



MAKING  
THE WORLD  
A SAFER  
PLACE



Corporate Social Responsibility  
RESULTS 2020 - PUBLISHED 2021



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10 principles and 17 goals  
to transform our world



COMMUNICATION ON  
PROGRESS

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

We welcome feedback on its contents.



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Our mission is a noble one,  
and it makes perfect sense  
in light of the need to help  
build a more sustainable  
and safer world for all.



The year 2020, marked by  
the COVID-19 pandemic,  
was a year of major mobilisation  
and transformation for the  
**SERIS GROUP**  
as well as for its stakeholders.



Since the beginning of the epidemic, in each of the countries where we operate, we have supported the authorities' efforts to contain the spread of the virus. We took the necessary steps to ensure continuity of service, and even increased our services when necessary. We quickly and successfully modified our operating methods as needed, while keeping people's health and safety as our primary concern. Our priority was to support all our customers, employees and partners during this difficult period.

I would like to express my heartfelt thanks to all those who remained and continue to remain mobilised. This unprecedented crisis has shed light on the critical importance of our mission. Our individual and collective efforts made it possible to keep the essential businesses operating in the countries where we live.

In 2020, despite the difficult circumstances, we also succeeded in setting up a modern governance model in line with our growth targets. This is a new fundamental step in the history of our company, which will enable us to expand in France and internationally.

In this context of unprecedented international crisis and major transformation for our Group, I am honoured to renew our commitment to the United Nations Global Com-

pact and our support for the ten principles concerning human rights, international labour standards, environmental protection and anti-corruption.

We are more than ever committed to incorporating social and environmental concerns into our strategy, and to interacting with all our stakeholders with respect, ethics and integrity.

Inspired by the ISO 26000 guidelines and the United Nations Global Compact Principles, this third Seris Group CSR Report presents our commitments, our business practices and our goals. We report on the Group's activities and results in Europe for the year 2020 in order to keep all our stakeholders informed, with maximum transparency.

Together with our customers and employees, we are more than ever committed to building a better future by providing responsible and innovative safety and security solutions in line with our shared values.

We firmly believe that we have a crucial role to play in society. Our mission is a noble one, and it makes perfect sense in light of the need to help build a more sustainable and safer world for all.

More than ever, let's stand united and in solidarity. As a community, we can succeed.

**Guy TEMPEREAU,**

Chairman of the Governance and Animation Board  
and founder of the Seris Group.

GLOBAL COMPACT

The **10**

PRINCIPLES



**HUMAN RIGHTS**

1. Businesses should support and respect the protection of internationally proclaimed human rights;
2. Businesses should make sure that they are not complicit in human rights abuses.



**LABOUR**

3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
4. Businesses should uphold the elimination of all forms of forced and compulsory labour;
5. Businesses should uphold the effective abolition of child labour;
6. Businesses should uphold the elimination of discrimination in respect of employment and occupation.



**ENVIRONMENT**

7. Businesses should support a precautionary approach to environmental challenges;
8. Businesses should undertake initiatives to promote greater environmental responsibility;
9. Businesses should encourage the development and diffusion of environmentally friendly technologies.



**ANTI-CORRUPTION**

10. Businesses should work against corruption in all its forms, including extortion and bribery.

The **17**

SUSTAINABLE DEVELOPMENT GOALS



# Presentation of the Company

A French group operating on an  
international scale



seris



```
Microsoft Windows [Version 10.0.18363.476]
(c) 2019 Microsoft Corporation. Alle rechten voorbehouden.
C:\Users\lescheepmans>ping 2.10.40.230

Pinging 2.10.40.230 with 32 bytes of data:
Reply from 2.10.40.230: bytes=32 time=24ms TTL=60
Reply from 2.10.40.230: bytes=32 time=23ms TTL=60
Reply from 2.10.40.230: bytes=32 time=23ms TTL=60
Reply from 2.10.40.230: bytes=32 time=23ms TTL=60

Ping statistics for 2.10.40.230:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milliseconds:
        Minimum = 23ms
```

**FRENCH**

leader in global safety  
and security solutions  
for businesses  
and organisations  
internationally.

## International expert in safety and security solutions for businesses and organisations

Created more than 60 years ago in France, the Seris Group has diversified and developed to become a French leader in global professional safety-security solutions internationally. Supported by a stable family shareholding, our group has been able to achieve controlled growth to best serve our customers, as and where needed.

## Customer experience is a core component of our strategy

The complementary nature of our activities, based on a culture of continuous improvement and innovation, makes the Seris Group a leader in our sector.

In addition to offering innovative solutions, we work hand in hand with our customers. In each of the countries where we operate, our experts have in-depth, sector-specific knowledge and a complete understanding of all the issues involved, enabling them to anticipate market trends. They are committed to supporting our customers' security systems and policies with excellence and agility.

## Dedicated, responsible and engaged employees

From the outset, Seris' success has been driven by the dedication of our employees, who work every day to support the Group's initial ambition: to help make the world a safer place by protecting people and property.

They are all ambassadors for the Group's commitments and work purposefully alongside our customers to keep everyone safe.

## Transformation, agility and responsibility

Determined to respond to the current changes in the sector and to anticipate future trends, we have for several months now been engaged in an in-depth transformation of our Group. This transformation, both necessary and stimulating, is above all a state of mind, a line of conduct, a vision that translates into a constant quest for agility, synergies and an unfailing commitment to quality for our customers and partners.

## UNIQUE integrated solutions

The Seris Group, through its subsidiaries, offers companies and international organisations global expertise in risk management and safety-security solutions. We boast an unparalleled range of technical expertise along the entire security value chain so we can offer our customers a global security solution.

Building on decades of experience in the security sector, Seris has developed a complete range of services in order to best meet the expectations of our clientele: human

monitoring, mobile security, electronic security, remote monitoring, training, as well as security audits and consulting services and electronic data storage.

In each country, we have several companies with expertise in their sectors, which enables us to deliver the best solutions tailored to the needs of our customers, combining human resources and technology.

Seris offers personalised services tailored to each of our clients, calling on several complementary areas of expertise, depending on their needs. Our customers get the best solution, at the right price, coupled with excellent service.



From left to right: Guy TEMPEREAU, Céline TEMPEREAU-SAUVAGE, Sébastien TEMPEREAU and Audrey PROU.

## A future-oriented project driven by the shareholding Family

Seris Group, 100% owned and controlled by the Tempereau family, boasts a fierce entrepreneurial spirit and strong human values. Seris Group has always delivered solid solutions to the growing need of businesses and governments for safety and security services. Private security today provides a vital service alongside law enforcement. Driven by the desire to be an ongoing leader in the global security sector, Guy Tempereau and his children pursue a policy of steady, controlled growth, supported by the confident, dedicated and professional teams in each of the countries where the Group operates.



STRONG VALUES





REPRESENTATION OF THE COMPANY  
**seris**

## UNIQUE integrated solutions



### Guarding

Our teams use human and technological resources to monitor property and people.



### Technology

We assist our clients in designing security solutions based on market technologies, including access control, intrusion detection, video surveillance and perimeter protection.



### Monitoring

Our teams in our remote monitoring centres provide optimal security 24 hours a day, guaranteeing fast interventions as needed.



### Mobile security

We assist our customers by providing Mobile Security services to keep their infrastructure, their assets and their employees safe.



### Canine security

In order to keep your employees, your property and your infrastructure safe, we provide you with patrol dogs and dog handlers.



### Consulting

We provide security assessments and design systems to ensure an optimal level of security based on the risks identified for your business.



### Training

Our training organisations are accredited to provide safety and security training. We can help you set up training sessions tailored to your needs.



### Services

Seris offers one-off or ongoing reception services, with or without associated safety and security services.



### Airport security

**In France only**, our teams offer specific solutions to meet the safety and security requirements of the airport sector.



### Logistics

**In Belgium only**, Seris Logistics handles valuable shipments, combining speed, accuracy and security in a single, efficient logistics flow.



### Cleaning

**In Poland only**, our teams offer comprehensive, professional cleaning services. We make use of innovative robotic cleaning machines, all with the utmost respect for the environment.

# Our CERTIFICATIONS and recognitions

## Our continuous improvement process

From the outset, our priority has always been to deliver customer satisfaction and build loyalty through our services. Given today's security environment and the world's evolving security needs, we have to continually fine tune our operating methods.

Our quality management system enables us to continually improve our services and effectively meet the expectations of our stakeholders.

Driven by the desire to improve our performance, we involve all our stakeholders (employees, customers, suppliers) in this process, which is a key component of our strategy and our company culture. This provides a framework for improving our efficiency and competitiveness, and demonstrates our ongoing commitment to our customers and employees.

### IN FRANCE

- **ISO 9001:2015** – General Management, Seris Security, Seris Airport, Seris Monitoring, Seris Academy
- **MASE - UIC: 2014** (Safety Improvement Manual for Businesses) – Relevant Agencies
- **CEFRI** (French Business Committee for the training and monitoring of personnel working with ionising radiation)
- **ECOVADIS**: Silver Medal (Evaluation of the CSR management system)
- **APSAD P3** (Plenary Assembly of Property and Casualty Insurance Companies) - Seris Monitoring



### IN LUXEMBOURG

- **Made In Luxembourg Label**



### IN BELGIUM

- **ISO 9001:2015** – Seris Academy, Seris Monitoring, Seris Security, Seris Technology
- **ISO 14001:2015** – Seris Technology
- **VCA** (Veiligheid Checklist Aannemers / Contractor Safety Checklist) – Seris Technology



### IN THE NETHERLANDS

- **ISO 9001:2015**
- **ISO 14001:2015**
- **ISO 45001:2018**
- **VCA** (Veiligheid Checklist Aannemers)
- **Keurmerk Beveiliging** (quality mark from the Nederlandse Veiligheidsbranche)



### IN POLAND

- **ISO 9001:2015** – Seris Konsalnet Cleaning, Seris Konsalnet Holding, Seris Konsalnet Ochrona, Seris Konsalnet Security, Seris Laam
- **ISO 14001:2015** – Seris Konsalnet Cleaning, Seris Konsalnet Security
- **ISO 22301:2012** – Seris Konsalnet Holding, Seris Konsalnet Ochrona, Seris Konsalnet Security
- **ISO 26000:2012** – Seris Konsalnet Holding
- **ISO 27001:2017** – Seris Konsalnet Holding, Seris Konsalnet Ochrona, Seris Konsalnet Security
- **ISO 37001:2016** – Seris Konsalnet Holding
- **ISO 45001:2018** – Seris Konsalnet Cleaning
- **AQAP 2110:2016** – Seris Konsalnet Ochrona, Seris Konsalnet Security, Seris Laam
- **PN-N 18001:2004** – Seris Konsalnet Security
- **OHSAS 18001:2007** – Seris Konsalnet Security



# Our COMMITMENTS for the sector

Seris is actively involved in private security sector organisations and associations in order to support and promote our industry.



