

# 2022 SUSTAINABLE DEVELOPMENT REPORT



onET

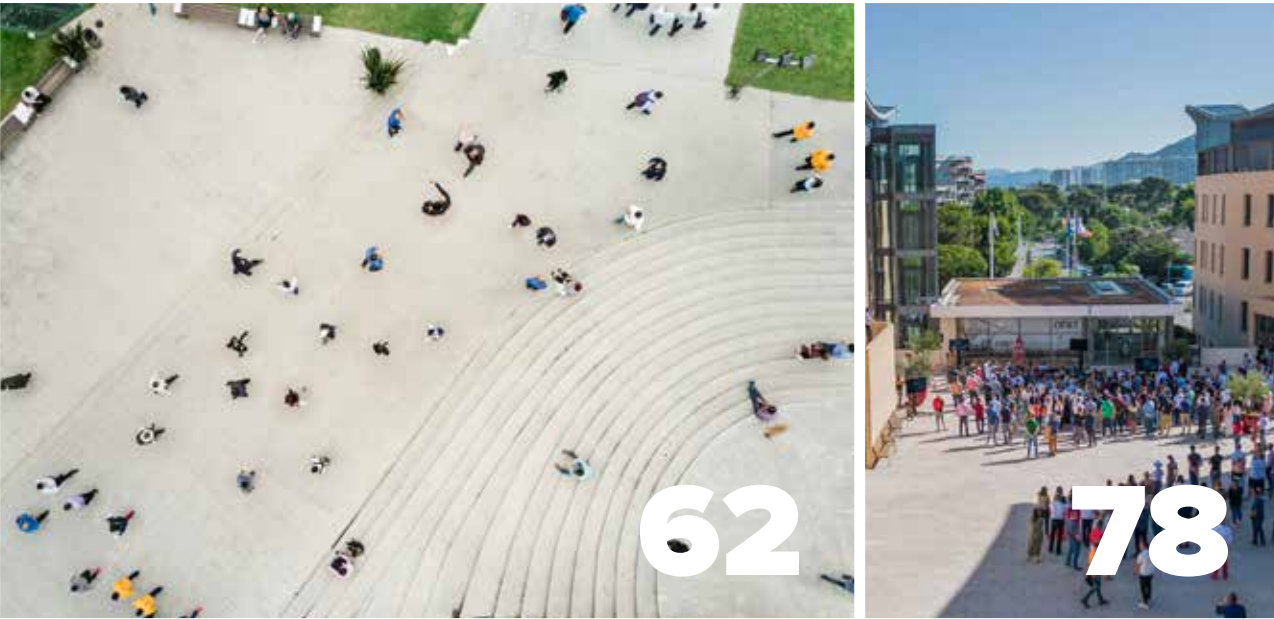
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Our 2022 Sustainable Development Report sets out our strategy and what we are doing to become a social impact company.

Our commitments are reflected in a series of projects, actions and achievements. As always, our management, employees and customers played their part in the highlights from the past year.

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# ISSUES AND STRATEGY

## Becoming a social impact company

For over 160 years now, we have tended to take a long-term view – always in the hope of handing over to the next generation. Over time, through helping our customers, our company has developed a wealth of expertise, and this provides strong foundations for our development and serves as a pillar of our business strategy.







## BUILDING A MORE DESIRABLE FUTURE TOGETHER

Since 2002, Onet has been committed to an approach now known as Corporate Social Responsibility, although the term had yet to be coined. To a large extent, the company owes this early awareness of social, environmental and local issues to my mother, Elisabeth Coquet-Reinier. She has recently left us, and I would like to take this opportunity to pay tribute to her. She has done so much for our company. At her initiative, Onet developed the first programme to reduce the company's impact on its environment:

"The future begins today." She then fought hard to promote the development of Onet University, which offers our employees the training they need to develop their skills. And driven by her great concern about the poor housing conditions that affect many people, including some of our own employees, she created and became President of the Onet Foundation.

We will, of course, continue to keep her vision alive by setting ourselves ever more ambitious objectives in relation to environmental, social and local matters. In 2023, with the next stage of the strategic road map ahead of us, Onet will therefore accelerate its energy transition. Last year, our efforts helped us shift part of our vehicle fleet to electric and hybrid, as well as to bioethanol in Brazil. We are currently launching an efficiency drive, with the focus on our buildings and our use of digital technology. But we are not alone in these endeavours.

Onet is involved in the Convention des Entreprises pour le Climat (Business Climate Pact), an initiative aimed at steering how businesses operate within the economy – in a way that allows ecosystems to recover. And in order to anticipate the issues associated with diminishing resources, Onet is a partner of the Shift Project, a think tank aiming to free the economy from carbon-related constraints.

The role we play determines our own impacts, and we work hand-in-hand with our customers too – with a view to improving their impacts through our direct intervention in their processes.

We will also step up our inclusion work. Apart from what we do in terms of recruitment, raising awareness or keeping people in work through our network of inclusion consultants, we are building partnerships to reinforce what we are doing at a regional level and are also creating new inclusion indicators. Onet has also just signed the latest version of the Charte de la Diversité (Diversity Charter), thereby renewing its commitment to fight against all forms of discrimination at work. And to enable as many employees as possible to develop their skills, we continue to come up with more mechanisms and create new programmes at Onet University. For example, all sales representatives are offered the chance to take a course and qualification that includes a CSR module.

On the social front, we can highlight some encouraging results in terms of preventive health and safety measures. Our accident rates have greatly decreased over the past five years, and Onet now intends to lead the way in this area. We will also improve the training of our managers in a culture based on prevention. The aim is to keep promoting commitment and to exert an influence on all our stakeholders in relation to occupational health and safety issues.

These actions and commitments demonstrate our support for the ten principles of the United Nations Global Compact and our contribution to the United Nations Sustainable Development Goals (SDGs). Each of us must play our part in our own way. And ask ourselves, on a daily basis, how we can help build better environments for all.

**Émilie de Lombarès**  
President of the Executive Board of Onet SA



# A LONG AND INTERNATIONAL HISTORY

Our story began in 1860, with a cargo handling business in the port of Marseille. For over 160 years, seven generations of the family have ensured that expertise and values have been passed down. We remain true to our roots, but have also managed to challenge ourselves, innovate and explore new horizons – to become the international service and engineering group we are today.

**80**  
areas of  
expertises

**9**  
countries

**21 000**  
customers

**€1.9 bn**  
in revenue\*

**66 000**  
employees

**350**  
branches in  
France and  
abroad



# A COMMON FOUNDATION TO UNITE US

**F**or 160 years, our mission has been to help create increasingly healthy, safe and reliable environments for everyone. Through our various businesses, we are involved in all the key ecosystems of our societies: workplaces, production, energy, transport, care, leisure and education. We support our customers by ensuring the services we provide, through our businesses, are easily accessible at a local level. We believe that being closer to our employees, customers and partners makes us stronger together – and better able to deal with the issues facing our society, both today and tomorrow.

## VISION AND MISSION

We have always known there is strength in numbers, and that the greatest asset for any organisation is the collective 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, namely closeness in relationships. By being attentive to the markets, current trends and our stakeholders, we can reinvent ourselves and thereby respond to changes in society and meet the expectations of our customers and employees.

Respect for our commitments, individual people and regulations is essential for any long-term relationship.

This essential concept allows everyone to develop in a positive environment where they can make the most of their talents.

Audacity is the key to progress. It is a state of mind that gives us the confidence to try things out and keep looking for better solutions.

This is why we encourage our teams to be confident in their expertise and ability to innovate.





# A WIDE RANGE OF **EXPERT SERVICES**

Our work with our customers is useful and essential. It helps promote safety, performance and well-being in all the key ecosystems of societies. Our combined approach of “services and engineering” allows us to provide an outside perspective based on experience gained from working with our various customers. This way of thinking about our businesses, underpinned by a spirit of service, is something that unites and inspires us every day.



## **CLEANING AND RELATED SERVICES**

Cleaning services  
Related services  
Waste management



## **RECEPTION SERVICES**

Corporate reception services  
Hospitality management  
Reception services for events  
Reception and assistance services for those with disabilities



## **SECURITY**

Human security solutions  
Electronic security solutions  
Integrated security solutions



## **AIRPORT SERVICES**

Engineering  
Passenger services  
Airside operations  
Hub-based baggage logistics



## **TECHNICAL MAINTENANCE FOR FACILITIES**

Preventive and predictive maintenance  
Management and electrical, plumbing and air conditioning installations  
Energy efficiency management



## **LOGISTICS**

Logistics advice and engineering  
Management and control of physical and information flows  
Upstream logistics, inventory management  
Production and downstream logistics



## **NUCLEAR ENGINEERING AND RELATED SERVICES**

Design, maintenance and modification of reactors  
Decommissioning and treatment of nuclear waste  
Operations, operator services and training



2020-2023 ROAD MAP

PRACTICES AND PROJECTS	MAIN KPI* RESULTS AT THE END OF 2021
Leading Onet in Risk Prevention	Group frequency rate (FR) = 22.86 Group severity rate (SR) = 2.35 No. of occupation illnesses = 89**
Onet University	2,624 Onet Learn courses completed
	1,122 managers trained
	170 people taking the sales training course
Diversity and Inclusion	Definitive consolidated employment rate: 5.49
	Participation in EWPD21 Gender equality index: see onet.com Group website
Employee Experience	Finalisation of the “First Steps at Onet” course
	Creation of “make your mark” management training
Sustainable Mobility	Not followed up
	5,400,208 litres***
	2,158 thousand km by plane or -60%/2019
	1 748 thousand km by train or -74 %/2019
Circular Economy: Biogistic	88.58% of products biotech and eco-labelled
Circular Economy Waste Management	183 tonnes collected since 2017
Workwear Management	Project management
	+ integrating CSR criteria when renewing clothing contracts
Sustainable Procurement	Integration into tenders: Fleeter electric bicycles and charging stations
Sector-based or Institutional Work	Sector-based work on CSR criteria in calls for tenders
	Work involving the Institut National de l'Economie Circulaire (National Institute for the Circular Economy – INEC)
Dispositif éthique	Roll-outs of the whistleblowing platform in Spain, Brazil and the United States
	2 meetings of the Ethics Committee
	Drafting of the 2021 Ethics Committee report

MAIN KPI* RESULTS AT THE END OF 2022	2023 TARGETS** (based on 2019)
FR = 23 SR = 2.21 No. of occupational illnesses = 107**	FR = 26 SR = 2.24
2,274 Onet Learn courses completed	Continuation of roll-out
846 managers trained 194 employees on certification courses	100% of the population involved
115 sales representatives have had their courses validated	/
Consolidated employment rate: definitive rate not yet known	Employment rate = 6%
Participation in EWPD22 Gender equality index: see onet.com Group website	Tracking of the gender equality index (= ETH index)
Rolled out in early 2023	Roll-out of manager and agent courses
/	Roll-out of agent courses
14.8% of vehicles replaced with hybrid and electric	10% of fleet replaced with electric and hybrid
5,415,962 litres*** or -8%/2019, so a reduction of 1,558 tonnes eqCO2 or -9% compared with 2019	-10% in terms of our consumption/2019
3,851 thousand km by plane or -30%/2019	-20% km/2019
3,244 thousand km by train or -52%/2019	-20 % des kms/2019
91.35% of products biotech and eco-labelled	85 %
221 tonnes collected since 2017	/
Detailed plan of the CSR part of the broader Group workwear project	Not yet finalised
Implementation of CSR criteria in relation to the year’s consultation exercises: Fleeter, charging stations, cargo bikes, institutional catering	Integration of CSR criteria into 100% of calls for tender in strategic purchasing areas
Sector-based work on the ecological transition within the sector and new European reporting obligations	Extension of contributions to work undertaken to other business sectors
Continuation of work with INEC	
Update and improvement of the Whispli platform	Use of the digital whistleblowing platform across the entire Group
5 meetings of the Ethics Committee	3 meetings of the Ethics Committee per year
Drafting of the 2021 Ethics Committee report	Tracking the number of alerts

\* In France  
\*\* Occupational illnesses reported in the year concerned\*\* In France  
\*\*\* Consumption from our main fuel provider TOTAL (petrol and diesel), which represents 97% of the consumption for our company car and commercial vehicle fleet



# CSR ISSUES AND COMMITMENTS

We have been operating a social responsibility policy for almost 20 years now, with a view to developing our practices and processes (in order to improve our social and environmental impacts). Therefore, we are convinced we can work together to create value for our stakeholders. Our social responsibility policy is therefore based on four pillars.

**1. The vision of the owning family** has been fully committed to sustainable development for many years. The President's commitment was further reinforced in 2020 when the following tenets were reaffirmed:

- guarantee financial independence,
- ensure the company's long-term future,
- uphold the sense of service rooted in the Group's history,
- become and/or remain the benchmark across our businesses,
- make our company adopt a more ethical model for all by becoming a social impact company.

**2. Nine commitments** were identified following an analysis of the major impacts of the Group's activities. Due to the size of our workforce and locations, our major impacts are social and societal. But the very nature of many of our service or engineering activities has a significant impact in environmental terms.

**3. The 2020-2023 CSR road map** specifies the main CSR mechanisms and projects that contribute to our nine commitments. It describes the specific actions, associated performance indicators and targets in detail.

**4. A dedicated organisational framework** that enables the effective implementation of our policy (as described in the "Committed governance" chapter).



# OUR NINE COMMITMENTS







# A DAY-TO-DAY CONTRIBUTION TO THE **SDGs**

Since 2004, we have adhered to the ten fundamental principles of the United Nations Global Compact in relation to respect for human rights, international labour standards, the environment and the fight against corruption. We regularly communicate about the principles, among those we can influence, in order to advance this initiative.

By the end of 2015, the 17 Sustainable Development Goals (SDGs) of the United Nations 2030 Agenda for Sustainable Development had been adopted by 193 countries.

The Sustainable Development Goals are a call to action for everyone, with a view to promoting prosperity while protecting the planet. They recognise that ending poverty must go hand-in-hand with strategies that favour economic growth and address a range of social needs, including education, health, social protection and employment opportunities, while also combating climate change and helping protect the environment. In 2022, Onet helped launch the Marseille Provence-Corsica regional hub of the French network affiliated to the Global Compact and revealed how we are contributing to Agenda 2030.

**The SDG framework provides a structure that allows the company to:**

- identify our priorities among the 17 SDGs with regard to our activities and locations,
- build partnerships with our stakeholders,
- develop services that provide added value for the company and society,
- develop solid, sustainable business relationships with our customers, suppliers and subcontractors.

Each project and action described in this report echoes the SDGs to which Onet contributes in accordance with its impacts and the Group's resources.

## FOCUS: #SDG TROPHY

In October 2022, Émilie de Lombarès, President of the Executive Board of Onet SA, was a finalist for the SDG trophy in the Women's Leadership category. This trophy is organised by the French network affiliated to the Global Compact. The aim of the initiative is to reward individuals whose leadership inspires their organisations to innovate and adopt Agenda 2030. Émilie de Lombarès was recognised for her involvement, her career and her actions and notably her work in developing teams and helping them improve their diversity and skills.

