



More than delivering



**SOCIAL  
RESPONSIBILITY  
REPORT  
&  
COMMUNICATION  
ON PROGRESS**

May 2022





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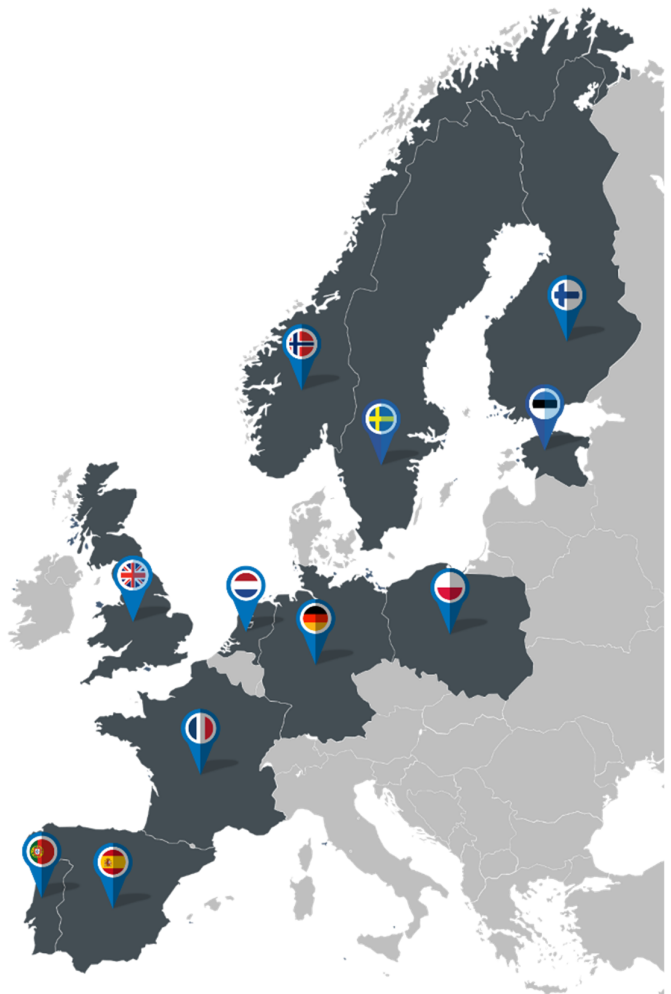
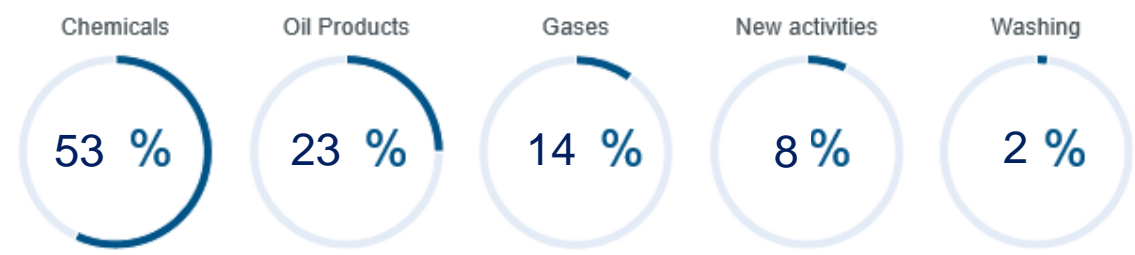
# I - INTRODUCTION

## 1.1 About the Company

For over four decades, SAMAT has been a key player in the transportation and logistics sector in Europe.

In 2021, it recorded turnover of 312 million euros across all of its subsidiaries.

The business sectors in which it historically operates are transportation and logistics for dangerous chemical, gas and petrochemical products. It also operates in specialist business sectors such as transportation of vehicles.



SAMAT has around fifteen sites located across the whole of France and ten others in Europe (Spain, United Kingdom, Poland, Portugal, Germany, Estonia, Finland, Norway, the Netherlands and Sweden) which allows the Group to have a significant presence as a transportation stakeholder for hazardous materials in Europe.

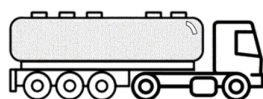


The Company has its head office in Vienne (F- 38) which is where management and general coordination activities of the Group are based whilst offering its various operating centres a group of commercial, technical, purchasing, legal, quality assurance and health and safety, financial, insurance, accounting and human resource capacities.

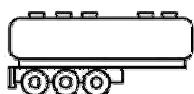
In order to provide response to and fulfil the requirements and expectations of its clients, amongst whom are some of the largest chemical, gas and petrochemical groups in the world, SAMAT has organised and structured its operation around a Management System based on the principles of expertise and efficiency.



It also relies on the professionalism and skills of some **2,600 employees**.