### INTERNATIONALLY

- **Member of the International Security Ligue**



### IN EUROPE

- **Member of CoESS**



### IN FRANCE

- **Member of GES** – Association of security companies
- **Member of SESA** – Association of airport security companies



- **FPS** – Association of safety training organisations for Seris Academy



- **GPMSE** – Professional association of electronic security and remote surveillance companies



### IN BELGIUM

- **Member of APEG** – Professional association of security companies



### IN THE NETHERLANDS

- **Member of Nederlandse Veiligheidsbranche**



### IN LUXEMBOURG

- **MLQE** – Luxembourg Movement for Quality and Excellence



- **FEDIL** – Multi-sector business federation



### IN POLAND Security sector:

- **Polski Związek Pracodawców Ochrona** – Polish association of employers in the security sector
- **Polska Izba Ochrony** – Polish Chamber of Protection



- **Polska Izba Gospodarcza Czystości** – Polish Economic Chamber of Cleaning



- **Związek Pracodawców Branżowych PSC** – Polish Cleaning Industry Employers Association



# Our CSR policy

## Reconciling commitments and economic performance

We are aware that reconciling our commitments and economic performance is both an opportunity and a necessity for our sustainability.

To make our Corporate Social Responsibility policy even more meaningful, we have identified 18 fundamental commitments, covering the three major sustainable development goals.

Shared in all the countries where the Group is present, these commitments constitute the company's CSR roadmap for years to come. Our subsidiaries have set their own targets, in line with these commitments. This makes CSR a key component of our strategy and enables us to measure our progress.

Making  
CSR  
a key priority  
in our strategy



### Planet

Reduce our impact on the environment

Recycle our waste and upgrade our materials

Correctly apply our clients' environmental policies on their sites

Raise awareness of eco-actions and encourage internal initiatives

Integrate environmental criteria into our supplier and partner relationships

Invest to reduce our carbon footprint



### People

Value our human capital and promote the professional development of our employees

Act for responsible employment

Promote health and safety at work

Ensure compliance for well-being at work and the balance between private and professional life

Promote the diversity of employees

Engage a constructive dialogue with our social partners



### Profit

Ensure the company's sustainability

Strengthen our national and international presence

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

Develop sustainable relationships with customers and encourage innovation

Invest in the local economic structure

Be accountable for our business practices and purchasing processes



# Key moments



seris

## A new GOVERNANCE for new AMBITIONS

In order to pursue our steady growth internationally, the Tempereau family decided in 2020 to reorganise Seris, which was founded in 1958 in Saint-Nazaire.



*In 2020, despite the difficult circumstances, we succeeded in setting up a modern governance model in line with our growth targets. The people hired at the end of last year and at the very beginning of 2021 ensure that we have the complementary expertise needed to work in a collaborative and efficient manner. The Governance and Animation Board and the Executive Committee will be able to effectively carry out the expansion projects in France and internationally."*

**Guy TEMPEREAU,**

Chairman of the Governance and Animation Board of the Seris Group

On the legal front, a Family Office, called Gen.Tem, was set up to ensure the continuity and independence of the Seris Group. It is composed of the founder, Guy Tempereau, as Chairman, and his three children. This family holding company is now the shareholder of the Seris Group.

The founder of Seris is stepping back from the operational management of the Group to devote himself fully to his Family Office. The governance of Seris now revolves around two newly created bodies:

- the Governance and Animation Board,
- the Executive Committee.



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

## The Governance and Animation Board

This Board defines the Group's strategic orientations and general policy, and appoints the Executive Committee. Chaired by Guy Tempereau, the Board is composed of six other members:

- his three children, representing the shareholder family:

**Céline TEMPEREAU-SAUVAGE**

**Audrey PROU**

**Sébastien TEMPEREAU**

- directors 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 Executive Committee is responsible for implementing the policy defined by the Board and for the operational management of the Group's activities. It reports to the Governance and Animation Board.

The Executive Committee is currently composed of five members:

**Cédric PERIER**, CEO Seris France

**Tomasz WOJACK**, CEO Seris Konsalnet Poland

**Christophe SEGAERT**, CEO Seris Benelux

**Daniel MURCIANO**, Group CFO

**Sophie LECLERC**, Chief Legal and Compliance Officer



# OUTLOOK & AMBITIONS

**A strong and virtuous dynamic is under way**



**2020 has been an unusual year** for everyone. The pandemic has changed the way we work, as well as the needs and expectations of our customers, and our teams were able to adapt almost instantly.

Digital systems and new technologies are now driving the acceleration of new services. Our top priorities remain customer satisfaction and quality of service. A strong and virtuous dynamic is already under way to organise a favourable context for our activities and promote the safety-security sector."

**Cédric PERIER**, CEO Seris France



**State-of-the-art solutions, combining human resources and new technologies**



**Our ambition is to strengthen and perpetuate** Seris Konsalnet's position as a leader in state-of-the-art security solutions in Poland. We can influence the new perception of the Polish safety and security market. We are innovative, following global technology trends and implementing state-of-the-art solutions that combine human and technological resources. We set new standards in the field of security. We are constantly building the best team in our sector in Poland, and we support and empower our talent. We ensure the safety, skills development and satisfaction of our employees and customers. We are committed to sustainability and carry out our activities with the utmost respect for the environment. We help make the world a safer place."

**Tomasz WOJACK**, CEO Seris Konsalnet, Poland



**A comprehensive range of services based on expertise and innovation**



**Over the past few months, I have learned** more about Seris, especially its human values and its professional and engaged mindset. The company offers a comprehensive range of services based on expertise and innovation. We develop technology solutions that will be very important to all of us in the future.

This brings me to our ambition for corporate social responsibility. We are aware of our social importance, and we are committed to making the world a safer place. We live in a changing society and face significant challenges. The willingness of Seris employees to work together on this issue gives me confidence in the future.

With the motivation, engagement and contribution of the entire Seris team, I firmly believe that we can achieve our ambitions."

**Christophe SEGAERT**, CEO Seris Benelux



# COVID 19



## The COVID-19 pandemic: an accelerator of transformations



Since the beginning of 2020, the spread of the Coronavirus has resulted in a dramatic uptick in the use of digital technologies by many organisations and companies, and basically everyone has developed new habits and expectations in this area. The Seris Group is no exception to this trend. We already had plans to move forward with digital adoption, but Covid-19 clearly accelerated the timeline.

The pandemic has changed the way we work together. For example, working from home has been encouraged whenever possible. In all the countries where we operate, we have had to find and/or develop the equipment and solutions to enable our employees to stay in contact and collaborate remotely. During periods of strict lockdown, digital channels were the only means of interaction. To ensure business continuity, we had to switch nearly everyone to working from home on extremely short notice.

The pandemic was an opportunity for us to invent totally new ways of operating and organising, in the space of a few weeks. We had to become more organised and efficient. We needed to be able to share and archive documents and exchange information, both internally, among employees, and externally with our other stakeholders (customers, suppliers, partners, auditors, government agencies, etc.), and information security became a vital point of vigilance for the Group. The achievements in terms of technology investments, new working methods and collaborative systems are such that going back to the way things were is out of the question. Our work habits, organisational systems, trajectory and management methods have evolved as a result of the pandemic.

**The achievements in terms of technology investments, new working methods and collaborative systems are such that going back to the way things were is out of the question.**

**Daniel MURCIANO**, Group CFO

## COVID-19: mobilisation, adaptation and innovation in the face of an unprecedented global pandemic

### Proactive and engaged!

The year 2020 was significantly impacted by the Coronavirus pandemic. To deal with this unprecedented situation, Seris teams in all countries worked harder than ever to safeguard property and people. Business continuity plans were set up, and our teams quickly made changes to our operating methods whenever necessary. Our mission is more crucial than ever in this particular context. Heartfelt thanks to all our employees for their remarkable engagement and proactivity, both in the field and in the offices, to ensure continuity of service at grocery stores, hospitals and other essential businesses in all the countries where we are present. In these difficult times, we need to come together as a community to emerge from this crisis.

## Yoga classes to support employees during the first lockdown

During the first lockdown in France in March 2020, Seris France offered our employees working from home the opportunity to try remote Corporate Yoga classes. The Corporate Yoga method, developed in collaboration with osteopaths and occupational therapists, is suitable for all employees, whatever their job. The exercises can relieve physical tension (eyes, neck, upper back, legs) and promote mindfulness (concentration, fatigue, stress). The six classes, each with a different theme, helped Seris France employees working from home cope with stress over the long term.



# COVID-19: SERIS Belgium demonstrates agility

## Tailor-made social distancing solutions

At the beginning of the global Covid-19 pandemic, Seris Belgium developed a "total security concept". The goal was to maintain a safe distance between people in various situations by deploying social distancing solutions that can be applied on a custom basis.

Technology-controlled access control was developed to prevent the spread of the virus. Safety/security officers were posted to observe, report and take action when necessary. Some of the new solutions included body temperature screening, face mask detection and occupancy monitoring in real time.

- Real-time occupancy monitoring: number of people present, access doors opened or closed automatically, alerts via a green or red screen, automated reports and alerts.
- Temperature control: body temperature sensor, alerts via a green or red screen, automated access and alerts.
- Face mask detection: facial screening to detect people without masks, alert sent to security guards in case of a problem.
- Social distancing detection: detection of long queues, detection of social distancing in a queue, alerts sent to security guards in case of a problem.
- Contact tracing and tracking: track people via a network of cameras, identify close contacts if further tracing is necessary.
- Crowd control: monitor beaches, squares, crowded sidewalks, shopping centres and offices, detect large groups, notification sent via verbal announcements and reports.



## Academy offers new training courses

In order to promote their new courses tailored to the global pandemic, Seris Belgium organised several thematic webinars to help organisations protect their employees, visitors and all other stakeholders. The new training courses included:

- Crime during and after COVID-19
- Anticipating Post-Covid tensions
- Covid 19, Private security on the front line: opportunities, responsibilities and recognition

These new training courses, available from the online catalogue at [www.Seris.be](http://www.Seris.be), can help companies deal with issues arising from the global pandemic.



## Social media: How Seris promotes human interactions

The pandemic has had many consequences on our daily lives. Most European countries have taken measures to limit the spread of the Covid-19 virus, such as lockdowns, travel restrictions, closures and teleworking.

The immediate and lasting consequence of all these measures has been to limit human interactions and in-person business relationships. To improve communications among our employees, customers, partners and all other stakeholders, we built up our presence on social media.

Across the various platforms, we have been able to stay in contact with all stakeholders, provide Group news and information about innovative solutions and build a sense of community.



## SERIS helps get things back to "normal"

While waiting for event venues to reopen both indoors and outdoors, Seris Event Security agents provided security at the vaccination centres opened in 2021 in Belgium.

Vaccination centres are currently one of the only places where crowds of people form. The agents ensure that everything runs smoothly, in full compliance with infection control measures and social distancing. The Seris Group is proud that our teams can help make the world a safer place.

The message of hope "Together, we will get our freedom back" at the entrance of the Nekkerhal vaccination centre in Mechelen, Belgium in early 2021.