### 17 SUSTAINABLE DEVELOPMENT GOALS FROM THE UNITED NATIONS

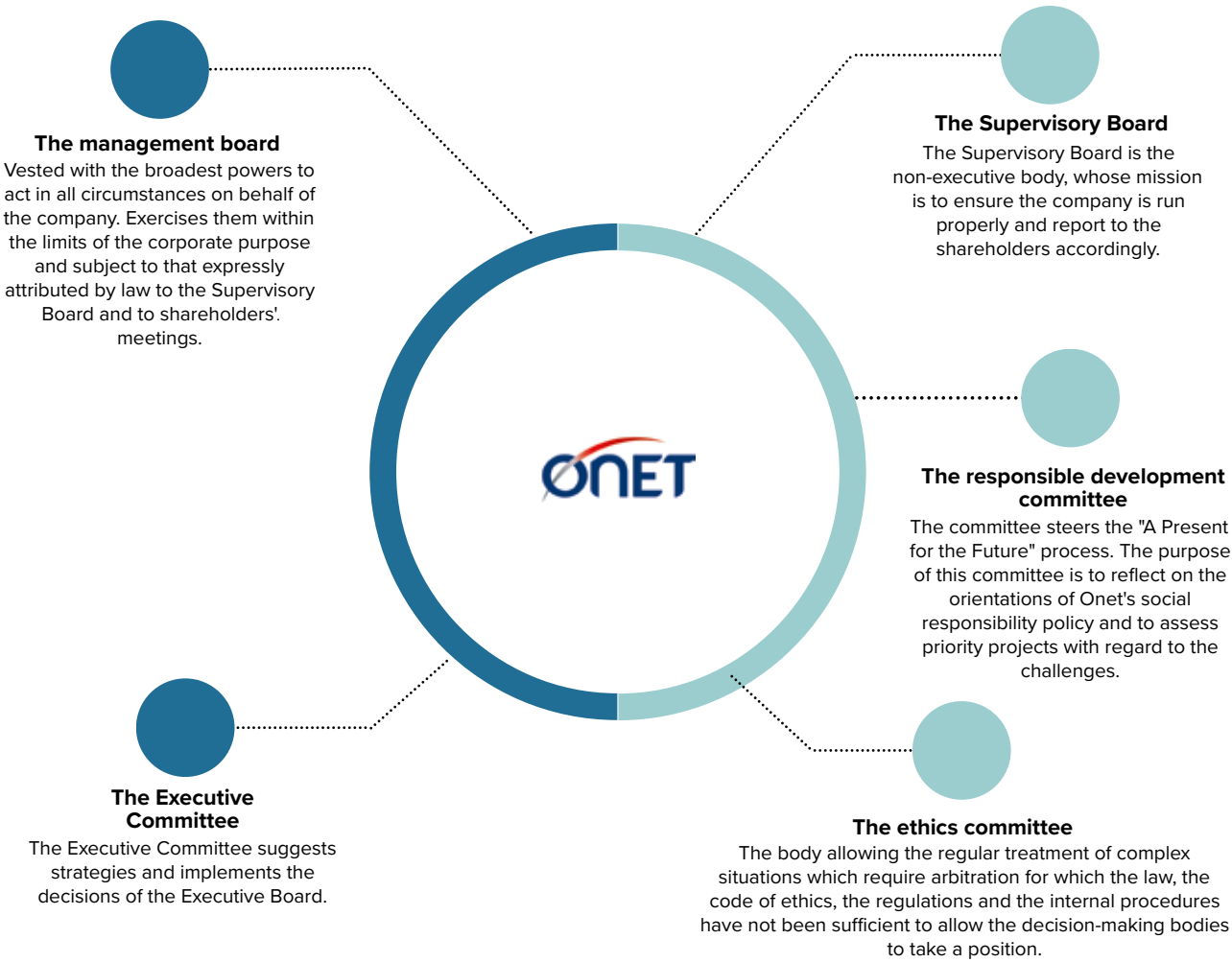






# COMMITTED GOUVERNANCE

**W**e are, first and foremost, a family Group owned by the seventh generation. In 2022, following the purchase of the shares belonging to our minority shareholder, the Coquet-Reinier family once again became the sole shareholder for the holding company. Our governance is organised around several bodies, which ensure the business is run in a reliable manner. On a day-to-day basis, Onet is managed by an Executive Board, which carries out its functions under the supervision of the Supervisory Board established by Article 15 of the articles of association.



Chaired by Émilie de Lombarès, **the Executive Board** is composed of members appointed by the Supervisory Board for a term of three years. They meet at least quarterly and are monitored by the Supervisory Board as they carry out their duties.

**The Supervisory Board** is the non-executive body, whose mission is to ensure the company is run properly and report to the shareholders accordingly. It meets as often as the company's interests require and at least four times a year to hear the quarterly report from the Executive Board. It appoints the President and the members of the Executive Board. It monitors the Executive Board's management of the company on an ongoing basis.

**The Executive Committee's** mission is to validate the implementation of the Executive Board's decisions. To do this, it meets on a monthly basis. In 2022, it had ten members and was chaired by Émilie de Lombarès. It brings together representatives of the company's significant operational structures. If necessary, decisions can be shared and communicated internally.





In order to drive our sustainable development approach and provide a suitable response to the issues facing our businesses, we created a cross-functional organisation 20 years ago known as **the Sustainable Development Committee**. Until 2022, it was chaired by Élisabeth Coquet-Reinier, President of Holding Reinier, and organised by Laurence Grillet Acerbo, the Sustainable Development Manager. It meets on a quarterly basis. Its role is both to identify potential projects for the future and to follow the CSR road map. It is composed of the following members:

- Élisabeth Coquet-Reinier, President of Reinier Holding, Chair of the Supervisory Board of Onet SA and Chair of the Sustainable Development Committee,
- Laurence Grillet Acerbo, Group Sustainable Development Manager,
- Laurence Lelouvier, Group Human Resources and CSR Manager,
- Magali Bousquet, Group Marketing and Communication Manager,
- Olga Guyot, Group Purchasing and General Resources Manager,
- Muriel Duguay, Group CSR Project Manager,
- Jean-Dominique Cucchi, Prodim General Manager,
- Bernard Lacore, Onet Cleaning Services Network General Manager,
- Élodie Volle, Onet Technologies Human Resources Manager,
- Sébastien Boy, Onet Technologies Q3SER Manager.

For the operational roll-out of projects, the Committee relies on the Sustainable Development Department, which:

- controls CSR policy,
- picks up on innovations, identifies good practices and draws inspiration from initiatives in other sectors of activity,
- arranges direct management of various projects associated with one or more CSR commitments and coordinates other project committees,
- is responsible for communication.

Chaired by Laurence Grillet Acerbo, the Ethics Committee is composed of members from inside and outside the Group. Its specific mission is to provide governance support and serve as a central entity for dealing with matters relating to professional ethics at Onet, while also providing advice, information and monitoring. It helps address 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 (relating to organisational issues, processes, etc.), and is also responsible for handling cases reported via the whistleblowing mechanism.



# FOR PEOPLE

# 2

## Safeguarding our teams and developing their potential

Our responsibility is to create a positive impact where we can.  
We are convinced we can do great things together and want to encourage our employees to commit themselves to our philosophy of environmental and societal responsibility, while giving them the support and training they need.





# THE POLICY: « LEADING ONET IN RISK PREVENTION »

Risk prevention, from a health and safety perspective, is the ongoing priority concern across all our activities. We are committed, across the board, to safeguarding the physical and mental well-being of our employees. In order to meet this commitment, the “Leading Onet in Risk Prevention” policy has aimed, for several years now, to establish a genuine health and safety culture throughout the Group over the long term.



## A STRATEGY THAT APPLIES AT ALL LEVELS

Following a sharp decline in our frequency rates (-34% over five years), the priority for 2022 was to find drivers to help us sustain our performance in an increasingly complex environment that is constantly changing. In this context, it was important for us to question the notion of leadership in safety matters, with a view to strengthening the managerial aspect of our prevention culture.

The aim is to improve our ability to encourage commitment in relation to these safety issues and positively influence the behaviour of our stakeholders: our employees first and foremost, but also our suppliers, subcontractors, customers and any others involved in the same working environment. This managerial involvement must mean leading by example through visible actions and must allow all employees to become proactive in terms of health and safety.



This work began with workshops held by the Group’s Executive Committee, with the aim of coming up with a joint strategic vision for safety. It was a case of sharing the main aspects of a common vision incorporating all Onet businesses, with a view to breaking them down into operational road maps adapted to the Group’s various activities and their level of maturity in terms of safety issues.

During a second phase, workshops concerned with prevention and operational matters made it possible to prioritise key actions and define deliverables and associated performance indicators. In 2023, all the constituent elements of this new policy will be communicated and backed up by an ambitious training plan over three years.

## RISK PREVENTION

Controlling the risks associated with our various activities is a daily concern and, each year, the “Leading Onet in Risk Prevention” (or POP) event, a day dedicated to safety at all the Group’s entities in France and abroad, highlights priority health and safety issues – with reference to any incidents over the course of the year.



**“Leading Onet in Risk Prevention”, the essential policy**

The POP event for 2021 was dedicated to “actions that save lives”. Thanks to this, employees were able to take effective actions to help victims and in one case saved the life of an employee from an external service provider.

The year 2022 was still in the shadow of a two-year pandemic, which had repercussions for everyone’s behaviour. As a result, our chosen theme for our annual event reflects what had emerged over the previous year. Specifically, we had noticed, both in France and abroad, an increase in addictive behaviours in those countries that applied lockdown measures. Hence, addiction prevention was at the heart of the 8th edition of the POP day in 2022.

The activities aimed to dispel certain preconceived ideas and approach the issue through a playful approach, based on a spectrum that goes beyond the consumption of psychoactive substances. Our foreign subsidiaries have also got local associations or experts involved in order to raise awareness of this issue.



**Vigilance on the road and prevention of associated risks**

In 2022, we unfortunately had two fatal commuting accidents. We therefore decided to tie this topic in with the “POP” event, by running an e-learning module with new content on prevention and including a chapter on “addictions”. By way of reminder, a comprehensive approach to the prevention of road-related risk has been in place for nearly 12 years. More than 500 new employees received remote training in 2022 through numerous prevention sessions. Since 2016, we have been partners and signatories of the “Committed Employer” charter for road safety. Fun and educational materials provide regular reminders of the seven golden rules in this charter, as does Road Safety Week, which took place in early May 2022. This mechanism, backed up by personalised support for our branches with the largest number of accidents, is delivered via a partnership with Codes Rousseau and the ECF driving school. More than two years ago, we joined the collège des professionnels et des entreprises (Association of Professionals and Businesses) of France’s new Conseil National de la Sécurité Routière (National Road Safety Council – CNSR), which works on specific proposals to help the government bring down the number of road deaths. For example, in 2022, Onet worked on Recommendation 3 entitled “Strategy for committing professionals to road safety”.

**Prevention of musculoskeletal disorders (MSDs)**

During this 8th POP event, some businesses backed up the activities on offer with measures to raise awareness of their specific issues. For example, the Cleaning business organised a virtual Escape Game on the prevention of musculoskeletal disorders. In the cleaning sector, workplace statistics still confirm that MSDs account for a very large proportion (97%) of occupational illnesses recorded. Taking stock of these issues and in partnership with various stakeholders – including the Fédération des Entreprises de Propreté (Association of Cleaning Companies – FEP), the Caisse d’Assurance Retraite et de la Santé au travail (Retirement and Occupational Health Fund – CARSAT) and the Association Régionale pour l’Amélioration des Conditions de Travail (Regional Association for the Improvement of Working Conditions – ARACT) – Onet has been implementing an MSD prevention approach for several years and relies on its network of 67 certified MSD prevention facilitators (MSDPFs), with 16 trained in 2022.





### Reducing risks for our employees via innovation

Some of our businesses are more prone to MSDs. This is particularly the case for roles/jobs associated with Onet Airport Services. The handling of baggage and all the actions associated with this business require significant physical effort. So we are looking to improve the working conditions of our employees, particularly through innovative measures. Recently, we developed a new tool known as the “scanner” glove. So instead of an agent holding a scanner in one hand, this glove allows them to use both hands during their work. As it is finger-operated, it allows the user to scan a piece of luggage and handle it with both hands at the same time, thus avoiding the risk of musculoskeletal disorders. This is still at the trial stage, but the plan is to provide all our employees with this type of assistance mechanism.



An employee at Onet Airport Services wearing the scanner glove.



### Psychosocial risks (PSRs) and quality of life at work

Since 2009, we have set up a free hotline with a psychology practice to help prevent PSRs. Alongside this assistance from a qualified health professional, we put in place a specific training plan for PSRs around two years ago. After cleaning businesses, the focus of these training initiatives switched, in 2022, to businesses involving human and electronic security. In terms of the nuclear engineering and related services businesses, we have included a training module on PSR prevention, backed up by topic-based workshops (Balance between toughness and kindness/Managing different personalities/Identifying when an employee/group is struggling, etc.), as part of the course for managers. More than 200 managers have taken this course.

## PERFORMANCE INDICATORS

With activity returning to sustained levels once more, following a reduction in the Group frequency rate of 0.35 points (22.6) in 2021, we are seeing a fairly stable frequency rate of 23 for France. This result marks a sustained improvement as this rate is still nearly 7 points lower than the 2019 benchmark period, i.e. before the pandemic. The cleaning businesses are still performing well, with their rate again decreasing compared with 2021 (26.6 or -3%) and still 8 points less than 2019. The rates for the Human Security and Reception (13.7) and Onet Technologies (4.8) businesses have deteriorated slightly since 2021, but remain 1 and 2 points respectively lower than 2019.

On the other hand, the rates for the logistics (41.6) and airport (64.1) businesses, where activity has really picked up again, increased markedly compared with 2021, while remaining below the benchmark year of 2019 (reduction of 9 and 20 points respectively).

The analysis highlights an increase in workplace accidents with short-term consequences in 2022, with accidents involving fewer than six days' absence rising to 20% compared with 14% in 2021.

This is reflected in the improvement in the severity rate, which stabilised at the end of 2022 at 2.21 compared with 2.35 in 2021.

From an international perspective, the results recorded show quite a contrast compared with the performance levels of 2021:

- Onet Spain has seen its frequency rate remain unchanged and managed to reduce its severity rate.
- Onet Luxembourg saw its frequency rate improve in 2022, but the severity rate deteriorated significantly.
- Onet Brazil Centro has unfortunately seen all of its rates deteriorate.

Besides these rates, each business monitors additional indicators, with a view to managing preventive measures specific to their activity. As part of the new safety policy, the idea of creating some common foundations for the various businesses is currently being considered.

**23** Group frequency rate

**2.21** Group severity rate

**20 %** of accidents with fewer than six days' absence

“

#TEAMS



“Our safety challenge is all about reporting dangerous situations via our “Onet traceability” tool. The team leaders involved are in charge of reporting dangerous situations. They make reference to the software, the type of risk, the actions to be taken and particularly the solutions to be deployed. They also have the option to add photos. On the ground, we can feel the motivation of both team leaders and the teams themselves. Since this challenge was launched in October 2021, we have noticed an improvement in compliance with safety instructions during our visits to monitor behaviour. **In 2021, we had a frequency rate of 27. In July 2022, it was down to 17.**”

**Hugo.S**

Onet Cleaning and Services



The primary benefit of the safety challenge is the chance to create a safety culture on the ground. If we are to embed safety and prevention, right across the branch, this must be achieved on the ground. Creating a culture of prevention was one of our prime objectives, and this has been a success.

**Bruno.V**

Onet Cleaning and Services



# INCLUSION AND DIVERSITY AT THE HEART OF OUR HR POLICY

Several years ago, we initiated a global approach to promote diversity and inclusion by integrating these values into our strategy. The diversity offered by women and men, as well as their backgrounds, training and experience, can only enrich the company.



We have invested over many years in programmes that promote diversity and variety – in order to develop the singularities and differences within teams that make us much more successful and dynamic.

## A LONG-STANDING COMMITMENT

Working and growing together, while promoting inclusivity. This is the ambition of the social impact company we want to be. Our commitment to employment access is a long-standing one, with the Group signing the Charte de la Diversité (Diversity Charter) in 2006 and again in 2019 and 2023.

Our Human Resources Department has organised itself accordingly in order to meet our commitments as best it can, while ensuring we remain close to the needs of operational personnel, our customers and especially our employees.

The inclusion policy, derived from the “Élan RH 2020-2023” (HR Momentum 2020-2023) plan, is a strategic project that extends to highest level of the Group’s management. Our determination to achieve an inclusive society is clear to see, and we are committed to changing mindsets and corporate culture. One that allows all employees, through their role and mission and by developing and enhancing their skills, to create value for each customer and society as a



whole.  
A dedicated inclusion team has been set up accordingly, as a focal point for our mission. It helps to promote diversity and the fight against discrimination and to make inclusion a driver of innovation and performance.

