



# MAKING THE WORLD A SAFER PLACE

Corporate Social Responsibility  
RESULTS 2018 – PUBLISHED 2019



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.

The indicators present in this document include the figures of SERIS Group and its subsidiaries in France, Belgium and the Netherlands. They relate to the calendar year 2018.

\*Some indicators only include figures for France and Belgium. However, the latter remain representative, with activities in France and Belgium representing 97% of the turnover of Separgefi, the parent company of SERIS Group.

5

President's Declaration

6

Reconciling commitments and economic performance

7

Global Compact: 10 principles and 17 goals to transform our world

8

Presentation of the Company

12

The key Moments of the Group

16

Human Rights

24

Labour

32

Environment

36

Anti-Corruption



# MAKING THE WORLD A SAFER PLACE

## Statement of Commitment

In more than 60 years of existence SERIS Group has become a key player in the safety and security market.

The expertise of the people who work at the heart of our business, combined with up-to-date technology, enables us to innovate in order to anticipate the need of our customers, regardless of their industry, and to realise our initial ambition : to participate in making the world a safer place.

This success is the result of the work and involvement of all our Group employees and requires us to conduct our activities in an ethical, responsible and respectful way.

Our common ambition is to integrate the principles of sustainable development into each of our activities and therefore achieve the correct balance between respect for people, environmental protection and economic development. It is this ambition that motivated our commitment to the Global Compact and its ten principles in 2017.

I have the honour today to renew our commitment to the United Nations Global Compact and our support for its ten principles, concerning respect for human rights, international labour standards, environmental protection and the fight against corruption.

The Group is committed to undertaking its activities by proactively integrating social and environmental concerns into its



*Our ambition is to  
integrate the principles of  
sustainable development  
in each of our activities*

strategy and, in its interactions with its stakeholders, to behaving with respect, integrity and ethics, in each of the countries where the Group is present.

In this annual communication on progress, we describe the key actions being taken to improve the integration of the principles of the Global Compact into the Company's strategy and day-to-day practices.

We are also committed to sharing this information and publicly promoting the principles of the Global Compact through our main communications media.

**Guy TEMPEREAU,**  
President



## Reconciling commitments and economic performance

This approach puts CSR at the heart of the strategy and measures its progress. I invite you to discover them in this Communication on Progress.

As members of the Global Compact since 2017, on 25 September we celebrated the 4th anniversary of the Sustainable Development Goals (SDGs): 17 goals that define a universal call for action to end poverty, protect the planet and guarantee peace and prosperity for all by 2030.

Achieving the SDGs requires action from everyone: governments, institutions, public and private organisations and citizens. Many around the world are already working for change, in the workplace, in public life or in the private sphere.

Within our Group we are aware that reconciling our commitments and economic performance is a source of opportunity and a necessity for our sustainability.

The future of our project can only depend on us. It only makes sense if it is shared. Its success is based on the trust accorded to us by our various stakeholders. To improve our performance in sustainable development, we strive to involve them in this dynamic, which is at the heart of our company's strategy and culture.

**Audrey PROU,**  
Deputy Chief Executive Officer

From the beginning, responsibility has been at the heart of our family Group's strategy. Our actions are, by nature, anchored in a sustainable and enduring project. Since 2016, our Group has been structuring, articulating and driving its Social Responsibility approach around the company's mission: "To participate in making the world a safer place".

The action plan implemented is based on 7 fundamentals that constitute a common basis for all the Group's subsidiaries in France and abroad. After having written and shared the first founding documents of our approach, we continued our commitments by identifying our main issues on the three pillars of sustainable development: environmental, societal and economic.

Shared in all the countries where the Group is present, these issues constitute the company's CSR roadmap for years to come. To address each of these challenges, the subsidiaries of SERIS Group undertake commitments and set objectives.

*Our actions are, by nature, anchored in a sustainable and enduring project.*

# GLOBAL COMPACT

10 The 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.

17 The GOALS (SDGS)

## SUSTAINABLE DEVELOPMENT



# THE COMPANY



seris

seris

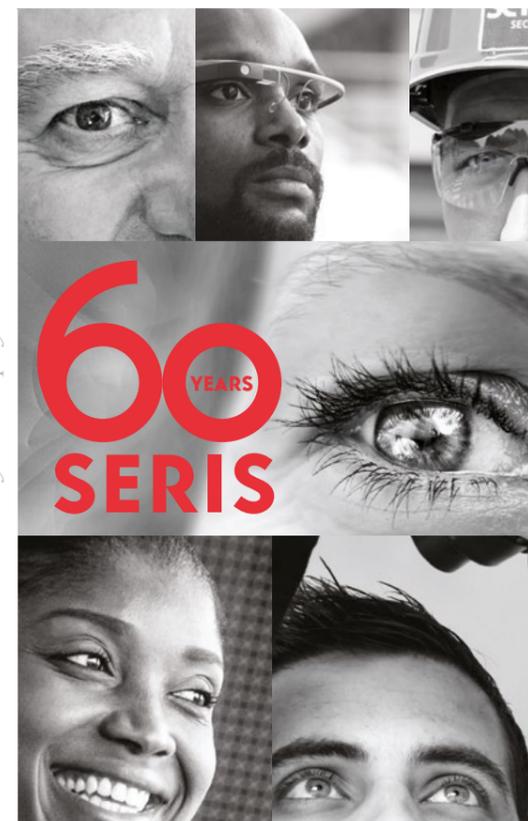
## 1958-2018 : 60 YEARS SERIS



In 2018, SERIS celebrated its 60 years of existence. 60 years in which the small company from Saint-Nazaire, driven by the audacity and tenacity of its CEO, Guy Tempereau, gradually climbed to the top 10 of the world ranking for security companies.

Throughout the year, SERIS has retraced this beautiful entrepreneurial adventure through recollections and anecdotes in its communications and within an anniversary book available on the Internet.

An opportunity to pay tribute to all those who shared this story and to recall the solid foundations of a group destined to continue to grow.



1958=2018 One destiny, one company, core values

## A PROJECT OF THE FUTURE DRIVEN BY THE SHAREHOLDING FAMILY

SERIS Group, 100% owned and controlled by the TEMPEREAU family, differentiates itself by a strong entrepreneurial spirit and strong human values.

Since its origins, SERIS Group has helped to provide answers to the growing need by companies and Governments for an accompaniment in safety and security. The merits of our profession are obvious. Private security is today a vital player, recognised and referenced alongside the public security forces.