In addition to a fleet of **over 4,100 vehicles**, all adapted and optimised:



**1500**  
Tankers



**650**  
Containers



**1150**  
Tractors



**200**  
Carriers



**300**  
Drawbars



**350**  
Others



**Sustainable Development Goal (SDG):**  
Investing in and developing transportation and energy distribution infrastructure.

**Actions and initiatives:** The Group's permanent management plan is intended to guarantee its sustainability and growth.

**Results:** Development of SAMAT Group for over four decades has allowed us to bring to the market the following human and material resources.



## 1.2 Background and Priorities



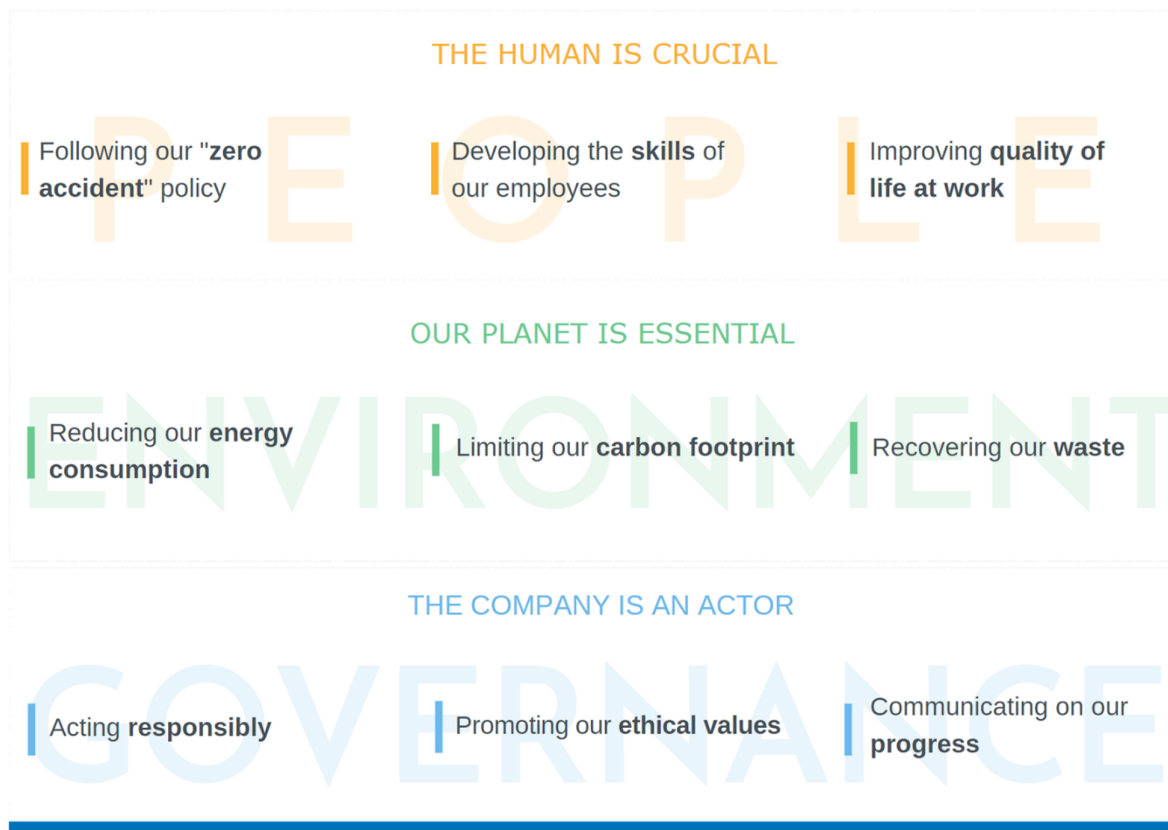
Since 2008, as part of our “Ecoactiv” internal strategy, a Sustainable Development policy was launched by SAMAT, regularly updated and publicised.

Across all of its activities, SAMAT champions increased responsibility in the domains of social and environmental protection and governance.

Nurturing close relations with industries, hospitals, the commercial sector and local authorities, the strategic focus area of “*Corporate Social Responsibility*” (CSR) outlined by the Group is a fundamental concept of this policy.



In 2021, SAMAT launched its strategic plan entitled “**ACT**”, which was aimed at further consolidating the strategy and in which each individual is involved and can become an ambassador for the CSR commitments of the group. Consequently, a total of 9 CSR targets were developed around 3 pillars: **People**, **Environment** and **Governance**.





## 1.3 Policies

### 1.3. 1: The Fundamentals

Since 1993, SAMAT has championed an integrated Quality, Health and Safety and Environmental Management Policy which is named "The Fundamentals".

The primary commitments outlined in this policy are the following:

- Respect of contractual commitments and customer satisfaction,
- Compliance with legislation and regulations applicable,
- Improved security and quality of employee working conditions,
- Implementation of performance targets to ensure better control of Quality, Health and Safety and Environmental risks.



