



CSR Report 2023

Corporate Social Responsibility
EDITION 2024 - GROUP





COMMUNICATION
ON PROGRESS



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

We welcome feedback on its contents.

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of commitment



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10 principles and 17 goals



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At SERIS, we are working towards a safer world by integrating corporate social responsibility in all our activities, with a strong commitment to sustainable practices and the reduction of our carbon footprint.

Our CSR report illustrates our commitment to transparency and accountability of continuous improvement, inviting everyone to take part in this approach for a more sustainable future.



Over 65 years of sustainability serving a better future.



At SERIS, we are actively involved in building a safer world. Corporate Social Responsibility (CSR) is at the heart of our mission and is essential to the long-term future of our company. We firmly believe that our actions today shape the world of tomorrow.

By integrating CSR principles into all our activities, we strengthen our resilience in the face of economic, social and environmental challenges. We are committed to responsible practices that not only protect but also enrich our environment and communities.

Climate change is one of the greatest challenges of our time. The need for immediate and concerted action is undeniable. We recognize our role in reducing our carbon footprint and promoting sustainable practices. That's why we work closely with our stakeholders across our entire value chain. Together, we can act to mitigate environmental and social impacts and contribute to a greener, safer future.

Guided by our belief in ethical and sustainable management, we base our CSR reporting on the guidelines of the Global Reporting Initiative (GRI). By adopting this standard, we aim to enhance the transparency and reliability of our performance reporting, while continuing to improve our practices. Our CSR report, established for the 2023 financial year, covers our activities in Europe and Africa. It demonstrates our commitment to acting responsibly, by highlighting the local initiatives of our subsidiaries.

I invite you to read this report and join us in our drive for sustainability. Every gesture counts, every initiative has an impact. Together, we can build a safer, more sustainable future for everyone.

Guy TEMPÉREAU

Chairman of the Governance and Management Board and founder of SERIS Group



Scan this QR code
to retrace over 65 years
of SERIS Group history.

10 PRINCIPLES

OF THE GLOBAL COMPACT



HUMAN RIGHTS

1. Companies are invited to promote and respect the protection of international Human rights law;
2. Companies are invited to ensure that they are not complicit in Human rights violations.



LABOUR

3. Companies are invited to respect freedom of association and recognize the right to collective bargaining;
4. Companies are invited to contribute to the elimination of all forms of forced or compulsory labour;
5. Companies are invited to contribute to the effective abolition of child labour;
6. Companies are invited to contribute to the elimination of all discrimination in employment and occupation.



ENVIRONMENT

7. Companies are invited to apply the precautionary approach to environmental issues;
8. Companies are invited to take initiatives to promote greater environmental responsibility;
9. Companies are invited to encourage the development and dissemination of environmentally-friendly technologies.



ANTI-CORRUPTION

10. Companies are urged to take action against corruption in all its forms, including extortion and bribery.

17 SUSTAINABLE

DEVELOPMENT GOALS





People
and
Technology



Get into
the action



The company

Leading **French** Group
in the private security market

International expert
safety and security
for professionals

Founded over 65 years ago in France, SERIS Group has diversified and grown to become a French leader in global professional safety and security solutions. We believe in growth just as we believe in technology: it is beneficial if it is mastered and if it serves men and women. That's why we invest, above all, in the development of our skills and in innovation. Our corporate project is sustainable, because it is supported by a stable family shareholder base and a sincere ambition for the future. Our Group is the French market leader and employs over 40,000 people worldwide.

The best of safety

Let's face it: it's very difficult to change the world. But we can help make it safer. How can we help?

By fulfilling our mission as security specialists with conviction and high standards. By leveraging our expertise, intuition and intelligence, coupled with the very best in technology. Our resources and skills may evolve, but the core of our mission remains the same: to be in the right place at the right time, in the right way.





Employees **involved** and committed

From the outset, SERIS has drawn its strength from the commitment of its employees, who work everyday to realize the Group's original vision: to help make the world a safer place, by protecting people and property.

They embody the company's values and commitments, and are fully committed to working alongside our customers to guarantee safety for all.

Strong values



EXPERTISE

EXCEL EVERY DAY
IN OUR BUSINESSES

AGILITY

ACT WITH FLEXIBILITY
AND RESPONSIVENESS

AUTHENTICITY

NOTHING MATTERS ANYMORE
THAN CONFIDENCE!

TEAM SPIRIT

HARNESSING EVERYONE'S TALENT
FOR COLLECTIVE PERFORMANCE

An offer integrated

Our commitment to an integrated approach combines human expertise with technological advances, for enhanced 360° safety and security of people and property.

SERIS Group offers a comprehensive range of safety and security solutions. Thanks to our technical know-how and proven experience, we master a wide range of safety and security issues, guaranteeing our customers integrated, effective solutions.

Our services include manned surveillance, mobile security, electronic security, remote

surveillance and training, not to mention security auditing and consulting services, and computerized data storage.

In each country, we are able to offer tailor-made solutions, adapted to the specific needs of each of our customers.

The SERIS 360° offer combines the best of Man and Technology



To view our video presentation, please flash the QR code below or click on the video player.





Our **certifications** and recognition

Our continuous improvement approach

From the outset, SERIS Group has been committed to satisfying its customers and building their loyalty with quality services.

In an ever-changing security environment, we are constantly adapting our practices and organizational structures to respond effectively to market needs.

We have integrated a quality management system into our activities, enabling us to constantly improve our services and organization to meet the expectations of all our stakeholders. With this in mind, we mobilize all our employees, customers and suppliers, integrating this approach into our corporate strategy and culture.

This dynamic ensures an operating, steering and management framework that promotes the efficiency and competitiveness of SERIS Group. In this way, we reaffirm our commitment to our customers and employees, emphasizing our constant drive for improvement and satisfaction.

