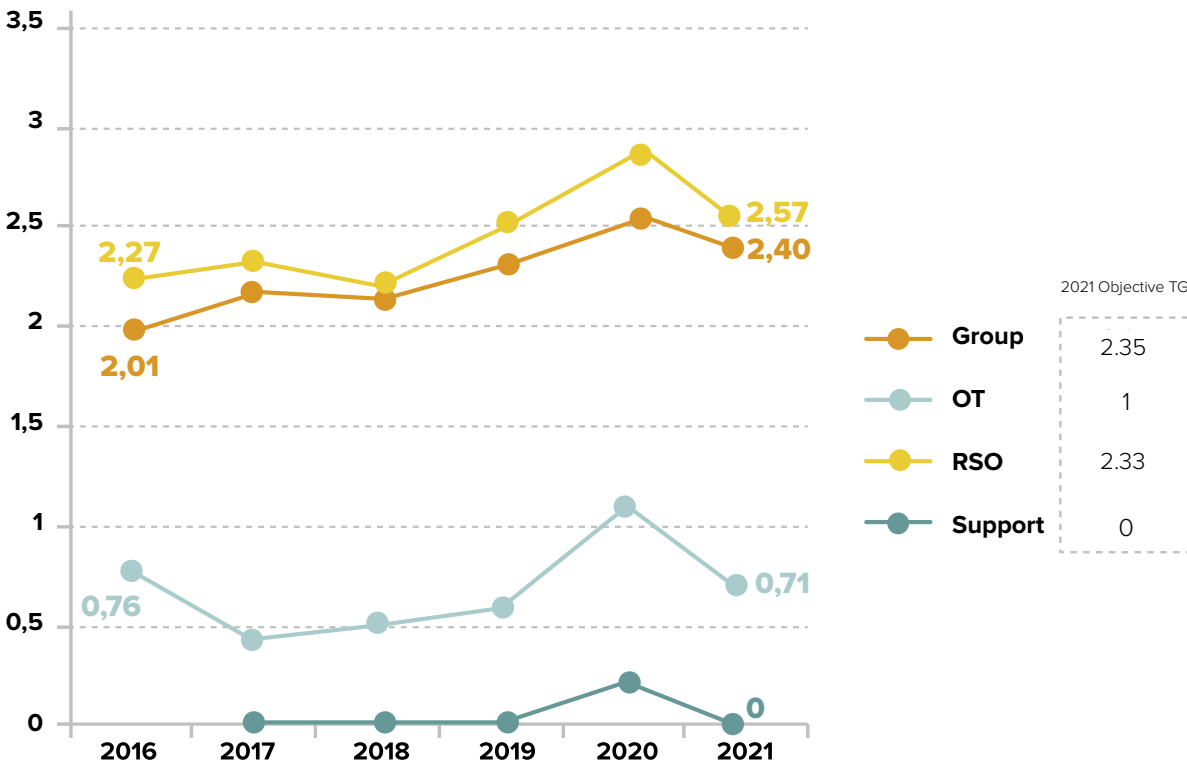


32%

This is the percentage our accident frequency rate at Group level has decreased over the past five years. This is further proof that our “Leading Onet in Risk Prevention” policy has paid off.

Trend in Accident Severity Rates (France)

The accident severity rate has deteriorated by about 9% in five years, but the decline observed for all businesses in 2021 gives reason to hope that it will soon stabilize.



TOOLS

We have developed a number of tools that allow us to become more efficient by capitalizing on data at all levels of our organization.

For example, we use a centralized application (Acciline Plus) which allows us to be very responsive in terms of reporting, analysis, implementation of preventive actions and statistical monitoring of occupational accidents and illnesses.

Tools common to the entire Group include: preemployment health and safety knowledge tests, introduction to safety processes by local managers, safety visits to customer sites, safety awareness (flash cards, alert sheets, etc.) and, lastly, systematic post accident feedback interviews with the manager.

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 themed conferences, workshops and other activities and initiatives.

INCLUSION AND DIVERSITY AT THE HEART OF OUR HR POLICY

We believe that accepting and valuing everyone, regardless of their social or ethnic background, gender or lifestyle, makes companies stronger. Our inclusion policy does not only concern people with disabilities. It includes other commitments as well, such as employability and gender equality. More generally, it is about removing barriers to accessibility so that everyone can use their potential without hindrance. People shouldn't have to fit into the system, the system should adapt to them.

Onet commitments concerned : 2 - 8



OPENNESS AND SUPPORT

We have been committed to promoting diversity within our Group for many years. In order to continue in this direction, it is essential to work in favor of the employment of workers with disabilities. To this end we have built our disability policy around 3 priorities:

- Recognition of the disability
- Maintaining employment
- Integration through economic activity.

In order to lead and respond to this approach, we have set up a network of volunteer inclusion representatives. Integrated in each region, the inclusion representative is there to help employees in their efforts to get their



disability recognized:

- Recognition process
- Skills development
- Employability
- Maintaining employment

The inclusion representative “guides, informs and supports people with disabilities.”

Durable essential partnerships

To give ourselves the means and help us find the tools to achieve our objectives, we also rely on a network of partners in the adapted and protected sector: Agefiph, the French Paralysis Association (APF), AG2R retirement and Cap emploi.

Several consecutive agreements have been signed with Agefiph funding support for the employment of persons with disabilities. For the past 5 years, we have also set up a toll-free number available 7 days a week through this organization. Our employees can use this channel to find out about the steps to be taken to be recognized as a worker with disabilities.

Our actions in favor of people with disabilities are not only directed towards our employees or linked to our recruitment needs. As we want to offer a “socially responsible” service, 8 years ago we signed a partnership agreement with the French Paralysis Association (APF).

This partnership gives us access to a national network of adapted companies. Over 30 professions are represented in this network, which includes about fifty locations throughout France.

**Onet inclusion representative



Concrete actions throughout the year in favor of disability and diversity

For the 2021 European Disability Employment Week, we carried out numerous actions with our employees but especially with the audiences targeted by the movement.

As part of this project, on November 18, we participated in DuoDay©, a day when a person with a disability is welcomed into a partnership with a volunteer employee. Beyond the discovery of a profession, this day of immersion in a company is also an opportunity for mutual exchange. It is an opportunity to meet people and change their outlook and overcome prejudices.

Around 20 people with disabilities were received at our headquarters in Marseille to find out about our businesses, talk to our teams, and prepare their job search or training project. In addition to the tremendous mobilization of our employees, we were able to collect ideas and comments that we have integrated into our disability plan.

To ensure that diversity becomes the norm and that we move beyond the notion of integration to inclusion, in 2019 we began coordinating our policies towards the different audiences of diversity: men, women, young people, seniors, job seekers, those from priority city districts, etc.

Those in charge of recruitment within our company are trained to better understand diversity, to be more familiar with the legislation and to become aware of the power of difference in the fight against all forms of discrimination. We have developed a training program called OASIS Diversity. This program provides the methods and tools for responsible recruitment, combining respect for the rules of diversity and the expected quality: nearly 150 people have been trained each year for nearly 10 years with this program.

For the past 16 years, we have also signed the Diversity Charter, a commitment that condemns discrimination in employment and works to promote diversity.

“

#TEAMS



Last year, the Group decided to appoint inclusion representatives. I volunteered because I wanted a new challenge in addition to my

tasks as business manager.

My personal sensitivity also pushed me towards this type of initiative. Due to the HR aspects of the job, many of the inclusion representatives include a support function. Being as close as possible to the field was sorely lacking in my opinion, which was another one of my motivations.

Detecting, informing, accompanying... these are the goals of this mission.

In particular, bringing up the difficulties, or lack of difficulties, of employees in relation to their position. It is essential to detect these cases. I recently shared a colleague's situation with headquarters so that we could support him. We prepared a file for the recognition of his disability and today we are thinking about adapting his position.

The goal is to keep our employees and their knowledge, even if their lives change. What's important to keep in mind is that this can affect anyone.

Jonathan Mille

Inclusion Representative & Business Manager



After 5 months of sick leave following a cervical hernia, I came back to work part-time last October. When I had my

checkup with the occupational doctor, the doctor recommended adapting my workstation, in particular my chair and office tools (i.e. computer mouse).

I then contacted the Group's Inclusion Department to find out how to proceed. They were able to guide me and explain the systems in place, as well as assist me with my file to be recognized as a worker with disabilities.

The Inclusion Department provided support and managed all the administrative procedures with the various organizations. 2 months later I had obtained the status of a worker with disabilities. My new work chair has been installed in my home and another one will be installed very soon in my office!

I'm a complainer by nature, but when things work out well it's also important to say so!

Brigitte Tegar

HRIS Functional Administrator,
Management Control Support
& Payroll Unit



Training our teams as a driver for diversity

We emphasize diversity because it is part of the collective that we embody. This includes diversity in terms of careers, backgrounds, profiles, professions, etc. Investing in skills is a strong commitment we have made, and a major role in society for us. This is reflected in various company measures: integration and skills development, our University, our employee experience and skills sponsorship.

Linked to our performance is building employee loyalty, which allows us to preserve the skills developed, the expertise and the quality of work, and means we can be consistent in the services we offer our customers.

Encouraging internal mobility also contributes significantly to retaining talent, while simultaneously strengthening corporate culture and promoting cohesion. The implementation of the principle of mobility lies in the fact that each employee must be able to be active in their own professional development.