We  
**INNOVATE**  
to offer the best  
to our customers



Providing the best service to customers is what drives us each day, in all countries where the Group is present. In Poland, growing Seris Konsalnet is one of the main priorities of our strategy. We listen carefully to what our customers tell us, so we can provide the solutions they need. We implement solutions to meet the growing demands of the market, which are evolving in line with technological advances. We implement optimised, comprehensive and customer-oriented solutions by creating partnerships and using our expertise. In addition, we are developing our service portfolio based on over 25 years of experience in the security services market. We improve our customer service and loyalty-building processes based on quality KPIs. We are rolling out online sales channels and mobile applications. All of the actions, practices and projects carried out by our dedicated employees are geared towards providing full customer satisfaction, day after day.

**Tomasz WOJACK**, CEO Seris Konsalnet, Poland

**Proven experience and solutions tailored to the needs of our customers**



"Thanks to Seris, we now have a real-time, centrally controlled system to protect our masterpieces.

Seris had no problem painting their cameras the exact colour of each room to make them blend in. I really appreciate the way they worked with us."

**Wouter COVENS**, Operational Manager of KMSKA



**Custom security services for the Royal Museum of Fine Arts in Antwerp!**

The Royal Museum of Fine Arts Antwerp (KMSKA) houses internationally famous artwork that attracts more than 100,000 visitors from Belgium and abroad every year. Since 2011, KMSKA has been undergoing a vast renovation to make it one of the most beautiful museums in the world. Safeguarding the building and its valuable contents is one of the crucial aspects of the renovation. Seris was commissioned by the Flemish government to install the entire protection system.

- Over 270 cameras
- Access control, artwork protection and over 500 detection points
- A smart alarm system
- All controlled from the control room
- Theft protection and vandalism detection

**The challenge: install a full protection system that blends into the background**

The challenge was to safeguard the artwork without distracting visitors with conspicuous and unsightly CCTV systems.

**Our solution: integrated protection**

In the past, security at KMSKA consisted of a series of different independent components, but Seris installed an integrated system that can be entirely managed from a control room, via a centralised interface. Today, all data from the cameras, detection points and tags are centralised in one place, which makes it possible to understand exactly what is happening much faster in the event of a problem. We opted for minimalist cameras painted the same shade as the wall on which they are mounted, to keep the focus on the works of art in the splendid museum. We also provided a Security Management System that combines access control, video surveillance, artwork protection, burglary detection, fire detection as well as the building management system, mobile communications and lighting control.

**A future-proof system thanks to countless expansion possibilities**

The system not only meets all of KMSKA's current needs, but is **also designed to meet future needs**. With some additional programming, it can also handle **crowd control** as well as **tracking functions**.

## The new S-mobility solution by **SERIS** Belgium, simplified parking and flow management

S-Mobility is a parking management system that optimises the use of company car parks for both employees and visitors.

Employees can reserve a parking space for half a day or a full day as needed, from their computer or mobile phone. S-Mobility will also make sure that they free up their reservations when they're on holiday or business trips. Customers, service providers and other guests can also use the solution. S-Mobility works with Waze

and Google Maps and takes guests directly to the barrier at the entrance to the car park.

If parking capacity is always under pressure, S-Mobility will encourage your workforce and visitors to carpool or use alternatives such as nearby public car parks or public transport. With S-Mobility, each company determines their own parking policies and pricing.



## **SERIS** France, safeguarding the Guyana Space Centre

Since 2013, Seris France has been providing the custom security system and helping safeguard the rocket launches at the Guyana Space Centre in Kourou. The Space Centre plays a key strategic role in guaranteeing Europe independent access to space. After a few months of interruption due to the pandemic, the launches resumed with reinforced security measures.

### Many security forces work together to safeguard this sensitive site

The huge security operations for rocket launches require the presence of the gendarmerie (maritime, mobile and GIGN), the 3rd foreign infantry regiment, the military control centre, a bomb disposal team, the Paris fire brigade and various security teams both on and off the base.

Seris' missions consist of securing the observation sites during campaigns and launch

events. This includes carefully checking invitations and screening the VIP passengers and their vehicles leaving local hotels to go to the venues. Our agents must be alert to the slightest irregularity in order to ensure the security of the rocket launches.

### Observation sites under close surveillance

In Kourou, the rocket launches can be watched from a number of observation sites accessible by invitation only. Seris performs security control and screening at these observation sites, which have a capacity of between 258 and 1450 people. Seris is often asked to provide additional services, such as security for "post-launch" parties for ArianeSpace personnel or for ad hoc observation sites. In all, 15 to 20 security agents work on each launch sequence.

## **SERIS** Konsalnet Cleaning: a novel approach to cleaning solutions

The importance of cleaning services has grown considerably as a result of the COVID-19 pandemic, with a focus on both cost-effective services and environmental protection.

"We keep a close eye on trends in the cleaning services market and on our customers' expectations, and it is clear that a technological revolution is under way.

We have observed three key issues. First of all, robotic systems are being used for vacuuming, cleaning and disinfection, especially in large-format facilities. Secondly, the processes involved in reporting, payments and billing are being automated. Thirdly, the processes involved in bidding, signing contracts, supervising and managing routine communication are now being performed electronically.

The pandemic has greatly accelerated these processes, and even when it is over, many of them will remain strongly embedded in the way we conduct our business," says Andrzej CHODACZ, Chairman of the Board of Seris Konsalnet Cleaning Sp z o.o.

Seris Konsalnet Cleaning has introduced state-of-the-art cleaning technologies to the Polish market, creating a novel business model called "Cleaning 4.0". This new solution is built on the values shared by the entire Seris Group: the 3Ps - Planet, People, Profit. Seris Konsalnet Cleaning offers solutions based on quality "Q" products, respectful of the environment, the planet and people:

- Q EKO, a line of green services (biodegradable detergents)
- Q BOT, a line of robotic services inspired by advanced technologies
- Q EYE, a digital platform for real-time operational monitoring

Because the workforce is the most important resource of the Seris Group, this new model is based on skills development, particularly technology skills, and on advanced customer service.



## ICCTV, a new generation of security solutions

Seris Konsalnet offers an innovative service, unique on the market, which consists of intelligent software that analyses the CCTV images at our remote monitoring centre.

Designed to serve the needs of business customers, iCCTV optimises and complements traditional solutions, providing a much higher level of security thanks to remote analysis, automatic supervision, and the ability to integrate with the customer's existing security infrastructure.

The CCTV cameras can be positioned according to the needs of each facility, and a virtual model is developed for analysis purposes. Seris Konsalnet's solution automatically detects intruders, records video patrols and generates reports with image comparison, for efficient and cost effective security.

The solution also offers innovative services such as license plate recognition, facial recognition, people counting, heat mapping, flow mapping, automatic movement detection and suspicious disappearance of objects.

Finally, to secure events, pop-up sites or construction sites, the iCCTV mobile tower solution can be deployed, which can be installed and dismantled quickly.

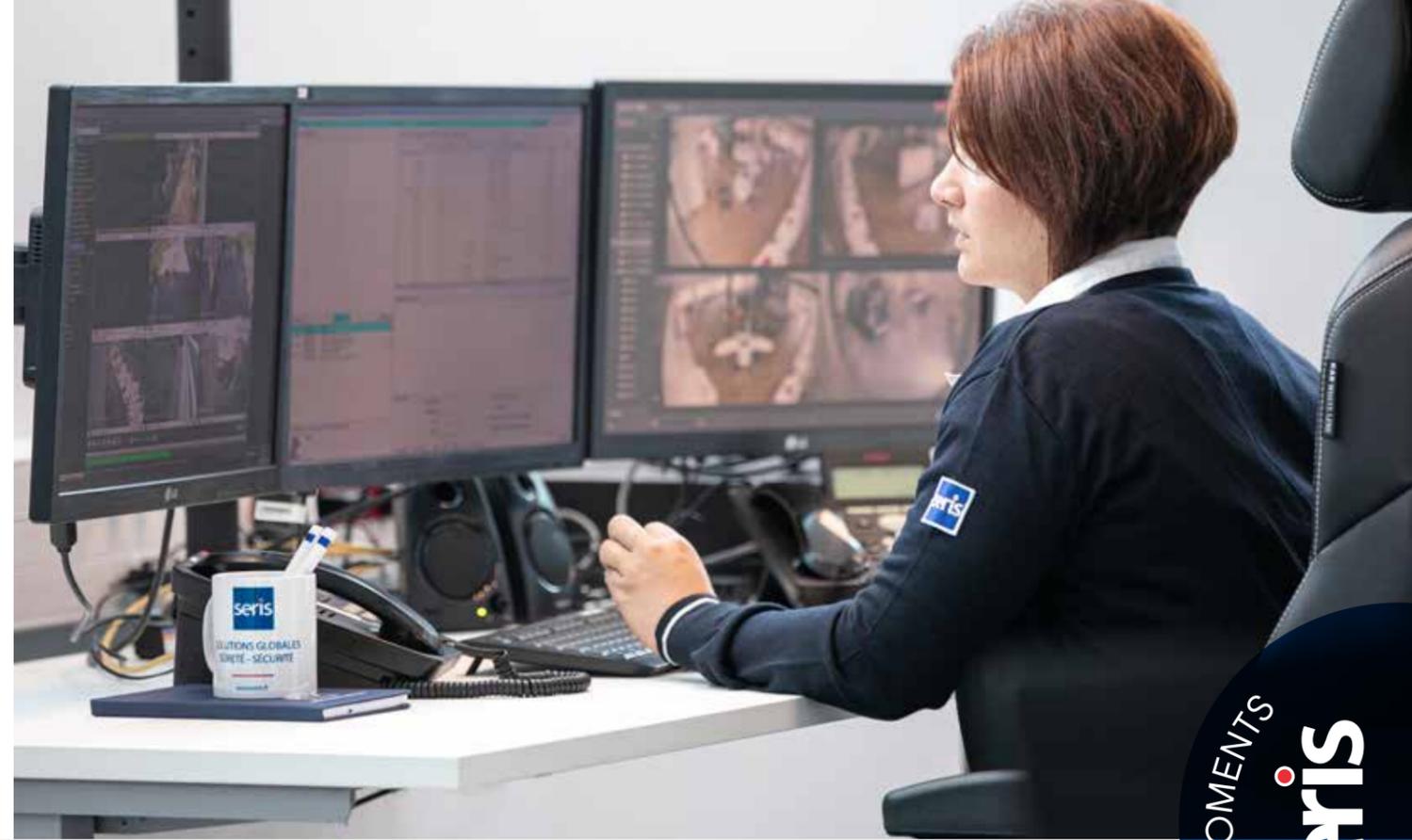




## SERIS France's remote monitoring centre gets a facelift!

In order to accommodate Seris France's growth and upgrade the workspaces to meet our clients' expectations, the national remote monitoring centre, located in Saint-Nazaire, where Seris was founded, was renovated during the first half of the year. The workstation ergonomics were improved to give employees a quieter and more comfortable environment to work in. New desks and monitor stands were installed for greater efficiency and comfort.

The former open workspace was renovated to provide a dedicated space for supervisors and the CODA. The centre now has two separate workspaces in its APSAD-certified secure premises, to offer the best possible service to our customers.