Driven by the will to permanently enter the global security landscape, Guy TEMPEREAU and his children are working together towards a policy of progressive and controlled growth. In order to achieve this they rely on the confident, committed and professional teams in each of the countries where the Group is present.



# OUR PROFESSION: SOLUTIONS FOR SAFETY-SECURITY

With 60 years of experience in the field of safety and security, SERIS has developed a comprehensive service in order to best meet the varied expectations of its customers:



## 4 STRONG VALUES

Respect  
Sharing  
Dynamism  
Discipline

# OUR COMMITMENT TO THE PROFESSION

SERIS is actively involved within the sector's organisations and associations in order to participate in the professionalization, valorisation and evolution of the private security profession.

<p><b>AT AN INTERNATIONAL LEVEL</b></p> <ul style="list-style-type: none"> <li>Member of the <b>International Security Ligue</b></li> </ul>	<p><b>AT AN EUROPEAN LEVEL</b></p> <ul style="list-style-type: none"> <li>Member of <b>CoESS</b></li> </ul>	<p><b>IN FRANCE</b></p> <ul style="list-style-type: none"> <li>Member of the <b>GES</b> Group of Security Companies</li> </ul> <ul style="list-style-type: none"> <li>Member of <b>SESA</b> for airport security activities</li> </ul>	<p><b>IN BELGIUM</b></p> <ul style="list-style-type: none"> <li>Member of <b>APEG</b> Professional Association of Security Union</li> </ul>	<p><b>IN THE NETHERLANDS</b></p> <ul style="list-style-type: none"> <li>Member of <b>Nederlandse Veiligheidsbranche</b> (Dutch Security Industry)</li> </ul>
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# OUR CSR APPROACH: THE ISSUES

In 2018, SERIS deepened its commitment to its CSR approach by identifying 18 issues in relation to the Group's activities. They cover the three major areas of sustainable development.

years to come. To address each of these challenges, the subsidiaries of SERIS Group undertake commitments and set objectives. This approach puts CSR at the heart of the strategy and measures its progress.

Shared throughout the countries in which the Group is present, these issues constitute the company's CSR roadmap for the

# OUR CERTIFICATIONS AND ACKNOWLEDGEMENTS

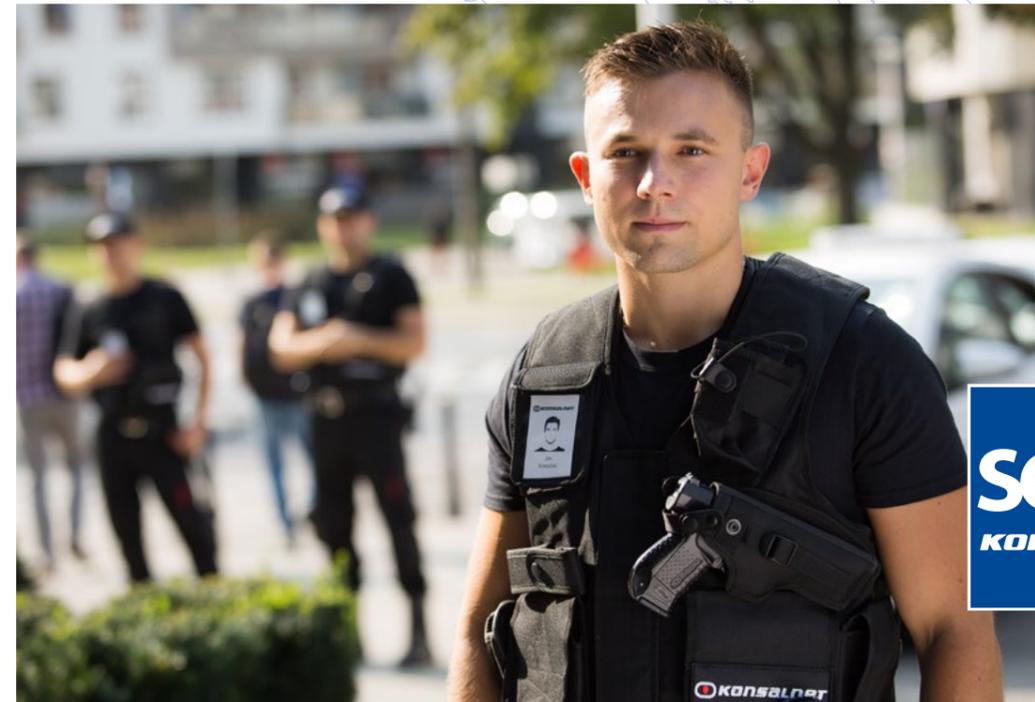
<p><b>IN FRANCE</b></p> <ul style="list-style-type: none"> <li><b>ISO 9001:2015</b> – Executive Management, SERIS Security, SERIS Airport, SERIS Monitoring (Tele-surveillance), SERIS Academy</li> <li><b>MASE</b> (Safety Improvement Manual for Businesses) – Relevant Agencies</li> <li><b>CEFRI</b> (French Business Committee for the training and monitoring of personnel working under ionizing radiation)</li> <li><b>ECOVADIS</b> : Silver Medal (Evaluation of the CSR management system)</li> </ul>	<p><b>IN BELGIUM</b></p> <ul style="list-style-type: none"> <li><b>ISO 9001:2015</b> - SERIS Academy, SERIS Monitoring, SERIS Security, SERIS Technology</li> <li><b>IQnet SR10</b> (Certification of the corporate social responsibility management system)</li> <li><b>ISO 14001 : 2015</b> – SERIS Technology</li> <li><b>VCA</b> (Veiligheid Checklist Annemers / Safetu Cheklist Contractor) – SERIS Technology</li> </ul>	<p><b>IN THE NETHERLANDS</b></p> <ul style="list-style-type: none"> <li><b>ISO 9001:2015</b></li> <li><b>VCA</b> (Veiligheid Checklist Annemers)</li> </ul>
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<p><b>PLANET</b></p> <ul style="list-style-type: none"> <li>Reduce our impact on the environment</li> <li>Recycle our waste and upgrade our materials</li> <li>Correctly apply our clients' environmental policies on their sites</li> <li>Raise awareness of eco-actions and encourage internal initiatives</li> <li>Integrate environmental criteria into our supplier and partner relationships</li> <li>Invest to reduce our carbon footprint</li> </ul>	<p><b>PEOPLE</b></p> <ul style="list-style-type: none"> <li>Value our human capital and promote the professional development of our employees</li> <li>Act for responsible employment</li> <li>Promote health and safety at work</li> <li>Ensure compliance for well-being at work and the balance between private and professional life</li> <li>Promote the diversity of employees</li> <li>Ensure a constructive dialogue with our social partners</li> </ul>	<p><b>PROFIT</b></p> <ul style="list-style-type: none"> <li>Ensure the company's sustainability</li> <li>Strengthen our national and international presence</li> <li>Register continuous improvement at the heart of our strategy and practices</li> <li>Develop sustainable relationships with customers and encourage innovation</li> <li>Invest in the local economic structure</li> <li>Be accountable for our business practices and our purchasing processes</li> </ul>
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# THE KEY MOMENTS OF THE GROUP