#### THE FUNDAMENTALS

The activities of the Groupe SAMAT focus on the specialised transport of sensitive goods.  
In order to pursue its growth, the Groupe SAMAT relies on the following Fundamentals which are present at all levels within the Company.  
They are reinforced by our commitments "Global Compact", "Responsible Care" and our "Ethics Policy".

#### PROTECTION OF PEOPLE, PROPERTY AND THE ENVIRONMENT

- To guarantee and safeguard the health, safety and integrity of individuals, property and the environment, and to ensure the security of our operations while at the same time reducing our HSE impact,
- To optimize the resources required for our operations in a responsible manner,
- To permanently prevent, eliminate or control the risks inherent in our business while managing and improving particularly behavioral aspects associated with safety (BBS),
- To respect our regulatory environment, to put in place an active prevention of the use and abuse of alcohol, drugs and medicines.

#### PROFITABILITY OF EACH BUSINESS ACTIVITY

To guarantee the sustainability of the Company through profitability and cost optimization

To monitor at all times the sales of our services at a fair price, and effective cost control in each business activity

To develop efficient and sustainable partnerships with our customers and suppliers

#### QUALITY OF CUSTOMER SERVICE

- Permanently increase the satisfaction of our customers by providing services that meet their expectations within a mutually agreed framework,
- To notify our customers in case of difficulties in order to minimize any impact,
- To respond to permanent or occasional customer demands by offering efficient solutions.

#### MAINTAIN OUR KNOW-HOW AND OUR PROFESSIONALISM

To advance our know-how, our professionalism and our ability to innovate

To control systematically the various elements of our business by identifying, transmitting and controlling the respect of good practice and behavior

To integrate and train the relevant staff, both initially and continuously, and to promote their in-house development.

*" By implementing these Fundamentals, which form part of the process of continuous improvement of our management system, ISO 9001 certified, we can drive our strategy to achieve our various objectives. Because this is the responsibility of all employees of the Company and its subcontractors, I am committing, and I ask everyone to become fully involved in this process, so that this Policy is implemented effectively in a sustainable way."*

JANUARY 2022

Florence DUPASQUIER  
CEO of the Groupe Samat

*F. Dupasquier*



### 1.3.2: Ethics Policy

These Fundamentals are further bolstered by an “**Ethics Policy**” which is a symbol of progress and sustainability, and officially bases the commitment taken by SAMAT Group around three CSR pillars: **People**, **Environment** and **Governance**.



#### ETHICS POLICY

“

*The orientation of the SAMAT Group towards the principles of Corporate Social Responsibility (CSR) is reflected on a daily basis by the implementation of values of respect, fairness, loyalty, professionalism and responsibility which are set out in this policy.*

*This Policy, supported by the Fundamentals that guide us, supports the principles of the United Nations Global Compact, deploys the associated Sustainable Development Goals, and formalizes our commitment to ethical issues.*

*The mission of the SAMAT **Ethics Committee** is to study any situation or fact in relation to the values of the Group. It can be consulted to shed light on whether questions or issues have not already been resolved by the boards or the hierarchy directly concerned.*

*The committee meets periodically to take stock of ethics or exceptionally in the event of a matter requiring it.*

*SAMAT Group stakeholders can contact the committee directly through the email address:*

[ethics.committee@samat.com](mailto:ethics.committee@samat.com)

*I commit myself and invite all Group employees, as well as our suppliers, customers and other stakeholders, to fully commit to the application of the principles of this Policy on a daily basis.\**

”

Florence DUPASQUIER  
CEO of the Groupe Samat

*F. Dupasquier*



**SDG:** Ensuring that activities do not lead to any inequalities or discourage vulnerable people.

**Actions and initiatives:** Activities undertaken by SAMAT, based in Europe, respect all European and local regulations. Regulatory oversight is undertaken to ensure compliance with legislation in force and Management reviews coordinate the overall strategy.

**Results:** Historically, and up until present, SAMAT has not been and continues not to be involved in any business or disputes pertaining to inequality or vulnerable people.

### 1.3. 3: Other Policies



A host of other policies in the domains of “Security”, “Responsible Purchasing”, “IT” or “Local Policy” further complete the Group’s commitments with its stakeholders: public authorities, clients, suppliers, employees, citizens, etc.

Directors of Subsidiaries, supported by Quality, Health and Safety and Environment Advisors based locally, guarantee the operational implementation of these commitments.

### 1.4 External recognition and acceptance

SAMAT has been audited and certified for 30 years. Consequently, the Group received external recognition for its Quality, Security, Environment and Social Responsibility commitments.