In order to encourage internal mobility and promotion, we have created, through the University, a specific support system to help employees take on their positions, in this way strengthening employee loyalty further.

Workplace Equality: A Key Point

We are also convinced that gender diversity and equal treatment of women and men contribute to efficiency and social cohesion, and are sources of progress for companies. We are committed to the principle of equal treatment for all women and men throughout their professional lives. In total, 60% of our employees are women, although this percentage varies greatly depending on the business. Our commitments in this area are governed by an agreement in accordance with the legal provisions and are based on the information contained in the Economic and Social Database (BDES) in the Gender Equality Index.

For several years, we have also wanted to work alongside our employees to help them find a balance between their professional and personal lives. This is why we have created a parenthood booklet to inform future parents about current legislation, their rights and potential available assistance.

OUR UNIVERSITY HELPS OUR EMPLOYEES GROW

It's important for us to provide our employees with training and facilitate the transfer of knowledge. Investing in skills is a strong commitment and major societal role for us. Enabling our employees to evolve, grow, develop and improve their performance encourages motivation and loyalty for everyone. This is why we strive to offer adapted solutions and tools.

TRAINING: THE IDEAL WAY TO STRENGTHEN THE WHOLE TEAM!

New challenge in 2021: launching a sales training course

In order to best meet our customers' expectations, we have to constantly evolve, anticipate and adapt. As we did with our management training, we have undertaken to create a certification and diploma program for our sales representatives.

With this course, we have chosen to support sales teams in order to:

- Develop individual and collective sales performance
- Overcome a highly competitive environment where the differentiating factors are becoming increasingly rare
- Share a common vision, harmonized processes and new tools
- Highlight our added value
- Create a sales community
- Improve the optimization of the customer experience.

To develop this program, we set up a dedicated project group made up of sales managers from our various businesses and business units. In association with KEDGE Business School, they were able to design a modular training program that could be upgraded and lead to a diploma.

Onet commitments concerned : 3-4-9





The first part of the training is divided into two sections and includes the “fundamental” modules. These make up the base of the training and allow trainees to develop two sets of skills.

We provide one of the fundamental training modules 100% ourselves. This includes brand strategy and CSR. We felt it was essential to be the ambassadors and spokespeople for our CSR strategy.

The other modules, such as approach leadership, refining sales strategy or formalizing an action plan, etc., have been put together by KEDGE Business School teachers and the business experts of each business unit. They are thus adapted to our business culture, environment and areas of expertise.

In a second phase, we will set up a two-level curriculum with additional sets of skills.

Adaptability Was the Key to a Successful Launch

The official launch of the program took place in December 2021. The health context situation forced us to reorganize everything remotely in just a few days. This constraint was quickly transformed into an opportunity: digital is at the heart of our environment today.

In 2022, a total of 14 groups of employees from Paris, Marseille and Bordeaux, from different fields, will follow all the sections in the program.



ONET LEARN, OUR TRAINING ALLY

In 2019, we launched Onet Learn, a training application for all our employees. Awarded the Gold Trophy for digitalization at the Victoires des Leaders du Capital Humain, we wanted above all to promote our skill development plan for everyone by offering a new format. Today, especially in light of the health crisis, digital technology has become even more important. This is why, in 2021, our digital expertise has led to the international rollout of Onet Learn, the continued creation of tutorials for our operational staff and the creation of new e-learning modules (nearly 20 modules have been created and/or updated, including self-evaluation tests).

DEVELOPING THE SKILLS OF OUR MANAGERS

The “new manager” course to help managers get closer to their teams.

Our team leaders and supervisors, fundamental for our business and customers, now benefit from a specific course to help them take on their position and understand the dimensions of the manager’s role.

The program allows our managers to master the day-to-day managerial tasks in order to gain in confidence and efficiency, to assert themselves on a daily basis in order to carry out their missions effectively, and to set off “stronger” in the eyes of their colleagues and customers.

This certification program is an operational training course provided by internal and external trainers, complemented by personal and supervised support in the workplace, which is of real added value to the trainees. This system allows our employees to be evaluated in the field by the trainer in order to individually verify the application of the strategies studied in training. After the success of the pilot session in the central region of France, 5 other regional departments have launched this new course.

The course reinforces the first level of training in our management programs. As a result, from now on all three levels of management training offered by our University are certified.



We are Onet !

Patricia Raye, employee of 30 years, tells the story of her professional development.

163
employees in
certification programs

170
participants in the
sales training course

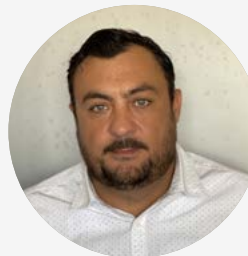


At the same time, the University's **other courses (Local Manager and Managing a Center of Responsibility)** have continued to be rolled out. Our training courses use a variety of formats to learn, train and adopt best practices. Due to the health context, we had to adapt once again and proposed a hybrid training formula of face-to-face and distance learning that complemented each other in order to maintain the rhythm and teaching of the course.

The University has also continued to broaden its offer by setting up a mentoring system associated with professional development and personal impact coaching in the context of the promotion of senior executives.

In this way, the University helps all employees develop their skills (regardless of their level, profession or position).

#TEAMS



I joined the Group in 2008 after Onet took over the site I was working on. I was in charge of reception services for people with reduced mobility.

I quickly moved on to other missions, then eventually became the site manager for the Marseille Provence airport. Today I manage a team of about 55 employees.

I was anxious to continue training and validate a diploma that corresponded with the work I do. I expressed my desire to evolve during one of my professional development meetings.

This is how, in October 2019, I was able to join the "Local Manager" course. We covered a lot of modules, initially in e-learning due to the health context, then with 2 days of classroom lessons per month with CESI.

On a personal level, this experience has solidified my attachment to the profession. It also allowed me to gain confidence in myself and gave me tools for everyday life. On the professional side, it really increases the value of my experience on the market, thanks to the diploma I was able to earn.



Marc Corazzini

Site Manager for persons with disabilities
Marseille - Provence Airport

2 624

courses completed
on Onet Learn

2 328

employees
completed 1
elearning module

EMPLOYEE EXPERIENCE

Onet commitments concerned : 3 - 4



This concept is similar to customer experience, but it aims to map out the career paths of our employees. It refers to all the interactions and experiences of an employee within the company, at key moments

in their career and in their daily professional life, from recruitment up until they leave.

REAFFIRMING ONET'S MANAGERIAL MODEL

You can't have a social impact company without positive impact management. This is why we decided to reaffirm the Group's model.

We need to share a common vision of the management we want to embody: this is our managerial stamp. It is a real "compass" that guides us in our day-to-day management and allows us to have a common culture on all levels.

In order to be able to implement this idea, it seemed important for us to:

- Reaffirm Onet's management model in line with the strategic plan
- Clarify the behavior, positions, and commitments expected of the company's managers
- Further strengthen the common culture
- Lay the foundations for the deployment and adoption of this stamp by other managers

How ?

A group of 38 managers from our different businesses contributed to the definition of this managerial stamp.





Management stamp: 7 commitments

We have defined 7 commitments and 6 actions to promote our managerial stamp.

All of our managers must therefore commit to:

1. Being exemplary
2. Sharing and carrying the Group's vision
3. Developing a sense of teamwork
4. Developing everyone's employability and expertise
5. Trusting and giving others the right to try
6. Demonstrating managerial courage
7. Contributing to making Onet a company with social impact

A prerequisite was added to these commitments: the safety of the company's employees. This is a cross-sectoral issue and will be recalled in the charter and in all communication actions.