## Complete range of security services for the US Army Garrison Benelux

Seris Security has been providing surveillance and security for US Army bases in Belgium since 2015. In 2018, we were awarded a contract with a significantly broader scope. When the Belgian defence base in Zutendaal (in the east of the province of Limburg) was transferred to the US Army, additional security services were required.

From the beginning, a team of about 100 security agents provided extremely professional ongoing services. The transfer of the base to the US army was made possible thanks to our on-site manager's supervision.

- Five-year contract extension
- Integrated solution of Seris Security, Monitoring, Technology and Academy
- Over 130 Seris security agents on site

## Contract extension to 2025: a reward for our performance

Our efforts were rewarded: in the summer of 2020, our contract was extended for a period of five years.

Not only does this confirm the quality of our services, reinforced by the integrated solution provided by Seris Security, Monitoring, Technology and Academy, but it also demonstrates the US Army's appreciation of the more than 130 security agents on site.

"What strikes me about working with Seris is the dedication of the security agents and the mutual solidarity.

I've rarely known such a tight-knit team. This is reflected in the excellent service."

Nils C. HOBBEL, Emergency Services COR U.S. Army Garrison Benelux

## Our commitment: a complete range of services

In concrete terms, the Americans trust Seris' "Total Security Concept": a customer-oriented service provided by our different divisions.

The decision to contract with Seris was based on the need for an integrated and coherent solution, tailored to specific risks and expectations. The divisions work in close collaboration to proactively accommodate the US Army's needs day to day.

Seris Academy delivers special training courses for the team, ranging from basic security agent training to more specialised programs, such as advanced night-time shooting courses. In addition to the electronic and physical security offered by Seris Technology, the Seris Monitoring control centre remotely monitors critical areas of the sites 24/7.

With this renewed collaboration agreement, the services provided by Seris Security are considerably expanded. For example, dog handlers (K9 units) will now patrol in different locations. For the first time, the team will also include three female dog handlers. This extension of our collaboration agreement is a huge boost for the entire Seris team and proof of our expertise in providing reliable surveillance and security services on strategic sites.



## State-of-the-art security solutions for OBI in Poland

Seris Konsalnet began cooperating with OBI, one of the largest home improvement retail chains in Europe, in 2005. Initially, the security and safety solutions offered were based on human surveillance and property protection. Over time, the cooperation has expanded to include additional facilities. Seris Konsalnet now employs almost 600 people working in 59 retail stores, 2 warehouses and at OBI Polska headquarters.

In line with state-of-the-art security technology, Seris Konsalnet now provides night surveillance and facilities monitoring using an intelligent iCCTV system.

Seris Konsalnet is also responsible for servicing and upgrading the iCCTV monitoring systems connected to the Night Surveillance Centre. As part of their global solutions, they also deal with alarms triggered at the Burglary and Assault Monitoring Centre at all OBI facilities in Poland.

OBI Polska places great importance on efficiency and the achievement of safety performance targets, which motivates our teams to deliver the best solutions and engage in ongoing training to ensure maximum customer satisfaction. Our dedicated teams understand exactly what OBI Polska needs, which makes our long-standing business relationship extremely rewarding.

## The made in Luxembourg label: an endorsement for customers looking for security and monitoring services



Seris Luxembourg holds the "Made in Luxembourg" label attesting to the Luxembourg origin and expertise of its security agent services.

Created in 1984, this label identifies the origin of products and services offered in Luxembourg. It informs and reassures consumers and also promotes national expertise abroad. Today, 1,150 companies have earned this label, which is awarded independently by the Chamber of Commerce or the Chamber of Skilled Trades. The businesses are quite varied, ranging from local artisans to industrial companies to IT firms.

**“The entire team is proud of the recognition given to our origin and expertise in safety and security solutions. The "Made in Luxembourg" label is an indicator of quality and performance and an endorsement for customers looking for reliable products or services "made in Luxembourg,"**

says **Frédéric GATTAUX**, Director of Seris Security Luxembourg, who is delighted with this label.

## Combining our expertise to meet the expectations of our client DHL

Since 2008 Seris Konsalnet Poland has been providing security and property protection services as well as remote monitoring services for DHL EXEL SUPPLY CHAIN POLAND - the world's leading logistics centre operator. Today, Seris Konsalnet employs 300 security agents working at 35 DHL logistics centres. In addition, the company provides professional cleaning services for 20 DHL sites in Poland.

Seris Konsalnet also installs and maintains technical security systems: SKD (access control system), SSWIN (burglary and assault prevention system), CCTV (video surveillance system) in DHL facilities already managed by Seris Konsalnet, as well as in newly opened logistics centres

managed by DHL, such as DHL Dworzysko Raytheon (installation of SKD, SSWIN, CCTV systems).

Thanks to our long-standing and rewarding relationship developed over the years, DHL entrusts Seris Konsalnet with other large and important logistic centres, such as Zalando, Amazon, Smyk, and Pepco. The professional and conscientious approach demonstrated by Seris Konsalnet's management and employees has made Seris Konsalnet a trustworthy partner for current and future projects in which DHL is involved.





# HUMAN RIGHTS

## The 2 principles of the Compact

1. Businesses should support and respect the protection of internationally proclaimed human rights;
2. Businesses should make sure that they are not complicit in human rights abuses.

### THE 12 SDGS



We, **SERIS**, respect the international rules set out by the United Nations (UN). We adhere to the principles of the Universal Declaration of Human Rights, the fundamental conventions of the International Labour Organisation (ILO) and to the guiding principles of the Organisation for Economic Cooperation and Development (OECD).

In all circumstances, we comply with international, national and local regulations as well as the business ethics for our sector, and we expect the same from all our employees and stakeholders.

These commitments are communicated to all our stakeholders in our CSR Policy as well as our Responsible Purchasing Policy, available for download on the website [www.seris-group.com](http://www.seris-group.com).

## Our code of ethics

As a member of the International Security Ligue, Seris is also formally committed to complying with the principles of the 6 chapters of the International Security Ligue Code of Conduct and Ethics:

- Human Rights
- Laws and regulations governing private security
- Business Ethics
- Working Conditions
- Environment
- Compliance and implementation

This code is a set of core standards that govern our business conduct. It is available for download on the International Security Ligue website.



## Supplier commitments

In accordance with our own commitments, we require our suppliers and/ or subcontractors to respect the fundamental conventions of the ILO, in particular:

- Comply with the minimum legal age limit for employment;
- Never use any form of forced or compulsory labour;
- Eliminate any form of discrimination in access to employment and career advancement;
- Promote equality of opportunity and treatment.

All of these points are detailed in the Group's Responsible Purchasing Policy.

One of our priorities is to increase the gender diversity of our teams, including in management positions.



more than **20%**

women on our workforce



## The PIONEERING POLICY of SERIS Belgium spotlighted at an ICT conference

"As a major purchaser of Information and Communication Technology (ICT) products, how can you contribute to a more sustainable world?". This was the central question of the first Belgian Fair ICT conference organized in December 2019 by Fair ICT Flanders.

The production of laptops, smartphones and servers can be the source of human rights violations and causes environmental problems even today. To address these issues, Fair ICT Flanders is building a three-year project that encourages major Flemish ICT purchasers to take concrete steps towards developing a fair and sustainable purchasing policy for information and communication technology devices.

The aim of this conference was to provide concrete tools to large Flemish organisations in the public and private sectors. The Belgian teams represented by Stijn VERHEYDEN and Koen WARNEZ had the opportunity to present Seris Belgium's innovative ICT purchasing policy, based on the partnership created with Out of Use, which collects used computer equipment and destroys the hard drives. Out of Use also recycles the components to recover and reuse the basic raw materials. This reduces the need to mine new minerals, which has a positive impact not only on the environment but also on workers in the Global South. Finally, Out Of Use has partnered with the association "Natuurpunt Vlaander-

en", which purchases forest land and plants trees for every device collected. This is a fine example of the commitment of Seris and its partners to protect the planet and people.

\* Natuurpunt Vlaanderen: independent association that protects vulnerable and endangered nature in Flanders



## Gender diversity

Security is a job where most of the workforce is made up of men. One of our priorities is to increase the gender diversity of our teams, including in management positions.

Our job offers are always open to both men and women.

## DIVERSITY AND EQUAL opportunity

By standardising our hiring, review and promotion processes, we guarantee equality of opportunity and treatment.

Through a number of local initiatives and partnerships with employability organisations, we are committed to respecting and promoting diversity and gender inclusion. Through our employment policy, we invest in equal opportunity and uphold our multicultural identity.

Indicators have been set up to track diversity in our Group.

### Online job board: an all new system!

Job seekers in the security industry can see all the jobs available at Seris Belgium on our new online job board at Serisjobs.be, launched in June 2019. They can also apply instantly and send in their CV and/or cover letter. The site features five main sections:

- Presentation: this section provides an overview of the company, key figures and the latest job offers.
- Our jobs: the types of jobs are detailed, with interviews of employees who work at Seris.
- Why work with us? This section details why Seris is a great place to work, focusing on the notions of respect, career advancement, training and employee empowerment.

- Our job offers: applicants can filter their search results based on job type or location.
- Unsolicited applications welcome: Job seekers can fill out a contact form and upload their CV and cover letter.

In 2019, Seris Belgium received 2,521 applications, of which 1,192 were submitted through the Serisjobs.be website as unsolicited applications or in response to job postings. The website promotes diversity and equal opportunities for all those who wish to work at Seris Belgium.



### Employing people with disabilities: an award For SERIS Konsalnet

For many years, Seris Konsalnet has been actively working on the development of a policy supporting employment of people with disabilities. This commitment was rewarded by the First Lady of Poland, Agata KORNHAUSER-DUDA, at the 15<sup>th</sup> gala of the Lodotamacze competition held in 2020. Seris Konsalnet won second place in the "Sheltered Employment" category at the regional edition of the competition. This was a great opportunity for the Seris Konsalnet teams to share their philosophy and best practices with the First Lady of Poland.

## OUR CHARITY AND FUNDRAISING ACTIVITIES

We believe that growth only makes sense if it is shared by the company, our employees, customers, partners and, more widely, all others in the local region where the Group operates. That's why we support charity and fundraising projects, as shown below.

### SERIS France and SERIS Luxembourg mobilised in the fight against breast cancer

Every year in October, the campaign against breast cancer organised by the French association Pink Ribbon, which has become the symbol of this event, aims to raise awareness of breast cancer screening and to raise funds for research. In English it is called National Breast Cancer Awareness Month.

In Pink October 2020, Seris France organised an in-house "Pink" photo challenge. The regions competed by sending in photos of employees wearing pink clothing and/or accessories or photographed in a pink setting. The winner was the South-East region, which had high participation, and a donation of €1,000 was made to the Marseilles Cancer League.