## QHSSE AS CORE VALUES



**1992**

ISO 9001



**2002**

92% of results to external audits of subsidiaries



**2007**

Internal approach of sustainable development



**2010**

Improved plane on 10 QHSSE axis



**2012**

Diminution of our GHGs (CO2e)



**2019**

Member of the United Nations “Global Compact”



**2021**

Top 13% in the category “Road freight transport”



**2021**

CSR strategic plan by Samat around 9 objectives





Additionally, some of our subsidiaries have extra health, safety and environmental certifications, for instance:

	ISO 14001 Environmental Management	ISO 39001 Road safety management	ISO 45001 Health and Safety Management	MASE Improvement of Company Safety
SAMAT Polska			☑	
SAMAT Spain	☑	☑	☑	
SAMAT Aquitaine	☑	☑	☑	☑

Triple certification  
ISO 14001 | ISO 39001 | ISO 45001





## Declaration of commitment and support to the United Nations Global Compact Programme

For over four decades **SAMAT** has been a service provider specialising in the **transportation and logistics of sensitive products** across the whole of Europe.

In response to the primary risks inherent to such activities, the **protection of people and the environment** lie at the heart of our concerns, and form part of our Group's ethos, as conveyed by our "**Fundamentals**" policy.

Our **Sustainable Development** initiative entitled "**EcoActiv**", and which was launched in 2008, has been continuously bolstered, with our adhesion to the "**Responsible Care**", "**Objectif CO2**" programmes and the EcoVadis "**Corporate Social Responsibility**" certification for which we were awarded a silver medal in 2021.

Quite naturally, since 2019 we have supported the **United Nations Global Compact** programme and, consequently, are stepping up our initiatives so as to both implement and promote the **17 Sustainability Principles** which fall within our sphere of influence.

In 2021, we launched the **SAMAT** strategic action plan named "**ACT**" and which further consolidated our strategy, with each individual being able to play a role and become an ambassador actively carrying the **CSR** values of our Group, because for us:

people are fundamental,  
the planet is essential,  
our company is a key player.

This third **Progress Report** outlines, in total transparency, to all of our partners, and more widely to the **United Nations** who is leading the **Global Compact** programme, all of our CSR initiatives as well as their tangible results recorded to date.



Florence DUPASQUIER  
CEO of Samat Group

*F. Dupaquier*

April 2022

## “Corporate Social Responsibility” Evaluation

In order to reaffirm our desire to take a strong CSR commitment, in 2014 we initiated an “**ecovadis**” evaluation.

This strategy allowed us to raise awareness of all stakeholders as to the challenges involved in organisation on all subject areas linked to CSR, both locally and internationally, as well as better responding to the expectations of our stakeholders.

Our aim is to continue with this initiative, which in 2021 was awarded a score of

**55** /100

(confirmed), by identifying areas for improvement, as well as development opportunities and controlling potential risks.



This result has allowed us to receive “Silver” recognition and places SAMAT amongst the top 13% of road haulage companies with the highest scores awarded by EcoVadis.

## SQAS (Safety & Quality Assessment for Sustainability):

Since the early 2000s, we have been testing our tools and results in terms of Quality, Safety, Security and Sustainable Development through triennial SQAS audits, conducted by external auditors qualified by the CEFIC.

Our average result, **above 93%** has been achieved for over 10 years.



Subsidiary	Validity date	Score
Samat Espagne / Portugal	2025	93%
Samat Provence		91%
BU Inter AB Helsingborg	2024	97%
BU West AB Helsingborg		97%
BU West AS Fredrikstad		97%
BU East / Haanpää OÜ Tallinn		91%
Samat Rhône Alpes		93%
Samat Pologne		96%
Samat Uk		92%
Samat Aquitaine		94%
Samat Sud Toulouse		94%
Samat Atlantique		91%
BU Int. / Samat Nordic BV Barendrecht	2023	92%
Samat Normandie / Nord		93%
BU East / Samat Nordic OY Oulu	2022	90%

## Responsible Care:



We have been activity committed since 2010 in the “**Responsible Care**” programme and each year a Health, Safety, Security and Sustainable Development progress plan is drawn up and applied to each Group subsidiary.

Reporting of our results is sent to the ECTA who approves the elements of all programme members.

Our results are also outlined in this report, section by section.



### Our “CO2 Objective” commitment with the ADEME:

Since 2012, SAMAT has taken a commitment with the ADEME (Environmental and energy management subsidiary) as part of the triennial “CO2 Objective” programme.

The successful results of our improvement plans, as approved by the ADEME, have led us to step up our efforts to implement a 4<sup>th</sup> Charter for the 2021-2023 period.



## 1.5 General ethical principles of SAMAT Group

This report is intended to serve as an ethical procedure and guide involving all staff across all company levels.

It sets out the moral principles involved in promoting the ethical image of the company. These ethical principles should be respected for all existing activities by all Group employees.