- Our inclusion policy focuses on four main aspects:
- people with disabilities,
  - the unemployed,
  - women,
  - older people.

This inclusive approach is also backed up by support for housing and social action.

### Specific actions throughout the year in favour of disability

We have implemented a disability policy since 2016 and, since 2019, we have coordinated our policies towards various diversity target groups. We are keen to develop a culture conducive to the employment and professional development of people with disabilities.

We are committed to including people with disabilities across all businesses and at all levels within the Group

hierarchy.  
We monitor and promote their career development by developing their skills. These measures are beneficial to all employees, whether they have a disability or not. We do what we can to remove taboos, get people talking about disability and rebuild trust. If we are to succeed together in this area, it is just as crucial to promote unity among all our internal and external stakeholders – as regards the issue of disability.

We have defined three pillars within our disability policy: recruiting staff or welcoming trainees with disabilities, raising awareness and also retention. First of all, we set up training initiatives for our recruiters on the subject of non-discrimination, and more than a hundred people took our training courses in 2022.

Also, to give ourselves the means to achieve our goals, we rely on a network of partners too. All of our job offers are published, as a matter of course, with **AGEFIPH** and **Cap emploi** (two French agencies concerned with promoting employment of people with disabilities).





If we are to change how employees see disability and to promote recognition of workers' official disability status, we need to explain and value disability. And in order to drive and respond to this approach, we have established a network of consultants based on the voluntary sector. The role of the inclusion consultant, or "réfèrent inclusion", is to provide real support for the disability policy, thereby helping employees to recognise disability as an issue and managers to make any adjustments in the workplace. This network is facilitated through quarterly webinars, where regulatory information, case studies and conferences are discussed.

On 13 September 2022, the network met for a seminar. A day for bonding, aimed at strengthening the ties between consultants in the network and helping them share their experiences. It was also an opportunity to promote their missions within the Group. Our partners CHEOPS PACA (a regional disability organisation), Cap Emploi, Agefiph and ESAT "les Argonautes" (a local disability inclusion body) were also on hand to discuss the issue of disability in the workplace. The day ended on a fun note, with everyone joining forces to create a big painting. Throughout the year, we participate in many national events and campaigns. For example, from 14 to 20 November 2022 we participated in the

26th European Week for the Employment of People with Disabilities (EWPD). The week provides an opportunity to think about the various mechanisms in place to help people with disabilities to access employment. It is a forum for sharing views and experiences and somewhere we can learn from each other and raise awareness about the work of people with disabilities, including initiatives like DuoDay, Progress Activator, etc.

**DuoDay: a day to change how we look at disability**

DuoDay was held on 17 November 2022. The idea is to welcome a person with a disability for the day and pair them with a volunteer employee. Apart from allowing the person to learn about a particular business, this day of immersion at the company is also a chance for both to share views and experiences. It is an opportunity for people to get together and hopefully change their perspective and overcome any prejudices. We welcomed 13 people with disabilities, with a view to them learning about our businesses, talking with our teams and preparing their search for employment or training opportunities. This day for sharing was a chance for us to pick up on ideas and comments, which we have now integrated into our disability plan.



**#TEAMS**



During my "inclus pros" course, a Pôle emploi (a French employment support agency) project aimed at getting people back into work, I was able to participate in DuoDay. I found it interesting, the idea of talking about my disability at a company, of challenging ideas. There's more to disability than being confined to a wheelchair. It was also an opportunity to

present my career plan for securing a placement. I spent time at Onet Cleaning and Services branch in Le Mans. First, I had a 15-day placement concerned with HR work. Then the branch manager offered me a permanent contract. DuoDay offered me an incredible opportunity and a real chance to bounce back. The position I hold today allows me to help people and put my expertise and experience to good use, and that feels great.

**Julie.P**  
Onet CLeaning and Services

For those experiencing difficulty at work due to health problems, there are solutions to help staff keep their jobs and continue working in suitable conditions. We actively pursue a policy of retaining staff and supporting our employees who have disabilities. Our HR Department has set up dedicated mechanisms accordingly. First of all, we want to provide ways of helping people understand the benefit of taking action before employees become unfit for work. We offer personalised support to employees recognised as having a disability and at risk of becoming unfit for work. We establish the feasibility of adapting someone's role/workplace where possible and encourage employees with disabilities to switch jobs where necessary.

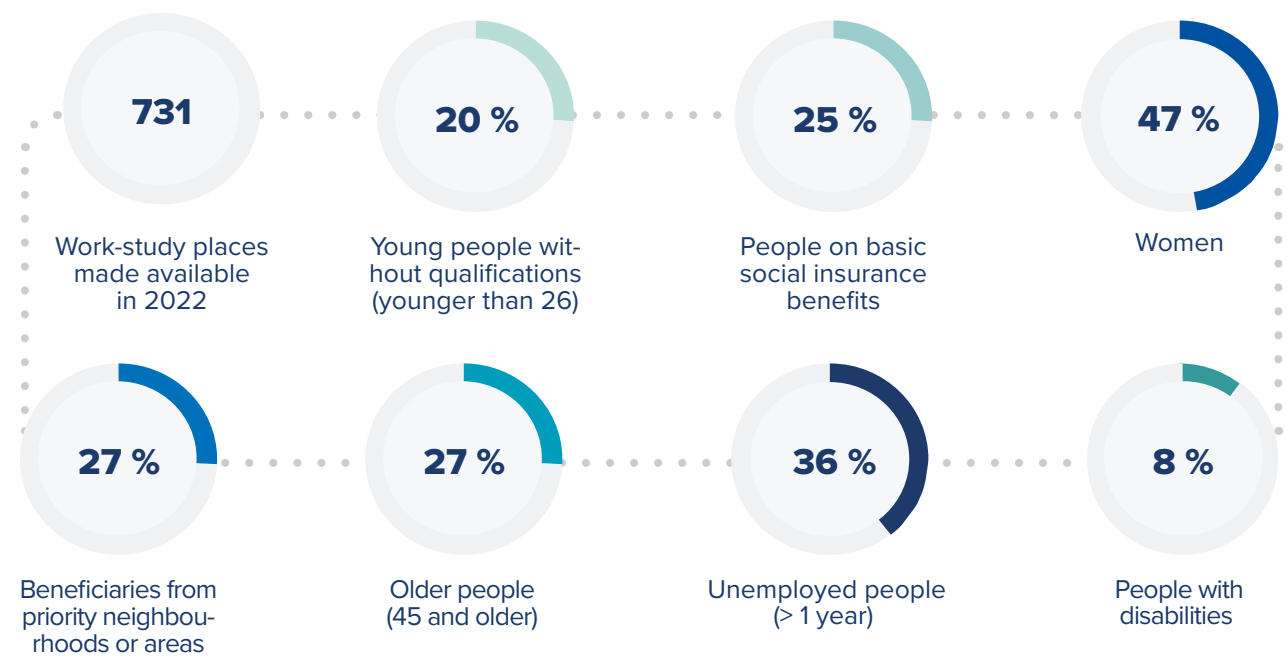
**Action for the unemployed**

Promoting equal employment opportunities for the unemployed is one of our priorities. We have put in place a coherent set of measures to target the difficulties these groups face in accessing employment. We focus on creating direct and indirect jobs in each of the local employment markets. One specific measure is our involvement on the boards of ten GEIQ Propreté (employers' bodies within the cleaning sector) across France. These are associations of individual companies, which were formed with the aim to address their recruitment problems. We are working to develop a more responsible approach to recruitment: In 2022, we contributed to 731 access and qualification pathways by making 158,280 hours available.

In order to help people put together a sensible career plan, we come up with ways for them to learn about different businesses and the corporate world. Our employees actively participate in these initiatives through partnerships. For example, the association Nos Quartiers ont du talent (Our Neighbourhoods Have Talent) aims to help young graduates from modest backgrounds access employment through mentorships, and the Institut Télémaque promotes cultural diversity by facilitating access for young people from certain neighbourhoods.



Number of people, looking to access employment, made available by GEIQ Propreté in 2022



**Ensuring equality across all our businesses**

We are committed to the principle of equal treatment for all women and men throughout their careers. We encourage women to prosper at all levels of the hierarchy by developing their skills and favouring promotion from inside the company. Each year, companies with at least 50 employees must publish the score for their gender equality index. The score is out of a possible 100 points, calculated on the basis of four or five indicators (gender pay gap, difference in distribution of individual pay increases, difference in distribution of promotions, number of female employees given pay increases upon their return from maternity leave, number of people from the under-represented gender among the ten highest salaries). Companies with a gender equality index score of below 85 will then negotiate and publish their progress targets for each of the indicators in the index where the maximum score has not been achieved. The vast majority of our entities that are covered by the gender equality index score above 85/100. For example, for one of our entities, Onet Logistics – whose 2021 index score was 89 – we carried out a follow-up audit, along with FACE Sud Provence (a regional pro-inclusiveness foundation), to check on an action plan that was being put together.

They helped us identify the issues relating to gender equality and diversity in this business, where men have tended to dominate. Implementation of this plan is ongoing.

To help us be more effective and respond better to the various issues, we have strengthened our partnerships and collaborations:

- FACE (anti-exclusion foundations) - PLIE (local employment access plans) - GEIQ (employers' bodies from certain sectors),
- Co-contracting involving EA-ESAT (vocational rehabilitation centres and disability-friendly companies) such as APF (a pro-disability association) etc.,
- Pôle emploi (an employment support agency),
- Défense Mobilité (an agency helping military personnel to find employment) – older people, those with disabilities,
- AGEFIPH/Cap Emploi (agencies concerned with promoting employment of people with disabilities),
- Bodies/agencies promoting youth recruitment: Job à cœur, 1jeune1solution, E2C, CAP AU NORD, Industreet,
- Bodies/agencies for young people: NQT, Télémaque, Énergies Jeunes,
- Les entreprises s'engagent (associations of inclusion-friendly employers) – PAQTE (employers'

initiative to promote recruitment from disadvantaged neighbourhoods),

- Les entreprises pour la Cité (an employers' body for promoting social cohesion), Charte Diversité (Diversity Charter)

This will allow us to benefit from Humando's expertise (creating mechanisms, collaboration with public

employment services, public funding) and its network, with a view to setting up training and access mechanisms for the unemployed and meeting our recruitment needs. Currently, two mechanisms are being developed for the security and airport businesses. This pilot scheme will then allow us to consider a larger-scale roll-out.



**#INTERNATIONAL**

**Onet Iberia offers literacy classes to women at risk of exclusion**

In 2022, Onet Iberia launched El Semillero, an access through literacy project promoted by the management at an international level, who have made improving the subsidiaries' environmental and social footprint a key priority. The project is based on a partnership with the Saint-Vincent-de-Paul association, which is well established in Spain. "Knowing how to read and write is the key to accessing employment," explains Natalia Macias, Head of Training, Recruitment and HR Development. "While illiteracy is low in the country, there are still some people, especially migrants, who need to master our language. Our teams include employees of all nationalities, so we had to adopt a position on these issues."

In addition to the courses offered by the association in Madrid, Onet Iberia organises two-hour workshops once a month on everyday topics, thanks to employee volunteers who are keen to share their skills and passions. When it comes to cultural outings, Onet Iberia calls on its customers, which creates a second link with the association. The 30 students have already visited the Madrid Railway Museum and enjoyed film screenings with their families.

The next step is to extend the initiative beyond Madrid. This "seeding bed" (a translation of Semillero) marks an important step in terms of each of our subsidiaries buying into the social impact approach to business.



# A UNIVERSITY TO BRING US TOGETHER

**T**raining is the ideal opportunity to bring us together. A way of uniting people and giving meaning to activities. Our collective strength and richness lie in the diversity of our businesses, and recently a total of 14 groups – made up of employees from the Group’s various businesses – came together for 11 days of training on the fundamentals of excellence in sales. The event was held across the three sites of Marseille, Paris and Bordeaux.



The principle objective of Onet University is to offer training resources aimed at making life easier for learners and thereby facilitating the transfer of knowledge. It has a genuine strategic dimension because it embodies a definite vision of the company. The point of our University, first and foremost, is to develop the skills of all our employees, from agents to managers and whatever their line of business. Other key concerns include helping our managers to grow and develop their leadership skills, digitalising training, contributing to the employer brand and acting as an interface with the company’s external environment.

## A SALES COMMUNITY

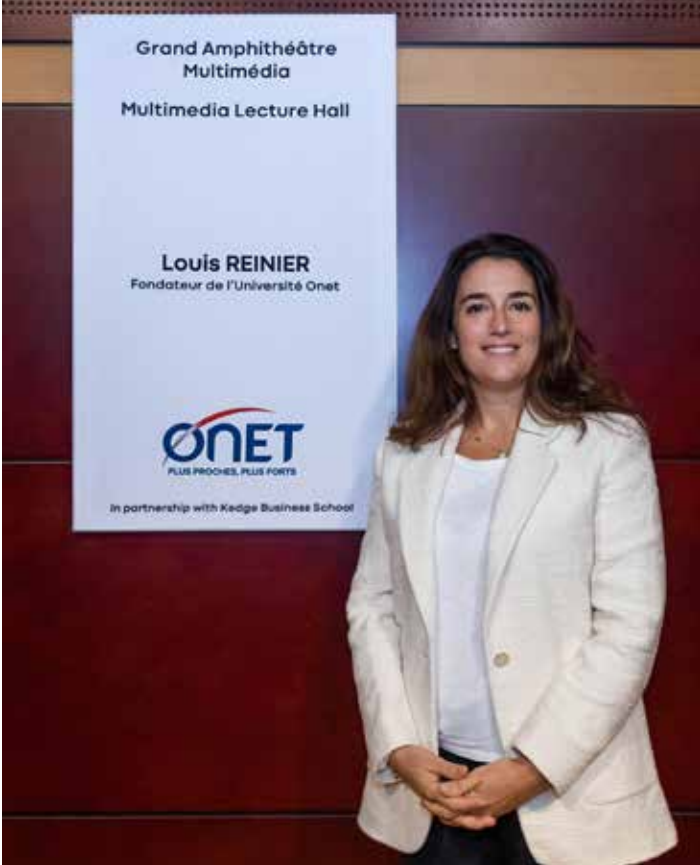
In December 2022, after more than a year of training, 115 Group employees were awarded their certificates for the “Fundamentals of excellence in sales” training course, which equates to two skills blocks within the Bachelor’s programme at Kedge Business School. All of them took this course to demonstrate the development of their skills, increase their effectiveness at sales and therefore contribute to the development of the Group. It was also a case of learning to speak the same language. Our goal, beyond the actual training content, is to use this programme to unite people within a genuine Onet sales community. **Onet ambassadors** – one and all!

This training was created on a bespoke basis with the teams from our University and the continuing development people at Kedge Business School. Each module was co-devised by teaching staff at Kedge Business School and business experts (creators) from each of our Business Units. The idea was to tailor things to our culture, our environment and our businesses, so as to meet our operational and strategic needs as closely as possible. The training modules include one dedicated to “brand” strategy and CSR strategy, which was put together and led in-house, with each participant acting as an ambassador and spokesperson for this differentiated approach.

The culmination of this course was graduation day, which took place at the premises of Kedge Business School. This event was also an opportunity to celebrate a historic partnership and unveil the new name of the lecture hall at the Marseille campus of Kedge Business School. This has now been formally renamed after “Louis Reinier, Fondateur de l’Université Onet” (Louis Reinier, Founder of Onet University), in the presence of Émilie de Lombarès and “business relations” representatives from Kedge Business School.

Finally, in keeping with the underlying themes of the “performance and excellence” part of the course, the graduates had a chance to hear from Blaise Agresti (a mountain guide), whose talk made them think about what individuals and groups can do to achieve success together.