IN FRANCE

- ISO 9 001 : 2015
General Management,
SERIS Security,
SERIS Airport,
SERIS Monitoring,
SERIS Academy
- MASE - UIC : 2014 (Manuel
d'Amélioration Sécurité des
Entreprises / Company Safety
Improvement Manual) -
Agencies involved
- CEFRI (Comité Français des
Entreprises pour la Formation
et le suivi du personnel
travaillant sous
Rayonnements Ionisants /
French committee of company
for training and monitoring
personnel working with
ionizing radiation)
- EcoVadis : Silver Medal
(CSR management system
evaluation)
- APSAD P3 (Assemblée
Plénière des Sociétés
d'Assurances Dommages /
Plenary Assembly of Property
and Casualty Insurance
Companies) SERIS Monitoring



IN LUXEMBOURG

- ISO 9 001 : 2015
- Made In Luxembourg label
- ESR label - Responsible
Company
- Vision Zero, a national
initiative to reduce serious and
fatal accidents in the workplace
to zero.



IN BELGIUM

- ISO 9 001 : 2015
SERIS Academy,
SERIS Security,
SERIS Technology
- ISO 14 001 : 2015
SERIS Technology
- ISO 27 001 : 2022
SERIS Technology
- ISO 45 001 : 2018
SERIS Security
- VCA (Veiligheid Checklist
Aannemers / Safety Checklist
Contractors)
SERIS Technology



IN THE NETHERLANDS

- ISO 9 001 : 2015
- ISO 14 001 : 2015
- ISO 45 001 : 2018
- VCA (Veiligheid Checklist
Aannemers / Safety Checklist
Contractors)
- Keurmerk Beveiliging (Quality
mark from the Nederlandse
Veiligheidsbranche)
- CO₂ prestatieladder



IN POLAND

- ISO 9 001 : 2015
SERIS Konsalnet Cleaning,
SERIS Konsalnet Ochrona,
SERIS Laam
- ISO 14 001 : 2015
SERIS Konsalnet Cleaning,
SERIS Konsalnet Security
- ISO 22 301 : 2012
SERIS Konsalnet Holding,
SERIS Konsalnet Ochrona
- ISO 27 001 : 2022
SERIS Konsalnet Cleaning,
SERIS Konsalnet Security
- ISO 45 001 : 2018
SERIS Konsalnet Cleaning
- AQAP 2 110 : 2016
SERIS Konsalnet Ochrona,
SERIS Laam



Our commitments for the profession

SERIS Group is actively involved in industry organizations and associations, helping to professionalize, promote and develop the private security profession.



AT INTERNATIONAL LEVEL

- Member of the International League of Supervisory Companies



AT EUROPEAN LEVEL

- Member of CoESS - European Confederation of Security Services



IN FRANCE

- Member of GES (Groupement des Entreprises de Sécurité /Group of Security Companies)



- Member of SESA (Syndicat des Entreprises de Sûreté Aéroportuaire / Association of Airport Security Companies)



- FPS - Syndicat d'organismes de formation en sécurité sûreté for SERIS Academy



- GPMSE - Groupement Professionnel des Métiers de la Sécurité Électronique pour les activités de télésurveillance (Professional association of electronic security for remote surveillance activities)



IN BELGIUM

- Member of APEG (Association Professionnelle des Entreprises de Gardiennage / Professional association of security companies)



IN THE NETHERLANDS

- Member of Nederlandse Veiligheidsbranche - Dutch security sector



IN LUXEMBOURG

- MLQE - Luxembourg Movement for Quality and Excellence
- FEDIL - Multi-sector entrepreneurial federation



IN POLAND

Relating to the security sector :

- Polski Związek Pracodawców Ochrona - Association Polish Employers in the Security Sector
- Polska Izba Ochrony - Polish Chamber of Protection

Relating to the cleaning sector :

- Polska Izba Gospodarcza Czystości - Economic Chamber polish cleanliness
- Związek Pracodawców Branżowych PSC - Association of employers in the trade PSC





Our
approach
CSR
At the heart
of our strategy

Sustainable commitment: Harmonizing actions and performance

Every action we take counts towards a better world.

Our commitment to Corporate Social Responsibility (CSR) is unwavering.

Within our Group, we recognize that consistency between our commitments and our economic performance is both a source of opportunity and a necessity to ensure sustainable performance. To reinforce our commitment to CSR, SERIS Group has identified 18 fundamental issues related to its activities.

These challenges encompass the three pillars of sustainable development. These challenges are shared in every country where the Group operates.

To meet each of these challenges, SERIS Group subsidiaries make specific commitments and set measurable targets, which you will discover throughout this document. This approach allows us to integrate CSR at the heart of our strategy and closely monitor our progress in this essential area.



The 18 fundamental issues



Environmental

Reducing our impact on the environment

Recycle our waste and contribute to the recovery of our materials

Participate in the proper application of our customers' environmental policies on their sites

Raising awareness of ecogestures and encouraging in-house initiatives

Integrated environmental criteria into our relations with suppliers and partners

Investing to reduce our environmental impact



Social / Societal

Enhancing our human capital and promoting the professional development of our employees

Acting for responsible employment

Promoting health and safety in the workplace

Ensuring well-being in the workplace and work-life balance

Encouraging employee diversity

Ensuring constructive dialogue with social partners



Economical

Insuring the company's long-term future

Strengthening our national and international presence

Putting continuous improvement at the heart of our strategy and our practices

Develop lasting relationship with customers and encourage innovation

Involvement in the local economy

Make business practices and purchasing processes more accountable





At SERIS,
we take sustainability seriously
and social responsibility in
our operations, offering safe and
inclusive working conditions with the
ambition of always
reduce our environmental impact
for a sustainable future.



Towards sustainable & responsible safety



At SERIS, we are convinced that sustainability is essential to the well-being of our employees, our customers and the communities in which we operate.

We have developed a CSR approach aligned with the United Nations Global Compact and the ISO 26000 standard, to guide our actions and ensure that we make a significant contribution to a better future for all.

We are committed to respecting the fundamental principles of Human rights, labour, the environment and anti-corruption in all our operations.

In the security and safety sector, we recognize the importance of people and the need to protect the environment. Our commitment to our employees is reflected in safe working conditions, professional development opportunities and an inclusive environment where everyone can flourish and contribute to our long-term success.

Similarly, we strive to minimize our environmental footprint by implementing sustainable practices, promoting energy efficiency and reducing our use of natural resources.