The “Ethics Policy” adopted by SAMAT Group is also applicable to shareholders, employees, suppliers and sub-contractors working within all group divisions regardless of the remit and type of contract binding both parties.

SAMAT notably undertakes as follows:

- to respect legislation in force and all rules of working together;
- to respect a principle of fair and faithful competition, guaranteeing economic growth and using loyal practices to develop its client base;
- to favour high quality standards and to assist in developing staff skills and abilities;
- to respect all of its commitments towards stakeholders involved in company operation: employees, clients, service providers and the wider local community;
- to remain philosophically and politically neutral in relations with employees, service providers, suppliers and clients.

### 1.5.1 Preamble

This “[Corporate Social Responsibility](#)” report published by SAMAT Group outlines the company’s core values, the ethical guidelines underpinning our professional relations and cooperation with Clients, Suppliers, Employees and other company Partners as well as the principles of respecting the rules of social conduct and transparency throughout our business activities.

This forms the “[Communication on Progress](#)” in the framework of our **UN Global Compact** commitment within the remit of “**Groupe SAMAT SAS**”.

#### 1.5.1.1 Background and aims of the report

Since 2018 SAMAT has published a CSR report in the interest of total transparency. The report is intended to set out the commitments, initiatives and results achieved by the Group in terms of environmental protection, human resource management and consideration of the interests of all stakeholders.

The report also aims to respond to the expectations of the decree implementing the “[Law of 2016-1691 on transparency, combating corruption and modernisation of the economy of 9th December 2016](#)”, which aims at making French legislation amongst the best in Europe and internationally in the fight against corruption, and contributing towards a positive image of France abroad.

#### 1.5.1.2 Scope and rules of integration

The data published in this report covers the period from 1st January through 31st December 2021. The societal indicators included cover the workforce and business activities of the Group in both France and across Europe.

With regard to financial data, the accounts of SAMAT Group are audited each year for certification by the auditors Grant Thornton/Ernst & Young and KPMG so as to offer a true and faithful image of the financial health of the company.



### 1.5.1.3 Calculation procedures and measures

This document also includes all social, environmental and societal indicators which SAMAT wishes to coordinate and communicate both internally and externally. It is updated on an annual basis.

The quantitative environmental indicators have been collected through data from all Group subsidiaries. The social indicators have been audited and consolidated directly by Human Resource Management at SAMAT Group.

### 1.5.2 Mission

SAMAT has the mission of building long-term relations with its Clients by providing them with a complex logistical service on the basis of a continuous improvement of its service.

In order to build a relationship based on trust with our various divisions, we undertake to both define and respond to requirements and needs of our clients in accordance with procedures at each step of provision of the service.



SAMAT has the aim of consolidating its position as market leader on the Hazardous Material transportation market by performing its business in compliance with principles based on the most exacting ethical and moral standards. The success of our company depends on the involvement, responsibility, loyalty, trust and respect of Employees, Partners, Managers, Clients, Service Providers, Partners and the entire company environment.

*“The hazardous material transportation firm”* is the brand operated by SAMAT Group and it requires all employees, sub-contractors and cooperating services to respect ethical guidelines on a daily basis at all stages of achieving the Group's objectives.

### 1.5.3. Adapting Governance

SAMAT ensures that a high level of governance is reached with reference to regulations in force in those countries in which we operate and by implementing processes and an operating method which is adapted to our aims and the societal challenges which we feel are priority.



## 1.6 Internal Social Responsibility organisation

The role of *“Corporate Social Responsibility”* (CSR) is directly linked to the Group's general management. CSR coordination is undertaken jointly by Human Resource Management and Quality, Health, Safety and Environmental Management.

Committed towards continuous improvement, the Group involves a large number of stakeholders all mobilised around Corporate Responsibility. A matrix-based organisational method is implemented to structure our extra-financial reporting, measure our CSR performance and ensure the coherence of our strategy.



Special points of contract are responsible for extra-financial reporting in their own areas, and the process managers consolidate information on subject areas which are assigned to them:



## II - COMMITMENTS TOWARDS EMPLOYEES

SAMAT reaffirms its desire to keep people at the very centre of its business activities and to support them in all developments which are taking place within the Transportation sector.

### COMPLIANCE WITH LAWS AND REGULATIONS

This Policy is in line with the laws in force in the countries where the SAMAT Group operates, as well as international conventions or standards (United Nations, OECD, etc.).

Any stakeholder concerned, internal or external, must apply the legal requirements applicable to their level and escalate any related difficulty up the hierarchy.

### RESPECT FOR HUMAN VALUES

These are at least:

#### In terms of Safety and Health:

Guarantee and preserve the health, safety and integrity of people, property and the environment, in all phases of our activities, on site and on the roads, while reducing our HSE impacts,

Ensure the safety of our operations by preventing and minimizing the risks of malicious acts,

Permanently prevent, eliminate or control the risks inherent in our activities, by managing and improving in particular the behavioral aspects associated with safety (BBS),

Respect our regulatory environment, implement active prevention against the use and abuse of alcohol, drugs and medication.