## PURCHASE OF THE LEADER IN SECURITY IN POLAND: KONSALNET



*Integrated within SERIS Group in May 2019, the company has since been re-named SERIS Konsalnet*

On 31 May 2019 SERIS completed the acquisition of KONSALNET (excluding its cash in transit activity). KONSALNET, the leader in the security market in Poland, employs 18,500 people and generates a turnover of more than €200 Million per annum. Its activities include guarding, fire safety, remote monitoring, mobile security services as well as other complementary services such as cleaning. By joining SERIS, KONSALNET's activities reinforce the Group's expertise.

This new acquisition significantly accelerates the Group's growth, thereby confirming its desire to influence the security market in Poland and, more broadly, its long-term international development strategy.

GuyTEMPEREAU, President of SERIS Group, declared at the time: *"Over the past few years, KONSALNET employees have demonstrated their ability to deliver safety and security services that meet standards of the highest quality. It is with pleasure and pride that we welcome them within our Group to pursue together this project of the future, which opens up new strategic markets to SERIS. KONSALNET will offer us the opportunity to be present in the entire Polish market and to participate in the strengthening of its development. This new implantation also gives us access to Central Europe to enable us to expand our activities and pursue our primary ambition: to participate in making the world a safer place."*



**SERIS BELGIUM INVESTS IN THE EVENTS SECURITY MARKET**

In early 2018, SERIS Belgium announced the acquisition of DMG - renamed S-Protection, a subsidiary that provides events monitoring and security, a particularly specialised sector. This new subsidiary enables SERIS to expand its range of expertise and position itself as a leader in the events market, which requires specific skills, whether in terms of security techniques, communication, public approach or human qualities.

In order to complement its service offering, SERIS Belgium has also opened two new departments: S-Services and Hostessenservice, to be able to offer a complete quality package for the organisation of an event.

According to Danny VANDORMAEL, CEO of SERIS Belgium *"The success of an event is not just about optimal security. This is seen as obvious, and rightly so, but overall service delivery is also part of*

*the total qualitative concept. A cordial and professional welcome, optimal parking assistance and human resources to help behind the scenes are just a few examples."*



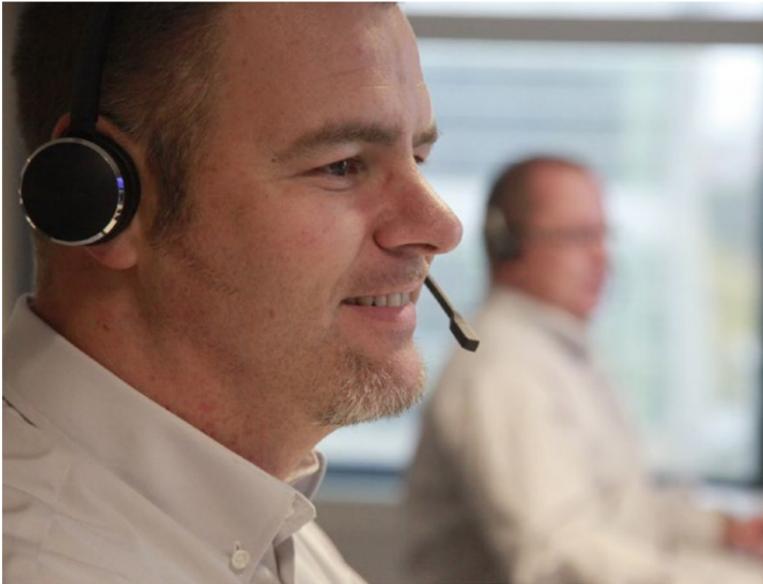
**STRONG INVESTMENTS IN SECTORS OF EXPERTISE**

**SERIS, AMONG THE LEADERS IN AIRPORT SECURITY IN FRANCE**

In June 2018, SERIS France completed the acquisition of Brink's France's airport security business. This acquisition brought the Group's workforce in France to more than 10,000 employees, and enabled it to reach an annual turnover of € 300 Million.

With this acquisition SERIS confirms its strong ambition in the French airport security market, a sector in which it has been present since 2012. The knowledge and professionalism of the teams associated with the Group's ambition and methods has established SERIS as one of the market leaders.

At the time, SERIS President, Guy TEMPEREAU, declared: *"Airport security activities are among our priority areas of development. Thanks to this operation, SERIS is positioning itself among the leaders of the sector in France, thereby consolidating its expertise on the international scene where the Group is already present."*



**SERIS NETHERLANDS EXPANDS ITS SERVICE OFFERING**

On 1<sup>st</sup> March 2018, SERIS Netherlands opened, together with other stakeholders, a Private Alarm Centre (PAC) in Goes. This collaboration offers many new opportunities and greater efficiency. Reports on the number of hours worked and when shifts are terminated by employees in isolated work situations are fully automated using a software application. This allows PAC operators, all employed by SERIS, to devote themselves fully to emergency situations.

Co-operation with the various players in the PAC goes beyond its operation. All parties involved are currently working together to develop new concepts of security and services in which the PAC will play a major role. The PAC, which is one of the few alarm centres to meet all the requirements of European standards, already offers various services such as roadside breakdown assistance and care management.



# HUMAN RIGHTS



In the conduct of its activities, SERIS undertakes to respect and to promote, in its sphere of influence, the implementation of the universal principles of human rights and the laws in each country where the Group is present, regardless of the local context.

SERIS respects the international rules set out by the Organisation of the United Nations (UN). It adheres 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).

## CODE OF ETHICS

Furthermore, as a member of the International Security Ligue, SERIS is also formally committed, as part of its activities, to the principles of the 6 chapters of the Code of Conduct and Ethics of the International Security Ligue :

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

In general and in all circumstances, SERIS undertakes to observe international, national and local regulations as well as the rules of professional conduct related to its activities, and expects all its employees and stakeholders of the Group to have the same commitment.

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

This Code is a set of rules governing our conduct in the exercise of our activities. It is available to all of our stakeholders on the International Security Ligue website.