We are committed to being leaders in our businesses, not only in terms of safety and security, but also in terms of social and environmental responsibility. We are determined to play an active role in building a sustainable and equitable future for all.

Benoît PEDOUSSAUT

Chairman of the Executive Committee



From left to right: Antoine MASSIET du BIEST, Audrey PROU, Dominique BAMAS, Guy TEMPÉREAU, Sébastien TEMPÉREAU, Céline TEMPÉREAU-SAUVAGE and Bruno CATHELINAIS.

Governance & Management Board

This body defines the Group's strategic orientations and general policy, and appoints the Board of Directors. Executive Board, chaired by Guy TEMPÉREAU, the Board comprises six other members:

his three children, representing the shareholder family:

- Audrey PROU
- Céline TEMPÉREAU-SAUVAGE
- Sébastien TEMPÉREAU

managers from outside the family, with proven track records and experience in leading European and global companies:

- Dominique BAMAS
- Bruno CATHELINAIS
- Antoine MASSIET du BIEST

The Executive Committee

The mission of the Executive Committee is to implement the Group's policy and to oversee the operational management of all SERIS Group activities. It reports to the Governance and Management Board and is responsible for the operational management of the Group's activities in Europe and Africa.

It is at the heart of our Corporate Social Responsibility strategy, and sets the direction and ambitions of our CSR commitment, in line with our values and mission. This body integrates CSR principles into its decisions and steers this ongoing process towards a more sustainable and responsible future for all stakeholders.

The SERIS Group Executive Committee currently comprises nine members:



Benoît PEDOUSSAUT
Chairman of the Executive
Committee



Daniel MURCIANO
Chief Financial Officer



Sophie LECLERC
Legal and Compliance
Director



Philippe MAURETTE
Human Resources Director



Christophe BRASSELET
Chief Growth &
Transformation Officer



Tibo DEMOOR
Executive Chairman
SERIS Benelux



Patrick FERHAT
Africa Operations Manager



Eric FORESTIER
Executive Chairman SERIS
France



Tomasz WOJAK
Executive Chairman
SERIS Konsalnet - Poland

& Outlook & Ambitions

« Social commitment in action



SERIS Benelux is committed to enhancing its efforts in social sustainability across several key areas. In terms of environmental responsibility, we strive to reduce our carbon footprint through the adoption of green

technologies and sustainable practices. This includes increasing the energy efficiency of our operations, reducing waste, and promoting recycling initiatives across all our offices and sites.

Regarding ethical business practices, we are dedicated to maintaining high standards of integrity and transparency in all our operations. We will implement increasingly robust compliance measures and ethical guidelines to ensure that all our business activities are conducted responsibly and ethically.

Recognizing that our employees are our most valuable asset, we aim to improve their well-being through professional development opportunities and inclusive workplace policies.

Finally, we intend to establish sustainable partnerships with suppliers and clients who share our commitment to sustainability. By promoting sustainable practices throughout our supply chain, we hope to encourage broader industry-wide adoption of environmental and social responsibility standards.

These initiatives reflect SERIS Benelux's commitment to creating a more sustainable and socially responsible business model, ensuring long-term positive impacts on the environment, society, and the economy.

Tibo DEMOOR,
Executive Chairman SERIS Benelux

« Turning challenges into opportunities



Despite the tense situation in West Africa, we remain firmly committed to fulfilling the commitments made by the SERIS Group. In 2023, we have consolidated the initial results of the reforms begun in 2020, thanks

to greater control of our administrative processes, significant investments in equipment and a reorganization of our services, enabling us to offer higher quality services, as embodied by a long-term contract with the World Food Program.

The managers of our African subsidiaries are taking numerous steps to improve our CSR performance. They are working to increase gender parity, update staff training, disseminate the Group's «Anti-corruption» policy and reinforce workplace safety. We are constantly striving to

come closer to the standards of other SERIS subsidiaries, which is our main objective.

At the same time, our commitment to CSR is reflected in a number of outstanding initiatives. We have encouraged internal promotion to develop our talents, promoted gender equality and explored innovative solutions to reduce our carbon footprint. These actions reflect our determination to actively contribute to a sustainable and responsible future. The year 2023 has truly been a springboard for the years to come, consolidating our position and opening up new prospects for the future.

Patrick FERHAT,
Africa Operations Manager

« Together towards a sustainable futur



Our objectives for the coming years are clear: we want to become the most attractive company for private security guards. To achieve this, we are committed to offering optimal working conditions and promoting the professional and personal development of our teams. Furthermore, our ambition is to be recognized as the leader in customer service quality in the safety and security sector. We are committed to maintaining the highest standards of quality, and to constantly innovating in our services to enhance the quality of service we provide to our customers.

Our future growth also relies on a deep integration of sustainable development principles into our strategy. We firmly believe that our commitment to Corporate Social Responsibility is essential to generating long-term value, both for our stakeholders and for society as a whole.

We are aware that our future success will depend on our ability to anticipate and respond to future challenges, while remaining true to our core values. Together, we are ready to make further progress along this path, and I am convinced that our commitment will continue to bear fruit.

Eric FORESTIER,
Executive Chairman SERIS France

« Making an increasingly positive impact



Every business has an impact on its environment. We must understand more than ever the importance of our responsibility towards the natural environment, the community, employees and their families, while improving our internal processes to make the impact of SERIS more and more positive.

Our ambition is to strengthen and sustain SERIS Konsalnet's position as a leader in safety and security solutions in Poland. We guide the perceptions of the Polish security and safety market, following technological trends and implementing innovative solutions that combine people and technologies. We optimize and set new standards in the field of security, continuously building the best team in our sector in Poland and supporting the development of talents within our team.

We ensure the safety and development of the skills of our employees, who are the driving force behind our customer satisfaction. By attaching great importance to sustainable development, we manage our activities with the greatest respect for the environment and actively participate in making the world a safer place.

The year 2023 marked a phase of optimization and acceleration of our initiatives, consolidating our reference position in terms of security in Poland. We will continue to amplify our efforts to become the standard in our sector, pursuing our objectives with determination and remaining true to our values of innovation, sustainable development and social responsibility.