#### In terms of Respect for Human Rights:

- Respect fundamental human rights, regulations and working conditions, combat all forms of illegal, child or forced labor or human trafficking and ban discriminatory and arbitrary practices in the management of human resources,
- Balance professional and private life, improving the work environment and the well-being of everyone,
- Combat all forms of discrimination, promote diversity and equal opportunities, value the diversity of backgrounds, cultures and origins and only create or use media that neither convey nor perpetuate stereotypes regarding gender, religion, ethnicity or disability.

In the event of facts related to sexual harassment or sexist acts, reports can be made directly to the Directorates of the Subsidiaries, or to the Group Management via the email address:

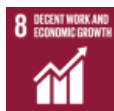
[harassment.alert@samat.com](mailto:harassment.alert@samat.com)

- Promote social dialogue and respect freedom of association, expression, and collective representation,
- Integrate and train the staff involved, both initially and continuously, and encourage internal development.

### Corporate social and regulatory compliance:

Ahead of all other measures, SAMAT guarantees all employees compliance with social regulations applicable. For instance, social dialogue with Staff Representative Bodies (IPR), secondment of foreign employees to France, or personal data protection (GDPR - "General Data Protection Regulation").

With regard to the GDPR, since 2018, SAMAT has guaranteed protection of sensitive data belonging to all employees.



**SDG:** Participating in the development of employment by guaranteeing equal opportunities and encouraging stable and sustainable jobs, with fair pay and employment contracts. In the framework of seasonal or short-term jobs, ensuring that employees have adequate social cover.

**Actions and initiatives:** The priority commitments of the Group towards its employees are as follows:

- Recruiting people from all backgrounds, with diverse profiles
- Developing an ambitious training policy so as to develop employee skills
- Maintaining an attractive remuneration policy
- Supporting professional development notably through professional meetings and HR
- Promoting a friendly social climate through constructive and regular dialogue with staff representatives
- Bolstering the culture of health, security and well-being at work.

**Results:** The following pages outline our policies and initiatives so as to provide a positive response to these commitments and to the expectations of our employees.



## 2.1 Indicator dashboard

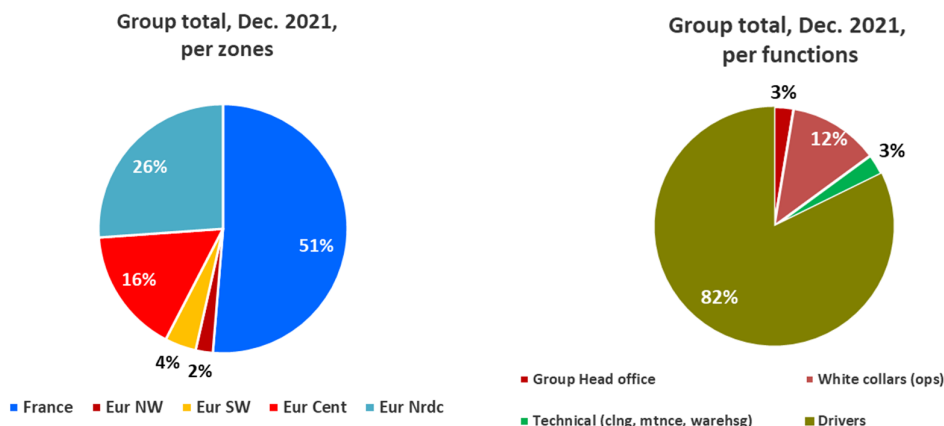
Social data pertaining to SAMAT Group is presented in the below tables.



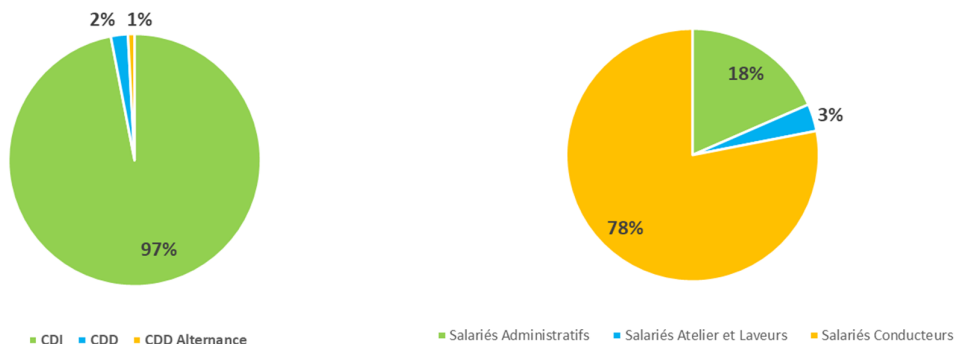
### 2.1.1 Group employees

In late 2021, the total workforce of SAMAT Group stood at 2,600 people, of which 1,334 (51%) were in France and 1,266 (49%) in Europe. Amongst these staff members, 2,139 are drivers (82%).