#TEAMS



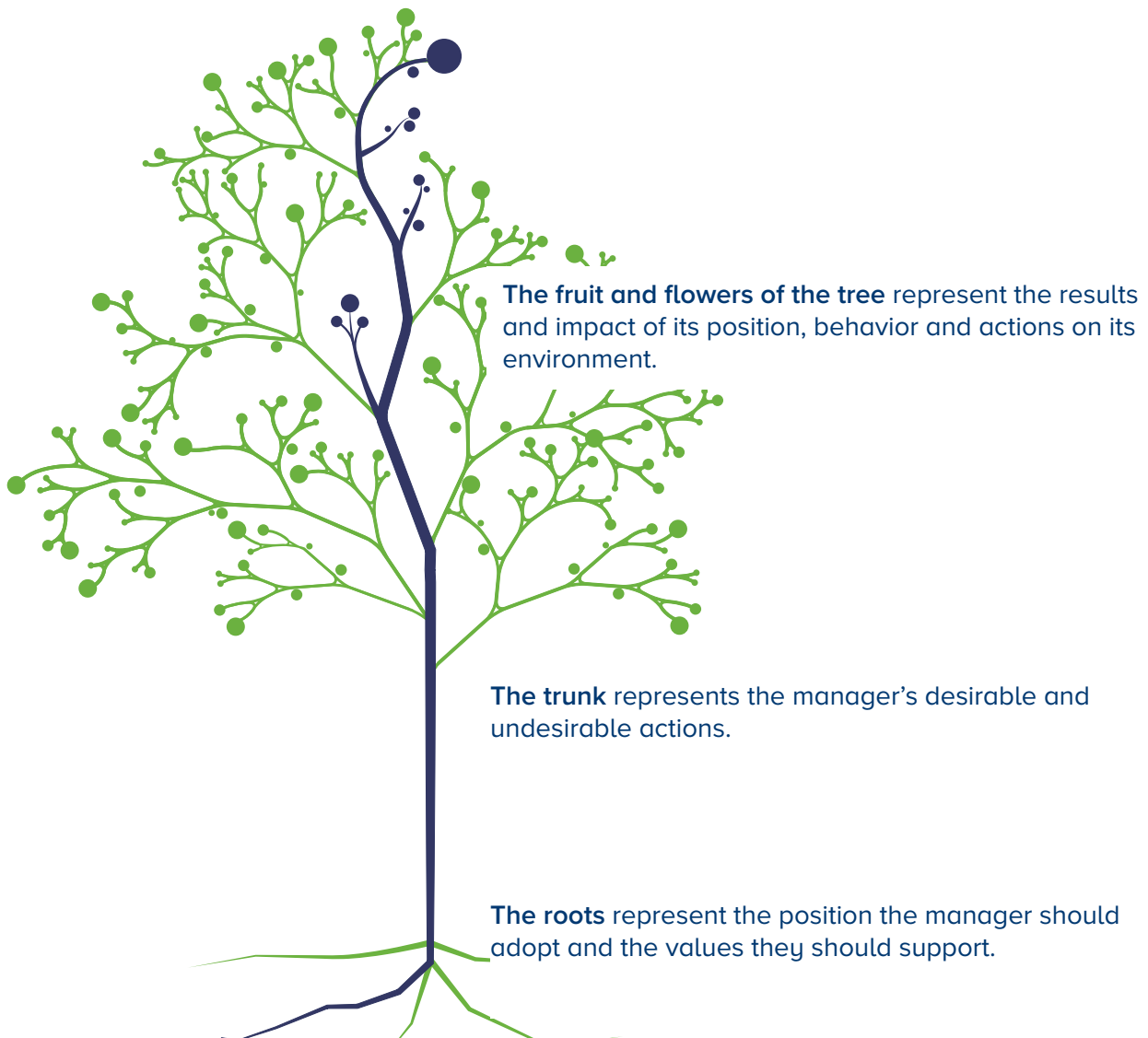
Sharing a common understanding of the manager's role in protecting the health and safety of our employees, further strengthening our common culture, and contributing together to building the company Onet will be tomorrow, are essential.

Our managerial stamp is first and foremost the result of the collective work of our managers. It allows us to be aware of the impact of our decisions and share a homogeneous managerial strategy based on a clearly defined vision and values. It also contributes to preserving and developing our attractiveness and making our management model a key value of our company, for both our employees and customers.



Laurence Lelouvier

Group Human Resources and CSR Manager





NEW EMPLOYEE INTEGRATION

Our University represents an innovative solution for employability as well as for our employer brand and promotion of the Group's culture.

Beyond just the development of internal skills, today there is an awareness of the need to optimize the employee experience overall, and the integration of new hires is a key driver for this.

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. Valuing employees and developing mobility are an integral part of the dynamic of our HR policy.

A section entitled "new recruits" and "new positions" will highlight new hires as well as promotions in the context of internal mobility.

BIOGISTIC, OUR CIRCULAR ÉCONOMY SOLUTION

As we are committed to people and environment, it was essential for us to implement an innovation that would profoundly change our cleaning services. Deployed 4 years ago, Biogistic is our solution that aims to improve the health of our employees in the workplace, reduce our carbon footprint and improve the performance of our services.

This approach is completely in line with the circular economy with the objective of limiting the consumption of resources while maintaining the same level of quality and putting the individual at the heart of the system.



OUR **COMPREHENSIVE**
SUSTAINABLE **CLEANING**
SOLUTION

We have been using the Biogistic comprehensive ecological cleaning solution in all our branches since 2018. It combines the use of eco-labeled and biotechnology-based products with integrated logistics from ordering through to on-site use.

The entire chain is designed to control our ecological impact. Ultra-concentrated products are diluted in agencies or on major customer sites using the Dilumob, a specific dilution station developed and patented by our engineering teams. The containers are reused to reduce plastic waste, thus reducing the transport of products and limiting our CO2 emissions. Biogistic has been designed as part of a circular economy approach. It was also important to us to offer safer environments for our employees and customers. This line of products does not present any danger, in this way eliminating a physical risk for our agents.

When we rolled out Biogistic in 2018, we set a goal to perform 80% of our service sector business with biotechnology-derived products. In December 2021, we were proud to have exceeded our target. 88% of our services performed over the year used our comprehensive sustainable cleaning offer.



CHECK OUT PICTURES
OF OUR **SOLUTION BIOGISTIC**

Onet commitments
concerned : 1 - 5 - 7 - 9



#CUSTOMER

We are very satisfied with the Biogistic solution which has really increased safety in the building since we handle chemicals ourselves and we don't want other chemical products in the building.

Loïc Thomas

Managing Director
Anton PAAR France

88 % of our
cleaning
services use
Biogistic



SUPPORTING THE **EVOLUTION OF THE PROFESSION** & ENCOURAGING A **HEALTHIER APPROACH**

Throughout 2021, interest in our solution was widely met with enthusiasm, hence contributing on a societal level to changing the way people think about the sector in terms of two major themes: ecological cleaning and the reduction of plastic at the source.



At the 7th CSR Awards, organized by the French Federation of Cleaning Companies (FEP), we received the CSR 2021 award for cleaning companies.

The elimination of chemical risks for our employees, the

reduction of our environmental impact and the improvement of the performance of our products were important factors for this prize, as Laurence Acerbo, Group Director of Responsible Development, explains: "This distinction rewards all the efforts made by our teams on a daily basis to contribute to building a healthier, safer and more reliable world."

Thanks to Biogistic, each year we save a third of plastic, we control the dilution of our products and they biodegrade twice as fast as the eco-label standard. A solution like this should serve to inspire and push us to innovate more and more to reduce our ecological footprint.

From October 11 to 15, 2021, the European Cleaning and Facility Services Industry (EFCI) hosted discussions on the industry and its future challenges, making cleaning services greener and key innovation trends for the sector.

On this occasion, we wanted to show our commitment to sustainable solutions by participating in Sustainability Day: Green Cleaning and Circular Services. Axelle Despatures, Group International Sales & Marketing Director, presented Biogistic.

The EFCI is the European counterpart of the FEP and gives voice to the cleaning services sector in Europe.

Muriel Duguay, Group CSR Project Manager, in partnership with the French Institute for Circular Economy (INEC), highlighted the benefits of Biogistic during a roundtable discussion at the Pollutec trade show, a major event for environmental professionals. The objective was to think about integrating the circular economy in schools.

A SECOND LIFE FOR OUR IT AND ELECTRONIC ÉQUIPEMENT

Waste can have a negative impact on our health and the environment if it is not controlled. Aware of these challenges, our Group is committed to managing its own waste and that of its customers. In 2021, we continued our actions and collected our electrical and electronic waste. This year, 39.8 metric tons of equipment were recycled or given a second life.

Onet commitments concerned : 2 - 5 - 9



A COMPREHENSIVE ELECTRICAL AND ELECTRONIC WASTE PROCESSING SYSTEM

In November 2017, we signed a partnership with the environmental organization Ecosystem covering the collection of waste electrical and electronic equipment (WEEE). This partnership contributes to the development of mass collection, a driver of environmental, economic and social performance. In 2021, 33.5 metric tons of waste were collected. Since the beginning of the partnership, a total of 179 metric tons of cleaning equipment have been recycled by our partner and 194 collections have been made directly from our branches.



GIVING OUR IT MATERIAL A SECOND LIFE

Olinn, an accessible company which employs people with disabilities, has been helping us manage the recycling and reuse of our waste electrical and electronic equipment since 2017. Deployed in all of the Group's 350 branches in France, this solution allows each region to organize its own equipment pick-ups. This year, 19 pick-ups were recorded nationwide. A total of 666 desktop and laptop computers were received, 41% of which were resold to new buyers on the second-hand market. This means that 2.6 metric tons of equipment were given an extended life.

COLLECTED MATERIAL



#CUSTOMER SITES

26,000 METRIC TONS OF GLASS RCOLLECTED AND RECYCLED IN 2020 IN SPAIN

Over the past ten years, we have become the fourth largest glass collection and recycling company in Spain with 26,000 metric tons processed in 2020 and a target of 33,000 metric tons by 2022. Attitudes are changing and so is Onet Iberia's business. In Spain, the selective sorting of glass, introduced in 2010, has grown continuously. The 26,000 metric tons collected in 2020 (+ 11%) earned us the title of recycling company of the year from our client Ecovidrio, Spanish glass market authority.

Given the targets set by Brussels, which require a glass recycling rate of 85% by 2025, the business is set to grow, as Carlos Martínez, Director of the City Services Division, Onet Iberia, explains: ***"Currently, the country's recycling rate is 60%. We collect glass in 8,000 containers provided by Ecovidrio in ten provinces: Huelva, Seville, Cordoba, Cáceres, Badajoz, Toledo, Zamora, León, Valladolid and Madrid."*** Carlos has just signed three new collection contracts in three provinces, confirming that our goal of 33,000 tons of glass by 2022 will be reached!

To strengthen our commitment to the planet and support the vitality of this sector which employs eighteen people (including fifteen drivers and three people assigned to cleaning containers), we are planning to recruit new staff and to make the vehicle fleet greener. ***"We have fifteen trucks; we are going to replace half of them with the acquisition of Euro 6 vehicles and would like to buy three more trucks,"*** explains Carlos, who is very concerned about reducing his carbon footprint as much as possible.