Tomasz WOJAK
Executive President SERIS Konsalnet



Human
rights

The 2 principles of the Pact

1. Companies are invited to promote and respect the protection of international Human rights law;
2. Companies are invited to ensure that they are not complicit in Human rights violations.

The 12 SDGs



At,

SERIS,

we are committed to respecting the international rules laid down by United Nations (UN), adhere to the principles of the Universal Declaration of Human Rights, the fundamental conventions of the International Labour Organization (ILO) and the guiding principles of the Organization for Economic Cooperation and Development (OECD).

In general and in all circumstances, SERIS undertakes within its organization to observe international, national and local regulations, as well as the rules of professional ethics relating to its activities, and expects the same commitment from all its employees and stakeholders.

These commitments are communicated to all our stakeholders in the Group's CSR Policy and Responsible Purchasing Charter, which can be downloaded from the www.seris.com website.

Respect for Human rights guides all our actions.



At SERIS, we recognize the fundamental importance of Human rights in all our operations. In line with our commitment to excellence and social responsibility, we ensure that our policies and practices rigorously comply with current international standards. This includes the principles set out in the United Nations' Universal Declaration of Human Rights, the conventions of the International Labour Organization (ILO) and the guiding principles of the Organization for Economic Cooperation and Development (OECD).

Our Group is firmly committed to respecting and promoting fundamental Human rights. These include freedom of association, the right to a safe and healthy working environment, the right to fair treatment, as well as equal opportunity and non-discrimination. We firmly believe that every employee deserves to work in an environment where he/she feels respected, valued and protected.

We are aware that our business practices and the way in which we carry out the tasks entrusted to us by our customers can have a significant impact on Human rights. That's why we are committed to continually reviewing our operations to ensure that they do not undermine fundamental Human rights. In addition, we work closely with all our stakeholders - including our employees, customers, suppliers (including subcontractors), local communities and public authorities to improve our Human rights performance.

Our commitment goes beyond mere compliance. At SERIS, because of our history and our roots as a family-owned group, we aspire to be a leader in promoting Human rights in our industry and in each of the countries in which we operate. We strive to create a corporate culture where every individual is treated with dignity and respect, and where Human rights principles are integrated into every aspect of our business.

As Group Chief Financial Officer and member of the Executive Committee, I am proud to support and promote these commitments. Together, we will continue to work towards a future where Human rights are respected and valued in all our actions.

Daniel MURCIANO,
Chief Financial Officer
SERIS Group

Our code of ethics

As a member of the International League of Supervisory Companies, SERIS Group is also formally committed to respecting the principles of the 6 chapters of the Code of Conduct and Ethics of the International League of Supervisory Companies:

- Human rights
- Laws and regulations governing private security
- Business Ethics
- Working conditions
- Environment
- Compliance and implementation

This code constitutes a set of rules governing our conduct in the exercise of our activities. This code can be consulted by all our stakeholders on the International League of Supervisory Companies website.



Human rights external stakeholders

In the conduct of its activities, SERIS is committed to respecting and promoting, within its sphere of influence, the application of universal Human rights principles and laws in every country where the Group operates, whatever the local context. In general, and in all circumstances, SERIS Group is committed within its organization to observing international, national and local regulations, as well as the rules of professional ethics relating to its activities, and expects the same commitment from all its employees, as well as from the Group's stakeholders.



Our commitment of our suppliers

As part of our commitment to responsible practices, SERIS Group expects its suppliers and subcontractors to comply with the standards set by the International Labour Organization (ILO). This includes:

- respect for the legal minimum working age,
- the absolute prohibition of forced or compulsory labour,
- the elimination of all forms of discrimination in recruitment and career advancement,
- promoting equal opportunities.

All these criteria are detailed in the SERIS Group Responsible Purchasing Charter.



Information security

As a security specialist, SERIS Group attaches particular importance to protecting sensitive and confidential information.

ISO 27 001

SERIS Netherlands and SERIS Konsalnet comply with ISO 27 001 standard. SERIS Netherlands is moving towards a global approach by integrating ISO 27 001 into its ISO 9 001 quality management system, and SERIS Konsalnet is currently in the process of obtaining ISO 27 001 certification. This initiative demonstrates both companies' commitment to ensuring information security and aligning their practices with international standards, thereby enhancing transparency and confidence in their operations.



RGPD regulation

SERIS complies with the European Union's General Data Protection Regulation (GDPR). We undertake to collect and process personal data only in the context of our professional activity. Collected data is protected against unauthorized access or misuse.

SERIS subsidiaries in France, Luxembourg, Belgium, the Netherlands and Poland have appointed a Data Protection Officer (DPO) to ensure compliance with data protection regulations. He is the main point of contact for all questions concerning the management of personal data.





We aim to strengthen the mix
in management positions

Nearly **6,000**
is the number of women

WITHIN SERIS GROUP

*All legal entities combined at 12/31/2023 for the Group.

Diversity

women-men

In a traditionally male-dominated sector like security, we are striving to achieve a gender balance within our teams, particularly in management positions.

All our job offers reflect this commitment by being open to both women and men.



Diversity and inclusion

SERIS Group is committed to creating a respectful and caring environment for everyone, whatever their origin, gender, age or religion.

SERIS Group strives to take all necessary measures to avoid any incidents of harassment in the workplace. Whether at the time of hiring, promotion or dismissal, discrimination is formally condemned.

The employment of people with disabilities

The majority of SERIS France employees work in jobs requiring special skills.

SERIS France's «Mission Handi'Cap» is committed to an employment policy in favor of people with disabilities, reflecting our commitment to inclusion and diversity. SERIS France has a dedicated Handicap referent and a specific email address to respond to the questions and needs of employees concerned.

In addition, SERIS France regularly publishes information on Open'Up, its internal digital platform, to ensure transparency and effective communication on its Handi'Cap initiatives.

Finally, SERIS France is committed to adapting workstations to the needs of disabled people such as the purchase of special chairs or screens. The aim is to guarantee an inclusive working environment for all our employees.



Diversity and inclusion training

SERIS Konsalnet takes a proactive approach to preventing discrimination and harassment and creating a culture of inclusion that permeates the entire organization, through the development of training and awareness programs for management and employees.