Our European workforce are located in Spain, Portugal, the United Kingdom, Poland, Sweden, Norway, the Czech Republic and Estonia.



With regard to France, 97% of employees hold Open-Ended Employment Contracts and 4 out of 5 employees are drivers.

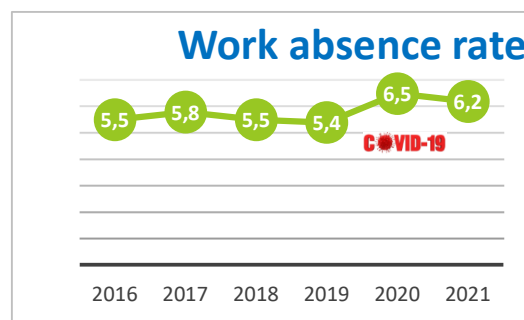


## 2.1.2 Indicator dashboard

### 1 – Work absence rate

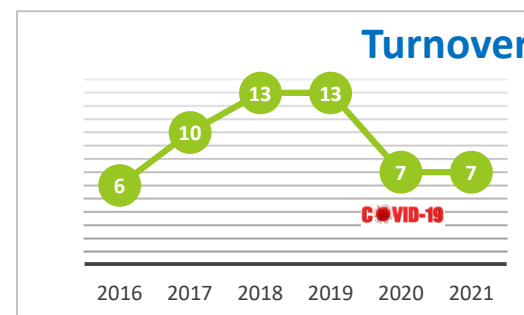
The work absence rate figure includes all absences due to illness, work-related accidents, accidents during commutes and professional illnesses.

In France, the annual rate stood at 6.2% in late 2021, slightly down compared to the 2020 rate, with the last two years having been heavily affected by the Covid 19 epidemic.



### 2 – Accidental Turnover rate

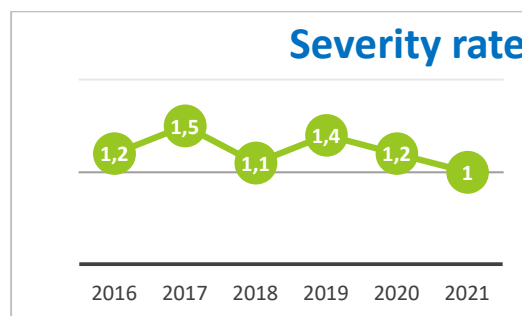
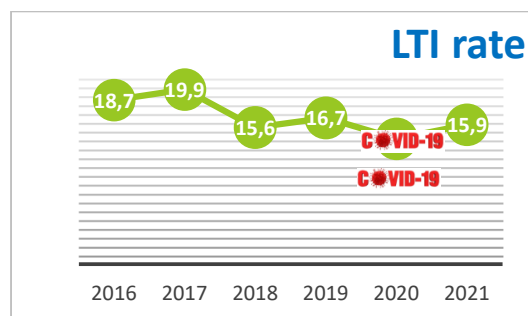
The aim of limiting “accidental turnover” (namely turnover excluding natural wastage) is very important as it is a reliable indicator of the “social” situation of the employment market, business sector and company. Initiatives undertaken since 2016 would appear to be yielding results since the rate has stopped increasing, and has even marked a downturn since 2020, standing at 7.1% in 2021.



All of our studies and analysis concerning this trend tend to draw parallels with the entire transportation sector which is experiencing increased difficulties in appeal concerning the profession of driver. This automatically has effects on the rate of loyalty of employees and the associated statistics. In response to this situation, SAMAT is actively working with the profession and its partners in training, recruitment and communication, to draw up an effective plan to increase the appeal of the profession, notably through its “brand as employer”.

### 3 – LTI Rate - Severity Rate

Several safety indicators are monitored in our Management System dashboard: the LTI rate and severity rate of work-related accidents are monitored on a monthly basis, whilst the progress of “*professional risk assessment*” initiatives are supervised annually.





In 2021, a mission was launched to improve follow-up for work-related accidents of longer than 45 days. The primary objectives of this strategy were to avoid any loss of relations with the employees concerned, to offer them support as appropriate by resuming therapeutic part-time work or adjusting their workstation.

### 2.2.1 Remuneration policy

The Group is aware that remuneration is one of the primary criteria for employee satisfaction in companies and consequently wishes to take a favourable stance in this area.



**SGD:** Promoting lasting, shared and sustainable economic growth, full productive employment and decent employment for all.