In order to optimize vehicle routes and avoid empty runs, the team installed sensors on the containers to determine their fill rate. Given the success of this pilot operation, we have decided to equip 20% of the containers with these sensors. The frequency of collection is differentiated in rural areas (once every two weeks) and urban areas (once a week), with trucks equipped with cranes that can carry up to 10 metric tons per day.



Carlos is proud "to contribute to protecting the planet, thanks to this activity and his teams."

SUSTAINABLE MOBILITY: HIGH STAKES

Onet commitments
concerned : 2 - 5 - 9



We have taken on a major project to implement an energy transition strategy by 2030. Our fleet includes 4,000 vehicles: light vehicles and light commercial vehicles, of which approximately 75% are service vehicles and 25% are company vehicles. Each vehicle travels an average of 27,000 km per year, so it is essential to take action. This transition is in line with the French law on mobility orientation (LOM) and Climate Change Laws, which require vehicle fleets to become more environmentally friendly and ban polluting vehicles in Low Emission Zones (LEZ).

WE CAN ALL BE AGENTS OF CHANGE

Transportation has a major impact on the environment, particularly in terms of greenhouse gas emissions. To curb these effects, it is essential to put specific policies in place. This is where sustainable mobility comes in, whether it's within territories or in companies. One of the goals of sustainable mobility is to reduce the use of car transportation, which is highly polluting. This means developing or promoting the use of alternative solutions that are more environmentally friendly.

We want to support our employees in changing their mobility behavior. The idea is to demonstrate that there are solutions that can suit everyone's constraints. We therefore offer tools for accessing sustainable mobility while also meeting the needs of our employees.

Offering cleaner vehicles

We reviewed and analyzed our vehicle needs. Following this needs assessment, we introduced a wide range of electric and hybrid vehicles within each category.



In order to encourage our employees to opt for cleaner vehicles, we have set up tools and services to help them make their decisions. Tests in real situations were conducted: viability tests, range tests, tests of the applications available for organizing trips, etc. Our employees have also been able to learn about new vehicle categories via numerous webinars. We are well aware that it is not easy to take the plunge and go beyond certain preconceptions. We have also set up an incentive program for company vehicles to switch to electric vehicles, paying for the installation of a recharging station at the employee's home. For commercial vehicles, 14 sites have volunteered to have the same facility installed.

Targets surpassed

In 2021, we have already reached the objectives set by the LOM law of 10% fleet renewal by 2022. In fact, we have already ordered 13% of clean vehicles since the new vehicles were made available in our fleet catalog last April. Motivated by this momentum, we are pursuing our commitments in order to anticipate the second deadline of the LOM law, which is 20% by 2024, as well as the ban on diesel vehicles in Paris.



In 2019, we launched a “Sustainable Mobility” project co-supervised by the Purchasing Department and Responsible Development management, which has enabled us to review our vehicle fleet by including more electric vehicles and offering our employees assistance in their choice of travel mode. The promotion of daytime/continuous work is also a strong axis to promote the use of public transport for our operational teams who have to reach customer sites.



Laurence Grillet Acerbo
Group Responsible
Development Manager

KEY MOBILITY FIGURES FOR 2021

15 branches equipped with
electric charging stations

Over 60 recharge points
installed

13.6% of vehicle orders
electric and hybrid

#TEAMS



I have been lucky enough to drive an electric vehicle for work since last October. When I changed my company car, I was offered this energy choice from the car fleet catalog. I received very good support from the Group's teams to help me get used to this new vehicle.

We had several video conference meetings and the teams were also very available for any additional questions I had outside of these discussions. I drive a lot and it is important for me to "drive clean."



At the beginning, like anything new, you have to get used to the concept of autonomy and recharging, but you pick everything up very quickly. And the entire installation of the charging station in my home was taken care of by the Group! I advise everyone to go electric, it allows you to make a contribution to the environment and it has also helped me to review my driving style and be more attentive to my consumption.

Valérie Croise
Site Manager

Other modes of public transportation

Due to the ongoing health crisis and the continuation of remote working, travel is continuing to decline.

A 30 percent decline in train travel was recorded in 2021, compared to the previous year. Air travel is increasing again, but only very slightly compared to 2020.

It is still down from where it was in 2019.



THOUSANDS OF KM	2019	2020	2021	Variation 2019 - 2021	Variation 2020 - 2021
Train travel	6,794	2,517	1,748	- 74.27%	- 30.55 %
Air travel	2,517	1,992	2,158	- 60.64 %	8.33 %

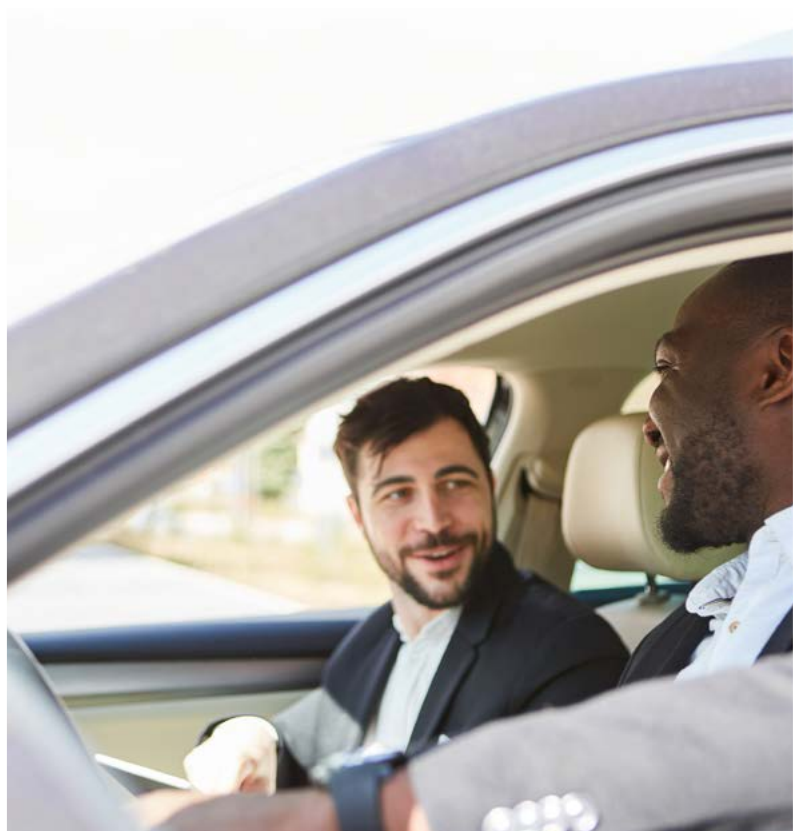
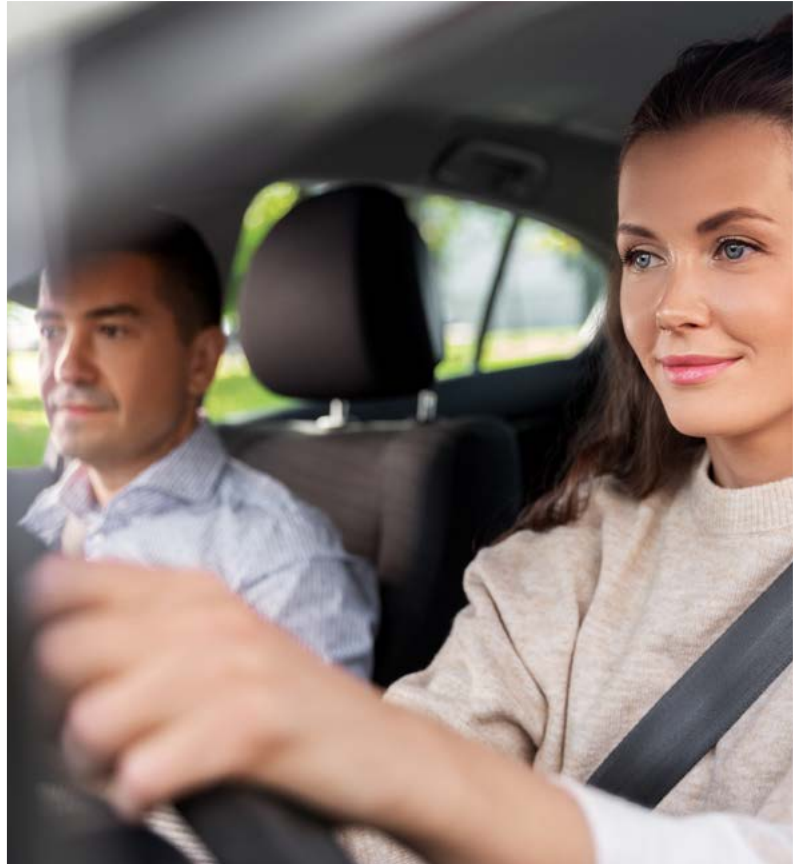
MAKING OUR TEAMS' DAILY LIVES **EASIER & ACTING** FOR THE PLANET WITH **BLABLACAR DAILY!**

Although we are working towards more daytime or continuous work, which offers more opportunities for the use of public transport, the car remains the main mode of travel. This is mainly due to the inequality of public transport networks in different French territories.