Our solidarity actions

At SERIS, we firmly believe that our growth can only be fully meaningful if it is shared with society as a whole. That's why we are actively involved in solidarity initiatives, demonstrating our desire to make a positive contribution to our community.

Here are a few concrete examples of our commitment to solidarity.

SERIS France and SERIS Luxembourg, committed to the fight against breast cancer

Committed to the fight against breast cancer, each year in October the two entities join forces to support the campaign to raise awareness of early detection of this disease which can affect us all, from near or far. For Pink October 2023, a photo challenge was organized, inviting all employees to proudly wear the famous pink bow as a sign of solidarity.



Support fund for Special Needs Rotterdam (FBNR)

SERIS Netherlands announces its financial support for the Rotterdam Special Needs Fund for the next two years. The Rotterdam Special Needs Fund (RSNF) plays a vital role in supporting vulnerable Rotterdam residents who find themselves in financial emergency. Through collaboration with the FBNR, SERIS is helping to support the local community, reduce poverty in Rotterdam and improve the quality of life for those who need it most.





SERIS Konsalnet finance scholarships for students the most talented

SERIS Konsalnet and the Leon-Koźmiński Academy, known for its excellence in education, have decided to join forces to create unique projects rooted in the values of social responsibility and self-improvement. As a patron SERIS Konsalnet is committed to supporting students in their academic development through a scholarship program and sharing their amphitheater for a year.



CSR challenge

Two teams of SERIS Luxembourg employees stood out in the annual CSR challenge, finishing in the final Top 5 in Luxembourg.

The CSR Challenge, organized by the French Chamber of Commerce and Industry in Luxembourg, is an inter-company and inter-country sporting challenge focusing on team-building, sports and soft mobility, with proceeds going to the Solar Impulse Foundation.



International labour standards



The 4 principles of the Pact

3. Companies are invited to respect freedom of association and recognize the right to collective bargaining;
4. Companies are invited to contribute to the elimination of all forms of forced or compulsory labour;
5. Companies are invited to contribute to the effective abolition of child labour;
6. Companies are invited to contribute to the elimination of all discrimination in employee and occupation.

The 8 SDGs



At, SERIS, we are committed to respect the principles

the UN Global Compact, the Universal Declaration of Human Rights, the ILO (International Labour Organization) Declaration on Fundamental Principles and Rights at Work, and the guiding principles of the OECD (Organisation for Economic Co-operation and Development) and the laws and regulations in force in all countries where we do business.

A corporate citizen

Social balance, respect for diversity, equal opportunities, health and quality of life at work are the foundations of our commitments. We also affirm our determination to create jobs as close as possible to our customer sites, by promoting local recruitment and professional integration.

Within SERIS Group
we accompany
women and men
in the evolution of professions
and skills.



The integrity of our policy of Human Resources ensures a working environment respectful and fair.



We are deeply committed to respecting and promoting international labour standards, both within our own organization and throughout our operations. At SERIS, this commitment is at the heart of our Human Resources policy and reflects our determination to ensure a respectful and fair working environment for all.

We ensure that our employees' fundamental rights are respected by implementing policies that guarantee equal opportunities, non-discrimination and freedom of association. We are also committed to providing safe and healthy working conditions. To this end, we continually invest in occupational health and safety programs to prevent occupational hazards and protect our employees.

Professional development and ongoing training are essential elements of our approach. We offer our employees personal and professional development opportunities to help them reach their full potential. Our training programs are designed to enhance their skills and promote their career development within the company.

Finally, we advocate open and transparent social dialogue. We encourage communication and cooperation between management and employees to solve problems constructively and strengthen cohesion within the company.

At SERIS, we believe that compliance with international labour standards is not only a legal obligation, but also a moral duty that contributes to our sustainable success. We will continue to promote these values to ensure a dignified and respectful working environment for each and every one of our employees.

Philippe MAURETTE,
Human Resources Director
SERIS Group





Our team: our capital

Our customers' satisfaction depends on the commitment of our field teams. They embody our professionalism and expertise in safety and security, and are the driving force behind the value, efficiency and competitiveness of our company.

We support the men and women of SERIS in the development of their professions and skills with high standards, respect and kindness.

Working conditions

SERIS Group ensures the well-being of its employees by offering attractive benefits and the best possible working conditions to attract and retain talent.

Health and safety at work

ISO 45 001 : proof of our commitment to health and safety

ISO 45 001 is an international standard that sets out the requirements for an occupational health and safety management system. It provides a framework for organizations to manage risk and improve their health and safety performance. The ISO 45 001 focuses on the continuous improvement of occupational health and safety practices, encouraging organizations to integrate risk management, accident prevention and the promotion of employees' physical and mental well-being into a dedicated management system.

SERIS Group has obtained ISO 45 001 certification for the following areas: SERIS Belgium, SERIS Netherlands and SERIS Konsalnet, demonstrating its commitment to fostering a healthy and safe environment for its employees.



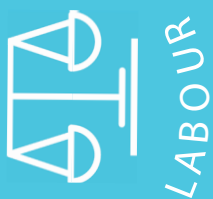
Be Zen, psychological support and well-being for SERIS France employees

As part of the «Be Zen» program set up by GENERALI, a psychological help and support service is available to eligible employees (excluding SERIS Airport Services). The program aims to protect and support employees in various aspects of their lives, including physical activity, nutritional advice and mental support.

Available schemes include financial assistance for emergencies and health expenses.

In addition to these important services, employees are offered personalized telephone support to deal with personal difficulties, as well as psychological support by telephone, available 24 hours a day, 7 days a week. In addition, employees have access to applications, via an associated premium code for additional digital support.

These systems offer comprehensive support and confidential to employees.



SERIS France and Luxembourg focus on prevention and raising employee safety awareness

SERIS Group attaches great importance to the safety of its employees, in particular by preventing the risk of workplace accidents and instilling a culture of prevention. SERIS Luxembourg appoints a member of staff to assess the health and safety risks of each workstation at each site, and communicates regularly with employees using a range of communication tools, from social networks to internal tools such as Newsflashes.

SERIS France's Quality Department provides site managers with the necessary information on health and safety at work, as well as the procedures to follow. This approach involves all SERIS France employees, who are made aware of and involved in risk prevention.