## COMMITMENT OF SUPPLIERS

In accordance with its own commitments, SERIS requires its suppliers and/or subcontractors to undertake to respect the fundamental conventions of the ILO (International Labour Organisation), in particular :

- to respect the minimum legal age limit for working
- to have no recourse to forced or mandatory labour

- to eliminate any form of discrimination in access to employment and career
- to promote equality of treatment and equality of opportunity.

All of these points are detailed in the Group's Responsible Purchasing Charter, drafted in 2017 and shared with the Group's various partners during 2018.

## THE 2 PRINCIPLES

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





HUMAN RIGHTS

## SERIS FRANCE COMMITS TO THE FEMINISATION OF THE SECTOR ALONGSIDE THE NATIONAL EMPLOYMENT SERVICE

At the beginning of 2018, SERIS France, in collaboration with other private security specialists, implemented a training project for women in association with "Pôle Emploi", the National Employment Service. This measure aims to train women in the security profession by offering them the opportunity to obtain professional titles as private prevention and security officers, SSIAP1 or port security officers.

As soon as this scheme was put in place, 10 women were able to attend the first training course, which symbolically ended on the occasion of Women's Day, 8 March. This training project is fully in line with the fundamental principles of the Group's HR policy where social balance, respect for diversity and equal opportunities are the watchwords.

## SERIS INVESTS IN THE SEEPH SCHEME

Created in 1997, SEEPH (European and employment through Disability Employment Week) has become a must-attend event. In 2018, as part of its disability policy, SERIS France got involved by offering its employees the opportunity to participate in this unique week.

dedicated to disability and employment through disability awareness-raising actions or by relaying the communication visuals proposed by SEEPH.

For example, a Trivial PURSERIS was conceived with the aim of measuring the level of knowledge of employees by putting them in competition in the format of a playful game.



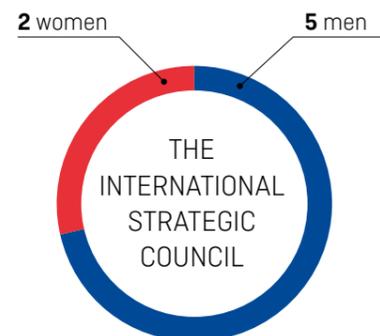
## GENDER MIX

Security is an area where men are mostly present. One of our projects is to increase the gender diversity of our teams, including in managerial positions.

Our job offers are, for this purpose, systematically mixed. The share of women is 14,4%. Out of 7 permanent members of the International Strategic Council, 2 are women (28,5%).

# 19,4 %

THE SHARE OF WOMEN IN THE GROUP



## DIVERSITY AND EQUAL OPPORTUNITIES

By standardising our methods of recruitment, evaluation and promotion, we guarantee equality of opportunity and treatment. Through the creation of a dedicated Disabilities Department and our partnerships with organisations or rehabilitation, we are committed to all our candidates and employees to respect ethnic and social diversity. By our social policy, we are investing in equality of opportunity, and we affirm our multicultural identity. Indicators have been set up to follow the plurality of profiles of our Group.

## SECURITY: A CRUCIAL ISSUE AND A FUNDAMENTAL RIGHT FOR EVERY CITIZEN

As a security expert, Danny VANDORMAEL, CEO of SERIS Belgium, provides an overview of the essential aspects of the security world through his book *Don't Panic!* published in 2018. He addresses the significant changes in our society, the current climate of confusion and insecurity in the face of new threats, and the profound changes in the security sector. He proposes several forms of solutions to achieve a new security culture and explains in particular how private security can be perfectly combined with security organised by the authorities.





HUMAN RIGHTS

## PEOPLE AT THE HEART OF OUR PROFESSION

Christophe VOETS, Director of SERIS Technology in Belgium tells his story within SERIS Group:

"For two years, I undertook an operational mission at SERIS Monitoring, in this instance the relocation of the old site to the new one. This sounds simple but, to complete this important task successfully whilst ensuring that the division remained fully operational, we went all out with an entire team that did a very strict and professional job. From my training at the Royal Military School, where I studied as a civil engineer at the Polytechnic Faculty, I realised that an optimal result can only be achieved by respecting and combining man and technology." He added, "At SERIS Technology, the goal is that all the people who care about the result deserve the same respect and esteem". According to him the ingredients necessary for an ideal working environment are "respect and honesty, professionalism and knowledge, attitude and the use of languages, collegiality and, above all, pride in our work".



If tomorrow's security seems to be dictated by technology, Christophe VOETS claims that man remains "at the helm of technology". "Our core business is to think with the customer and put ourselves in his place, in his situation, listening to his needs. Ensuring the peace of mind of our customers are not empty words, but a renewed goal every day" he explains. According to him, SERIS Technology makes a difference in the market "because within SERIS, we are able to carry out security and guarding projects from A to Z". A "total security concept" remains the best security guarantee.

“ The most important aspect of SERIS Technology ? The people, naturally! ”

## THE NETHERLANDS: ISPS\* ANTI-TERRORIST EXERCISE IN COLLABORATION WITH THE NAVY



\*ISPS : International Ship and Port Facility Security

At the end of 2017, SERIS Netherlands organised and carried out a major ISPS\* exercise aboard the DCV (Deepwater Construction Vessel) Thialf de Heerema, in conjunction with the Navy and the Port of Rotterdam Authority. The full-scale exercise required the mobilisation of real experts over several months. For the Navy, this was the final exercise of their Close Combat Instructor Training (CQBI), exposing them to a simulated terrorist attack. Participants' briefing, course definition, safety instructions, observation, co-ordination, armed interventions punctuated the day at the end of which SERIS participated in the evaluation of the exercise with all participants. The professionalism of the teams combined with real expertise in the security profession enables SERIS to innovate in order to anticipate new international challenges and thereby participate in making our world a safer place.



## SERIS, PATRON OF THE INSTITUT CURIE FOR ITS KDOG PROJECT

SERIS Group announced at the end of 2017 its commitment to the Institut Curie, becoming a Patron of the Breast Cancer Screening Research Project, KDOG, initiated by Dr.Isabelle Fromantin.

Based on the principle of canine odorology, this programme uses a reliable, non-invasive, inexpensive detection method that provides an alternative to first-line mammography. KDOG could therefore help to simplify the diagnosis and extend cancer screening to a wider population.

The dogs at the heart of the detection process are trained by canine experts to detect the smell of cancerous cells. They work together on the olfactory memorisation at a very low threshold of detection of infected cells on tumour samples, then on wipes applied directly to women's bodies for a whole night.