This course, with its promotion of individual and collective development, is clear evidence that the Group’s investment in skills development is based on a strong commitment. A proven programme that serves our strategy of putting customers at the heart of things.





## #TEAMS

“The training course on offer today provides a way of aligning the company’s various sales forces with a structure and methodology that can help everyone achieve their objectives.” **Frédéric.M, Onet Group.**

“Our goal was to make Onet’s sales representatives speak with one voice, while retaining the specific identities of each business.” **Maxime.M, Onet Technologies.**

“There is the interaction between the different businesses, which is really very important because we learn a lot from others.” **Laurence.A, Onet Cleaning and Services.**

“The bonus with this training is the chance to swap views and experiences with all the businesses across the Group and actually share thoughts on mutual customers. And to benefit from their experience of these same customers.” **Nicolas.B, Onet Cleaning and Services.**

“A truly enriching experience for all of us, including from a methodology perspective.” **Bryan.B, Onet Security.**

“The aim is to have sound arguments and to take a different view of sales and the buyers we have to deal with. For me, sales success is based on long-term relationships with customers. The added value we get from Onet is the CSR approach that sets us apart from the competition.” **Emmanuel.B, Onet Technologies.**



## INVESTING IN PEOPLE TO MAKE A DIFFERENCE

### Focus on our local managers

Specific and tailored training courses are available to help employees progress in their careers. The “New Manager” course aims to develop the skills of managers on the ground. It builds on the first level of our training for managers.

This course allows team leaders or supervisors in the regions to supplement their training, with the support of their regional offices. This mechanism mainly involves helping people take up their position and understand the various aspects of the manager’s role. It also includes a personal follow-up plan and a certification mechanism. Employees can benefit from “New Manager” certification. So far, seven regional offices have launched this course.

At the same time, other courses (Local Manager and Managing a Centre of Responsibility) have continued to be rolled out. Our training courses use a variety of formats for learning, training and adopting good practices, with a view to helping our managers “grow” and making them more employable. The University helps all employees develop their skills, regardless of their level, business or position.



# 194

employees on  
certification  
courses

# 115

certified by the  
sales training  
course

# 2 274

courses  
completed  
on Onet Learn

# 2 542

employees have  
taken a training  
module involving  
digital learning



# EMPLOYEE COMMITMENT AS A DRIVER OF PERFORMANCE



Employee commitment is stimulated by many factors: a sense of belonging, recognition and feeling valued, which includes training and career prospects. There are many factors that can foster and improve commitment. Indeed, giving people the opportunity to train, grow and develop both personal and professional skills is sure to create a sense of fulfilment. Committed employees make a big personal investment and really buy into the company’s missions and values. They are motivated to contribute to the company’s overall success. By acting as ambassadors for the company, they help enhance the employer brand.

## #FOCUS ON OUR TEAMS



I have been with the Group for 21 years. The PMO course helped me become more methodical about organisation and gave me confidence in my role. I was able to take a step back, delegate more and trust the teams. I am very grateful to Onet for the confidence they have shown in me and for this very enriching training. I did not have a high level of education to begin with and am proud to have passed this diploma. Onet knows how to help its employees increase their skills.

**VINCENT.L**  
Onet Technologies



What fascinates me are the human relationships (with teams and customers). The MCR course gave me another perspective on the business, as well as some management techniques. I am proud to have been promoted from in house. I didn’t need a degree. I have not experienced that elsewhere. I am grateful to Onet. I find it quite extraordinary.

**STÉPHANE.G**  
Onet Security



What fascinates me is the human aspect. That’s 80% of what we do. The MCR course gave me a broader perspective and allowed me to come up with a strategy for the branch. I was able to get the team on board and take a step back. It is a collective success. I’ve been with Onet from a young age. I joined the Group at 18 and have had several positions. Today I manage a branch. I am proud of my journey.

**BARBARA.B**  
Onet Cleaning and Services



## SHARING EXPERIENCES AND COOPERATION: KEY DRIVERS OF SUCCESS

Sharing knowledge with other professionals, environments and companies provides a new opportunity to learn and change how to go about things. We offer our employees the opportunity to enjoy an innovative training experience through the “Open Minded Managers” (OMM) course. This programme is hosted by and run between different companies and provides an opportunity to discover different creative approaches and corporate cultures. Its objective is to share good practice while developing leadership.

It is based on a disruptive approach involving creativity, agility, networking and a different way of thinking. It is also an opportunity for our participants to develop their network beyond their usual ecosystem.

Today, the success of this mechanism extends beyond its local roots as we have been asked to roll it out in the Paris region with new companies.

Partner companies include ArcelorMittal, Carrefour, Google, Naval Group, Pernod Ricard France, Petroineos, Sanofi, Thales, Technicatome and STMicroelectronic.





# FOR THE PLANET

## Reducing our environmental footprint

Our goal is to reduce our environmental footprint by rolling out solutions based mainly on the circular economy, and mostly across all our businesses in order to increase our impact.

# 3





# REDUCING OUR ENERGY FOOTPRINT AND THAT OF OUR CUSTOMERS

Commuting, business trips and managing logistics flows. Mobility is everywhere, and lots of big issues are involved. Moreover, France’s recent law on mobility (LOM) has moved the goalposts in terms of mobility plans. The ecological transition is an important driver for modernising the company.



The implementation of a mobility plan process is part of this and also serves as a CSR tool. Introducing remote working, investing in a greener fleet or offering alternative mobility solutions mean taking environmental issues into account. One of our objectives is to reduce our energy footprint and that of our customers as part of the drive for carbon neutrality by 2050. This involves various individual components:

- developing sustainable mobility,
- energy transition for our vehicle fleet,
- improving the energy performance of buildings.

## PROMOTING SUSTAINABLE MOBILITY

### Day-to-day journeys

In terms of mobility, one of the main drivers is the reduction of greenhouse gas emissions and improvement of air quality. Transport is the largest contributor to greenhouse gas (GHG) emissions in France.

In 2019, it accounted for 31% of French emissions. Transport emissions are mainly caused by private car journeys. Most cars are used by individual households and are responsible for more than half (51%) of the sector’s emissions. In order to reduce the rate of single-person car journeys, we have included ways of adopting soft modes of transport into our strategy.

For example, we are rolling out mobility plans aimed at optimising and increasing the efficiency of travel associated with the company’s activity. Developing the mobility plan involves evaluating the existing transport offer near customer sites and analysing our employees’ commuting behaviour and business trips, with a view to coming up with an action programme of that reflects the situation.

These action programmes may include measures for promoting alternative transport arrangements such as public transport, carpooling and car sharing, walking and cycling. It also involves rethinking how work is organized, such as promoting remote working, flexible working hours or adapting logistics and deliveries of goods.

In this context, we have implemented various partnerships. Two of these are particularly committed to improving the daily lives of our employees and our energy footprint.



The leader in the carpooling market, BlaBlaCar offers a service dedicated to daily commuting journeys. Carpooling is about optimising transport by connecting individuals who make the same journey. “We were looking for a partner who could connect drivers with passengers and raise the profile of carpooling within our Group. In 2019, we turned to the French leader in shared mobility, BlaBlaCar. Now, our employees have the opportunity to find other employees making the same trips in the same geographical area as them. We want to help our employees to change their behaviours.”

**Nathalie Da Silva**, Onet Road Risk Prevention and Ecomobility Manager.



Another partnership is the one we have with Geovelo, an innovative cycling solution. This calculates suitable journeys and offers our employees convenience, safety and peace of mind. The journeys calculated are adapted to people’s cycling preferences, from the fastest route to the safest. Our goal is to develop cycling within the company.

Apart from any partnerships we can forge, we have also carried out studies among our employees. In particular, we found that, at the seven largest customer sites in the wider Paris area, 83% of employees regularly use public transport, 2% regularly carpool, but very few cycle, mainly because of their working hours. For certain Group activities, an alternative solution to mobility plans was launched in 2022 with the implementation study for “Sustainable Mobility Packages”. This mechanism provides an incentive to any employee making a minimum number of trips between their usual residence and place of work by bike and/or carpooling, in the form of an annual allowance.



Longer journeys

The size of our Group and the geographical distribution of our customers can also mean that many journeys are made over long distances. Also, the more journeys made, the greater the risk of accidents. Road safety is a major concern for the government, and for us too, of course.

- For several years, we have been pursuing a policy in this area with the following objectives:
- protecting employees’ safety, security and work/life balance by thinking in advance about travel and optimising the options available,
  - promoting videoconferences where possible and particularly for meetings of less than three hours or where the purpose can be achieved remotely,
  - optimising travel arrangements by scheduling several appointments or meetings for the same journey,
  - favouring forms of public transport with low CO<sub>2</sub> emissions and, in particular, preferring trains to flights for domestic journeys.

In 2022, a significant increase in travel was observed as activity levels really picked up again. But it is still reassuring to see how this policy has significantly reduced long-distance travel between 2019 and 2022, if we disregard the pandemic period and particularly any lockdowns.



ENERGY TRANSITION FOR OUR VEHICLE FLEET

We have been committed to the energy transition since 2019, when the project was launched. The core issue is to shift our fleet towards less polluting solutions than diesel. Our fleet consists of 3,880 vehicles, split between 75% commercial vehicles and 25% company cars. This transition comes in the wake of France’s mobility orientation (LOM) and climate laws, which are forcing companies to make their vehicle fleets greener and ban the use of polluting vehicles in LEZs (low emission zones). 2021 was a pilot year for the roll-out of electric vehicles. An incentive scheme for the roll-out of electric vehicles has been set up for company cars. This involves the installation of charging stations at employees’ homes, partly financed by us.



15 pilot agencies have been fitted with charging stations for 60 electric vehicles. 2022 was a chance to take stock and gather feedback on the pilot year. The issue is both new and complex and required some forethought and reflection on technical and organisational matters.

The electric vehicles were subsequently ordered by our Purchasing Department, with the best charging options and the right cables to ensure people bought into the idea and were happy.

**14.8% of our vehicles were replaced with electric or hybrid vehicles in 2022.**







To build on this initiative, we entered into a partnership with Ze-Watt last July. We have focused our attention on this structure because it meets our expectations in terms of commitment to the environment and the services offered. The charging stations are manufactured in France and only made to order. The number of charging stations to be installed at each branch is based on both the number of vehicles to be replaced over the next few years and the electrical capacity of the site. Our plug-in hybrid vehicle policy has been reviewed.

These low-range vehicles (50 km), which have to be charged daily, are severely limited. We also carried out an in-depth study to fully understand the ecosystem local to the charging stations as well as the links between the different actors involved. By the end of 2022, we were studying about 40 branches.

**In 2023, the objective will be to prioritise replacement of electric commercial vehicles, i.e. vans, and the equipment at about 50 branches.**

#INTERNATIONAL

Ethanol proves popular in Brazil

Ethanol is obtained through the fermentation of sugar cane juice. It has been produced in Brazil since the '70s. It is currently used on a large scale in many modes of transport throughout the country. Thanks to ethanol, Brazil is one of the world's leading producers of biofuel.

In addition, it is difficult to envisage the development of electric vehicles as their production and import into Brazil are poorly developed. The lack of charging infrastructure to create a territorial network is another point to consider.

As part of our energy transition policy towards fuels other than diesel, our teams have naturally chosen ethanol to reduce greenhouse gas emissions from their vehicle fleet. This decision was also made because it is a sustainable fuel, with over 80% of sugar cane cultivation concentrated around São Paulo.

The fleet of vehicles in Brazil was already “flex”, so running on both fossil fuel and ethanol. However, Onet Brazil has set itself the goal of converting 100% of the fleet to ethanol only. An important step in raising collective awareness of environmental issues.



#AT OUR CUSTOMERS

Offering tailored, innovative and sustainable solutions is in our DNA. Our commitment to a more positive impact on the environment does not stop at our activities. On the contrary, we are committed to placing our CSR issues at the heart of our “customer” operations. This is what we have been working on in 2022 at Onet Logistics.

The logistics sector is heavily involved in the ecological transition. In order to reduce its environmental footprint, it must adapt and turn to clean technologies aimed at reducing polluting emissions. So part of our role is also to help lots of professionals implement solutions that can optimise their performance on site, such as decarbonisation of transport.

We therefore offered an innovative solution to our customer Michelin, which is totally in keeping with the concept of “green logistics”.

The introduction of electric vehicles marks a major milestone on the road to decarbonisation. Working in collaboration, we carried out an action of this type at one of their sites by replacing tractors with combustion

engines with electric ones and so changed the fleet of tractors in operation for the customer. As well as fitting in with a joint CSR policy, this considerably improves the working conditions of our teams on the ground. In terms of ergonomics and harmful effects, these new tractors are more comfortable, almost silent and eliminate exposure to exhaust gases.

“With the tractors with combustion engines, we had to fill them up every day. We do not have a tank on site, so we had to allow 20 to 25 minutes each day for this. Today, with the electric version, we just plug it in and don’t have to worry about anything else,” explains Vincent. L from Onet Logistics



Watch a video to see how Onet and Michelin are innovating and decarbonising transport!





WITH SINTEO, REAL ESTATE GOES POST-CARBON!

By concentrating populations, activities and infrastructure, cities and buildings are at the front line of climate change. This is the vision that is inspiring Sinto to push for smart buildings that are more energy-efficient and have a low carbon footprint. A big name in post-carbon buildings, from design to operation, Sinto joined forces with us in 2013 to strengthen our offer in the field of clean services engineering.

Bringing a global approach to all stages of a building's life

An expert in engineering and consulting work – and specialising in the environmental performance of buildings – Sinto adopts a singular approach, which is both global and multidisciplinary. Sinto is concerned with two main areas:

- businesses associated with the operation of existing buildings,
- sustainable construction involving both new construction work and rehabilitation of existing assets.

Major projects

In terms of recent work, the teams shared their expertise with the developer Altarea over a three-year period during the construction of Groupama's new regional headquarters in Mérignac, which the insurer has occupied since March.

The goals were to obtain the best environmental quality labels by exceeding existing regulations, to factor ecological and biodiversity considerations into the project (protection of species, respect for ecosystems, etc.) and to promote the reuse of materials from old buildings belonging to the insurer, who was very committed to this idea. A mission well and truly accomplished!

Another project involves Allianz Real Estate, a long-term partner of Sinto over several years whom Sinto supports with its energy performance issues. The first collaboration was to initiate energy reporting and organise environmental committees for service sector leases of more than 2,000 m<sup>2</sup>, while a second collaboration in 2018 involved extending reporting to all service sector buildings as well as housing. By cross-referencing the knowledge accumulated about buildings with data gathered regarding likely end dates for leases, Sinto was able to develop a tailor-made tool as part of a third collaboration. The idea was to have a consistent method over time to align any work on real estate assets with the timeline for the Paris climate agreements. Thanks to this, a projection for carbon savings has been established for the period between 2020 and 2040.

Soon, the teams will be working on an important public sector project. The Agence publique pour l'immobilier de la Justice (Public Agency for Property of the Legal System – APIJ), the main property management body for the Ministry of Justice, is in charge of the project to build the new site for the law courts in Nancy. Following the launch of the consultation process, the 81 tenders studied were narrowed down to just four. The jury selected the architectural project from the consortium to which Sinto belongs (KAAN Architecten (agent)/Kaan Architecten France/Bagard & Luron/EVP Ingénierie/INEX/BMF/META/Territories/SINTEO). It meets the functional, technical and financial requirements, while fitting in with the immediate urban environment and highlighting the remarkable industrial heritage of the location.

The new site for the law courts marks the first step in the transformation of a district with an industrial past into an environmentally friendly district in the making.