Tools such as «Safety Flashes» and HSE talks are used to raise team awareness of safety risks and best practices. In addition, the principle of shared vigilance encourages all employees to take responsibility for their own safety and that of others, by reporting unsafe situations or behavior.



SERIS Luxembourg deploys a well-being policy and becomes a member of VISION ZERO

SERIS Luxembourg is formalizing a well-being policy in 2023 to improve the quality of life at work for its employees. This policy addresses a number of issues, including mental and physical health, harassment, work-life balance, personal and professional development, etc. In addition, SERIS Luxembourg is committed to the national VISION ZERO 2023-2030 strategy, an initiative aimed at reducing serious or fatal accidents in the workplace to zero.

Deployment of a health and safety system with Powers Sécurité in the Central African Republic

To ensure the health and safety of its employees, Powers Sécurité Centrafrique has set up an on-site infirmary with a dedicated doctor. The company also covers all employee medical expenses. This proactive approach not only demonstrates a strong commitment to employee well-being, but also fosters a positive working environment in which employees feel supported.





Social dialogue

SERIS Group is committed to promoting harmonious relations between management and employees, encouraging open, transparent and regular communication at all levels of the company.

Career management

Because it's the men and women who shape the company on a daily basis, SERIS Group has always placed people at the heart of its strategy, by developing human resources management that is as close as possible to its employees.

SERIS strives to provide each employee with the keys to individual and collective development, and is therefore committed to supporting each employee in his career path, by ensuring the acquisition of skills through training.

Employees in the spotlight

SERIS Belgium recognizes the importance of valuing employees in their career paths and differentiates itself through its commitment to its employees in the field. Every year, SERIS Belgium organizes the «Agent's Night». An opportunity to visit a large number of security guards on duty at some thirty different sites. For this edition, SERIS brings together both the «Day» and «Agent Night» to include day shifts.

In addition, for the second year running, Powers Sécurité Centrafrique organized a ceremony to thank and reward its best employees. Nearly 30 employees received a «Certificate of Merit» and a bonus, in recognition of their professionalism in the performance of their duties over the past year.

The criteria for this distinction included excellence, rigor, punctuality and a good attitude.

These two initiatives, led respectively by SERIS Belgium and Powers Sécurité Centrafrique, testify to the strong commitment of these companies to recognizing and valuing their employees.



Launch of SERIS Academy en Poland

SERIS Konsalnet launched the SERIS Academy program, aimed at providing tailor-made teaching and training resources, in the form of e-learning and classroom training, to meet the company's current and future needs. In collaboration with external experts, SERIS Konsalnet prepared and implemented two important training programs for the company: «Change Leader» training, «Effective sales techniques».



Nearly **97,000h**
is the number of hours of training

DEDICATED TO SAFETY

*All legal entities combined at 12/31/2023 for SERIS Group.

Aggression prevention

The security sector is an environment where employees come into direct contact with potentially dangerous people or conflict situations and may regularly be confronted with aggression. SERIS Netherlands organizes aggression management training to help employees deal with aggression at work.

SERIS LEARNING, in action

For several years now, SERIS France has deployed a digital training platform, SERIS LEARNING, for its employees.

This platform provides access to training modules tailored to their specific professions and missions. Health, safety and environment (HSE) training courses are also available to raise awareness of workplace safety and occupational risk prevention issues.

In a process of continuous adaptation, aiming to offer specific modules according to needs identified on the sites of our customers; in 2023, the «Raising

awareness of the fight against cardiac arrest « was tailor-made for our teams. This learning platform encourages reminders and awareness-raising, while ensuring optimal memorization of knowledge.

Each employee can follow the training courses at his own pace, repeating them as needed, and benefit from the uniformity of the information transmitted, thus guaranteeing the consistency and unity of the messages delivered to employees.





Environment



The 3 principles of the Pact

7. Companies are invited to apply the precautionary approach to environmental issues;
8. Companies are invited to take initiatives to promote greater environmental responsibility;
9. Companies are invited to promote the development and the dissemination of environmentally-friendly technologies.

The 10 SDGs



At,
SERIS,
we are committed to improving our environmental footprint. As a security service provider, our environmental footprint is relatively small. Nevertheless, we carried out a measurement of our impacts in order to limit them.

The SERIS Group's environmental policy is based on the following guiding principles:

- reduce the environmental impact of our activities;
- recycle our waste and contribute to the recovery of our materials;
- investing to reduce our environmental footprint ;
- raise awareness of eco-gestures and encourage in-house initiatives ;
- integrate environmental criteria into our relations with suppliers and partners;
- help ensure that our customers' environmental policies are properly applied on their sites.

These priorities are implemented by all subsidiaries. With the aim of continuously improving environmental performance, SERIS Group monitors the effective implementation of these guidelines and the results achieved.

Reduce our environmental footprint and inspire a sustainable future.



At SERIS, we recognize the climate emergency and are firmly committed to reducing the environmental footprint of our operations. We have identified several areas where we can make significant changes to reduce our greenhouse gas (GHG) emissions.