We were looking for a partner who could bring more visibility to carpoolers within our Group. It was only natural then that in 2019, we turned to the top solution in France for shared mobility. With its Blablacar Daily app, the solution is targeting “everyday trips”. The technology connects drivers and passengers in an optimal way.

In addition to sharing fuel costs, which are increasingly significant, this reduces the driver's and passenger's ecological footprint as well as the number of vehicles on the same route, since at least two people use a single vehicle to make the same trip.

Simple and intuitive to use, employees simply download an application and enter the company name in their profile. This feature is an advantage because it is a key factor in bringing Onet employees together and facilitating trust. The driver then indicates their availability and carpools when they wish, according to their constraints and options. In order to encourage some people to take the plunge, we have set up attractive offers with our partner for getting started.



LOCAL ROOTS & SUSTAINABLE PARTNERSHIPS: TRUE ASSETS

Local roots refers to the link we have with the territories in which we operate. It is a resource and a driver for thinking about being a “sustainable company” and is not limited to assuming our impact on society and the environment. For us, it is a question of carrying out a proactive approach towards proximity with the 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, fighting against violence, etc.).

CREATING JOBS THAT FAVOR INCLUSION

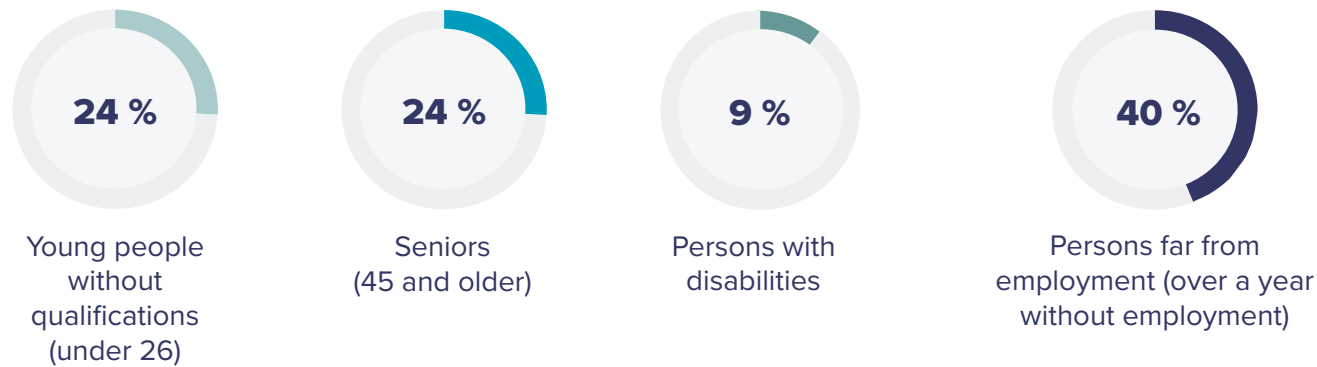
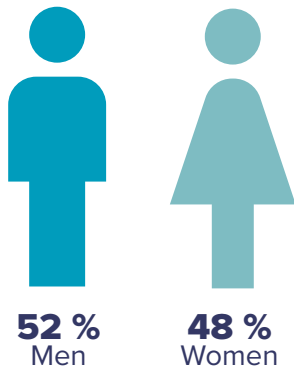
The GEIQ: an employers’ group for integration and qualification

The GEIQ is a group of companies that have come together to address their recruitment issues. Together, they bet on the potential of people far from employment by training them.

To do this, the GEIQ provides its members with employees who are placed on qualifying courses lasting from 6 to 24 months. At the end of this period, the employers have the option of hiring the employee directly. For member employers, the GEIQ allows them to pool a recruitment, qualification and support tool for new employees. The employee benefits from an integration and qualification program.

By participating on the boards of directors for the 10 GEIQ for cleaning services in France, we are working to develop a more sustainable approach to recruitment.

In 2021, we contributed to the career paths of **807 work-study students through 183,723 hours of work experience.**





Our commitment to young people with the TotalEnergies Foundation

At the end of 2020, the TotalEnergies Foundation launched “L’Industreet,” a campus dedicated to new industrial professions. The training center will be entirely free of charge and open to young people aged 18 to 25 who are far from employment.

We have been involved in social integration missions for many years, and took part in this project by signing a partnership agreement on September 29. L’industreet offers companies in the sector the opportunity to participate in the creation of a win-win partnership for the industry of the future.

L’Industreet is offering a “cleaning team leader” qualification, once again placing cleaning at the heart of the success of complex processes. This qualification is complemented by additional modules for “robot-assisted multiservice maintenance.”

As an expert in industrial cleaning, we contribute to the safety of workers and the sustainability of production facilities. Our procedures, methods and expertise are recognized in this extremely demanding sector. It is in this sense that our experts and employees lead various training modules: discovery of the cleaning business, “clean” process, etc. They are also deeply involved in the design of educational content by contributing their professional views on the state of the profession and its evolution.

Nos Quartiers ont du Talent (our neighborhoods have talent)

Nos Quartiers ont du Talent or NQT is an association that promotes the professional integration of young graduates with a bachelor's degree or higher who live in priority neighborhoods. It has set up a mentorship program to provide young people with personalized support in their search for employment in line with their career plans. Each young graduate who joins the NQT scheme is put in touch with a mentor. Since we joined in 2014, our employees have mentored **159 young people, 150 of whom have found a job.**

In order to make this commitment even stronger, a project will be launched in 2022 for some employees to run workshops on putting together CVs and doing job interviews.

1 jeune 1 solution

Since 2019, we have 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. The aim of this website is to find permanent employment, work-study programs or internship solutions for all young people.

Since the network was created, we have published all of our eligible job offers on the website:

<https://www.1jeune1solution.gouv.fr/>

Job à cœur

Job à Cœur (Take Jobs to Heart) is an association and inclusive employment platform that puts job applicants in touch with inclusive recruiters, 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.

ACTING IN FAVOR OF EQUAL OPPORTUNITY

Énergie Jeunes

In 2020, we 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. For example, we participated in the deployment of an innovative educational program called "My Success in Middle School", based on the work of experts in neuroscience. The goal was to create a link between our company and its local community. To achieve this, our employees are committed to education and contributing to the academic success of young people through concrete actions. They provide support for volunteer projects which are an additional source of individual and collective pride as well as a formative experience. In addition to skills sponsorship, we are also hosting the regional delegation at our headquarters. This partnership is fully in line with our social policy in favor of inclusion, diversity and equal opportunity.

Institut Télémaque

Télémaque gives students another shot at the social ladder starting in middle school by supporting committed and motivated young people from disadvantaged areas through a dual "school-company" mentoring program. For the past three years, we have signed a partnership with this structure to offer middle school students from priority education networks the opportunity to be mentored by employees in order to build cultural accompaniment programs in their free time. The business world and the educational environment are joining forces to help young people see how big and bright their future is.