The KDOG method could thus give access to cancer screening tools to people who are currently denied access to them. It would be particularly ideal for people with reduced mobility and reproducible in emerging

countries and disadvantaged territories where many cancers are simply not detected.

At the very beginning of 2019, the project was awarded the prestigious title of "Hospital Clinical Research Programme for Cancer" by the Directorate General for the provision of Healthcare (DGOS) and the National Cancer Institute (INCa). The KDOG team will be able to launch a close track study in the autumn of 2019 in order to follow its research over a three-year period.

A world that offers everyone the best chance to preserve his or her health





## HUMAN RIGHTS

Convinced that growth only makes sense if it is shared by the company, its employees, customers, partners and, more widely, the territory and civil society in which the activities of the Group are incorporated, SERIS is committed on a regular basis to support community related projects, as evidenced by the following actions.

Support for community related projects



## SERIS BELGIUM COMMITTED TO THE FIGHT AGAINST CHILDHOOD CANCER

On 30 June 2018, SERIS Security Belgium and its client Audi dedicated their team-building day to Kinderkankerfonds, the Flemish foundation for the fight against childhood cancer. This foundation aims to improve the quality of life of children with cancer by providing financial and psychological support to patients and their families.

According to Peter VERPOORT, Security and Monitoring Director Belgium, "We must honour and encourage organisa-

tions such as this. They are indispensable and SERIS should never miss an opportunity to make its contribution!". This day would not have been possible without the proactive organisation of the security guards, "so we can see that our officers are not ordinary people. Each of them, without exception, has a heart of gold and a great sense of responsibility", concluded Peter VERPOORT.



**kinderkankerfonds**  
Vereniging voor de kinderkanker



## FIRST SERIS CUP FOR THE ANDROID 34 ASSOCIATION

SERIS Belgium has renewed its support for the Android 34 Association by organising the first SERIS CUP in October 2018: a mini football tournament involving the various departments of SERIS. This event enabled SERIS Belgium to

provide long-term support to Charles, a 12 year old boy whose left leg had been amputated, by funding the purchase of a "blade". This quality prosthetic equipment allows amputee children to run and practice sport.



## SERIS, SPONSOR OF THE PINK LADIES 154, PARTICIPANTS OF THE 'ROSES DES SABLES' TROPHY 2018

In October 2018, Séverine P, an employee of the Group for almost 15 years and her long-term friend, Aline, started the 'Roses des Sables' Trophy, the famous all-female car rally. SERIS wanted to participate in this sporting and solidarity adventure by supporting their team: the Pink Ladies 154. In advance of the rally, the teams had to

collect 50 kg of non-perishable food, hygiene products, and clothing to be distributed to Moroccan children.

In 11 days the "Roses" had travelled nearly 5,000 kilometres benefitting 4 associations: Children of the Desert Breast Cancer - Let's talk About It-!, The French

Red Cross and the Breakfast Club. "It was an incredible experience that I will never forget" said Séverine. SERIS Group is proud to have contributed to this sporting and solidarity challenge.





# LABOUR



SERIS Group undertakes to abide by the principles of the UN Global Compact, the Universal Declaration of Human Rights, the ILO Declaration (International Labour Organisation) on fundamental principles and rights at work, and OECD Guidelines (Organisation for Economic Co-operation and Development) as well as laws and regulations in force in all the countries where it operates.

## A SOCIALLY RESPONSIBLE COMPANY

Social balance, respect for diversity, equal opportunities together with health and quality of life at work are the cornerstones of our commitments. 93 % of our workforce benefit from full-time, permanent contracts. Fixed-term contracts are exclusively dedicated to one-off, replacement or reinforcement missions. We also affirm our willingness to create employment close to our client sites by promoting recruitment and professional integration locally.

## 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, qualitative social dialogue with the

## OUR TEAMS: OUR CAPITAL

The satisfaction of our clients rests on the commitment of our teams in the field. They embody our professionalism and expertise in safety and security, and make the value, efficiency and competitiveness of our company. We accompany the women and men of SERIS in the evolution of trades and skills with care, respect and goodwill.

MORE THAN  
**93%**  
OF OUR WORKFORCE  
BENEFIT FROM FULL-TIME,  
PERMANENT CONTRACTS

### THE 4 PRINCIPLES

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

<b>1</b> NO POVERTY 	<b>3</b> GOOD HEALTH AND WELL-BEING 
<b>5</b> GENDER EQUALITY 	<b>8</b> DECENT WORK AND ECONOMIC GROWTH 
<b>9</b> INDUSTRY, INNOVATION AND INFRASTRUCTURE 	<b>10</b> REDUCED INEQUALITIES 
<b>16</b> PEACE, JUSTICE AND STRONG INSTITUTIONS 	<b>17</b> PARTNERSHIPS FOR THE GOALS 

Security is everyone's business

## ENSURING HEALTH AND SAFETY AT WORK

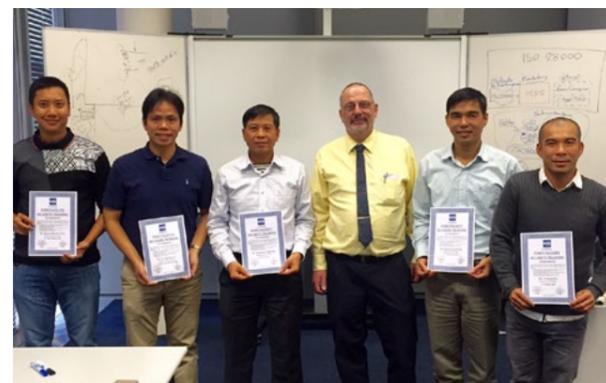
Any person working for, or with, SERIS is entitled to a working environment that ensures his/her health and safety. Preservation of the health and safety of employees and third parties as part of its benefits is a top priority for SERIS. As part of our integrated management system of quality and safety at work (ISO 9001 : 2015), we are committed to ensure that all necessary measures are taken to prevent accidents.

Also, a risk and prevention assessment is carried out and written up in advance at each client's site with a resolute commitment to implement the necessary individual or collective resources. This enables us to identify risk situations and implement the instructions and appropriate measures to preserve the health and safety of employees. During a first visit to a client's site, SERIS management ensures that the environment and the working conditions of its employees are decent and satisfactory. If the working conditions are not accepted, SERIS then reserves the right to refuse the commercial contract, as the well being of its employees is a necessary condition for the exercises of its tasks.

Finally, feedback on the subject of Health and Safety is systematically analysed and correct measures implemented if deemed necessary.