In Luxembourg, Seris' partners and customers also engaged in breast cancer awareness activities. For example, Seris Luxembourg employees working at Galeries Lafayette proudly wore a pink to support Pink October.



a donation of **1,000** euros made to the Cancer League

### "Make the dream come true": a trip to Disneyland Paris thanks to the support of SERIS Netherlands

As the holiday season approached, Seris Netherlands helped to make a dream come true for children with disabilities. The project called "Make a Dream Come True" organised by SWGN, the foundation for people with disabilities in the Netherlands, enables hundreds of children with mental or physical disabilities to spend 3 days at Disneyland Paris each year. The funds come from the proceeds of sales of chocolate products made from cocoa certified UTZ, a guarantee of environmentally sustainable and socially responsible products.

By buying and giving these chocolates as gifts to our employees, Seris Netherlands helped raise funds for the SWGN Foundation. What a delicious way to help make the dream of going to Disneyland a reality for children with disabilities!

### SERIS Netherlands: shorter waiting list for service dogs for people with disabilities

The foundation De Hond Kan De Was Doen ("The dog can do the laundry") in the Netherlands aims to promote the independence of the 1.7 million adults and children with physical disabilities through the use of service dogs. These amazing dogs help people with disabilities perform activities of daily life. Through their intelligence, loyalty and ability to listen, service dogs make life easier and provide their owners with crucial emotional support. By supporting the foundation, Seris Netherlands is helping people on the waiting list get service dogs more quickly.



## Hippotherapy sessions sponsored by **SERIS** Konsalnet

In collaboration with the Siemacha Foundation, Seris Konsalnet has sponsored nearly 400 hippotherapy sessions for children with disabilities and more than 400 riding sessions for children in need.

In accordance with the standards set by the Polish Hippotherapy Association, the sessions were held at the Equestrian Sports Centre in Odporyszów, just over an hour from Krakow. Based on a triangular relationship of horse, therapist and patient, this approach helps children with disabilities to evolve and achieve goals in a stimulating environment under the supervision of specially trained professionals. The benefits of hippotherapy are considerable, both on a physical and neuromotor level. Sitting on a bareback pad, the rider can absorb the warmth and movement from the horse. Hippotherapy improves trunk and head control, posture, balance, coordination and muscle strength.

## **SERIS** Konsalnet beats the record in the 2019 corporate charity run

The Corporate Race is an annual charity run with teams of runners representing companies from all over Poland. In 2019, no fewer than 3,000 runners competed. This charity run, which helps sick children cared for by the Everest Foundation, is also an excellent opportunity to unite employees around a common goal and to promote a healthy lifestyle. In 2019, representatives of Seris Konsalnet broke a record by raising almost €70,000 for the Foundation.



## A second life for the computer equipment of **SERIS** Konsalnet

Seris Konsalnet launched a "computers for kids" programme to ensure better access to education for all. A variety of used and recycled computer equipment were redistributed to schools in the poorest rural areas, to orphanages and to local community centres that help children in need. Some 20 computers were given a second life in computer rooms for the children.



## Seris supports the Institut Curie's **KDOG** project

### **SERIS** renews its commitment to the KDOG project

On Wednesday 30 September 2020, in Paris, the Institut Curie and the Seris group signed a two-year extension to the sponsorship agreement for the KDOG project.

For the past four years, Seris has been participating in this research programme by providing dog handlers to train dogs to detect cancer in France. This international project is based on dogs' amazing sense of smell, which is 30 times more sensitive than that of humans. Dogs have long been used for safety and security purposes, particularly for the detection of explosives or firearms. Today, they are being used to drive scientific and medical progress.

Seris' support made it possible to develop software to monitor the dogs' work, acquire new facilities and equipment, as well as organise an international congress planned for 2021.

Through our support of KDOG, Seris has provided funding and canine expertise to drive medical and scientific progress in a project with significant benefits for people and society.



**Since 2017**, Seris has partnered with KDOG, which combines prevention and protection, themes that are closely aligned with our business. Dog-handling expertise and scientific expertise are being leveraged to address a public health issue that may concern us all, directly or indirectly.

*Using security resources in this way to advance public health research echoes our core human values."*

**Cédric PERIER**, CEO Seris France





## SERIS, sponsor of the KDOG project since 2017

In 2017, Seris partnered with the KDOG project headed by Dr. Isabelle Fromantin's team of researchers at the Institut Curie. KDOG is an innovative early breast cancer detection programme that uses dogs' powerful sense of smell to recognise the odour of tumours. As part of our CSR policy, we make our dog-handling expertise as well as our human, technical and financial resources available to scientists.

We are proud to make a long-term contribution to this multidisciplinary programme, which offers hope to women unable to get mammograms for physical, social or geographical reasons. Seris' commitment to this medical research programme illustrates our desire to advance women's health worldwide. This initiative is in line with Seris' mission for more than 60 years: ensuring protection and promoting prevention for all.



©e.KLEIN-Curie KDOG2020

**Ensuring protection and prevention through scientific and medical progress.**

To make a donation or learn more: [kdog.curie.fr](http://kdog.curie.fr)



©e.KLEIN-Curie KDOG2020

**Seris' support** since the beginning of the project has been extremely helpful, providing us with good working conditions and the dog-handling expertise which we didn't have. For the first time, dogs and researchers are working together for a cause that we care so much about. And loyalty is important when you are doing research and working with dogs! "

**Isabelle FROMANTIN,**  
PhD nurse, initiator of the KDOG project

## SERIS helps improve the working conditions of KDOG teams

At the end of 2020, the KDOG research and training facility was renovated to improve the working conditions of the Institut Curie teams, Seris K9 Academy and of course the dogs.

The training centre now has two rooms, one for storing samples and the other for dog training activities. The centre is air-conditioned, which ensures stable and reproducible working conditions, regardless of the outside temperature.

In order to learn more about the dogs' behaviour, cameras were installed in the training area to record all the training sessions. The detection process is simple. The samples that the dogs sniff are compresses that the women volunteers in the study have worn overnight on their breasts and that are soaked with their sweat. Dogs are trained to recognise the smell of volatile organic compounds (VOCs) emitted by the tumours. When a sample is positive for this odour, the dog will stop in front of it. If the odour is not present, the dog will go to a mat to indicate that the sample is negative.



©e.KLEIN-Curie KDOG2020

## Update on the KDOG project

In France, mammograms are the only way to screen for breast cancer, which remains the leading cause of cancer deaths in women, according to Santé Publique France.

The aim of the KDOG project is not to replace mammography, but to offer a non-invasive pre-test that is available to everyone.

In 2018, the KDOG proof of concept was validated, and a clinical study is currently under way to compare the results delivered by the dogs with the results obtained by mammography. Seris' dog handlers based in Champvoisy use a constant and controlled training protocol for the dogs included in the study.

The challenge now is to confirm a rigorous and repeatable procedure on a larger scale. The results are expected in 2022.

# International Labour standards



## The 4 principles of the Compact

3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
4. Businesses should uphold the elimination of all forms of forced and compulsory labour;
5. Businesses should uphold the effective abolition of child labour;
6. Businesses should uphold the elimination of discrimination in respect of employment and occupation.

## THE 8 SDGS



## A socially responsible company

Employee satisfaction, respect for diversity, equal opportunities together with occupational health and quality of work life are the cornerstones of our commitments. We are also committed to creating jobs near our customer sites by promoting local recruitment and employability.

## We, SERIS, undertake to abide by the principles

of the UN Global Compact, the Universal Declaration of Human Rights, the ILO Declaration on Fundamental Principles and Rights at Work, and OECD Guidelines as well as laws and regulations in force in all the countries where we operate.

## We support the men and women of Seris

IN THEIR SKILLS DEVELOPMENT AND CAREER ADVANCEMENT

## Our people are our most valuable asset

The satisfaction of our customers depends on the engagement of our staff in the field. They embody our professionalism and expertise in safety and security, and drive the value, efficiency and competitiveness of our company. We support the men and women of SERIS in their skills development and career advancement with care, respect and goodwill.



## SERIS, 2<sup>nd</sup> most attractive employer in Belgium!

In Randstad's annual survey of employer brand perceptions of a panel of 14,000 people, Seris made it into the top 20 for the first time, ranking second for the year 2020! We are immensely proud of this achievement. The company is dedicating the award to their 2,000 employees in Belgium, who have shown unfailing commitment during the pandemic, both to customers and to the general public.

The Randstad survey analyses factors such as career progression, financial health, work atmosphere, job content, work-life balance and the use of new technologies.

In 2020, Seris worked harder than ever to connect with our employees, partners and customers. Despite the difficult circumstances, we prioritised dialogue with the teams through enhanced internal consultation and individual support systems. We also remained consistent in the deployment of our existing HR policy, which employees particularly appreciate for the flexible approach and the broad range of training available.



**This is a very welcome recognition** after a difficult

*period. During the pandemic, we did everything we could to make our customers' lives easier and to help make the world a safer place.*

*Last year we demonstrated our added value, for example in terms of the role played by our employees in making sure that people could go to the shops safely and the implementation of hospital patient monitoring systems. I think the public is grateful for that.*

*I am proud of the entire team at Seris. This prize is for them! "*

**Christophe SEGAERT**, CEO Seris Benelux



Left: Olivier LEFÈVRE,

Randstad Business Manager

Right: Robert VANDERHOYDONC,

Human Resources Director Seris Benelux.

## Wages and working hours

Seris complies with all laws on compensation, benefits and maximum working hours, including those concerning the minimum wage, overtime pay, piece work and any other forms of compensation.

The compensation policy is determined by the Human Resources Department in each of the countries. Within the group, annual wage negotiations are carried out each year with the social partners.

# 6.8

## overall frequency rate

(NUMBER OF LOST-TIME ACCIDENTS OCCURRING IN A 12-MONTH PERIOD PER MILLION HOURS WORKED)

# 0.9

## overall severity rate

(NUMBER OF WORKING DAYS LOST PER THOUSAND HOURS WORKED OVER 12 CONSECUTIVE MONTHS)

## Promoting health and safety at work

Everyone working for, or with, Seris is entitled to a working environment that ensures their health and safety.

The health and safety of employees and third parties is a top priority for Seris. As part of our integrated quality and safety management system (ISO 9001:2015), we undertake to ensure that all necessary measures are taken to prevent accidents.

To this end, we carry out a risk assessment and safety report at each new customer site, to identify risks and issue guidelines to keep our employees safe.

During a first visit to a customer's site, Seris management ensures that the environment and the working conditions of our employees are decent and satisfactory. If the working conditions are not acceptable, Seris reserves the right to refuse the contract, as the well-being of our employees is of paramount importance.

Finally, feedback on Health and Safety from staff in the field is systematically analysed and corrective measures implemented if necessary.

## COVID-19: Protecting health and safety

Our number one concern in recent months has been to protect people's health and safety. Since the beginning of the pandemic, we have done everything we can to reduce the spread and limit the impact of the virus, by fully complying with public health recommendations, tailoring work practices to the situation, issuing special safety instructions, etc.

And in all the countries where we operate, we ensure that our teams have the right information, tools and resources needed to work in this new context. The measures taken include:

- New health and safety rules
- Physical distancing guidelines
- Personal protective equipment provided (masks, hand sanitiser, etc.)
- Working from home whenever possible
- Video conferencing instead of in-person meetings whenever possible
- Restricting non-essential business travel

We thank everyone who has worked with us to help implement the infection control and distancing measures.