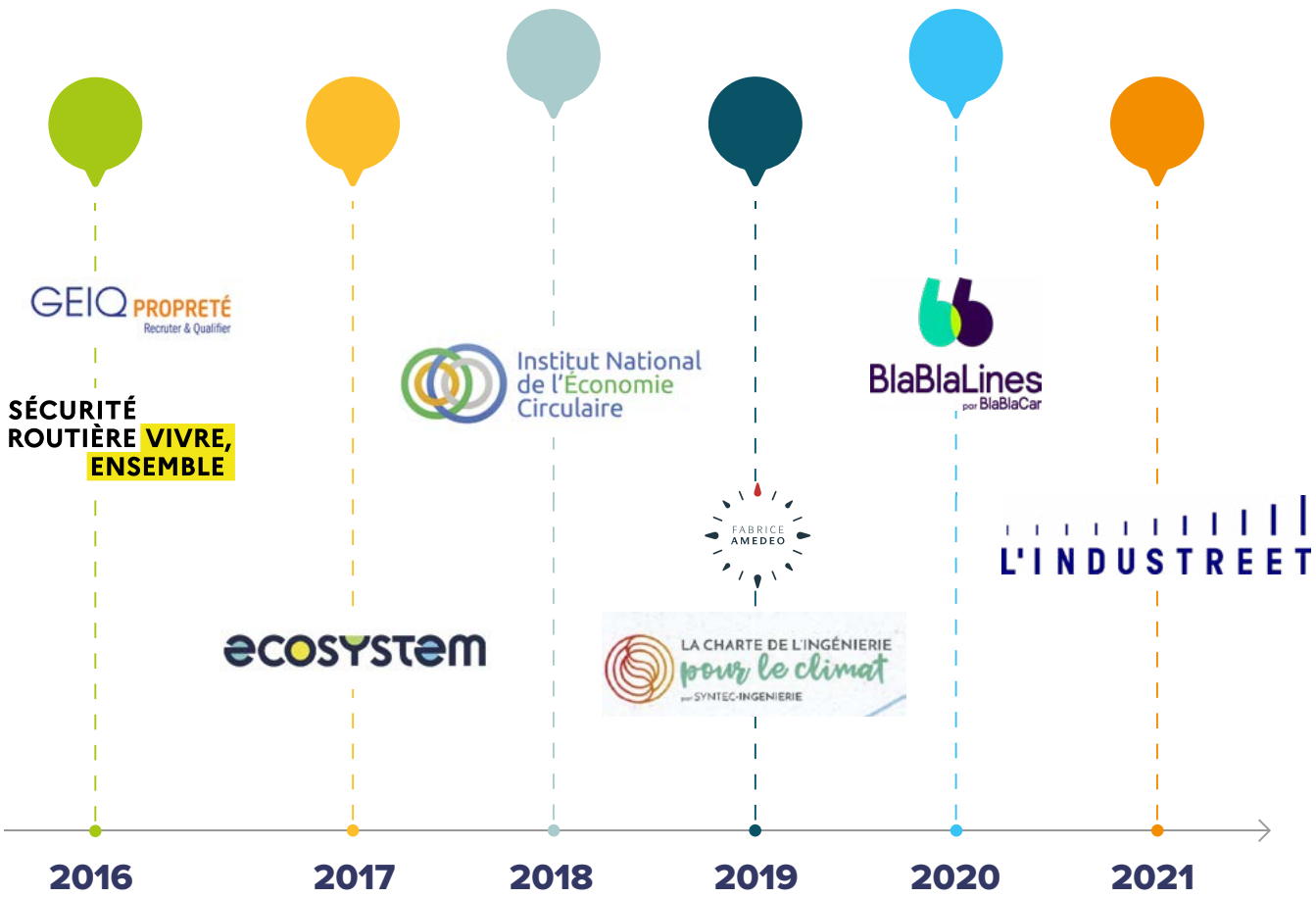


OUR PARTNERSHIP TIMELINE

As promoted by the 17th and final Sustainable Development Goal (SDG), we have been building effective partnerships for the implementation of our CSR policy for many years, contributing to the other Sustainable Development Goals on a global, national and local level.

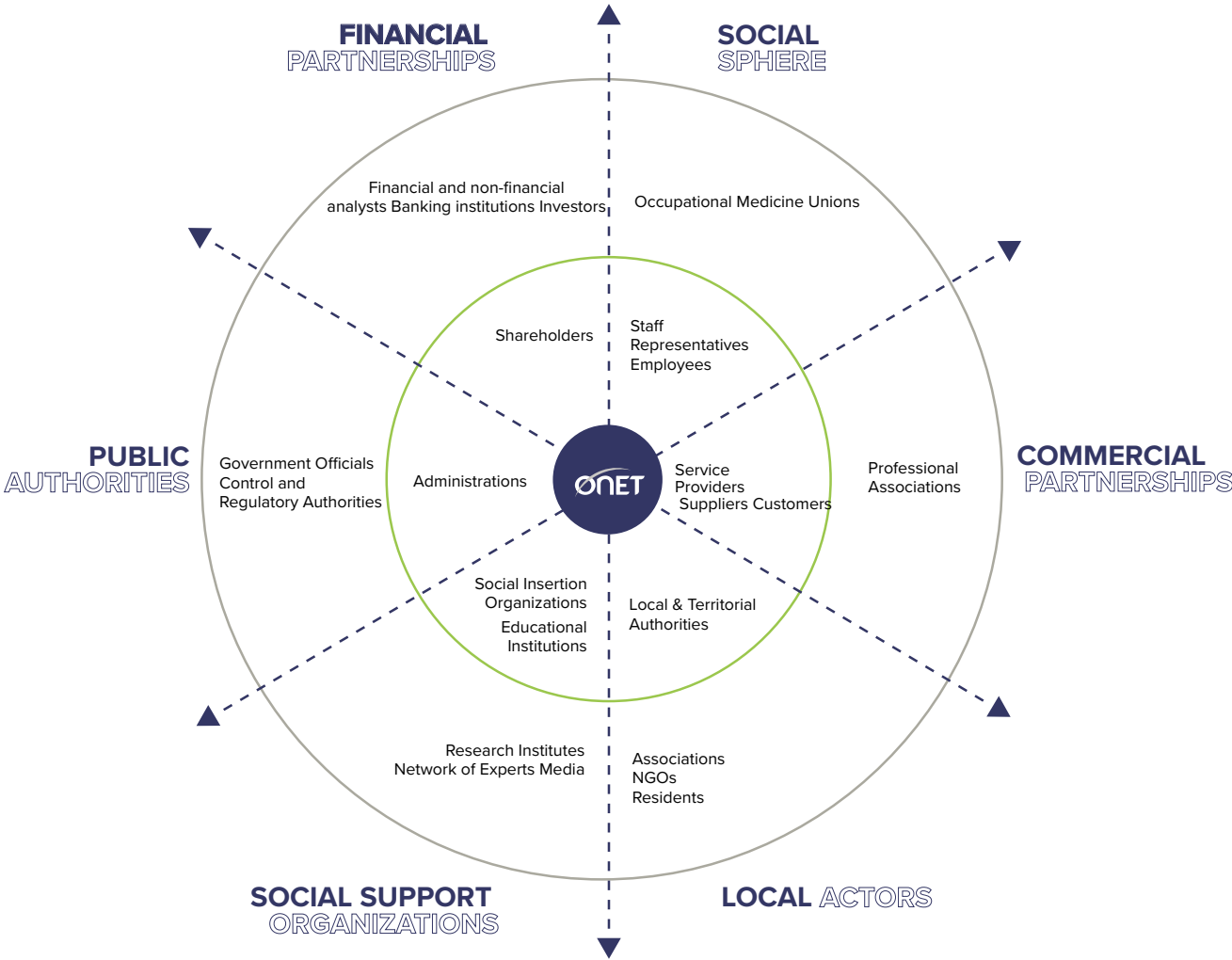


These partnerships are built on shared principles and values, and place people and the planet at the heart of their concerns. They can take the form of the signing charters that allow for wider communication with civil society on the commitments made.

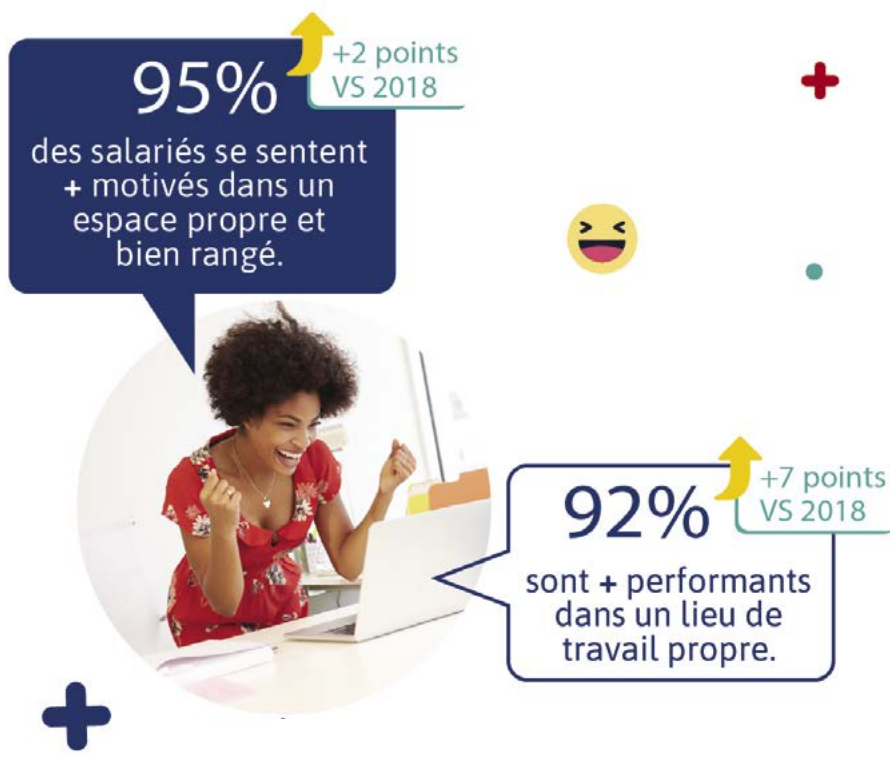


OUR DIALOGUES WITH STAKEHOLDERS

Universal, inclusive and interconnected, the SDGs provide a framework for action, awareness and, above all, for developing sustainable partnerships with our stakeholders in all the countries we operate in. Depending on the objectives we set, we implement the appropriate partnerships or determine the form of dialogue to be adopted. There can be different levels of relationships depending on the stakeholders: bilateral dialogue and/or multilateral approaches involving several stakeholders, either 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 our sustainable development approach, a stakeholder map was drawn up, and we have continued to add to it over the years.



BUSINESS PARTNERSHIPS AND THE SOCIAL SPHERE



Our Customers

Once again, this year the dialogue with our customers has been open and ongoing. This proximity and the frequency of our contact allow us to adapt to the pace of their business, which can vary greatly depending on the sector and the health crisis. Our advisory role on the implementation of intervention protocols and other instructions to prevent the risk of COVID-19 contamination, has been recognized as essential for the proper continuity of their services. New ways of working (in-office, flexible office, hybrid, etc.), employer branding and hospitality management have also become essential since the health crisis started. These themes have made our customers particularly attentive to the well-being of their employees.

Our Sustainable Development approach allows us to provide highly valuable services by identifying the priority actions to be carried out for each customer according to their own CSR issues. Our stakeholders' expectations include many audits such as ISO 9001/14001/ MASE and other business standards.

In 2021, following an “ACESIA AFNOR Certification” assessment based on the CSR framework for the cleaning industry (in line with the ISO 26000 standard), we scored 80 out of 100.