Groupama's new regional headquarters in Mérignac.



sinto

#In Short

15 years in business

80 employees

Onet subsidiary since 2013

3 sites in France: Paris, Marseille, Bordeaux

Over 300 customers

€7 million turnover in 2021



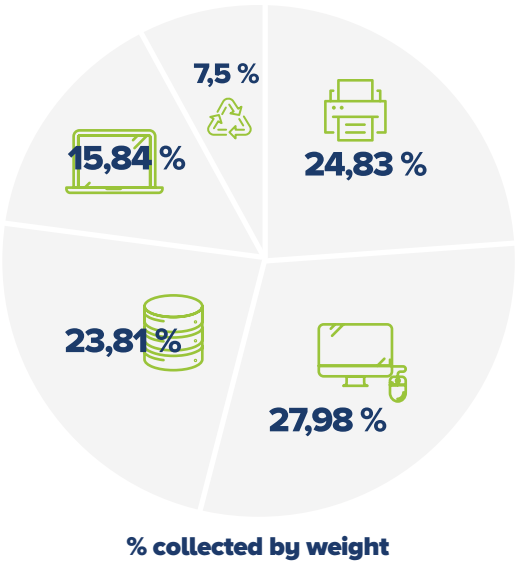
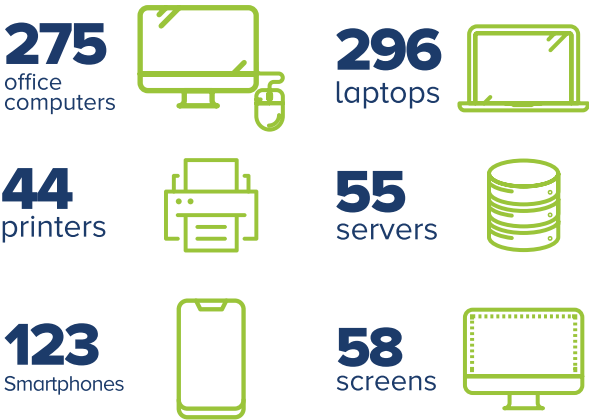
# DEVELOPING INNOVATIVE SOLUTIONS FOR WASTE MANAGEMENT

Saving resources, limiting our environmental impact, avoiding any production of non-recyclable waste, etc. Every day, through each of us reducing our waste and giving new life to things by recycling them, we fight against waste and work together to preserve our natural resources and the environment.



Whether in terms of production, sorting or reuse, there are multiple solutions. Since 2015, we have adopted a circular economy philosophy in order to reduce our ecological footprint through various solutions or approaches. We are committed to a responsible recycling approach.

## EQUIPMENT COLLECTED



## OFFERING A SECOND LIFE TO...

### Our computer equipment

Olinn, an accessible company that takes on people looking to get (back) into employment, has been helping us manage the recycling and reuse of our waste computer and telephone equipment since 2017. Rolled out nationwide, this solution allows each region to organise the removal of equipment in its own way. **In 2022, 5.4 tonnes of equipment were collected.**

### Our electrical and electronic equipment

We have also set up a national partnership, since 2017, with the eco-friendly recycling company Ecosystem. This agreement, which covers the collection of waste electrical and electronic equipment (WEEE), is part of the shift towards the wholesale collection of waste. This solution helps improve environmental, economic and social performance. **In 2022, 33 tonnes of waste were collected.**







### Workwear

At a regional level, and particularly at our Normandy-Hauts de France regional office, our teams have collected clothes to help disadvantaged people looking for work.

To help people get back into employment and fight discrimination, this CSR campaign was initiated in partnership with La Cravate solidaire (Ties for Solidarity). This network of associations helps the most disadvantaged in their efforts to access employment. It collects business wear for men and women, redistributes this to people who can benefit from it and provides them with personalised advice to help them perform well in job interviews. This is a significant gesture of solidarity and helps restore job seekers' confidence and self-esteem by focusing on how they are dressed.

The branches in the Normandy-Hauts-de-France region were able to achieve a record collection for the Rouen office of La Cravate solidaire with **a donation of 235 kg of clothing, including 42 kg for the Caen branch.**

In 2023, a group project on the management of workwear, covering the entire life cycle, is being rolled out with a view to applying a circular economy philosophy to this issue.



### Our biowaste

Kitchen waste, table scraps and out-of-date food products account for nearly 30% of refuse in Western societies. Biowaste is organic waste from natural plant or animal resources. It mainly consists of kitchen waste (vegetable peelings and other food scraps) and green waste from the garden (hedge trimmings, grass cuttings, dead leaves, etc.). Organic waste can be recycled and is a resource that can be turned into compost to nourish soil. Some biowaste can be avoided, such as food that could have been eaten. According to the Agence de l'Environnement et de la Maîtrise de l'Énergie (Agency for the Environment and Energy Management – ADEME), losses related to this type of waste as well as food waste amount to 29 kg/year/inhabitant.

With this in mind, we decided to take action at our company restaurant and established a partnership with Les Alchimistes (The Alchemists). They raise awareness, collect and compost food waste from both professionals – restaurants, supermarkets, schools, hospitals – and households. In order to make the kind of quality compost that can nourish plants and regenerate soil, it is crucial to ensure things are sorted properly. Les Alchimistes place great emphasis on raising awareness among stakeholders, professionals and individuals and empowering them. They operate their own micro-industrial composting platforms to process significant volumes of food waste, including animal by-products (meat, fish, etc.). **In 2022, this partnership allowed us to collect about 6.6 tonnes of biowaste.**

To complement this action, we decided, at the end of 2022, to join forces with a corporate catering partner who shares our CSR values and commitments. We chose to approach Dupont Restauration, which does a lot to reduce waste (biowaste, plastics, etc.) and favours local and organic products.

“

#TEAMS



The climate emergency is pushing us to encourage supplier innovation.

It is a subject of some importance, with a lot of potential, and where we are still looking for inspiration.

For the moment, we are preparing the foundations and groundwork and setting up processes and rules for innovation.

To take our fleet as an example, we have changed our approach to reflect prices and pressures within the market. Other factors include regulations and LEZs (low emission zones), which are very restrictive and have forced us to revise our action plan and find new solutions, including with our long-standing suppliers.

We are making real progress in integrating sustainable development into our purchasing, in keeping with the Group's strategy to be a social impact company. If we look again at the car fleet, 95% of our vehicle list for employees was made up of diesel models in 2019. Today, green vehicles account for over 50%.

**Olga Guyot,**

Group Purchasing and General Resources Manager



# REDUCING PLASTIC POLLUTION

Our Group invests its energy and resources on a daily basis to help create healthier, safer and more reliable environments. Our commitment to the sailor Fabrice Amedeo is very much in keeping with this approach and 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.



## ONET: A LONG-STANDING PARTNER OF THE “OCEAN CALLING” PROJECT

Fabrice Amedeo, the former journalist and now sailor, has been passionate about boats from an early age, and participates in many offshore races such as the Transat Jacques Vabre, the Route du Rhum and the Vendée Globe. After constantly observing the decline of our oceans, he decided to make their preservation his main objective in life. In 2019, he launched the scientific project known as “Ocean Calling”, which aims to improve what we know about the pollution affecting our seas and oceans. Fabrice Amedeo has forged partnerships with various scientists, particularly from the University of Bordeaux, IFREMER (National Research Institute for Ocean Science) and the IRD (National Research Institute for Sustainable Development), with a view to installing oceanographic sensors on board his yacht Imoca. These have made it possible to collect a lot of data (water temperature, salinity, CO2 levels, etc.) in areas that are difficult to access.

By financing the first sensors, Onet has supported this project since its launch, in keeping with our ambition to create healthier, safer and more reliable environments. Onet’s teams have been committed to reducing their environmental impacts over many years now and, on a day-to-day basis, encourage practices that promote the circular economy and involve replacing conventional cleaning products with eco-labelled and biotechnology products.



## DECIPHERING THE DATA: EXCLUSIVE DISCOVERIES FOLLOWING THE 2020 VENDÉE GLOBE

After two years of studies and research, part of the data collected on the 2020 Vendée Globe has been analysed by scientists from Ifremer and the University of Bordeaux. Studies reveal that surface waters in the Atlantic Ocean are contaminated with both particles from the fragmentation of plastics and cellulose fibres from washing clothes. They also show that the North Atlantic is more affected by plastic pollution than the South Atlantic and question the dynamics of the subtropical gyre (an areas where microplastics are concentrated) as the pollution levels measured there are lower than expected.

Samples from the 100 µm and 30 µm filters are being analysed as well as those from the most recent Transat Jacques Vabre race between Le Havre and Brazil, which will make it possible to map microplastic pollution in the North Atlantic and to better identify differences in concentration between the South and North. This data is made available to the entire scientific community, so as to better understand what sources produce plastic pollution and then better identify what needs to be done. Raising citizens’ awareness and developing large-scale recycling are undeniable areas for improvement.

Watch  
#OceanCalling  
the conference on  
playback



These initial results have only strengthened our desire to develop ever more responsible solutions, such as our Biogistic cleaning solution, and to continue reducing our use of plastic across all our businesses. They also reveal new issues that we will have to address and open up new avenues for action, particularly on the life cycle of our workwear – something we started thinking about in 2020 and included in our 20/23 CSR road map.

Émilie de Lombarès,  
President of the Executive Board of Onet SA





GETTING CLOSE TO ZERO PLASTIC

Since 2018, we have been rolling out, to all our branches, the global environmentally friendly cleaning solution known as Biogistic, which was devised with the circular economy in mind. The strength of our solution is the use of ultra-concentrated products combined with logistics based on dilution. Using eco-labelled products is already having a very positive effect in terms of reducing effluent-based pollution. On top of this, we have included a dimension associated with the reduction of plastics. With just three cans containing 25 litres of concentrated products each, we can create 20,000 litres of active solution.

Later on, we reuse the empty bottles. We refill them in branch at the dedicated Dilumob dilution stations, enabling us to significantly reduce single-use plastics. Biogistic also reduces any impact on the health of our employees and customers as the products used do not even need hazard pictograms. They are non-allergenic and have an eco-label. **Thanks to this process, 30% of plastic waste, equivalent to 20 tonnes, is saved per year.** Following a national roll-out across all our branches in France, we have accelerated the process at international level. This year, we are focusing particularly on Luxembourg and Spain.

Showing that environmental change is possible across a company

We are now advertising our Biogistic solution beyond the business in order to demonstrate that environmental change is possible across a large company, particularly in the fight against single-use plastic. In 2021, we received the CSR trophy from the Fédération des Entreprises de Propreté (Association of Cleaning Companies – FEP) and also gave a presentation at the IUCN Global Biodiversity Forum.



2022 saw the publication of the report entitled “Pivoter vers l’Industrie Circulaire” (The Shift towards Circular Industry), in which the Institut National de l’Économie Circulaire (National Institute for the Circular Economy – INEC) played a leading role. We also contributed to the publication of the work, which was co-authored by Emmanuel Ledoux, Director of INEC.

This work, the result of a study conducted among over 30 manufacturers of various sizes and from a range of sectors, looks at the shortcomings of our current models and sets out the pillars of a circular industry. It provides many keys for rethinking our economic models, production methods and products in the light of the issues that society and industry are now facing.

Founded in 2013, the mission of the Institut National de l’Économie Circulaire (National Institute for the Circular Economy) is to promote the circular economy and accelerate its development through a collaborative approach. It boasts over 200 members, including both public and private organisations such as: companies, federations, communities, institutions, associations, NGOs and universities.



“

The institute is helping us to make sense of one of our topics of interest. This allows us to better understand the urgency involved and to then apply the solution internally. As a result, we keep ahead of the curve and are ready to initiate new projects, well in advance of certain regulations.

**Muriel DUGAY**  
Group CSR  
Project Manager

In terms of its actual work, the institute sets up working groups and carries out studies with a view to pooling information. It then shares good practices and helps local regions and organisations with its implementation. It also contributes to integrating the circular economy into the legal sphere through active participation in the legislative process.

In 2018, we joined the Institut National de l’Économie Circulaire (National Institute for the Circular Economy). The agreement in question is very much in keeping with our CSR commitment. It allows us to think more deeply about the circular economy and help promote it. Through this partnership, we:

- benefit from regulatory and technical supervision,
- identify the potential impacts and opportunities associated with our activity,
- and also participate in working groups led by the institute.

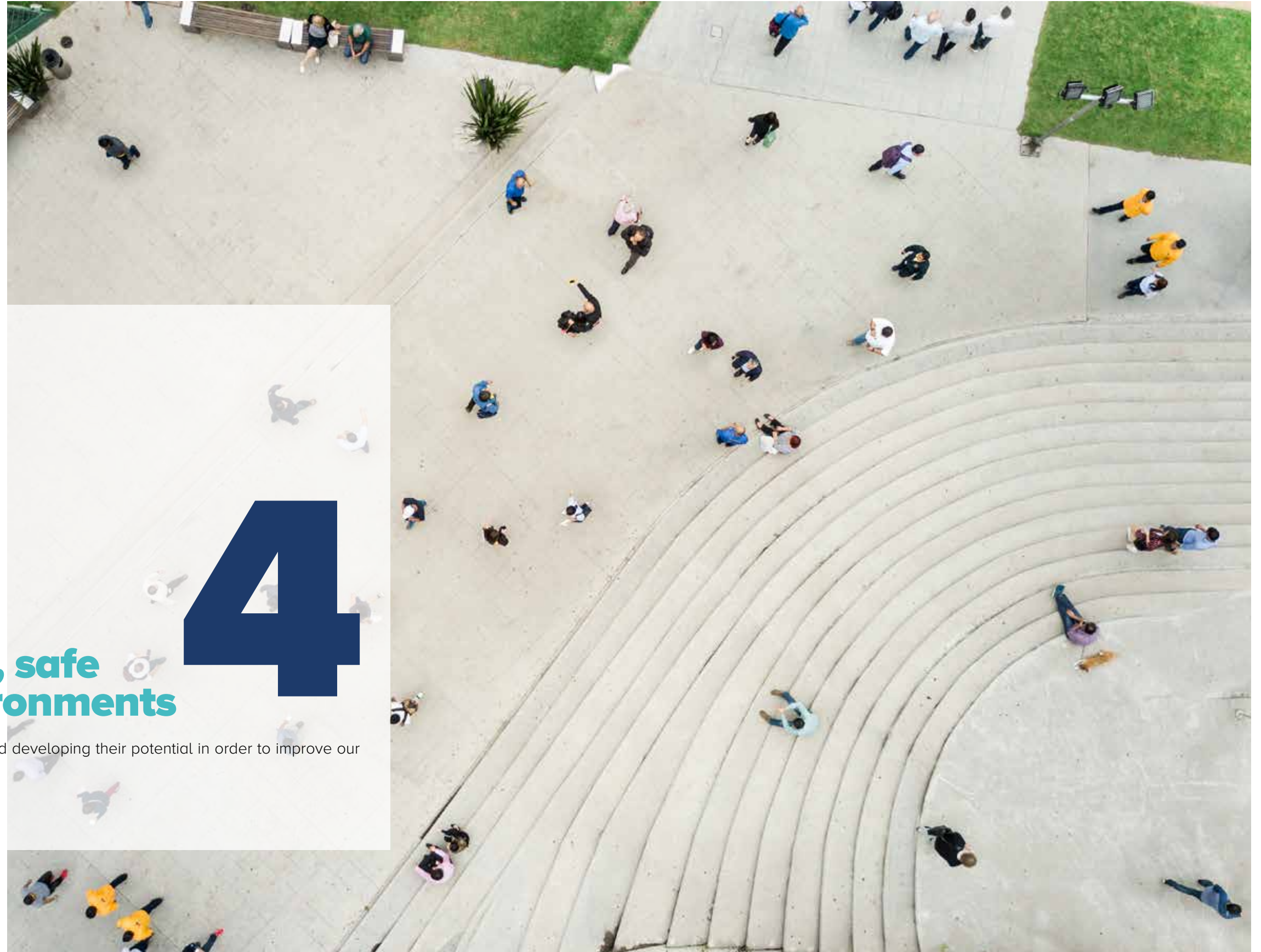


# FOR SOCIETY

## Creating healthy, safe and reliable environments

We are committed to safeguarding our teams and developing their potential in order to improve our social impact and collective performance..