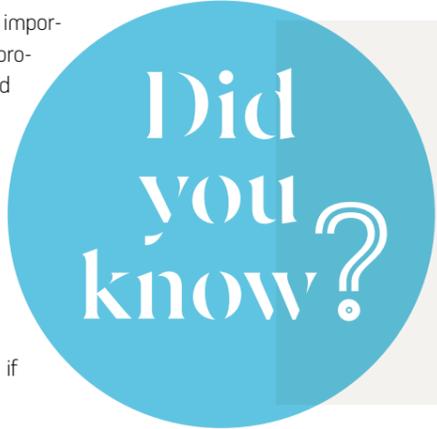
## SERIS France: “Radiation Protection Advisor” certification

Seris France has trained and certified Radiation Protection Advisors on staff. Some of the services we provide at X-ray screening checkpoints and nuclear sites require a Radiation Protection Advisor (RPA) on hand to ensure that our staff are properly protected while they work.

Likewise, some assignments require CEFRI radiation protection certification, which is essentially based on compliance with radiation protection regulations.

Radiation Protection Advisors have an important role as consultants on radiation protection systems for workers exposed to ionising radiation. They guarantee the safety of employees by monitoring their exposure to radiation, carry out studies on the estimated doses to which each agent may be exposed, and assess the risks incurred at each site. Based on their findings, the RPAs request additional protective measures for the agents if necessary.

At Seris France, most agents working at nuclear companies provide perimeter security services and are not directly exposed to nuclear materials. Personnel assigned to sites with radiation protection receive radiation protection training, enabling them to work safely in these environments.



**Today, nearly 380,000 workers in France use ionising radiation sources, at nuclear power plants, real estate agencies, hospitals, airports, universities, courthouses, and in the food industry. And everywhere in France, Radiation Protection Advisors ensure their safety.**



VCA: a new expertise for health and safety at work

## Safety Checklist For Contractors (VCA): a new expertise For SERIS Academy in Belgium

Experts in security training for 20 years, Seris Academy constantly develops new courses to meet the needs of the sector. VCA courses were added in 2019 by the Academy in Belgium. Although VCA is not described in any law or standard, it is nevertheless considered a general safety standard. VCA is a checklist-based safety management system for health and safety at work. Workers who take the Basic VCA (B-VCA) course learn the general rules concerning health, safety and well-being at work. Thanks to this new expertise, Seris Academy has strengthened their position as a leading training centre for the security sector in Belgium.

## SERIS Konsalnet digitalises their HR processes

In early 2020, Seris Konsalnet decided to automate their HR processes using the Nais platform to improve the quality of service to their employees. *“The HR processes were primarily performed in person and processed using paper documents and Excel files, which was time-consuming and quite expensive. The best solution was to leverage technology to computerize, simplify and accelerate our HR processes. This was a challenge for Seris Konsalnet, which employs thousands of people, not all of whom use computers day to day,”* explains Katarzyna BUDZIK, the Human Resources Director at Seris Konsalnet.

### A complete platform that meets numerous goals

The system chosen by the human resources team at Seris Konsalnet offers many possibilities:

- scan employee documents such as tax returns, payslips, social security documents and employee requests,
- organise the entire workflow, including discussions and communications between the Works Councils and the employees,
- integrate with the HR system,
- facilitate arrangements for health insurance and life insurance for employees,
- make all the reports needed to oversee the HR processes available online for authorised administrators.

*“We rolled out the platform step by step over a period of five months in 2020, and we reached full functionality in June 2020. We increased the number of active users from 5% to 60%, which represents over 10,000 connected employees. Today, we can be proud of the fact that more than 80% of the tax returns for 2019 published in Nais were downloaded by employees and more than 25% of the payslips are downloaded every month”* says Katarzyna BUDZIK. The platform has also resulted in cost reductions for postage, office equipment and document archiving, and has also reduced the daily workload for the human resources department. This project embodies the three values of the Seris Group: Planet, People, Profit.

### Support for employees

Given that very few people had activated their accounts, the major challenge for the Polish teams was to persuade some 18,000 employees, most of whom are security agents without company email accounts, to log into the platform. Widespread use of the platform was difficult to achieve, since most employees in the field had no company email accounts or telephones. The Human Resources Director at Seris Konsalnet explains that they had to rely on all the local managers: *“They proved to be effective vectors of information. By tailoring the messaging, they were able to get large numbers of employees to connect to Nais, thereby reducing their own workload. We also developed an information campaign, distributed flyers and set up a special hotline to accompany the launch.”*

### Positive and promising results

Thanks to the Nais platform, process automation has translated into measurable results, resulting in key benefits for both the company and the employees.



Katarzyna BUDZIK, Director of Human Resources Seris Konsalnet



## Simplified access to health insurance via the Nais platform for **SERIS** Konsalnet

Nais facilitates arrangements for private health insurance and life insurance provided by Seris Konsalnet to employees. Every employee who logs on to the platform can enrol in private health insurance financed by the company, which is an unprecedented benefit in the security sector and sets Seris Konsalnet apart from its competitors. They can also choose life insurance or submit requests for co-financing from the company's Social Benefits Fund.

As part of their continuous improvement process, Seris Konsalnet continues to upgrade the features of the platform. Recently, the notification process for requests being handled was improved. After logging into the platform or the mobile app, employees can now check the status of their requests for co-financing from the company's Social Benefits Fund. The Seris Konsalnet teams also plan to build a system for planning and controlling Social Benefits Fund expenditures and to allow employees to apply for co-financing of their prescription drugs through Nais.

## Safety is a key priority of **SERIS**

The Group ensures the safety of our employees at all times, protecting them from potential risks of accidents in the workplace by building a strong safety culture. The Quality Management Department of Seris in each of the five countries provides site managers with the necessary information on health and safety at work, and the procedures and instructions to be respected.

Safety is everyone's business. All Seris subsidiaries and employees are educated about the Group's safety policies, making them responsible and accountable for safety performance:

- The Seris quality department provides agencies in France and Luxembourg with a library of "Safety Bulletins" (health and safety prevention messages and posters) on the intranet to be posted prominently at the sites. Likewise, to ensure that each agency feels responsible for their own safety and that of others, they hold informal Health, Safety and Environment meetings, during which employees and agency managers talk about HSE, to improve the safety culture and raise the team's awareness of risks and best practices.
- Seris Belgium sends out monthly safety messages, called "Securoscope", via e-mail,
- Seris Netherlands, as part of their VCA certification, regularly holds HSE Toolbox meetings.
- In Poland, Seris Konsalnet writes workplace instructions and job descriptions in terms of risks, and provides on-site and online training to educate employees about occupational health and safety issues. In addition, the Occupational Health and Safety departments carry out various actions to increase safety awareness and form OHS committees to improve safety in the workplace and conduct safety audits.

The notion of shared vigilance makes the employees aware that each individual within the company is responsible and accountable for their own safety and that of others, in particular by reporting hazards or risky behaviour.

# AWARENESS & PREVENTION



## Social dialogue

Seris undertakes to respect the freedom of association and the right to organise and bargain collectively in accordance with Fundamental Conventions 87 and 98 of the ILO.

Seris Group encourages the development of an ongoing, effective social dialogue with the social partners in the interests of all employees. That's why the staff representatives are regularly consulted, not only at a European level via the European Works Council (EWC), but also at a national level in each of the countries where the Group is present.

## Training and competences

Because people are our most valuable asset, Seris Group has always made our employees a key component of our strategy, with a human resources department designed to serve them.

We provide every employee with the building blocks needed to achieve individual and collective development, including onboarding, training, in-house school (Seris Academy), internal promotion, career advancement and skills development. Our policies meet the requirements of the private security sector while offering each of our employees the opportunity to grow with the company.

# 185,301

**Total number**  
OF PAID TRAINING HOURS





## A 4<sup>th</sup> training centre certified by the CNAPS for SERIS Academy in France

After Roissy (Paris), Chaponnay (Lyon) and Seclin (Lille), the fourth Seris Academy training centre is opening in Saint-Nazaire. The only private organisation on the coast to deliver all security industry training courses, the new 600 m<sup>2</sup> site can accommodate several training sessions simultaneously.

This centre of excellence for safety and security training provides advice and expertise for developing training sessions tailored to different types of customers. The courses include both theory and hands-on training. There is a special facility and dedicated spaces simulating real-life situations, including fire and occupational safety hazards, retail spaces (jewellery store, shop with shelving, etc.), high-risk premises, smoke zone, access control zone, violent situation training area and patrol training ground.

The Saint-Nazaire centre, like the other Seris Academy centres, maintains the skills of the current agents and trains future Seris recruits as well as employees of cities, hospitals, casinos, care homes, etc.

## SERIS Academy Belgium rolls out their online catalogue

The online training catalogue rolled out in 2019 provides an overview of Seris Belgium's training courses and schedules.

Available courses include security and safety industry training, as well as courses such as "Suspicious Behaviour Awareness", "Radicalisation Management" or "Theft Prevention and Handling Difficult Customers".

The catalogue is a first step towards more simplified management of training data, whether from a customer, employer or participant point of view. Employees can register online via the catalogue, but can also talk to in-house teams if necessary. The in-house teams continually improve the quality of the training courses offered, develop new content and provide skills upgrade opportunities for trainers.

## SERISLEARNING, the digital training platform of Seris France



Safety and security jobs are constantly evolving, and Seris agents must constantly develop new skills and knowledge. Training plays a key role in employee performance and their ability to do their jobs in the best possible conditions.

In January 2020, Seris France rolled out a training platform called SerisLEARNING where their employees can take online training courses. Agents first have access to courses related to their jobs, and later they can take HSE courses to learn more about workplace safety and how to avoid potential risks. In the future, Seris France plans to set up special courses based on specific situations encountered at customer sites.

Employees can work at their own pace and repeat the courses as needed if they need a refresher in certain areas. Finally, the information provided on this innovative educational platform is the same for everyone, to make sure that everyone receives the same consistent messaging.



# Environment



## The 3 principles of the Compact

7. Businesses should support a precautionary approach to environmental challenges;
8. Businesses should undertake initiatives to promote greater environmental responsibility;
9. Businesses should encourage the development and diffusion of environmentally friendly technologies.

## THE 10 SDGS



As a provider of security services, **our environmental footprint is relatively small.**

Nevertheless, we conducted an impact assessment in order to reduce it even further.

SERIS Group's Environmental Policy is based on the following guiding principles:

- reduce the environmental impact of our activities;
- recycle our waste and equipment;
- invest to reduce our environmental impact;
- educate staff about green practices and encourage internal initiatives;
- incorporate environmental criteria into our supplier and partner relationships;
- ensure that environmental policies are correctly applied at our customers' sites.

These principles are deployed by all our subsidiaries. To continually improve our environmental performance, Seris monitors the implementation of these principles and the results achieved.

Sustainability and the environment are fundamental values that permeate all of Seris' activities.