Some of our Group's other subsidiaries (i.e. Onet Luxembourg) and other businesses (i.e. Security, Technology) were assessed in terms of CSR in 2021 and obtained, for example, a Gold EcoVadis assessment and even a 'Platinum' one for Onet Reception Services, placing them in the top 1% of companies evaluated in the same field.

Cleaning Services



Other businesses





Our Employees & Social Partners

This year, communication with our employees once again focused primarily around the impact of the health crisis, namely: reminders of instructions for preventing the risk of COVID-19 contamination and changes in intervention protocols at our customers' sites. The health crisis also had the impact of reinstating dialogue surrounding work organization.

We are convinced that working during the day contributes to the appreciation of the cleaning profession by changing the way occupants look at it and by encouraging recognition of the work done by professionals in the sector. We therefore offer our customers the opportunity to implement this type of organization on their site so that all those involved can benefit from it. The advantages of working during the day are numerous, not only for the cleaning service provider and their teams, but also for the customer and end user.

By optimizing our agents' interventions, we adjust our service to the rhythm of our customer's on-site activity. A real relationship of trust is also established between those who provide the service (the cleaners) and those who benefit from it (the users). Lastly, the environmental and economic benefits are complementary to the social benefits.

For example, greenhouse gas emissions can be reduced by reducing the frequency of commuting and/or by having the option of taking public transportation, which is impossible during shiftwork. In some cases, we can also observe a reduction in energy consumption (i.e., heating, lighting) because our cleaning agents work during the same time slot as the employees of a site.

#SPOTLIGHT ON DAYTIME CLEANING

#CUSTOMER



The French National School of Penitentiary Administration (ENAP), under the Ministry of Justice, is dedicated to training all personnel working in prison environments.

In terms of cleaning, Onet's staff are required to work on just over 17,000 m² of floor space. The major specificity that we have implemented together is to have modified the working hours by shifting all services to daytime. From a practical point of view, this allows agents to be more proactive and, from a social point of view, it is clearly an improvement in their living and working conditions.



It also allows the creation of connections, contact and discussions between two worlds that do not know each other at all and can come together in a meaningful way.

Benoît THEUILLON

Head of the Reception,
Accommodation and Security Department
ENAP

#TEAMS



Before we were alone, we didn't see anyone. Now it's different. We see the staff and we are in contact with them. It makes a big difference. I prefer to be seen, rather than not be seen.



Noura Zegar

Team Leader
Onet Cleaning and Services - Agen



**DISCOVER
THE FILM :
> SPOTLIGHT
ON ENAP**

The health crisis has proven the efficiency of remote working, particularly in support functions, and negotiations with the appropriate social partners have made it possible to reach agreements on this subject. These agreements will gradually be deployed in the Group's various entities in 2022, once the government's obligations in this area have been made met.

On a more general level, representative bodies are also informed of the «Future Begins Today» activities through this report, which can be supplemented by specific presentations by central social and economic committees, depending on the subject. We participate in the stakeholder committees of the Federation of Cleaning Businesses and the National Commission on Health and Safety (a body involving both workers and employers) enabling periodic dialogue with representatives of trade unions for employees in the cleaning industry.



Our Suppliers and Subcontractors

In 2021, the close dialogue with the suppliers essential to the continuation of our professional activities was carried out through our distribution subsidiary PRODIM. The supply of personal protective equipment and cleaning/disinfecting products continued to require an unprecedented level of reciprocal responsiveness in partnership relations.

At the same time, the management of our General Resources and Purchasing departments has also worked in depth with our CSR management on the selection of partners for the “sustainable mobility” project, whether they be suppliers of electric or hybrid vehicles or involved in recharging infrastructure.

Our Partnerships with Educational Institutions

We have always been closely involved in training programs for our businesses in all the regions where we operate: training centers for apprentices from basic aptitude to Master's level. Collaborations and research work have also been carried out on the subject of social responsibility for many years with the KEDGE management school and the Centrale de Marseille engineering school.



FINANCIAL PARTNERSHIPS

Our Shareholders

As we mentioned in the “Vision and Governance” chapter, the majority shareholders of our Group, Elisabeth Coquet-Reinier, President of Holding Reinier, and Émilie de Lombarès, President of the Executive Board, affirmed the desire to lead the Group towards a business project with 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 your responsibilities, and as chair of the Responsible Development Committee she remains the guarantor of the integration of this policy into the Group’s strategy. Building on this commitment, in December 2020 we negotiated a Sustainability Linked Loan (SLL), indexed on three CSR performance indicators as part of a 5-year refinancing project, the achievement of which is subject to an annual external this-party audit.

EMZ, a minority shareholder that joined the Group at the end of 2017, has a good understanding of the challenges facing our businesses, whose aims and values they share. As part of their ESG commitments, EMZ submits a comprehensive questionnaire to Onet annually to collect key information on environmental, social and governance criteria.

ACTING LOCALLY

The SULITEST Community

Since 2015, we have been one of the founding members of the “Sustainability Literacy” test initiative. This was created to help higher education institutions, businesses and other organizations structure and evaluate their approach to establish a culture of sustainability. Designed to serve the common good, Sulitest is managed by an independent non-profit organization supported by over fifty international institutions and networks. In 2016, Sulitest was recognized as one of the first initiatives presented at the UN Partnerships for the Sustainable Development Goals, and in 2017, as a contributor to the UN review of the 2030 Agenda at the High-Level Political Forum (HLPF). Within the framework of Onet University, this test is used annually in the “Managing a Center of Responsibility” program. In 2021, it was extended to a hundred top managers. Emilie De Lombarès joined the Sulitest.org Board of Directors in 2021 and was able to testify to the importance of biodiversity awareness at the IUCN World Congress using various tools including the Sulitest.



From left to right: Laurence Grillet-Acerbo, Onet Responsible Development Manager, Anja Stoll, member of Sulitest.org's board of directors, Émilie de Lombarès, President of the Onet Executive Board & Jean-Christophe Carteron, President of Sulitest.org.

The Open-Minded Managers Community

For the past 4 years, our University has been part of a group of companies whose main goal is to share ideas on HR topics. Alongside Petroineos, ST Microelectronics, CMA-CGM, Thales, ArcelorMittal, Pernod Ricard and TechnicAtome, we offer our employees the opportunity to experience innovative training with the “Open Minded Managers” course. The concept? Allowing employees to visit our partners’ sites to observe their operating methods. It is a disruptive method based on creativity, agility and networking. Workshops are also organized (i.e., based on movies and TV shows) to open their minds up to inclusion and co-development in particular. Each company runs a workshop. Our workshop, “The social, societal and environmental responsibility of the manager, the ecology of the manager and the teams,” aims to awaken the participants to a better world. On-site experiences are also used to help them discover new ways of carrying out their missions. This year of discovery allows them to identify what it means to be an open-minded manager. Today, the success of this program goes beyond the local level as we have been asked to deploy it in the Paris region with new companies.

Federations and Technical Committees

Our 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 the glossary). We participate in the CSR strategy of the cleaning sector in particular by chairing the CSR benchmark committee of the Federation of Cleaning and Services Companies as well as the Stakeholder Advisory Committee. Following the development of the sector’s CSR guidelines in 2020, the committee worked on the concept of responsible purchasing in the waste management sector, specifically on the development of CSR criteria.

The National Institute of Circular Economy (INEC)

We joined the National Institute of Circular Economy in 2018. This partnership allows us 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. In 2021, we participated in work on Climate Change Laws as well as the INEC’s publications.



The National Council for Road Safety

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 reverse the curve of road fatalities. Our 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.



OUR CORPORATE FONDATION

Our Corporate Foundation was created in 2010 to support solidarity action and the fight against inadequate housing. Unfortunately, we have observed that workers are finding it increasingly difficult to find housing and have sometimes found themselves and their families in dire situations.

WORKING TOWARD A DIFFERENT WORLD

Considering People's Condition First and Foremost

In order to contribute to human development in a healthy and safe environment, our foundation relies on the commitment of its employees and building partnerships with associations. We carry out concrete actions 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.

Supporting & Assisting: Our Means of Action

In over 10 years, we have been able to carry out nearly a hundred projects for the most disadvantaged and partner with associations by organizing Solidarity and Housing Days, charity events to raise funds and collections of essential goods. The foundation also makes use of two devices created by Onet Technologies engineers: O'lien, a shower truck, and ModuloMobil, a luggage storage system.

Looking after the needs of others every day

Every day, our foundation is managed by two full-time employees. Together, they implement and coordinate our actions and projects. Interfacing between different associations, the needs of the most disadvantaged and the Group, they work to find solutions adapted to everyone.



11 years since the foundation was created

72 refurbishing projects since 2011



Improving the environment of people in precarious situations

Every year, Onet Group employees come together for a Solidarity and Housing Day to help the most disadvantaged. Since 2011, this day has enabled **72 projects** to be carried out to refurbish shelters thanks to some **1,700 volunteers**. In 2021, 7 projects were completed in 5 cities.

In April 2021, ModuloMobil, a luggage storage facility, was set up in a Salvation Army site in Marseille. A total of 65 individual lockers provide beneficiaries with a secure space to store their personal belongings.

Launched in October 2021 and driven by our foundation, “Entreprendre pour toi” (helping you) is a collective project bringing together companies and associations committed to supporting people who have been evicted from their homes in Marseille and helping them find sustainable housing through practical solutions for training, integration, healthcare support, access to housing and mobility. The first cases began at the end of last year.