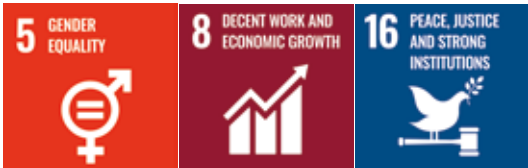
# 4





# ETHICS AND COMPLIANCE

Ethics and compliance help inspire confidence in our employees, customers and partners. They make it possible to embed our activities within a committed approach. It is essential to develop a culture of ethics and compliance that is supported by management and embodied by each of our employees.



## RESPECTING AND APPLYING OUR COMMITMENTS

### A code of ethics for the benefit of our employees

To enable everyone to work effectively, express their talent and make the most of their skills, we must help establish favourable conditions. So since 2017, we have created and drafted a code of ethics that all our employees can access.

This code also makes clear our desire not to compromise on certain subjects and to establish a constructive dialogue in potentially complex situations in the following areas:

- human rights and respect for individual people,
- integrity and fairness of business practices,
- respect for the environment,
- compliance with the law and with internal and external rules.

The elements set out in the code of ethics complement the various regulations and laws that cover the countries in which we operate.

### The Ethics Committee

The application of these ethical principles is also supported by Onet’s Ethics Committee. This body was created following a decision by the Executive Board in 2017. It was set up to help the Executive Board monitor compliance with ethics-inspired rules, as part of its general governance mission, and therefore manage and shape the general policy for all subsidiaries, both in France and abroad.

Its role is to reflect on ethical matters and offer advice and education in this area. It provides a way of dealing, on a regular basis, with complex situations that require arbitration and where the law, the code of ethics and internal regulations and procedures, including the whistleblowing mechanism, have not enabled decision-making bodies to adopt a position. The Committee, made up of members from inside and outside the Group, has several roles, including:

- ensuring the smooth handling of cases escalated via the whistleblowing platform,
- helping the Executive Board, in liaison with the management teams and/or the subsidiary concerned, with actions in response to any ethical issue raised within the Group,
- making recommendations, including initiatives to ensure excellence in terms of ethical practices,
- dealing competently with conflicts of interest, with a view to deciding on measures for managing the situations brought before it.

### An approach to compliance and conformity

In order to ensure implementation of the principles of the code of ethics, as well as compliance with laws and regulations, we have set up a Compliance Department, which reports to the “Governance, Legal and Risk Management” Department. It defines and rolls out policies, procedures and training for managing the Group’s business practices.

The Compliance Department, along with a network of internal “compliance” officers, is ready to intervene in any of the Group’s compliance-related issues, both

in France and at an international level. These include, in particular, compliance with competition law, the fight against corruption, protection of personal data, export control and the duty of diligence of both parent companies and those placing orders.

As such, we have a “fair competition” policy that manages the risks of anti-competitive agreements. We have an anti-corruption manual, a gifts and invitations policy, a procedure for declaring conflicts of interest and a diligence plan aimed at preventing serious risks and violations of human rights and fundamental freedoms, human health and safety and the environment.

if you have any questions on these issues, please contact: [compliance@onet.fr](mailto:compliance@onet.fr).

### The whistleblowing mechanism

This whistleblowing mechanism, set up to meet the requirements of the law on the fight against corruption (France’s SAPIN 2 law), has been extended to the areas covered by the duty of diligence incumbent on parent companies and those placing orders. Since 2020, this mechanism has evolved into a digital platform in order to improve efficiency, particularly at an international level ([onet.whispli.com](https://onet.whispli.com)).

With this platform, we give our employees and stakeholders the opportunity to report any criminal behaviour or behaviour that poses a significant risk with regard to the ethical principles and values we strive to share and enforce within the Group.





# SUSTAINABLE PARTNERSHIPS FOR STRONGER LOCAL ROOTS

As we are keen to rely more and more on our ecosystem for creating value, we aim to work closely with the community in any given locality. It is a question of fostering a local dynamic in terms of creating direct or indirect jobs, of making a social impact in terms of social cohesion, diversity, stable employment, etc. and of making an environmental impact.

## PROMOTING INCLUSION AND EQUAL OPPORTUNITIES

In addition to the partnerships signed with the various organisations described in the “Diversity and Inclusion” chapter (GEIQ Propreté, Cheops, APF, etc.), we have embarked on partnerships in favour of inclusion:



### Nos Quartiers ont du talent

NQT (Our Neighbourhoods Have Talent) is an association that helps young graduates, from priority neighbourhoods, to access employment. It operates a mentorship system that provides personalised support for young job seekers and takes due account of their career plan. Since we became involved in 2014, our “mentor” employees have helped many young people, and more than 150 of these have found a job.



### Cap au Nord Entreprendre

Cap au Nord Entreprendre is a network that represents and brings together a number of parties involved in the economy of the northern suburbs of Marseille. Its main objectives are to facilitate links between companies, institutions and organisations and carry out actions with local actors on the ground to promote development and encourage businesses to settle in the area.



### 1 jeune 1 solution

Since 2019, we have been a member of the club des 100, which is part of the La France, Une Chance network. This network, created by the government, provides a national framework and rallying point for the ecosystem of companies committed to innovating in the field of employment and promoting inclusion.



### Énergie Jeunes

Since 2020, we have been involved with Énergie Jeunes. This state-recognised charitable association, approved by the Ministry of National Education, is concerned with promoting academic success for all. Our employees are involved in rolling out an innovative educational programme entitled “Ma réussite au collège” (My Success at Secondary School) and based

on the work of world-renowned experts in neuroscience. This partnership also helps link our company with its local ecosystem. Apart from sponsorship in terms of skills, there is also sponsorship in kind through our hosting of the regional delegation at our head office.



### Institut Télémaque

Télémaque promotes social mobility, starting from secondary school level, by supporting committed and motivated young people from disadvantaged areas via a twofold “school-business” approach to mentoring. Three years ago, we signed up for a partnership with this structure in order to offer secondary school students from priority educational networks, formerly known as Zones d’Education Prioritaire (Priority Educational Areas – ZEPs), the chance to be mentored by employees. The idea is to accompany pupils to cultural activities and the like in their spare time. This is one way the business world and the education system are joining forces to encourage young people to think big about their future.



### L'industreet

The partnership with L'Industreet has been in place since 2021 and offers companies the opportunity to share in a win-win partnership that should benefit the industries of the future. This totally free training centre welcomes young unemployed people aged 18 to 25. L'Industreet offers a training course to qualify as a “cleaning team leader” – with cleaning once again as a focal point to help complex processes succeed.

## ACTION FOR THE PLANET



### La Convention des entreprises pour le climat

The Convention des Entreprises pour le Climat (Business Climate Pact – CEC) was launched in 2021 to encourage companies to get involved in ecological transition on a voluntary basis. The aim is to align the business world with the guidelines set out in the Paris Climate Agreement. Among the main drivers of action, the Convention aims to redefine business models and make them compatible with planetary limits and European reduction targets for carbon emissions. At the end of 2022, we joined the Provence-Corsica CEC.



### The Shift Project

The Shift Project is a think tank – and an association of public interest under the relevant French law of 1901. It was created in 2010 at the initiative of a group of experts, including Jean-Marc Jancovici, Geneviève Féron- Creuzet and Michel Lepetit. The mission of the Shift Project is to inform and influence the debate on the energy transition, while insisting on academic rigour.

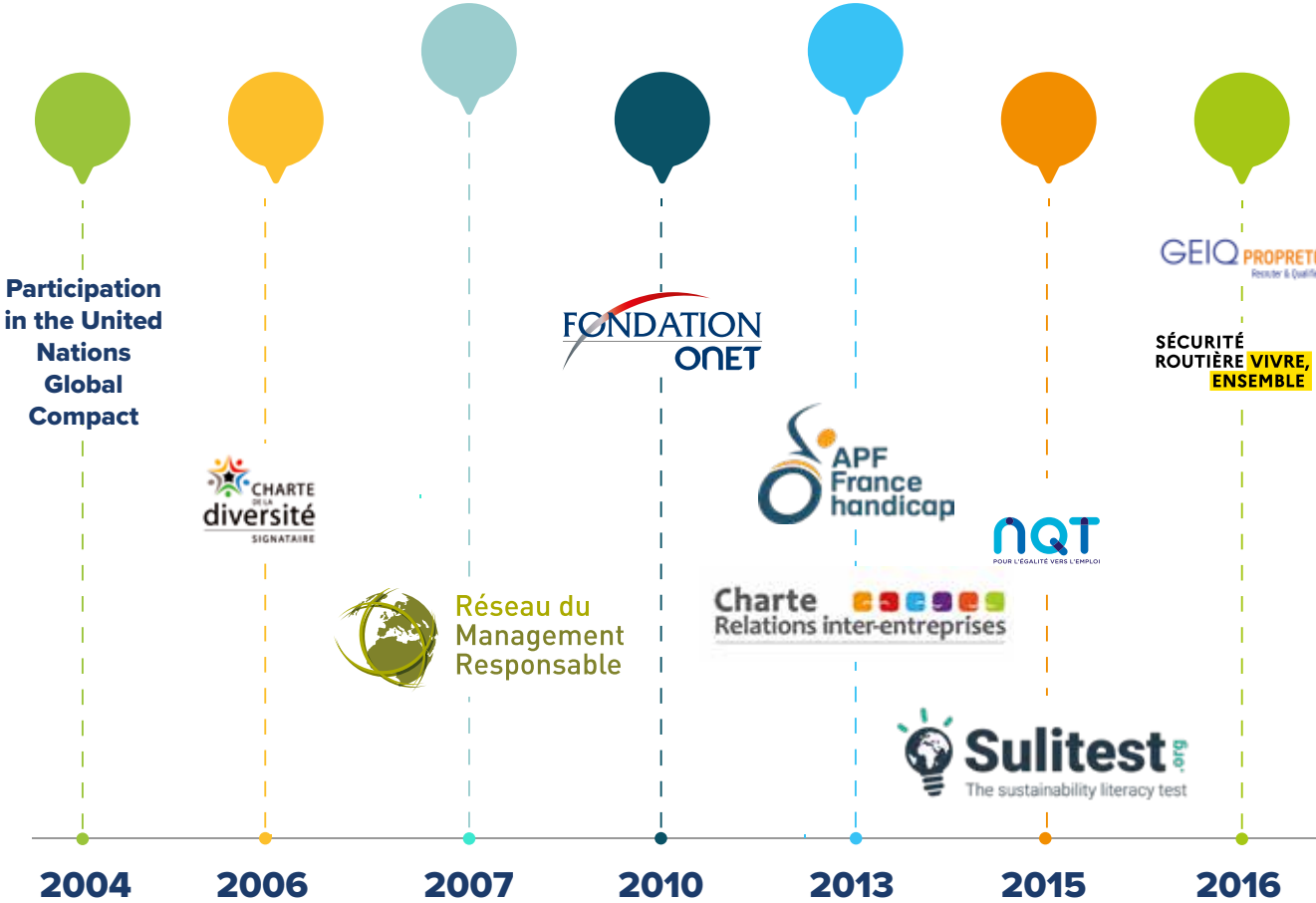
The objectives are to mitigate climate change and reduce the economy’s dependence on fossil fuels and particularly oil. We joined the association in September 2022, as well as the board of donors to support their work. Beyond the actual mission of the association, this membership also allows us to engage with stakeholders, including suppliers or customers of the Group.



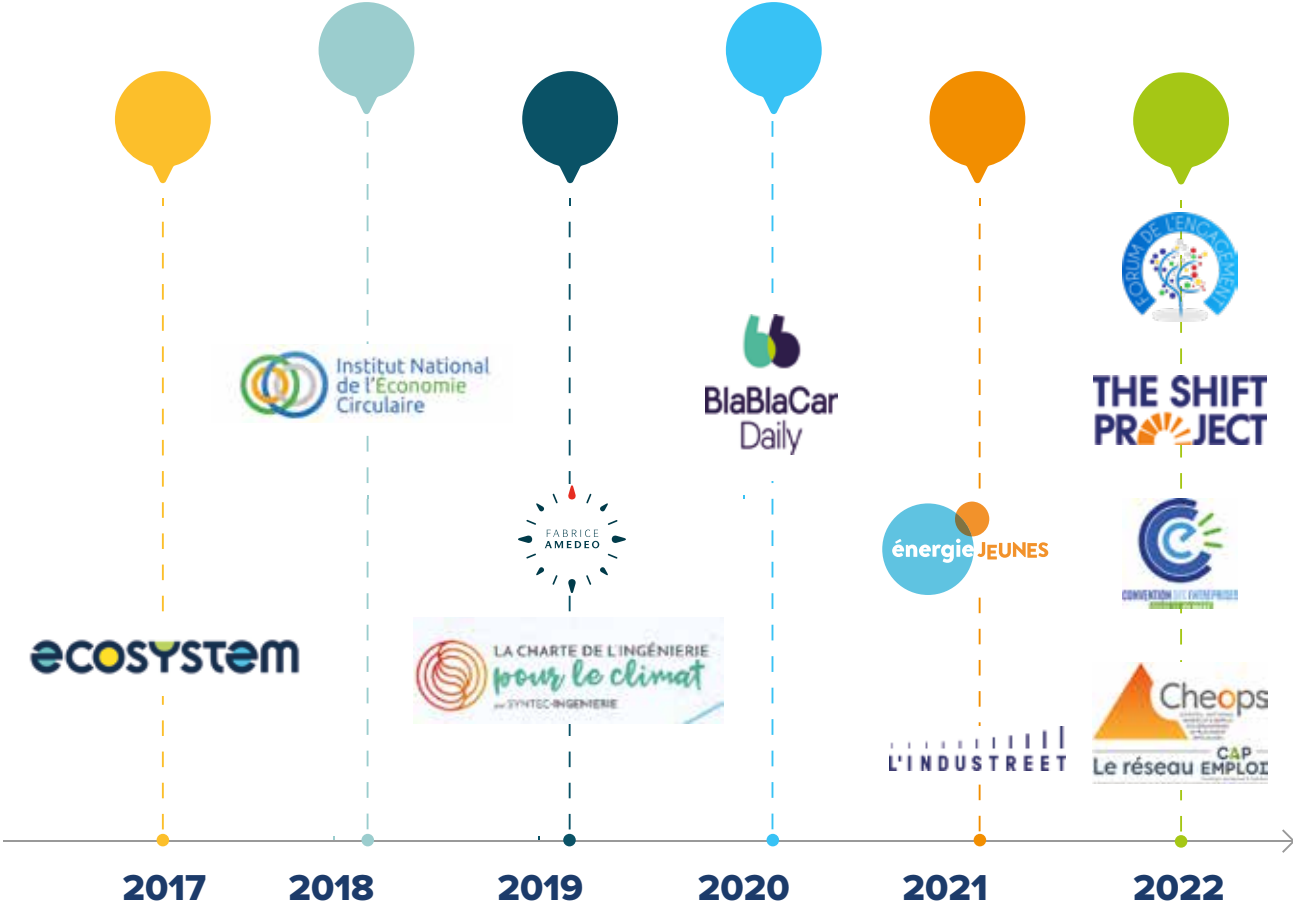


TIMELINE OF OUR PARTNERSHIPS

In keeping with the 17th and last Sustainable Development Goal (SDG), we have been forging effective partnerships for many years with a view to implementing our CSR policy. In doing so, we have contributed to the other Sustainable Development Goals at 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 may involve signing charters that promote wider communication with civil society regarding commitments made.