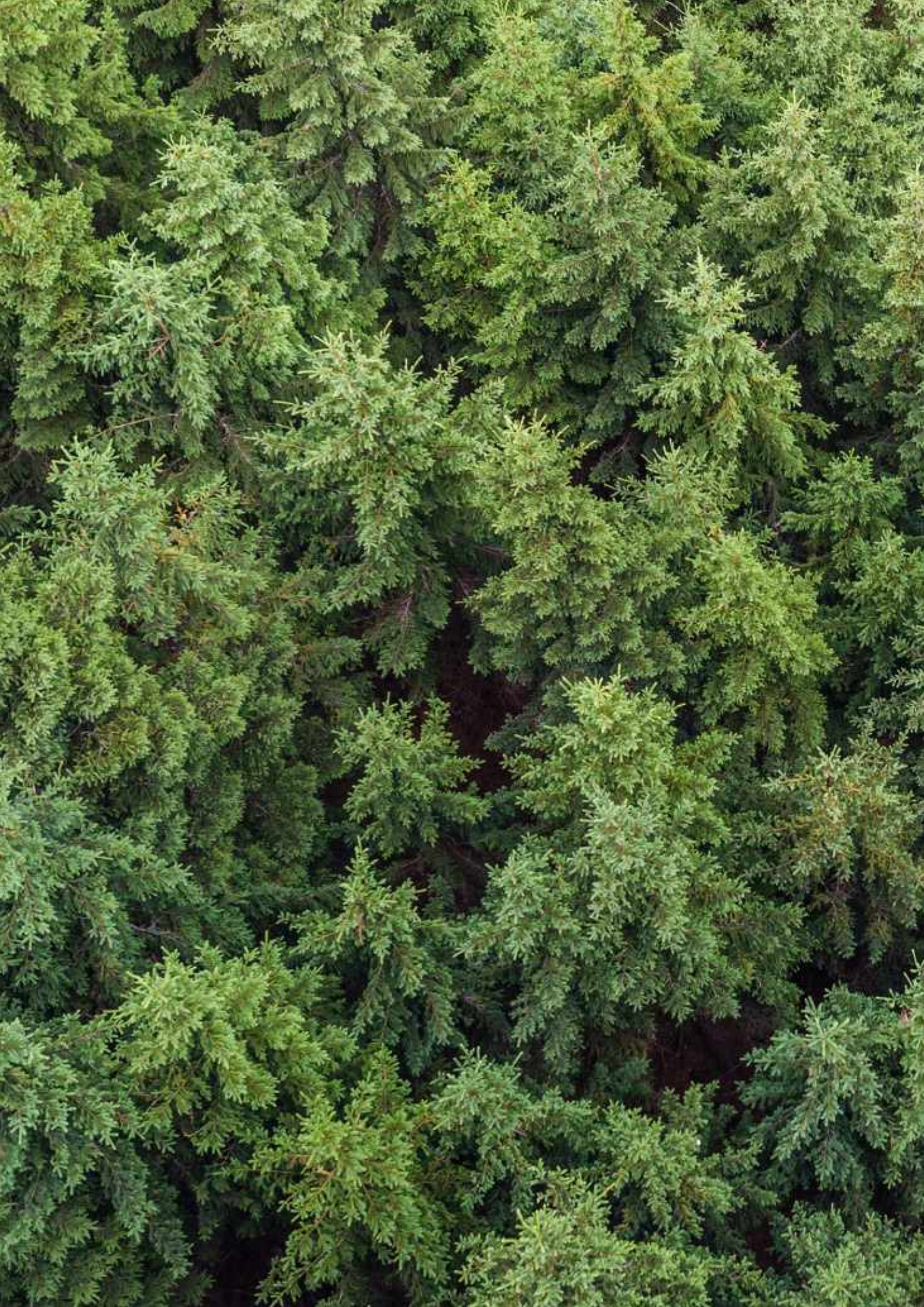
We are committed to minimizing our consumption of natural resources, renewing our vehicle fleet with greener options and limiting our waste production. Digitizing our processes with optimized technologies also helps us to reduce our environmental impact while improving our efficiency.

At the same time, we encourage our employees to adopt environmentally-friendly behaviors. Through training and awareness

programs, we encourage our staff to integrate sustainable practices into their daily lives. Moreover, we encourage our customers and providers to follow suit by informing and supporting them in their ecological initiatives.

Every action counts, and we are determined to play an active and responsible role in the fight against climate change, for the well-being of future generations.

Christophe BRASSELET,
Chief Growth & Transformation Officer
SERIS Group





ENERGY CONSUMPTION AND GHG EMISSIONS

SERIS Group is committed to significantly reducing its carbon footprint by adopting responsible practices in all its day-to-day operations. This proactive approach includes implementing measures to reduce energy consumption and optimize internal processes in order to minimize greenhouse gas (GHG) emissions.

Energy awareness campaign for the Group

Against the backdrop of the energy crisis, SERIS is striving to reduce its energy impact by cutting consumption. One of the first steps is to raise the awareness of our teams within each subsidiary, in terms of good daily practices. SERIS France has launched an in-house communication campaign entitled «Let's get to the heart of the action to preserve the environment», focusing on the following themes: Paper, Energy, Water, Waste, Food, Office equipment, Travel.

Raising awareness is an important step, and can lead to significant changes in daily habits at work, such as turning off unnecessary lights, assessing the relevance of business travel, and limiting the use of electronic equipment. Cumulatively, these small individual actions can have a considerable impact on the overall reduction of a company's energy consumption.



Responsible rounds at SERIS France

SERIS France's security services include the «Responsible Round», aimed at reducing CO2 emissions and promoting environmentally-friendly practices within customer companies.

Aware of the importance of preserving the environment, our agents take care :

- turn off unnecessary lights and electrical appliances,
- check that doors and windows are closed windows to limit energy loss,
- to report any anomaly likely to cause a leak or pollution.

This service, included in our offers, enables customers to save energy and better control their costs, while helping to protect the environment.

ISO 14 001-2015 : proof of **our environmental commitment**

Aware of the importance of taking environmental aspects into account in its strategy, SERIS Group has made a voluntary commitment to environmental management, by formalizing its environmental protection policy.

SERIS Group has already obtained ISO 14 001 certification for the following areas: SERIS Technology (Belgium), SERIS Netherlands, SERIS Konsalnet Poland (Cleaning and Security). It is based on the principle of continuous improvement of environmental performance by controlling the impact of the company's activities.

Achieving this standard is testimony to our commitment and ability to manage and protect the environment as part of our business activities.



Use of **renewal energies**

SERIS Konsalnet has tested an innovative technological solution: mobile surveillance masts equipped with advanced cameras and photovoltaic panels.

These cutting-edge devices are specially designed to guarantee security on construction sites, key national infrastructures, and in locations requiring surveillance, where access to a power source and where the installation of fixed cameras is difficult.

By using solar energy to power the surveillance masts, SERIS Konsalnet reduces its dependence on traditional energy sources and helps to reduce its environmental impact.



Development of a **greener offering**

SERIS Konsalnet Cleaning launches a cleaning offer with environmentally-friendly products. The use of environmentally-friendly products helps to reduce the company's overall carbon footprint, demonstrating a proactive approach to environmental management.