Ensuring Access to Hygiene and Food Aide

O’lien is a secure and autonomous shower truck with the mission of providing the homeless and poorly housed with a shower and clean clothes. To date, two cities in France have this device: the city of Marseille, since 2017 and the city of Clermont-Ferrand. The latter was inaugurated on November 23, 2021 by Mayor Olivier Bianchi and has been operated by the “Collectif pauvreté précarité” for several months.

We also respond to the needs of associations by collecting food, hygiene products, toys, etc. every year.

In 2021, we renewed our commitment to the French Federation of Food Banks. We participated in a nationwide on-site collection that involved 13 branches and/or regional offices and resulted in the collection of **564 kg** of food items, the equivalent of **1 128 meals**. In Marseille, our foundation took charge of a collection center, helped by volunteer employees. In two days, **4 metric tons of basic necessities** were collected, the equivalent of **8,000 meals**.

Last December, we organized a collection at our headquarters for the green Santa Clauses of the “Secours populaire” association. We collected 150 toys and sweets which were given to the Mazargues branch in Marseille. Thanks to the generosity of our employees, several children were able to have gifts under their Christmas tree.

8000 meals distributed in **4** metric tons of products
France in 2021

ANNEXES

Annex 1: How the Onet CSR Roadmap Contributes to International Commitments and Benchmarks

Annex 2: Glossary

Annex 3: Reporting Scope and Methodology



4



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

2020-2023 ONET CSR ROADMAP	NO. OF THE GLOBAL COMPACT PRIN- CIPLE	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 youths 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 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.

2020-2023 ONET CSR ROADMAP	NO. OF THE GLOBAL COMPACT PRINCIPLE	NUMBER OF THE § OF ISO 26000	SDG NUMBER
Circular Economy - Biogistic	1-7-8-9	6.5.3/6.5.4/6.5.5	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 waste throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release into 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 waste throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release into 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 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.

12.2 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.

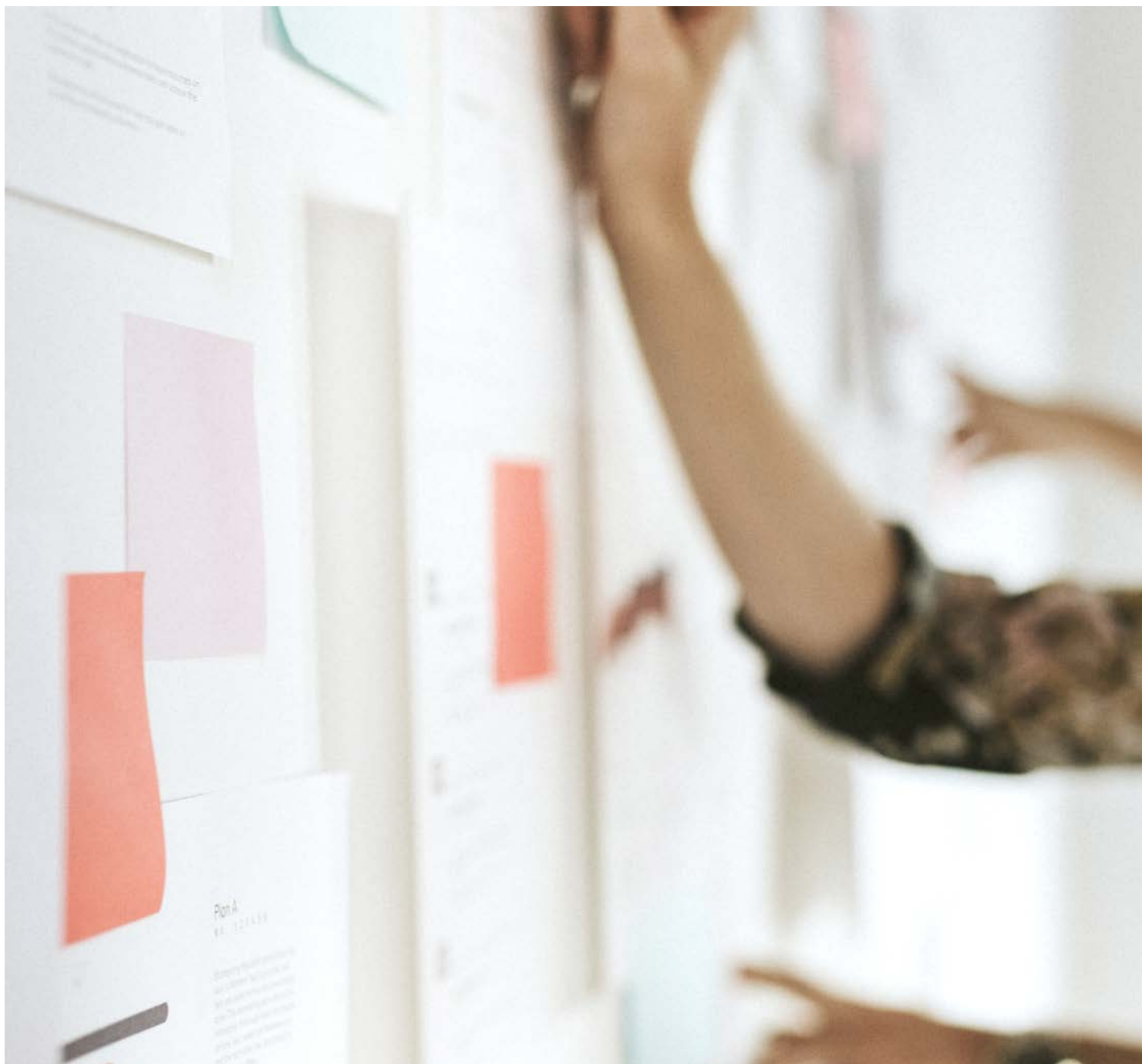
12.4 By 2020, achieve the environmentally sound management of chemicals and all waste throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release into air, water and soil in order to minimize their adverse impacts on human health and the environment.

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**





ACESIA: A platform of the AFNOR association enabling companies to self-evaluate in terms of their purchasing and CSR policy performance.

BIOTECHNOLOGIE: 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).

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.

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.

ACCESSIBLE COMPANY : An accessible company is a company subject to the provisions of the French Labor Code, with the specificity of employing at least 55% of workers recognized as having disabilities.

ECOVADIS: CSR and sustainable procurement performance assessment platform.

AGENDA 2030: In September 2015, the 193 UN member states adopted the 2030 Agenda for Sustainable Development. It is an agenda for people, the planet, prosperity and peace through partnerships.

ESG: This international acronym is used by the financial community to designate the Environmental, Social and Governance (ESG) criteria that generally constitute the three pillars of non-financial analysis.

HLPF: The High-Level Political Forum (HLPF) for Sustainable Development is the UN forum for global monitoring of the implementation of the 2030 Agenda and its 17 Sustainable Development Goals (SDGs). L’Agenda 2030 et de ses 17 Objectifs de développement durable (ODD).

Professional federations related to the Group's business sector:

FEP: Federation of Cleaning and Associated Services Businesses.

PRISM'EMPLOI: The Temporary Employment Agency Union.

GEIQ: An employers' group for integration and qualification.

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 rises
- 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.

LOM: French law on mobility orientation

LOI CLIMAT : The French law of August 22, 2021 on combating climate change and strengthening resilience to its effects, known as the "Climate and Resilience Law", which aims to accelerate the ecological transition of French society and economy.

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” : 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.

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.

LEZ : A Low Emissions Zone (LEZ) is an urban zone with progressive traffic restrictions to limit emissions (CO₂, fine particles).



ANNEXE 3 : REPORTING SCOPE AND METHODOLOGY

The Sustainable Development report includes the key indicators for our priority issues.

INDICATORS

A procedure is in place to define the methodology and management techniques used for our sustainable development reporting indicators. These indicators help measure the implementation of decisions and actions resulting from commitments and from “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 CSR dashboard» which is available upon request from the Responsible Development Committee 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 2021 calendar year (January 1, 2021 to December 31, 2021).



SCOPE

The scope of reporting for the Group includes 68,079 registered employees as of December 31, 2021, divided as follows:

- Perimeter integrated into the HRMS (HR Access): 50,798 employees (vs. 51,745 at the end of Dec. 2020, or – 1.8%*) corresponding to:

- 47,820 employees of Onet Service Network or over 94%
- 2,655 employees of Onet Technologies in France or over 5%
- 323 employees of centralized supports or less than 1%.

(*) Employees of the Axxis Ressources pole (ONEPI, SES, Axxis Formation, Axxis Formation Santé, Axxis Ressources) are no longer accounted for as of July 2021 and have therefore been neutralized.

- Perimeter not integrated into the HRMS (HR Access):
 - 17,281 employees:
 - 111 employees of our French subsidiaries Cidel and Sintéo
 - 17,170 international employees, or over 1.2% vs.

September 2021.

The permanent employees outside France belong to the following companies: EPM (USA), SM21/CENTRO/Segurança (Brazil),

Onet Luxembourg, Onet Iberia Solutions (Spain), Onet Suisse, TELEM Maroc.

The other indicators in the “2021 CSR Roadmap” are calculated on the basis of the scope of the Group’s HR management system, which therefore represents 74.6% of the Group’s total workforce (recorded at the end of the reporting period).

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

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

DRAFTING AND DISTRIBUTION

This report was co-authored by many contributors and coordinated by the Responsible 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.





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