## THE NETHERLANDS: ISPS TRAINING OF A VIETNAMESE DELEGATION

At the end of April 2018, a Vietnamese delegation from "Saigon New Port" received ISPS training (International Ship and Port Facility Security), delivered by experts from SERIS Academy in The Netherlands. One example of how SERIS contributes to a safer world in an international context.



17,3

### OVERALL FREQUENCY RATE

(number of accidents causing work stoppage, incurred over a 12-month period per million hours worked)

1,5

### OVERALL SEVERITY RATE\*

(number of working days lost per thousand hours worked over 12 consecutive months)

## AWARENESS AND PREVENTION

The Quality Management Department of SERIS in each of the three countries provides site managers with the necessary information on health and safety at work, and the procedures and instructions to be respected.

Security is everyone's business. All subsidiaries and all SERIS personnel are therefore aware and involved in the Group's prevention procedures, via different tools and media:

- The Quality Management Department of SERIS France provides its agencies with a library of 'Flash Security' (safety prevention messages) on their intranet, which are then displayed at the sites. Moreover, the agencies, in partnership with the Quality Management Department, organise security talks in relation to news, regulations, or

incidents that have arisen. They provide an opportunity for exchanges between employees and agency managers to raise awareness amongst the team on one or more specific topics and sets of measures or appropriate actions.

- SERIS Belgium sends monthly safety messages, called 'Securoscope' via the company email system.
- SERIS Netherlands, within the framework of its VCA certification, regularly sends prevention communications "Toolbox".

The preservation of health and safety for everyone is also a priority throughout SERIS chain of values.

In this regard, SERIS requires its suppliers or subcontractors to respect a health and safety policy that aims to guarantee that every employee has a safe and healthy workplace and to maintain an environment in which human dignity is respected (Conventions 120 and 155 of the ILO).

In particular :

- to take all necessary measures in order to limit any risk to the health and safety of workers.
- to ensure that all products and services comply with the prescribed standards concerning health and safety.

- to provide the necessary individual and collective protection in order to prevent or control risk and dangerous situations.
- to ensure that the working environment of its employees is free from physical, psychological or verbal harassment or other improper conduct.
- to use only qualified and trained staff who have received the necessary instructions to be able to successfully complete their activities.



## TRAINING AND COMPETENCES

Because these are the men who shape the business on a daily basis, SERIS Group has always placed humans at the heart of its strategy, developing a human resources department closer to its employees. SERIS strives to provide every employee with the keys for individual and collective development. Induction, training, internal school (SERIS Academy), internal promotion, career

development, skills development: SERIS has adopted strong policies to meet the requirements of the private security sector in full evolution while offering each of its employees the opportunity to grow with the company. SERIS has therefore implemented a real dynamic of internal mobility based on the identification of potential and development of in-house skills.

171 426

TOTAL NUMBER  
OF TRAINING HOURS PAID

## NEW CERTIFICATES FOR SERIS ACADEMY IN FRANCE

Following the decision of 27 February 2017 on the continuous training of private security officers, the regular process of maintaining and updating skills is now mandatory for any agent wishing to renew the validity of his Professional Card. In order to meet this new legal requirement, SERIS Academy at Roissy-en-France passed a certification audit in February 2018 and has been authorised by the National Council of Private Security Activities [CNAPS] to provide training for the Certificate of Professional

Qualification [CQP] and Maintenance and Updating of Competences [MAC] Prevention and Security Agent [APS]. In November, the centre at Chaponnay (in Department 69) was granted permission to provide these training courses for external clients as well as for SERIS agents. In addition, and in the context of continued national deployment by SERIS France, further audits are being prepared.



## SERIS BELGIUM ANTICIPATES THE EVOLUTION OF OBLIGATORY TRAINING PROGRAMMES



A Royal Decree came into force on 1 September 2018 in Belgium making new training compulsory. Sales representatives for anyone selling guarding services, Surveillance of nuclear sites, Personal e-Calls management or X-Ray analysis are henceforth new training courses provided by SERIS Academy Belgium.

*"In my view, this Royal Decree is a big step forward. On the other hand, the Government could have done more. Many current training courses, which better address tomorrow's security issues, are*

*not yet included in this Royal Decree. This is the case, for example, with Human Behaviour Detection. This is a necessary and relevant training course, which is already applied in practice, but is not yet mentioned in the Royal Decree. Of course, SERIS Academy did not wait before offering it to professionals",* concluded Tom DE BRUYNE, Manager of SERIS Academy Belgium.

## A CLOSER LOOK AT THE NEW WORKING TIME AGREEMENT WITHIN SERIS FRANCE

The representative trade union organisations and the Directorate negotiated a new working time agreement during 2018. This agreement, which applies to all employees of the Economic and Social Unit (UES) SERIS ESI, came into force on 1 January 2019.

### This new agreement covers, in particular:

- maintaining all jobs ;
- the payment of overtime each quarter;
- maintaining the employment structure, currently with more than 93 % of staff on permanent full-time contracts;
- sustainability and maintaining competitiveness;
- more consideration of employees' personal lives while maintaining the necessary continuity of service;
- aligning the period of paid leave within the calendar year, in the same way as for the modulation of working time.

## REMUNERATION AND WORKING HOURS

SERIS undertakes to comply with all regulations relating to remuneration, benefits and maximum working hours, including those concerning the minimum wage, overtime pay, piece work and any other remuneration elements. The remuneration 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.

## NEW INFORMATION SYSTEMS FOR SERIS FRANCE

In order to adapt to the new market requirements and, in the context of negotiating a new working time agreement for SERIS France, the company has taken into account the need to continue its efforts to transform its IT tools. From the end of 2017 to mid 2019, SERIS France has therefore carried out a complete overhaul of its information systems allowing better management of all the company's resources. From a single generalist system, SERIS France has moved to a multi-system environment with leaders in their field. This enables exchanges with external stakeholders (extranet, customer systems or new business systems).



## LABOUR

SERIS has therefore implemented a real dynamic of internal mobility based on the identification of potential and development of in-house skills.

### AN INTERNAL MOBILITY CHARTER FOR SERIS FRANCE

In 2018, SERIS France chose to set up a new system to manage its recruitment, including a candidate management tool and a career site to communicate the elements related to its employer brand and employment opportunities to potential candidates. This candidate site also has the function of being an internal mobility portal. SERIS employees can place themselves in open positions or make spontaneous applications. A charter on internal mobility has also been drafted to define the rules for the management of internal applications common to on-site positions in regional branches and in central functions.