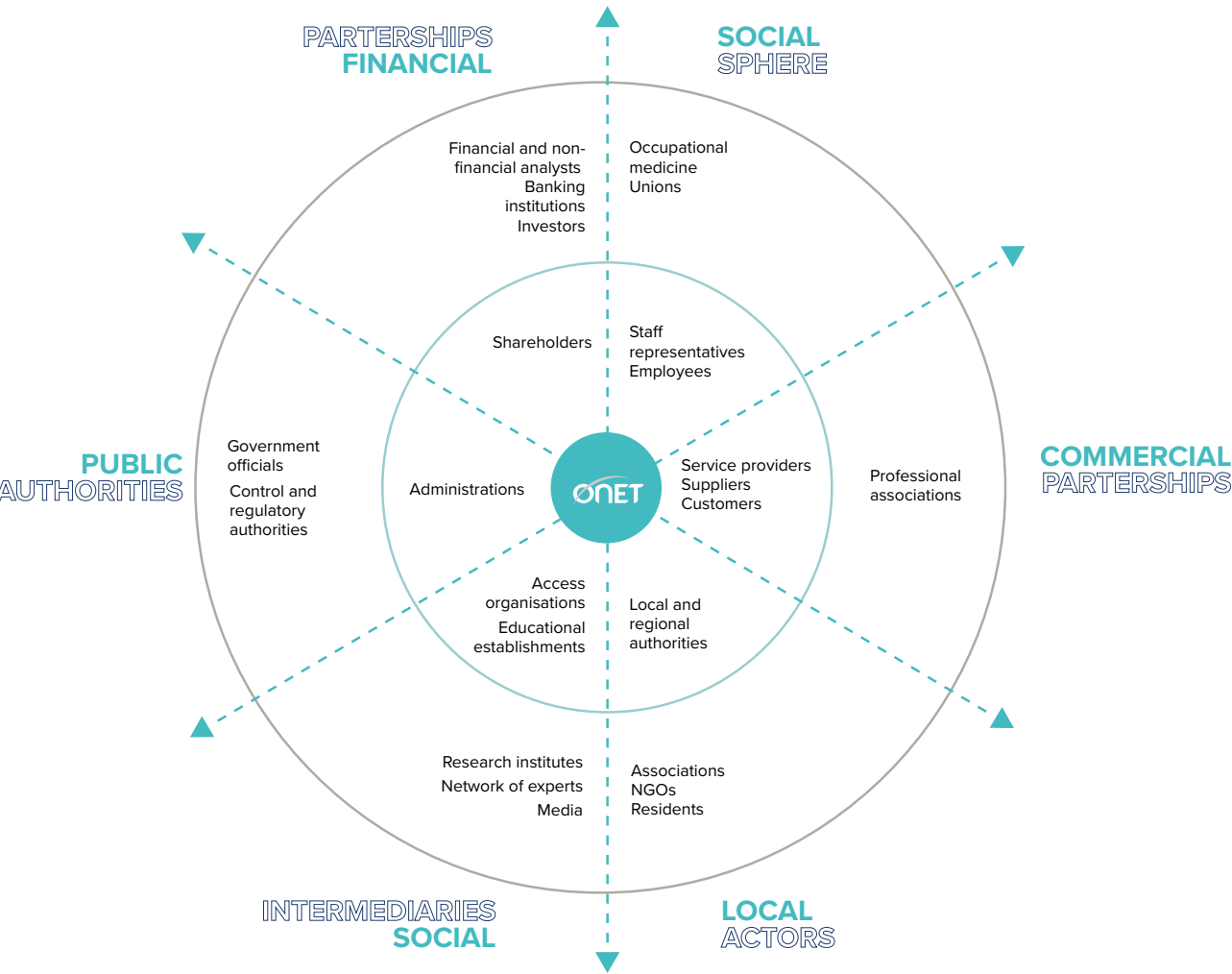




# DIALOGUE WITH STAKEHOLDERS

Beyond the above-mentioned sustainable partnerships, we maintain a regular dialogue with our stakeholders in all countries where we are present (civil society/business/public authorities/academia or associations). Depending on the issues at hand, the level of maturity and the history of the relationship, we adapt the nature of the dialogue we intend to pursue with each stakeholder. There may be different levels of relationships depending

on the partners concerned: a bilateral dialogue and/or multilateral approaches involving several stakeholders, either at our initiative or in the context of sector initiatives, for example. The frequency of contact may also evolve over time and be either temporary or recurrent. A stakeholder map was drawn up when Onet's sustainable development approach was first launched, and we have added to this over the years.



# CUSTOMERS AND EMPLOYEES

## Day/continuous work for cleaning businesses

Generally, cleaning services are carried out on a so-called staggered basis at certain times of the day, i.e. at the end of the day and/or very early in the morning. This is detrimental to the work-life balance of agents in cleaning roles. Daytime work involves carrying out cleaning, if at all possible, during time slots that fit in with the way our customers use their premises. Daytime cleaning services offer multiple benefits to the various stakeholders: the customer's employees, agents in cleaning roles and their respective managers. First and foremost, daytime work makes the service performed more visible, with optimal monitoring and feedback for the service in real time. It is also good for customer satisfaction. Indeed, there is great appreciation for the responsiveness shown by agents as they adapt to the needs and operations of end users by dealing quickly with incidents.

In addition, coactivity brings a human element to relationships between stakeholders (agents, occupants, customers). According to the Ipsos X Onet study, "7 out of 10 employees have more confidence if they can actually see agents on site". This approach creates a relationship of trust between the parties and helps retain agents, improve their well-being and reduce absenteeism.

Lastly, daytime work represents a concrete benefit from an environmental point of view by allowing agents to use public transport or "at least" halve their car journeys if the service is provided on a continuous basis. In some cases, a reduction in energy consumption is also evident (heating, lighting) as agents in cleaning roles work at similar times as the actual occupants of a site.

## #AT OUR CUSTOMERS' 66

«For 13 years now, Ricoh France has opted for a daytime cleaning service. Gradually, we have seen an improvement. Employees are more respectful and, above all, we can see the cleaning service is suited to our needs. A more regimented service has been replaced with targeted actions throughout the day. For two years now, we have even doubled the number of people deployed during the day. We have done a lot of work with Franck Cottin, the manager of the Rungis branch, on these new methodologies in order to get the best results, while, of course, thinking about the health of Onet employees by trying to prevent musculoskeletal disorders.»

**Isabelle Darras**  
Procurement Services Department, RICOH

« This service has been really good for us in lots of ways, particularly with our employees coming back to the office following the COVID waves we have had to endure. This has allowed employees to return in a really safe way, while maximising the service provided.»

**Mickaël Creche**  
CSR and Compliance Manager, Ricoh





**Transparent and sustainable relationships in the Logistics businesses**

The company regularly conducts satisfaction surveys to try and promote these. As part of this approach, Onet Logistics launched a new survey at the end of 2022 to evaluate satisfaction levels among its customers, identify strengths to build on and target areas requiring improvement. 92% of them are satisfied with their relationships with and services from Onet Logistics and 87% with the follow-up or monitoring provided. According to those responding, Onet Logistics is an expert, responsive company, whose agents’ expertise and interpersonal skills are widely recognised.

Every survey prompts a concrete action plan to deliver positive change in respect of the least satisfactory points. The following are priority actions to help us improve in our efforts to meet customer expectations: more communication about innovations, thinking ahead more often, providing more advice and greater price transparency.

**SUSTAINABLE PURCHASING AND SUPPLIERS**

In 2022, the Group Purchasing Department carried out some in-depth work to draft a new sustainable purchasing policy, tied in with the processes and rules needed for optimal efficiency. The “Sustainable Mobility” project, co-managed by this department and the Sustainable Development Department, continued its work, particularly on the “Fleeter” and new facility for integrating electric charging stations. The call for tenders for corporate catering at head office also included CSR criteria, such as short supply chains or using the organic sector. Lastly, a major project was launched at the end of the year to improve the management of workwear. This has made people think about the bigger picture – across the entire life cycle of products.

**EDUCATIONAL ESTABLISHMENTS**

The Group’s desire to develop work-study programmes was particularly evident in 2022 across Onet Technologies’ businesses. 40 work-study students got together, from all over France, for a discussion with Alain Gauvin, the General Manager of Onet Technologies,

about our values and the prospects for a dynamic nuclear industry. Employees and managers shared their experiences and advice to help them succeed within their teams in this year of combined work and study. In addition, we have always been very committed to the training courses available across our businesses in the various regions where the company operates. These include training centres for apprentices ranging from those with vocational training qualifications through to master’s level, specific institutions, high-level engineering or management schools and other organisations that support our University such as the Institut Français de Gestion (French School of Management – IFG) and the Centre des Études Supérieures Industrielles (Centre for Higher-level Industry Studies – CESI).

Since 2015, Onet has been a founding member of the “Sustainability Literacy Test” initiative, together with Kedge Business School and other committed companies.



This test was created to help higher education institutions, companies or any other organisation to structure and evaluate their approach to implementing a culture of sustainability.

In 2017, this test was recognised as a contributing factor to the review of the United Nations Agenda 2030 at the High-Level Political Forum (HLPF). At Onet University, this test continues to be used every year as part of the “Managing a Centre of Responsibility” course.

**INSTITUTIONS**

**Institut National de l’Économie Circulaire**

We are still members of the Institut National de l’Économie Circulaire (National Institute for the Circular Economy), having joined in 2018. INEC is a national multi-stakeholder association, as well as a forum for reflection and action, whose objective is to promote the circular economy. We actively participate in this collaborative approach in order to facilitate the exchange of knowledge and experience between all the experts and actors involved and to encourage multi-stakeholder projects.

**Le Conseil national de la sécurité routière**

The Conseil National de la Sécurité Routière (National Road Safety Council – CNSR) brings together the main actors involved in road safety. It provides them with a forum to debate, discuss and reflect on things, with a view to coming up with concrete proposals, for the government’s attention, to reduce road accidents and improve road safety – across all aspects – and reverse the rate of road deaths. Our commitment to road risk prevention, for over ten years now, has resulted in the appointment of two employees to this Council.

**Professional associations and technical committees**

Our managers are always committed to developing businesses and taking on responsibilities as part of management boards or technical committees, particularly for various professional or other associations (see list in the glossary). For example, we participate in the CSR strategy of the cleaning sector by chairing the CSR consultants’ committee of the Fédération des Entreprises de Propreté (Association of Cleaning Companies – FEP) as well as the stakeholder advisory committee. As part of this work, in 2022, we actively participated in discussions on the ecological transition within the sector.

**CSR PERFORMANCE EVALUATIONS BY EXTERNAL STAKEHOLDERS**

For several years now, all our businesses have been evaluated by organisations, thereby allowing our customers to conduct their own evaluation of our CSR performance and any associated risks (ACESIA-AFNOR, ECOVADIS). Some organisations (AFNOR certification, MASE, CARSAT Clients) also carry out topic-based audits to verify the commitments associated with our sustainable development policy. We are also evaluated by an independent third-party organisation in relation to an impact loan (Sustainability Linked Loan SLL), which has been linked to three CSR performance indicators since 2020.



# THE CORPORATE FOUNDATION

**O**ur Corporate Foundation was created in 2010, mainly to support solidarity-type action and the fight against inadequate housing. Unfortunately, we see how working people are finding it increasingly difficult to secure housing and sometimes find themselves and their families in difficult situations. These sobering figures are what pushed us to commit to this cause.

## WORKING TOWARDS A DIFFERENT WORLD

### **Making people's situation our main concern**

In order to contribute to human development in a healthy and safe environment, our foundation relies on the commitment of Group employees and on building partnerships with associations. We carry out concrete actions in favour of people in precarious situations to improve their housing and give them access to hygiene and food.

### **Soutenir & accompagner : nos moyens d'action**

In over ten years, we have been able to deliver around a hundred projects for the most disadvantaged people and for partner associations by organising Solidarity and Housing Days, charity events to raise funds and collections of essential goods. The foundation has also made use of two mechanisms created by engineers at the Group: O'lien, a shower truck, and ModuloMobil, a luggage storage system. The foundation also coordinates the collective project known as "Entreprendre pour toi" (Helping You) launched in October 2021.



### **Looking after the needs of others every day**

The foundation is managed on a day-to-day basis by a team of two people working full time. Together, they implement and coordinate our actions and projects. Acting as the interface between associations and the Group, the foundation works to find solutions that suit everyone.

### **Improving the life of people in precarious situations**

Every year, our employees come together for the Solidarity and Housing Day to help the most disadvantaged people. Since 2011, this day has helped 84 accommodation facilities thanks to some 1,800 volunteers. In 2022, seven projects were delivered in France, improving the life of 300 people. For the first time, five projects were launched abroad, led by teams from Brazil, Spain and Luxembourg.

Since early 2022, the ModuloMobil luggage storage facility, located at a Salvation Army site in Marseille, has provided 65 individual lockers, so people have a secure space to store their personal belongings.

**84** accommodation facilities supported since 2011 as part of the Solidarity and Housing Day thanks to more than **1800** volunteers.

As part of the collective "Entreprendre pour toi" project, our foundation, alongside local companies and associations, continues to help homeless families from Marseille to find long-term housing with concrete solutions for training, access to employment, support in terms of health, access to housing and mobility.



Ensuring access to hygiene and help with food

O'lien is a secure, stand-alone shower truck that offers the homeless and poorly housed the chance to have a shower and get some clean clothes. Two French cities currently have these trucks, with one in Marseille since 2017 and the other in Clermont-Ferrand since 2021. We also respond to the needs of associations by collecting food, hygiene products, toys, etc. every year.

In 2022, we renewed our commitment to the Fédération des Banques Alimentaires (French Federation of Food Banks). A collection was arranged across all Onet sites in France. This initiative accumulated more than half a tonne of food, which was donated to food bank branches or partner associations.

In Marseille, our foundation took charge of a collection centre, helped by volunteer employees, young adults from the Institut Régional des Sourds de Provence (Provence Regional Institute for the Deaf) and volunteers from the Scouts and Guides of France. The Banque Alimentaire des Bouches-du-Rhône (Food Bank of Bouches-du-Rhône) has recorded 310 tonnes for the department of Bouches-du-Rhône, which is 16% down on 2021. It is worth pointing out that while the weight is down, the volume collected has remained about the same.



This year, the Christmas collection at head office was for the Jardins de l'Espérance (Gardens of Hope), an emergency shelter run by Adoma. It offers temporary accommodation to families whose homes have been declared to be at risk or unfit for habitation.

Thanks to the generosity of our employees, more than ten boxes of games, and the same number of books, were offered to the 50 children and teenagers welcomed to the Christmas Day festivities organized for families.

#PARTNERS

The day was a breath of fresh air, and everyone here is delighted to live and work in such a clean and colourful environment. The feedback was very positive, so we can safely say it was a success! A big thank you to everyone who participated!

Jules Manrique  
Project Coordinator  
at L'Auberge marseillaise



The Santiago Masarnau Centre is very grateful for its collaboration with the Onet Foundation. The values that drive the foundation are very commendable and have helped deliver a fantastic project

Bernardo Lopez  
Santiago Masarnau Centre

#INTERNATIONAL



We went to an assistance centre and a community kitchen, where we painted the walls. People using these places will surely appreciate the renovation work performed.