### Our commitment to the United Nations Global Compact

is a decisive component of our corporate strategy. Sustainability and the environment are fundamental values that permeate all of Seris' activities. Corporate Social Responsibility focuses on continuously improving the three main pillars of sustainable development: the environment (Planet), labour and society (People) and the economy (Profit). We implement both in-house measures, such as our personnel policy and our waste management policy, and external measures, such as limiting CO2 emissions and planting trees.

In concrete terms, we support the circular economy, recycling, energy savings and digitalisation, and we invest in greener vehicles and impose environmental requirements on our suppliers.

By continuing to focus on innovation and being open to new practices, we will be able to honour this commitment today and into the future! "

Christophe SEGHAERT, CEO Seris Benelux



ISO  
14001

### Did you know?

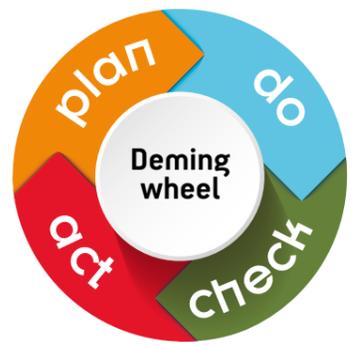
ISO 14001 is the international standard for environmental management systems. ISO 14001 specifies the requirements for an environmental management system that an organisation can use to enhance its environmental performance. This approach is often represented by the Deming Wheel: plan / do / check / act.

ISO 14001 has the following requirements:

- continuous improvement of environmental protection and performance (e.g. preventing environmental pollution);
- control of environmental risks resulting from the organisation's activities;
- compliance with legal requirements.



The standard requires an organisation to determine the environmental aspects of its activities, products and services that it can control and those that it can influence, and their associated environmental impacts, considering a life cycle perspective. This means that any environmental aspects at suppliers and customers are also included in the environmental management system.



### ISO 14001-2015 certification: proof of our environmental commitment

We are fully aware of the importance of incorporating environmental concerns into our strategy, which is why we have developed an official environmental protection policy.

Seris Group has already obtained ISO 14001 certification for the following subsidiaries: Seris Technology (Belgium), Seris Netherlands, Seris Konsalnet Poland (Cleaning and Security). ISO 14001 specifies the requirements for an environmental management system that an organisation can use to enhance its environmental performance.

This certification demonstrates our commitment and ability to manage our environmental responsibilities.

**SERIS Netherlands obtained ISO 14001:2015 certification in December 2020.**

## To REDUCE our impact on the environment

### SERIS France is committed to reducing the impact of our vehicle fleet

Seris France has had a CSR policy for many years and continues to make progress in this area.

In order to further reduce our environmental impact, we are gradually switching our fleet over to electric vehicles for surveillance patrols and interventions at customer sites.

The mobile security teams are proud to help the efforts to limit CO<sub>2</sub> emissions by optimising their routes to reduce the number of kilometres travelled.

To reduce our carbon impact, Seris France has opted to lease the vehicles, since trading in the cars more frequently means getting the latest technologies and better fuel economy. **The average CO<sub>2</sub> emissions for the mobile fleet improved to 97 g/km in 2020, compared to 115 g/km in 2018.**

All these actions are aimed at reducing the environmental impact of using vehicles for mobile security activities.

The switch to hybrid and electric vehicles will continue to improve our environmental footprint.

We also conduct a monthly road safety and information campaign to encourage employees to use fuel efficient driving techniques and safe driving behaviours.

### Reduce the impact of our travel

The impacts associated with travel within the group are being tracked and measured in order to keep them to a minimum. All the subsidiaries of the Group choose low-emission vehicles and track fuel consumption.

**119**  
average CO<sub>2</sub> emissions  
IN G/KM

**53%**  
of vehicles below  
115 g CO<sub>2</sub>/km  
(EXCLUDING VANS)



The environmental indicators refer - like all the indicators in this report - to Seris Group's European operations. They include figures from the Polish subsidiary Seris Konsalnet integrated on 1 June 2019, and therefore not present in the last report published by the Group in 2019.

The indicators should be taken with the utmost caution, as the first years of integration are transition years. Action plans to limit the impact of travel will be implemented, based on advances in vehicle technology, as we renew our fleet over the next four years.



## SERIS Belgium: clean travel initiatives

In Belgium, Seris employees benefit from the branch's initiatives concerning clean commuting: we pay for their public transport passes and provide a bonus for bicycle users.

The mobile security division vehicles are equipped with onboard telematics that report information on usage and driving style in order to optimise fleet management. Road safety and fuel-efficient driving awareness are included in the training of all mobile intervention agents.

## SERIS Logistics is committed to sustainable logistics

Mechelen is the first Belgian city to commit to sustainable and efficient urban logistics through a pact. Their goal is to achieve zero emissions by 2030. Seris Logistics joined this initiative alongside other companies as one of the first signatories of this agreement in September 2020.

## SERIS Netherlands participates in Rotterdam's ecostars programme

Rotterdam plans to introduce a zero-emission zone for city logistics in 2025. This means that in three years, only zero-emission vans and trucks, in other words electric, battery-powered or hydrogen-powered vehicles, will be allowed to enter Rotterdam's zero-emission zone.



The Ecostars programme initiated by the city helps companies prepare for this upcoming transition. By joining this programme, Seris Netherlands benefited from an audit of the surveillance vehicles and the related processes, obtaining the maximum score of 5 stars for companies. This certification recognised throughout Europe demonstrates the commitments of Seris Security in terms of clean and sustainable transport.



## A new electric vehicle for SERIS Luxembourg

Seris Security in Luxembourg provides Mobile Security services to keep our customers' infrastructure, assets and employees safe. We keep our customers informed in real time on the My Seris online portal, via reports of the services provided. My Seris is available for all our mobile security operations centres and offers greater security, traceability and agility for Seris Security customers.

Seris Security added a new electric vehicle to their fleet to reduce their CO2 emissions and their environmental impact. The patrols near the Luxembourg agency are now performed in an electric vehicle.

## Reduce and recycle our waste

At the Seris Group, we recycle our waste and promote the reuse of our IT equipment whenever possible. In each country, partnerships have been set up to collect and recycle our paper waste, whether confidential or not. Our subsidiaries also ensure that our IT equipment is recovered for reuse.



## 110 new trees planted thanks to SERIS Belgium!



In 2019, the old IT equipment of Seris Academy, Seris Logistics, Seris Monitoring and Seris Security in Belgium was collected from the IT department. In all, Seris Belgium's partner Out of Use collected almost one tonne of equipment from the head office in Diegem, filling 3 containers.

By donating part of the value of the equipment to Natuurpunt via Out of Use, Seris Belgium helped plant 110 trees in two areas in the valley along the Edegem stream. The first area comprises 26,000 m<sup>2</sup> of forest and 5,000 m<sup>2</sup> of floodlands.

## Clean up Rotterdam 2020: 179 kilos of plastic and litter collected

In September 2020, Seris Netherlands teams helped clean up 179 kilos of plastic and litter from the Dutch river Rotte that runs through Rotterdam. Working with the organisation Plastic Whale, whose ambition is to achieve plastic-free waters worldwide, the employees of Seris Netherlands took part in the collection phase, the first action in the recovery value chain. The organisation will create products from the plastic waste collected and will educate young people, businesses and individuals about water protection issues.

## SERIS Netherlands reduces its carbon footprint by moving into a greener building

Shortly before 2020, the Seris Netherlands headquarters team moved to a new building in Dordrecht, the oldest city in Holland. This move helped reduce the teams' CO2 footprint, with spaces that can be heated separately, motion sensor lighting and a rainwater toilet flush system.



## Reduce the footprint of mandatory uniforms

For several years now, the Seris Group has been multiplying initiatives to reduce the footprint of mandatory uniforms, as this is one of our main impacts as a security service provider.

In France, as in Luxembourg, a uniform collection and recycling system was initiated in all agencies in 2017. Carried out in partnership with our supplier Mulliez-Flory, it consists of collection points at the agencies for the recovery of used uniforms which are then sent to recycling plants where the material is shredded and repurposed.

Seris Belgium also collects worn uniforms for recycling with a partner, and has developed a personalised uniform replacement system for agents based on annual points. This simple initiative helps them manage their stock of uniforms more ecologically.

In the Netherlands, a partnership with a supplier was signed in 2018, resulting in a new, more ethical and environmentally-friendly uniform.

Finally, in Poland, Seris Konsalnet set up a greener system for managing their uniform stock, with uniforms replaced only when they can no longer be reused. The worn uniforms are then handed over to a waste management partner.



## SERIS France partners with Mulliez-Flory to recycle uniforms

The clothing recycling industry is not highly developed in France today, especially for uniforms. More than 7,000 employees wear Seris uniforms, a major challenge in terms of recycling since this represents more than 1,700 kg of textiles in a year. Seris naturally partnered with our uniform supplier, Mulliez-Flory, to limit our environmental impact and develop a greener approach to this important issue.

### The Seris uniform recycling process

Each Seris agency collects used uniforms from agents and employees.

Mulliez-Flory then picks them up and takes them to a sheltered workshop where they are sorted to remove non-recyclable items, such as metal buckles. Then, the entire recovery value chain is handled in-house, where the uniforms are cut or shredded to be repurposed into rags or insulation. Some recycled textiles are used to make acoustic and thermal insulation for the automotive industry, after their first life as insulation for our bodies!

Approximately 80% of the fabric in Seris uniforms can be recycled,

compared to an average of 70% for "standard" uniforms; the non-recyclable portion is incinerated.

### What future for recycling?

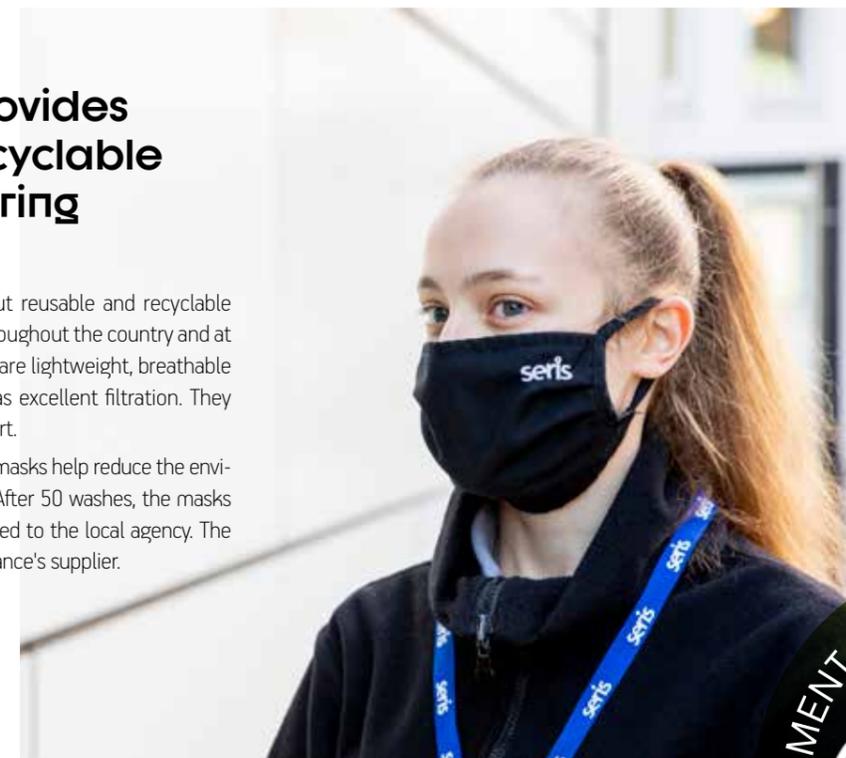
Today, 50% of the world's clothing and uniforms are sent to landfills. It is important for companies to adopt more eco-friendly policies. New production methods are being developed, such as eco-design (greener components, less packaging) and the circular economy (recycling fabric to create new clothes).