This new offering not only underlines the company's commitment to corporate social responsibility, but also responds to the growing demand for green solutions in the cleaning industry.

SERIS Belgium, SERIS France, SERIS Luxembourg et SERIS Konsalnet commit to a more responsible **vehicle fleet**

As part of a drive to reduce environmental impact, SERIS Belgium, SERIS France, SERIS Luxembourg and SERIS Konsalnet vehicle fleets are gradually switching to electric and hybrid vehicles. This initiative contributes to reducing our greenhouse gas emissions by adopting low-emission vehicles.

In addition, SERIS France is proud to be a member of the «Engaged Employers» program, an initiative that promotes collaboration between the French government and companies to reinforce road safety at company level.

All employees have access to regular awareness-raising sessions on road safety and eco-driving, designed to encourage them to control their consumption and adopt responsible behavior on the road.

WASTE MANAGEMENT

At its various subsidiaries, SERIS Group is actively committed to reducing not only its everyday waste, but also waste from production. This ecological approach is reinforced by the implementation of an efficient sorting system, enabling optimal recycling. Moreover, SERIS works with partners specializing in the recovery of specific types of waste, ensuring responsible management that respects the environment.

SERIS Group recycles its waste and recycles its materials whenever possible. In each country, partnerships have been set up to collect and recycle waste.

Recycling of professional clothing: a lasting commitment

SERIS Group is fully committed to recycling its professional clothing, conscious of the importance of reducing its environmental footprint.

More than 40,000 employees wear SERIS uniforms, making our commitment to recycling an important one.

Since 2017, SERIS France has been implementing a uniform collection and recycling scheme across the branch network, in collaboration with supplier Mulliez-Flory, a major player in the professional textile sector. This process involves the recovery by fraying of fabrics, thereby reducing the ecological impact of activities.

In Belgium all our uniforms are made from material that is certified Oeko-tex. Après utilisation, les uniformes sont recyclés via la société Vanheede Environmental Group et transformés en petites palettes.

SERIS Netherlands also has a partnership for the recycling of professional with Groenendijk Bedrijfskleding, their main supplier of workwear and the industry leader in sustainability. The aim is to give a second life to clothing that cannot be transformed into new textiles through the «Textile Point» program : used clothing is returned and sorted by material to be transformed into insulating materials and furniture.

In a world where a large proportion of used textiles are still landfilled, it's crucial that companies adopt more sustainable practices. Recycling workwear represents a first step towards a more eco-responsible approach, while paving the way for new opportunities in the circular economy and eco-design.



Anti-corruption



At, SERIS, we are committed purchasing processes

implemented within the company are in line with our CSR approach.

Suppliers and partners are selected according to social, environmental and ethical criteria. Our Responsible Purchasing policy aims to promote purchasing practices that minimize environmental impact, promote employee inclusion and safety, and respect ethical principles and Human rights.

The Pact principle

10. Companies are urged to take action against corruption in all its forms, including extortion and bribery.

The 4 SDGs



Fight against corruption: We are committed to respecting the law

and ethical standards in all our business operations.

Fraudulent or corrupt behavior is treated with the utmost firmness and result in disciplinary action. We do not tolerate any form of corruption, fraud or money laundering. Our employees are informed and aware of these principles and avoid any kind of conflict with their personal and private interests.



Ethics are at the heart
of our commitment to ensuring
trust and integrity
in everything we do.



At SERIS, we firmly believe that ethics and the fight against corruption are essential pillars of our success and integrity. As a major player in the security industry, we are committed to maintaining high standards of ethical conduct to ensure the trust of our customers, partners and employees.

Our code of conduct follows the guidelines of the United Nations Convention against Corruption to govern our business interactions. We are committed to complying with all anti-corruption laws and regulations in all countries where we operate. This rigorous compliance is at the heart of our business practices and reflects our commitment to act with integrity in all circumstances.

We foster a culture of integrity and transparency within SERIS Group. Every employee is encouraged to act ethically and to report any practices that run counter to our values. Through regular training and

clear communications, we ensure that all members of our organization understand and adhere to our ethical standards.

At SERIS, we believe that our success lies not only in the quality of our services, but also in our unwavering commitment to ethics and transparency. We will continue to promote these fundamental values to ensure a respectful and trustworthy working environment for all.

Sophie LECLERC,
Legal and Compliance Director
SERIS Group



As a key player in the industry, SERIS Group attaches the utmost importance to the integrity that must govern its day-to-day business relations and professional practices.

SERIS Group and its subsidiaries are firmly committed to the Code of Conduct and Ethics of the International League of Supervisory Companies. This Code constitutes a set of rules governing our conduct in the exercise of our activities. It can be consulted by all our stakeholders on the International League of Supervisory Companies website.

Fight corruption

As part of its business activities, SERIS Group is committed to fair and honest business relations. In each subsidiary, an internal control procedure is implemented during quotation operations and when customer contracts are signed.

ANTI-CORRUPTION





Group **code of conduct** and Ethics Committee

To ensure compliance with ethical and anti-corruption standards, a SERIS Group-wide code of conduct has been formalized. In addition, an Ethics Committee was set up in 2020 to ensure the effective implementation of our ethical policies and manage incident reporting.

These initiatives demonstrate our commitment to high ethical standards and transparency in our operations.



Anti-corruption awareness and policy

Raising employee awareness of anti-corruption, competition and ethics issues is essential; SERIS France and SERIS Netherlands provide each employee with an anti-corruption mini-guide, available in the employee welcome booklet.

In addition, SERIS Luxembourg has formalized a zero-tolerance policy towards corruption and is committed to raising the awareness of its employees in order to strengthen their understanding of the associated risks and the measures to be taken to mitigate them.

CSR certification and anti-corruption policy

In 2023, SERIS Konsalnet obtained certification in social responsibility and anti-corruption initiatives over the next three years.

This recognition attests to the company's commitment to implementing socially responsible practices and actively combating corruption. It not only testifies to the company's commitment to high social and ethical standards, but also serves as an incentive to pursue efforts to improve and maintain high CSR standards.



Notes

A series of ten horizontal dotted lines spanning the width of the page, providing a guide for writing notes.





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 **People
and
Technology**