### SERIS FRANCE, PARTNER FOR THE FIRST CLASS FOR CAP SECURITY GUARD

For several years, SERIS has implemented a recruitment policy that supports apprenticeships in order to strengthen the value of its profession and integrate new talent. As part of this policy, in May 2018, SERIS France became the preferred partner of the CFA Ifcotep for the opening of a class to study for a 'Certificat d'Aptitude Professionnelle' Security Officer at the start of the school year in September 2018. In this way,

SERIS supports the establishment in the implementation of this new training and will welcome 6 apprentices as part of the company. Closer to the needs of its customers, SERIS continues its local development activities to support the training of young people in a changing profession, to sustain its know-how and to support the development of the Group in France.



SERIS focuses on internal mobility

595

NUMBER OF PERMANENT STAFF PROMOTED DURING THE YEAR

### FROM APPRENTICESHIP TO RECRUITMENT: A FOCUS ON PIERRE'S JOURNEY:

For many years, SERIS Group has chosen to support vocational training through its apprenticeship recruitment programme. Pierre, 27 years old, is one example of this because he was recruited on a permanent contract in 2018 as a fire security agent on an ICPE site (an installation classified for the protection of the environment) after having completed his apprenticeship in the agency in Cognac.

*"I applied to SERIS because it is a large group, the market leader and present all over France. I like to move around and the possibility of being transferred in-house motivated me" he continues. According to Pierre "apprenticeship is more interesting than a classic training. At the end, it enabled me to have a professional experience that will be recognised by recruiters. You learn even more by being on the ground. Sharing experiences is very interesting".*

In 2016, having not found his way after the completion of a Scientific Baccalauréat and a Science Engineering Degree, Pierre decided to resume his studies. He studied for the CAP Security Officer and then continued with a Professional Diploma via an apprenticeship within SERIS Group. *"I chose security because every day is different. You can work on different sites in a variety of fields. It is a very diverse profession and not at all monotonous. The Group has provided me with a great deal of experience. I was able to discover different positions: reception officer, security guard, PC security, patrolman and even site manager", Pierre recounts.*





# ENVIRONMENT



As a provider of security services, our environmental footprint is relatively small. Nevertheless, as small as it is, we have produced an assessment of our impact in order to try to limit them.

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

- To reduce the impact of our activities on the environment ;
- To recycle our waste and participate in the enhancement of our materials ;
- To invest in opportunities to reduce our environmental footprint ;

- To raise awareness of Eco-gestures and encourage internal initiatives ;
- To integrate environmental criteria into our supplier and partner relationships ;
- To participate in the correct application of our client's on-site environmental policies.

These principles are deployed by all our subsidiaries. To continually improve its environmental performance, the SERIS group keeps track of the effective implementation of the above principles and their results.

## REDUCE THE IMPACT OF OUR TRAVEL ARRANGEMENTS

The impacts associated with travel within the group are being tracked and measured in order to keep them to a mi-

nimum. All the subsidiaries of the Group strive to choose low-emission vehicles and track consumption.

104

AVERAGE CO<sub>2</sub> EMISSIONS IN G/KM PER VEHICLE\*

MORE THAN 81%

OF VEHICLES LESS THAN 115G CO<sub>2</sub>/KM (excluding pick-up trucks)\*

In France, the entire SERIS structure (general management buildings and agencies) were equipped with videoconferencing systems. These systems completed an application already in place on smartphones for itinerant workers. These initiatives provide an in-

teractive and user-friendly alternative to business travel, and help reduce the impact on the environment. Furthermore, SERIS France systematically proposes the implementation of electric vehicles, complete with recharging terminals.

### THE 3 PRINCIPLES

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





## LIMIT THE FOOTPRINT OF MANDATORY PROFESSIONAL CLOTHING

In France, the year 2018 saw the implementation of recycling facilities for uniforms throughout the network of agencies. Carried out in partnership with our supplier Mulliez-Flory, it consists of collection points within the agencies for the recovery of used uniforms which are then sent to recycling plants where the material is unravelled and the threads recycled. SERIS Belgium, who already practice the collection of worn professional

clothing for recycling with a partner, has developed a form of renewal of uniforms closer to the real needs of the agents through a system of annual points. This simple initiative allows them a responsible management of the stock of uniforms.

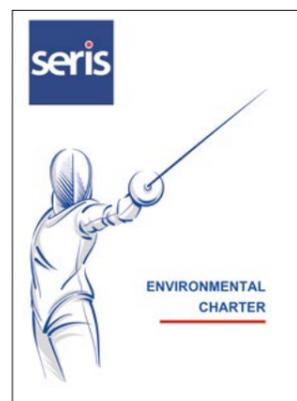
Finally, in 2018 in The Netherlands, a partnership was signed with Galladio Corporate Fashion. A new uniform, more

ethical and respectful of the environment was thereby born. *"We believe it is essential that the fabrics of our corporate clothing are manufactured in a sustainable and socially responsible way: without child labour and with environmentally friendly production lines"* said Aad DE VRIES, Managing Director of SERIS Netherlands.

## REDUCE OUR WASTE AND PARTICIPATE IN ITS RECYCLING

SERIS Group practices waste recycling and participates in the recycling of its equipment as far as possible. In each of the countries, partnerships are set up for the collection and recycling of papers, including confidential papers. The recycling

of computer equipment is also undertaken in various subsidiaries of the SERIS Group.



## EDUCATE OUR STAKEHOLDERS IN SUSTAINABLE DEVELOPMENT

The Group's Environmental Charter was formalised and disseminated in 2017. It can be downloaded in French en English from the "Our Responsibilities" heading o the website [www.seris-group.com](http://www.seris-group.com). It is intended to inform customers and partners of its commitments and to educate all our employees in order to anchor the environmental responsibility in our practices.

In each of the countries, employees are also made aware of the environmental policy in force at customer sites, which is closely monitored. Specific elements relating to the environment are integrated into procedures. The Group also proposes to achieve, within the framework of its services, "responsible

rounds", during which officers ensure that environmental conservation guidelines are applied (absence of leaks, closing doors and windows, turning off lights, etc.)

These actions enable us to participate in the implementation of environmental policies for our clients on their sites. Finally, with a view to involving our suppliers and subcontractors with SERIS in favour of a greater respect for our environment, environmental criteria have been integrated into the Group's Charter for Responsible Purchasing. This can be consulted by everyone, in French and in English, on the Group's website under the heading "Our Responsibilities".

## CANINE SECURITY: PASSION AND RESPECT FOR ANIMAL WELFARE IS THE FOUNDATION OF A PERFECT COLLABORATION



Dogs are now part of an important department at SERIS Belgium, they play a crucial role in guarding missions, especially for those carried out within so-called critical infrastructures such as SHAPE or NATO for example. To be operational, the dog must follow a training course that lasts almost all of its life.