These are still expensive options, but they have a bright future ahead of them!

## SERIS France provides washable and recyclable cloth masks featuring our logo

In September 2020, Seris France gave out reusable and recyclable cloth masks to their employees. Tested throughout the country and at Seris France headquarters, the new masks are lightweight, breathable and provide good face coverage, as well as excellent filtration. They have adjustable ear loops for added comfort.

Washable up to 50 times at 60°C, the cloth masks help reduce the environmental footprint of workplace apparel. After 50 washes, the masks should be washed one last time and returned to the local agency. The masks collected will be recycled by Seris France's supplier.



## EDUCATING our stakeholders

The Group's environmental charter can be downloaded in French and English from the "Our responsibilities" section of [www.seris.com](http://www.seris.com). The purpose of this Charter is to inform customers and partners about our commitments and to educate our employees in order to embed environmental responsibility in our practices.

In each country, our employees are also made aware of the environmental policy in force at the customer sites where monitoring is carried out. The environmental protection practices are included in the work instructions.

The Group also offers to carry out "responsible patrols" during which agents ensure that environmental protection instructions are followed (no leaks, doors and windows closed, lights off, etc.).

Through these actions, we support the environmental policies of our customers on their sites.

Finally, with a view to involving our suppliers and subcontractors in protecting the environment, we have included environmental criteria in our Responsible Purchasing Charter, which can be downloaded in French and English from the "Our responsibilities" section of [www.seris.com](http://www.seris.com).

## SERIS France: green practices awareness campaign

In 2019, Seris France launched a poster campaign on green work practices. All in-house communications at Seris France sported the slogan "Let's reduce our footprint", with the visual of a green panda footprint. The panda is a strong symbol, since it is one of the world's most endangered species.

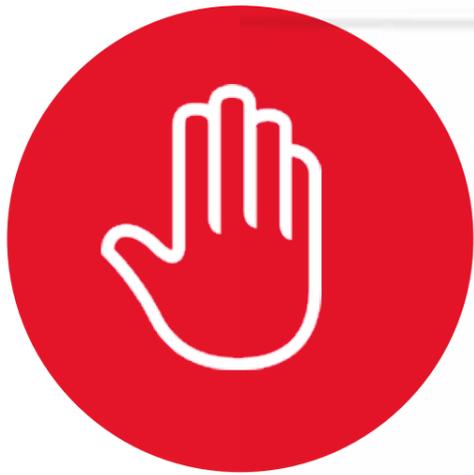
This campaign, which consists of 7 posters placed at strategic locations at Seris France, is a reminder of the green habits to adopt:

- Let's change our travel habits
- Let's print in black and white
- Let's conserve energy
- Let's not overuse office equipment
- Let's conserve water
- Let's reduce waste to protect our environment

This campaign will soon be rolled out at all the subsidiaries in Europe.



# Anti-Corruption



## The principles of the Compact

**10. Businesses should work against corruption in all its forms, including extortion and bribery.**

### THE 4 SDGS



Within the framework of the United Nations Global Compact, the fight against corruption is first and foremost a major pillar of the defence of human rights.



According to the United Nations estimates, the global cost of corruption is estimated to be nearly **US\$2.6 trillion** each year. This staggering figure reflects the huge shortfall in tax revenue and economic growth for countries worldwide, and in terms of quality of life for the populations.

While more and more countries are adopting specific regulations to curb corruption (Foreign Corrupt Practices Act (FCPA) in the United States in 1977, UK Bribery Act in the United Kingdom in 2010, Sapin II Act in 2016 in France), businesses also have a leading role to play in the fight against corruption. Not only is their reputation at stake, but also their performance. A Harvard University study published in 2015 shows that while unscrupulous companies may have a higher growth rate in corrupt countries, they do so at the expense of their financial profitability.

For the Seris Group, which provides security and safety services, integrity is essential to the trust established with our customers, both private and public. In line with the Group's growth and international expansion, the company's anti-corruption program is constantly evolving and is part of our strategy. Compliance governance is improving, the Ethics Steering Committee is being structured, ethics officers are relaying the Group's initiatives at the local level and are also coming up with novel initiatives. And my role, as Chief Legal and Compliance Officer, is also to turn compliance with integrity standards into a competitive advantage for SERIS.

The private security sector still suffers from a poor image. But we offer protection! If our customers trust us to safeguard them, shouldn't we at least assure them of our integrity? I believe that our Group's commitment to fighting corruption is an integral part of our service offering.

How does all this fit in with the defence of human rights and the goals of the Global Compact? Like the hummingbird in the legend\*, I would say that at Seris, we are committed to doing our part.

**Sophie LECLERC**, Chief Legal and Compliance Officer



\* One day, legend has it, there was a huge forest fire. All the terrified animals watched helplessly as the disaster unfolded. Only the little hummingbird was trying to do something, by fetching a few drops of water in her beak to throw on the fire. After a moment, the armadillo, annoyed by the seemingly pointless effort, said to her: "Hummingbird! Are you crazy? You're not going to put out the fire with just a few drops of water!"

And the hummingbird answered him: "I know that, but I'm doing my part."



As a leading security services company, Seris attaches

## paramount importance to the integrity

that governs our business relationships and practices.

As a member of the International Security Ligue, Seris is also formally committed to complying with the International Security Ligue Code of Conduct and Ethics. This code is a set of core standards that govern our business conduct. It is available for download on the International Security Ligue website.

The Seris Group is committed to fair and honest business relations. In each subsidiary, an internal control procedure is carried out during costing operations and when signing customer contracts.

In order to ensure the proper implementation of our ethics policies and investigate incident reports, a Group Ethics Committee was created in 2020.

## THE FIGHT against CORRUPTION

In 2017, the Group and our subsidiaries, with the support of a specialised firm, began implementing measures to detect and prevent corruption and influence peddling in all our national and international operations, as outlined in article 17 of France's Sapin 2 Act. An extensive compliance plan was initiated. The following actions were carried out:

- anti-corruption training/awareness workshops for senior executives;
- an assessment of the major risks of exposure to corruption;
- risk mapping;
- an Anti-Corruption Code of Conduct applicable to all Group employees.

The Seris Group has also set up a whistleblowing system, which is deployed in all countries.

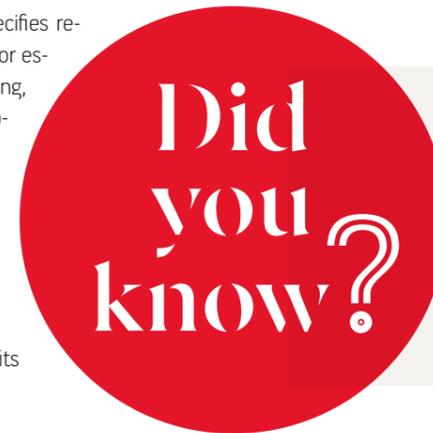
Employees can submit any ethical/integrity/compliance concerns to an Ethics Committee by e-mail at the following address: [ethics@seris.com](mailto:ethics@seris.com).

## Anti-Corruption: SERIS Konsalnet obtains ISO 37001:2016 certification

Seris Konsalnet meets the requirements of ISO 37001:2016 by implementing policies and processes that ensure a high level of ethics in its operations.

As a reminder, ISO 37001:2016 specifies requirements and provides guidance for establishing, implementing, maintaining, reviewing and improving an anti-bribery management system. Seris Konsalnet's anti-bribery policies include a ban on:

- using work positions and official functions to gain undue advantages,
- abusing one's rights,
- accepting or giving material benefits or advantages.



ISO 37001 Anti-bribery certification aims to help organisations fight corruption and promote an ethical business culture. It specifies guidelines to prevent, detect and deal with acts of bribery committed by employees or business partners of the company.

## RESPONSIBLE purchasing

In accordance with our commitments, Seris deploys a purchasing policy that supports our performance while developing a balanced and sustainable collaboration with our partners.

We believe that controlling the value chain plays a key role in the success of the company. It is a lever for reducing negative impacts and increasing positive impacts in three major areas: Economic, Environmental and Societal.

In 2017, we decided to formally define our purchasing policy and the commitments we require from our suppliers and subcontractors. The Responsible Purchasing Charter is freely available on the website [www.seris.com](http://www.seris.com), under the heading "Our Responsibilities".

This charter demonstrates our determination to incorporate the principles of sustainable development into our activities and our interactions with our suppliers and subcontractors in order to improve our overall performance.

It is a common frame of reference for our buyers and suppliers. It describes the commitments that we ask our suppliers and subcontractors to respect, just as we do, in all the countries where we operate.

By signing the Charter, our suppliers undertake to comply with the principles it contains and to work with us towards the global good.

## TRANSPARENCY and control

Internal audits are carried out regularly in all countries where the Group operates, in accordance with ISO 9001:2015.

The Group's consolidated accounts are verified and approved annually by the statutory auditors.





## PROTECTION of personal data

On 25 May 2018, the European General Data Protection Regulation (GDPR) came into force in Europe. Seris, in accordance with the requirements of the GDPR, transparently informs people concerned about the purpose and use of their data. The Group uses and shares the personal data with third parties only to achieve the stated purpose and stores the data only for the necessary period of time, using perfectly secure information systems.

Data Protection Officers have been appointed in each country where we operate to ensure compliance. They are the preferred point of contact to answer any questions related to the processing of personal data.

### The “GDPR in Security Operations”, a new training course offered by **SERIS** Belgium

The “GDPR in Security Operations” training course offered by Seris Belgium since 2020 is a workshop on putting the new privacy directives into practice in the private security sector.

The purpose of the course is to provide participants with basic knowledge of the GDPR's principles and practical applications. Small and medium-sized businesses in the sector can attend this 2-day training course on GDPR compliance. Based on concrete examples from the private security sector, the “GDPR in Security Operations” training course offers participants the opportunity to benefit from tools that can be put into immediate use at their company.

*The indicators presented in this document consolidate the figures of the Seris Group and its subsidiaries in France, Belgium, the Netherlands, Luxembourg and Poland. They relate to the calendar year 2020; they should therefore be taken with the utmost caution, as there were significant operating variances in 2020 compared to 2019 due to the global pandemic, with certain sectors of activity completely shut down. In addition, the subsidiary Seris Konsalnet in Poland was integrated into the Group on 1 June 2019.*





[www.seris.com](http://www.seris.com)