Natalia.M  
Onet Iberia





# ANNEXES

Annex 1: The road map

Annex 2: Contribution of the Onet CSR road map to international  
commitments and benchmarks

Annex 3: Glossary

Annex 4: Reporting scope and methodology

# 5





PRACTICES AND PROJECTS	ONET COMMIT-MENTS	MAIN KPI* RESULTS AT THE END OF 2021	MAIN KPI* RESULTS AT THE END OF 2022
Leading Onet in Risk Prevention	1-4	Group frequency rate (FR) = 22.86 Group severity rate (SR) = 2.35  No. of occupation illnesses = 89**	FR = 23 SR = 2.21  No. of occupational illnesses = 107**
Onet University	3-4-9	2,624 Onet Learn courses completed	2,274 Onet Learn courses completed
		1,122 managers trained	846 managers trained 194 employees on certification courses
		170 people taking the sales training course	115 sales representatives have had their courses validated
Diversity and Inclusion	2-8	Definitive consolidated employment rate: 5.49	Consolidated employment rate: definitive rate not yet known
		Participation in EWPD21 Gender equality index: see onet.com Group website	Participation in EWPD22 Gender equality index: see onet.com Group website
Employee Experience	4-3	Finalisation of the “First Steps at Onet” course	Rolled out in early 2023
		Creation of “make your mark” management training	/
Sustainable Mobility	1-6-9	Not followed up	14,8 % des véhicules renouvelés en hybrides et /électriques
		5,400,208 litres***	5,415,962 litres*** or -8%/2019, corresponding to a reduction of 1,558 tonnes eqCO <sub>2</sub> or -9% compared with 2019
		2,158 thousand km by plane or -60%/2019	3,851 thousand km by plane or -30%/2019
		3,244 million km by train or -52%/2019	3,244 million km by train or -52%/2019
Circular Economy: Biogistic	5-1 7-9	88.58% of products biotech and eco-labelled	91.35% of products biotech and eco-labelled
Economy Waste Management	2 5-9	183 tonnes collected since 2017	221 tonnes collected since 2017
Workwear Management	4-5-8	Project management	Detailed plan of the CSR part of the broader Group workwear project
		+ integrating CSR criteria when renewing clothing contracts	/
Sustainable Procurement	8-9	Integration into tenders Fleeter electric bicycles and charging stations	Implementation of CSR criteria in relation to the year's consultation exercises: Fleeter, charging stations, cargo bikes, institutional catering.
Sector-based or Institutional Work	7-9	Sector-based work on CSR criteria in calls for tenders	Sector-based work on the ecological transition within the sector and new European reporting obligations
		Work involving the Institut National de l'Economie Circulaire (National Institute for the Circular Economy – INEC)	Continuation of work with INEC
Ethical Framework	4-9	Roll-outs of the whistleblowing platform in Spain, Brazil and the United States	Updating and improving the Whisppli platform
		2 meetings of the Ethics Committee	5 meetings of the Ethics Committee
		Drafting of the 2021 Ethics Committee report	Drafting of the 2022 Ethics Committee report

\* In France  
\*\* Occupational illnesses reported in the year concerned

2023 TARGETS** <i>(based on 2019)</i>	MAIN ACTIONS**
FR = 26 SR = 2.24	<b>Establishing a strong and lasting culture of prevention:</b> <ul style="list-style-type: none"><li>Reducing work-related accidents: cause analysis, implementation of preventive actions, return from accident interviews, raising awareness via safety talks and behavioural safety visits.</li><li>Reducing road accidents: ROUSSEAU plan: monitoring of the 15 entities most affected by accidents.</li><li>Preventing occupational illnesses: MSD prevention training, reduction of chemical risk via the Biogistic process, etc.</li></ul>
Continuation of roll-out	<b>Developing the employability of our staff:</b> <ul style="list-style-type: none"><li>Acquisition of operational standards via Onet Learn, strengthening of professional skills, earning of diplomas, roll-out of literacy training.</li></ul> <b>Roll-out of programmes specifically for our local managers:</b> <ul style="list-style-type: none"><li>The “New Manager” programme, making your mark as an Onet manager, diploma and certification courses.</li></ul> <b>Creating Onet sales training to strengthen customer dynamics</b> <ul style="list-style-type: none"><li>Acquisition des standards opérationnels via Onet Learn, renforcement des compétences métiers, CQP, déploiement des formations d’alphabétisation.</li></ul>
100% of the population involved	
/	
Employment rate = 6%	<b>Disability Plan (2020-2021)</b> Creating a network of Disability Advisors to lead the approach and providing equipment Training managers, supporting employees, developing partnerships Other targets (2022/2023): people with difficulties accessing employment/younger and older people/women 158,280 hours made available, 731 work-study students via GEIQ Proprete
Tracking of the gender equality index (= ETH index)	
Roll-out of manager and agent courses	<ul style="list-style-type: none"><li><b>Manager integration:</b> Group integration day for the target group/Integration path by profile type/Job rotation exercise entitled “Vis ma Vie” (Live my Life)/Roll out of on-boarding application.</li><li><b>Agent integration: “premiers pas chez ONET” (First Steps at Onet) course/Videos on how to use new tools.</b></li></ul>
/	
10% of fleet replaced with electric and hybrid	<b>Reducing our CO2emissions by 10%</b> <ul style="list-style-type: none"><li>Fuel consumption: accelerating the energy transition by replacing vehicles with combustion engines with clean vehicles in accordance with France’s law on mobility orientation (LOM); adapting how work is organised to reflect public health requirements (working from home).</li></ul> <ul style="list-style-type: none"><li>2021-2023: Work travel/trips: reviewing and rolling out Group policy.</li></ul>
-10% in terms of our consumption/2019	
-20% km/2019	
-20% km/2019	
85%	<b>Continuing the roll-out of our Biogistic sustainable cleaning solution</b> Continuing the roll-out of our Biogistic sustainable cleaning solution, promoting rational disinfection with the use of ecological active ingredients against COVID.
/	<b>WEEE and 5-flow recycling:</b> <ul style="list-style-type: none"><li>Continuing to develop Group solutions such as the recycling of WEEE (waste electrical and electronic equipment) (Olinn) and cleaning materials (Ecosystem).</li></ul>
Not yet finalised	<ul style="list-style-type: none"><li>2022-2023: Implementing a circular economy process for workwear from the purchase of the garment to the end of its lifespan..</li></ul>
Integration of CSR criteria into 100% of calls for tender in strategic purchasing areas	<b>Purchasing policy with a CSR component</b> (business and non-production purchases) <ul style="list-style-type: none"><li>Better consideration of CSR in terms of supplier selection criteria.</li><li>Sharing our CSR vision with suppliers and encouraging them to have a positive CSR impact.</li></ul>
Extension of contributions to work undertaken to other business sectors	<ul style="list-style-type: none"><li>Contributing to the development of a reference framework for the cleaning sector.</li><li>Contributing actively to the work of the Institut National de l’Economie Circulaire (National Institute for Circular Economy – INEC).</li><li>Contributing to work on non-financial reports.</li></ul>
Use of the digital whistleblowing platform across the entire Group	<ul style="list-style-type: none"><li>Reviewing the Code of Ethics.</li><li>Implementation of a digital whistleblowing platform for professionals and standardisation of the alert handling process.</li></ul> <ul style="list-style-type: none"><li>Meetings of the Ethics Committee: monitoring of the whistleblowing process, integration of the management process for situations involving apparent conflicts of interest.</li><li>Development of recommendations included in the report of the Ethics Committee.</li></ul>
3 meetings of the Ethics Committee per year	
Tracking the number of alerts	

\*\*\*Consumption from our main fuel provider TOTAL (petrol and diesel), which represents 97% of the consumption of our company car and commercial vehicle fleet



# ANNEX 2 : CONTRIBUTION OF THE CSR ROAD MAP TO INTERNATIONAL COMMITMENTS AND BENCHMARKS

2020-2023 ONET CSR ROAD MAP	NUMBER OF THE GLOBAL COMPACT PRINCIPLE	NUMBER OF THE SECTION IN 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	4-12-13-1
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
- Connection with ISO 26000
- 17 sustainable development goals and associated targets

RELATED TARGETS
<p><b>3.4</b> By 2030, reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being.</p> <p><b>3.6</b> By 2020, halve the number of global deaths and injuries from road traffic accidents.</p> <p><b>3.9</b> By 2030, substantially reduce the number of deaths and illnesses from hazardous chemicals and air, water and soil pollution and contamination.</p> <p><b>8.8</b> Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.</p>
<p><b>4.3</b> By 2030, ensure equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university.</p> <p><b>4.4</b> By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.</p> <p><b>12.8</b> By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature.</p> <p><b>13.3</b> Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.</p>
<p><b>5.1</b> End all forms of discrimination against all women and girls everywhere.</p> <p><b>8.5</b> By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.</p> <p><b>10.2</b> By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.</p>
<p><b>4.4</b> By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.</p> <p><b>8.8</b> Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.</p> <p><b>10.2</b> By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.</p>
<p><b>12.2</b> By 2030, achieve the sustainable management and efficient use of natural resources.</p> <p><b>13.2</b> Integrate climate change measures into national policies, strategies and planning.</p> <p><b>13.3</b> Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.</p>



2020-2023 ONET CSR ROAD MAP	NUMBER OF THE GLOBAL COMPACT PRINCIPLE	NUMBER OF THE SECTION IN ISO 26000	SDG NUMBER
Circular Economy: Biogistic	1-7-8-9	6.5.3/6.5.4/6.5.5	3-6-12-13-14
Circular Economy Waste Management	7-8-9	6.5.4/6.5.6	12-13-14
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-based or 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	5-8-16

RELATED TARGETS
<p><b>3.9</b> 9 By 2030, substantially reduce the number of deaths and illnesses from hazardous chemicals and air, water and soil pollution and contamination.</p> <p><b>6.3</b> By 2030, improve water quality by reducing pollution, eliminating dumping and minimising release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally.</p> <p><b>12.4</b> By 2020, achieve the environmentally sound management of chemicals and all wastes throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil in order to minimise their adverse impacts on human health and the environment.</p> <p><b>12.5</b> By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.</p> <p><b>13.3</b> Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.</p> <p><b>14.1</b> By 2025, prevent and significantly reduce marine pollution of all kinds, in particular from land-based activities, including marine debris and nutrient pollution.</p>
<p><b>12.4</b> By 2020, achieve the environmentally sound management of chemicals and all wastes throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil in order to minimise their adverse impacts on human health and the environment.</p> <p><b>12.5</b> By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.</p> <p><b>13.2</b> Integrate climate change measures into national policies, strategies and planning.</p> <p><b>14.1</b> By 2025, prevent and significantly reduce marine pollution of all kinds, in particular from land-based activities, including marine debris and nutrient pollution.</p>
<p><b>8.5</b> By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.</p> <p><b>12.2</b> By 2030, achieve the sustainable management and efficient use of natural resources.</p> <p><b>12.5</b> By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.</p> <p><b>13.2</b> Integrate climate change measures into national policies, strategies and planning.</p>
<p><b>8.3</b> Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalisation and growth of micro-, small- and medium-sized enterprises, including through access to financial services.</p> <p><b>12.6</b> Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.</p> <p><b>12.7</b> Promote public procurement practices that are sustainable, in accordance with national policies and priorities.</p>
<p><b>5.1</b> End all forms of discrimination against all women and girls everywhere.</p> <p><b>5.2</b> 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.</p> <p><b>8.8</b> Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.</p> <p><b>16.1</b> Significantly reduce all forms of violence and related death rates everywhere.</p> <p><b>16.5</b> Substantially reduce corruption and bribery in all their forms.</p> <p><b>16.10</b> Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements.</p>



# ANNEX 3 : GLOSSARY



**ACCESSIBLE COMPANY:** An accessible company is a company subject to the provisions of the French Labour Code and, specifically, one where employees with recognised disabilities make up at least 55% of the workforce.

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

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

**BIOTECHNOLOGY:** Biotechnology is the combination of life (“bio”) and science (“technology”). When applied to cleaning, biotechnology involves the introduction of microorganisms and fermentation extracts (also known as enzymes), obtained during fermentation processes, into products. 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:** A specialist agency offering support for road safety and mobility measures with a wide range of tailored: solutions: diagnostic tools, support, skills monitoring, training solutions and personalised assessments.

**ECOVADIS:** A performance evaluation platform for CSR and sustainable procurement.

**EMPLOYMENT RATE FOR WORKERS WITH DISABILITIES:** Number of units disclosed in France’s Mandatory Employment Declaration for Disabled Workers (DOETH)/applicable headcount as declared in the DOETH.

**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.

**FEP:** Fédération des Entreprises de Propreté et Services Associés (Association of Cleaning and Associated Services Companies).

**FREQUENCY RATE FOR WORK-RELATED ACCIDENTS:** The frequency rate is the number of accidents involving more than 1 day off work occurring per million hours worked (not counting accidents when commuting).

**GENDER EQUALITY INDEX:** The Gender Equality Index compares the situation of women and men within the same company. With a maximum score of 100 points, it is calculated on the basis of five indicators.



**FGES:** Groupement des Entreprises de Sécurité (Association of Security Companies), created in June 2019 from the merger of the Syndicat National des Entreprises de Sécurité (National Association of Security Companies – SNES) and the Union des Entreprises de Sécurité Privée (Association of Private Security Companies – USP).

**GIIN:** Groupe intersyndical de l'industrie nucléaire (Nuclear Industry Association).

**HLPF:** The High-Level Political Forum (HLPF) for Sustainable Development is the UN forum for global monitoring of the implementation of Agenda 2030 and its 17 Sustainable Development Goals (SDGs).

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

**LOM:** Loi d'orientation des mobilités (French law on mobility orientation) of 26 December 2019.

**PRISM'EMPLOI:** Professional association of temporary employment providers. GEIQ: An employers' group concerned with employment access and qualifications.

**SEVERITY RATE FOR WORK-RELATED ACCIDENTS:** The severity rate is the number of days lost due to temporary incapacity per thousand hours worked (not counting accidents when commuting).

**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 for evaluating individuals on their knowledge of sustainable development and corporate social responsibility issues.

**SUSTAINABLE DEVELOPMENT:** For Onet, this means the company's contribution (in relation to its size) to sustainable development, delivering on 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 to the definition of corporate social responsibility (CSR) provided in ISO 26000.

**UNITED NATIONS GLOBAL COMPACT:** In the context of a freely undertaken commitment, this worldwide agreement brings together companies, organisations, United Nations agencies, the world of work and civil society around ten universally recognised principles for the purpose of creating more stable and inclusive societies.

**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 sets 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 cooperation at all levels: state, civil society, public sector, private sector.

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





# ANNEX 4 : REPORTING SCOPE AND METHODOLOGY

The 2022 Sustainable Development Report includes the key indicators for Onet’s priority issues.

### INDICATORS

A procedure is in place to define the methodology and management techniques used for non-financial reporting indicators.

These indicators help measure the implementation of decisions and actions resulting from the commitments and practices associated with Onet’s Sustainable Development policy.

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

While the most significant indicators are specified directly in the road map in the report, all the indicators monitored as part of the Sustainable Development policy are listed together in a document referred to as the “CSR Dashboard”, which is updated annually and available upon request from the Development Department at [unpresentpourlefutur@onet.fr](mailto:unpresentpourlefutur@onet.fr).

Each indicator may be specifically mentioned in the text or referred to directly in the dashboard. These indicators are also compared with international benchmarks.

Unless otherwise specified, the results refer to the 2022 calendar year (1 January 2022 to 31 December 2022).

### SCOPE

The economic indicators, in terms of scope, take into account all French and foreign subsidiaries that are included in the financial reports.

The indicators relating to the Group’s total workforce take into account French and foreign subsidiaries with at least one employee.

This total workforce amounts to 66,088 employees (on the payroll as of 31 December 2022), which is 2.9% less than 2021. This breaks down into 48,921 permanent employees in France (including 48,764 integrated into the HR management system – HRA), which is 3.9% less than 2021, and 17,167 abroad (similar to 2021).

The permanent employees outside France are those belonging to the following companies: SM21/CENTRO SANEAMENTO E SERVICOS AVANCADOS/ONET Segurança (Brazil), Onet Luxembourg, Onet Iberia Solutions (Spain/Portugal), TELEM Morocco, EPM HOLDING COMPANY.

The other indicators in the “2022 CSR Dashboard” are calculated on the basis of the scope of the Group’s HR management system, which therefore represents 73.8% of the Group’s total workforce (on the payroll at the end of the reporting period). This scope includes the consolidated results at Group level, and the indicators are also detailed for subsidiaries with more than 500 FTE (full-time equivalent) employees, namely:

- Onet Services – Entreprise H. Reinier, Onet Logistics, Main Sécurité
- Onet Technologies: Onet Technologies TI/Onet Technologies CN/Onet Technologies ND

### DRAFTING AND DISTRIBUTION

This report was co-authored by various contributors and coordinated by the Sustainable Development Department. The formatting was arranged by the Marketing and Communication Department. 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](http://www.groupeonet.com)). Any questions or comments can be addressed to [unpresentpourlefutur@onet.fr](mailto:unpresentpourlefutur@onet.fr).





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