*"A dog handler looks after his partner, so to speak. It's a way of life. the dog is either working, resting, or exercising. This challenge means that we do not count the hours spent together, but that there is the constant desire to constantly improve the professional result of the collaboration"* explains Marc Mertens.

It is in the nature of the dog to want to please, and it does not stop with age. As a result, it is important to carefully prepare for the end of a dog's career by gradually and systematically reducing all the tasks assigned to him, and entrusting them to his successor. This ensures both the continuity of the guarding missions and the good physical and mental health of the dog.

Since 1997, Marc Mertens, Chief inspector SERIS Belgium, has specialised in guarding based on the association of man and dog. This multifunctional profession is a mixture of discipline, professional knowledge, flexibility, aptitude for service and re-

liable collaboration with colleagues. For Marc Mertens *"a dog never lies. His particularly sharp senses, his instinct to draw attention to abnormal situations and his great thirst for learning, make him our safest colleague."*

## SERIS BELGIUM BECOMES A PARTNER OF THE ZOO FOUNDATION



In 2018, SERIS Belgium established a partnership with the Royal Zoology Society in Antwerp (SRZA). SERIS contributes to the Zoo Foundation, an organi-

sation that focuses on animal welfare, heritage, breeding programmes and the conservation of nature.



# ANTI-CORRUPTION

## ETHICS AND INTEGRITY

As a key player within the Profession, SERIS Group attaches paramount importance to the integrity that, on a daily basis, must govern its commercial relationships and professional practices.

As a member of the International League of Surveillance Societies, SERIS is also formally committed, as part of its activities, to respect the Code of Conduct and Ethics of the International League of Surveillance Societies. This Code is a set of rule governing our conduct in the

exercise of our activities. It is available to all of our stakeholders on the website of the International League of Surveillance Societies.

As part of its professional activities, the Group strives to practice its business relationships in an accurate and complete manner. In each subsidiary, an internal control procedure is implemented during costing operations and signing of customer contracts.

Business relationships conducted in an accurate and complete manner

## THE FIGHT AGAINST CORRUPTION

In 2017, the Group and its subsidiaries, together with the support of a specialised firm, began the implementation of measures to detect and prevent acts or corruption or influence peddling on all its national and international activities, as outlined in article 17 of the law 'Sapin 2'.

As a result, an extensive compliance plan was initiated. The following actions were carried out in 2018:

- Training/awareness workshops in the fight against corruption for senior executives;

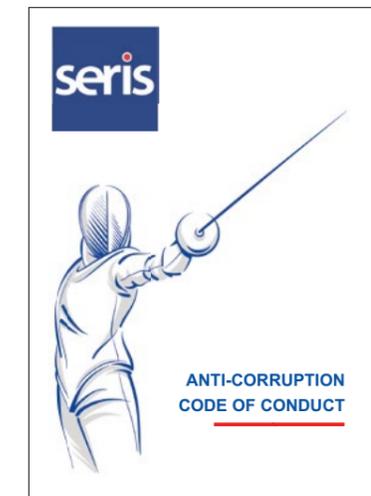
- an assessment of the major risks of exposure to corruption;
- the development of risk mapping
- the drafting and distribution of an Anti-Corruption Code of Conduct applicable to all Group employees

SERIS Group is also currently considering the professional alert system.

### THE PRINCIPLE

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

### THE 4 SDGS





## ANTI-CORRUPTION

### PROTECTION OF PERSONAL DATA

On 25 May 2018, the European Regulation on the Protection of Personal Data came into force in Europe.

SERIS, in accordance with the obligations of the General Data Protection Regulation (GDPR), is therefore committed to transparently informing any person concerned about the purpose and use of their data. The Group only uses and entrusts data to third parties in order to achieve the declared purpose and keeps

them for a necessary period of time using perfectly secure information systems.

A Data Protection Delegate has been appointed from the Group's subsidiaries in each country to implement this compliance. They are the preferred point of contact to answer any questions related to the management of personal data.



### SERIS BELGIUM LAUNCHES THE "SAFE AND SECURE BOX" WITH THE COMPANY 'OUT OF USE'

Since the introduction of GDPR, data protection has been a matter of concern to both individuals and professionals. Faced with the growing number of companies wishing to destroy their data, SERIS Logistics and its partner, Out Of Use, have proposed the "Safe & Secure Box" ([www.outofuse.com](http://www.outofuse.com)). As a result, "companies can keep their data supports securely in the Safe and Secure Box. Once the box is full (maximum capacity 30 litres and 30 kg), it is sealed and transported to Out Of Use, who proceed with the agreed treatment" explained Serge NAUWELAERS, Head of Division at SERIS Logistics.

In order to reassure their clients on proper data destruction, SERIS Logistics and Out Of Use provide the necessary guarantees and certificates by data software, both for the transport and the mechanical destruction of the data. "Ensuring safe transport is one of SERIS' main missions as a security group" explains Serge NAUWELAERS. This is why all "vehicles are equipped with a tracking system, which records the entire journey to the Out Of Use workshop" concludes the Division Head.

### RESPONSIBLE PURCHASING

In accordance with its commitments, SERIS deploys a purchasing policy that aims to contribute to the economic efficiency of the company while establishing a balanced and sustainable collaboration with its partners.

For SERIS, management of the value chain plays a key role in the success of the company. It is a lever to reduce the negative impacts and increase the positive impacts on the three major areas: Economic, Environmental and Societal. Also, in 2017, the Group chose to formalise its purchasing policy and the commitments that it demands of its suppliers and subcontractors. The Group's Charter for Responsible Purchasing is freely available on the website [www.seris-group.com](http://www.seris-group.com), under the heading "Our Responsibilities".

This charter is evidence of our desire to integrate 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 intended to be a common benchmark for buyers within the Group and its suppliers. It describes the commitments that SERIS is asking its suppliers and subcontractors to respect, in the same way that SERIS is committed to respect them, and this applies in all the countries in which the Group operates. By signing this Charter, they undertake to apply it on a daily basis and to participate with SERIS in the implementation of this approach in a perspective of continuous progress and sharing.

### TRANSPARENCY AND CONTROL

The Administrative and Financial Department has implemented a strict and rigorous internal control process to ensure on-going cost management.

Furthermore, internal audits are also conducted regularly in France, Belgium and the Netherlands, in accordance with Standard ISO 9001: 2015.

The Group's consolidated accounts are verified and approved annually by the Board of Auditors.



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