**Initiatives & Results:** According to the elements presented below.

For this, we need to periodically undertake remuneration “benchmark” surveys.

Moreover, staff have various additional benefits in addition to their basic wage, depending on the country of employment.

The majority of Group support staff, head office and subsidiaries inclusive, receive variable target-based pay distributed to each in the form of a unilateral employer’s decision at the start of the year.

Since 2017, in around half of the Group’s transportation subsidiaries, employee savings schemes have been implemented.

In France, PERO Contracts (Mandatory Pension Savings Plans) have been implemented for certain categories of employees concerned.

### 2.3 Improving organisation and work conditions

The Group aims to both protect and bolster the quality of its relations with those who lie at the heart of its performance: employees.



DECISION UNILATERALE RELATIVE AU CALCUL DE LA REMUNERATION ANNUELLE VARIABLE  
DES CADRES DU SIEGE SOCIAL APPLICABLE A L'EXERCICE 2019  
SOCIETE GROUPE SAMAT SA

One of the key areas of its HR policy consists of collectively improving all working conditions of employees.

### 2.3.1 Organisation of working hours

The working hours in force within SAMAT Group falls within the framework of respect of legislative and statutory provisions within each country.

Working hours are managed in advance through schedules drafted for each employee.

An inspection of hours worked is undertaken and leads to any remedial actions if abnormal working hours are noted.

- The hours worked by employees may also be adjusted on an ad hoc basis. These adjustments are in part negotiated with union representatives in the framework of signature of a company bargaining agreement.
- Example of an article inserted in the signed agreements.

#### ARTICLE 4 : RENTREE SCOLAIRE

Les salariés de la société pourront bénéficier, dans la limite des nécessités du service, d'un horaire décalé de prise de service le jour de la rentrée scolaire, dans les conditions suivantes :

- Ancienneté minimum : 1 an à la date de la rentrée scolaire
- Situation : rentrée scolaire annuelle d'au moins un enfant à charge de moins de 12 ans à la date de la rentrée
- Autorisation donnée par le responsable hiérarchique en fonction des possibilités du planning, en tout état de cause, la société sera en droit de refuser les demandes au-delà de 10% d'absence simultanée par service ou planning
- Heures de prise de service et modalité: arrivée au plus tard à 10 heures. Les heures prises sont à récupérer dans la semaine

En cas de conflit entre plusieurs demandes, les autorisations seront accordées selon l'ordre de priorité suivant :

- 1/ Père ou mère isolé (e)
- 2/ enfants à l'école maternelle
- 3/ salariés ayant plusieurs enfants répondant aux critères

Pour les conjoints employés tous les deux dans la société, cette autorisation n'est accordée qu'à un seul d'entre eux.

### 2.3.2 Social dialogue and support

Fully aware of the importance of dialogue and mutual development alongside our employees, we place particular focus on the quality of social relations within our various subsidiaries.



**SGD:** Gender equality

**SGD:** Promoting freedom of association and collective bargaining and giving employees the means to exercise this right under good conditions notably with the provision of suitable premises.

**Actions and initiatives:** Depending on the rules in force in each country, staff representatives are elected and allowed to fully exercise their mandate.

**Results:** Total number of staff union representative meetings per country in 2021: according to details hereunder.





Collective bargaining agreements signed with social partners are in place in French subsidiaries on the following issues.

- Gender equality at work and work-life balance
- Profit-sharing and employee savings plans.
- Quality of life at work.

Interior regulations include provisions concerning drug and alcohol tests for at-risk posts, as well as measures to combat harassment in the workplace.

The below table shows the type of staff representative body (IRP) per country as well as the number of meetings organised during 2021.

Country	Organization of social relations	Formal meetings
Spain	Internal union representatives	2
Estonia	Internal union representatives	0
Finland	Internal union representatives	0
France	Elected committees and negotiations with union delegates	60
Netherlands	Internal union representatives	0
Poland	Internal union representatives	2
Portugal	Internal union representatives	2
United Kingdom	Internal delegates and negotiations with the national union	4
Sweden	Periodic negotiations with national union	12

In respect of the legal framework, meetings with social partners are held in each of the geographical remits concerned. These are chaired and coordinated by subsidiary directors. Human Resource Management offers support depending on the subjects and specific issues covered by meetings.

In a regular manner, Staff Representative Bodies are notified of subjects for negotiation with union representatives such as remuneration, gender equality or “Quality of life at work” agreements (see below)/solidarity day. They are also consulted on subjects such as vocational training and all other mandatory and legal consultations.

**Actions and initiatives:** Implementation of the “Quality of Life at Work” (QLW) agreement in line with the following primary provisions:

- prevention of psychological risks, and the associated hotline
- right to disconnect: outside of office hours, on evenings and at weekends, outside of on-call periods and during leave,
- gender quality agreement (development of working hours during school term time, days off when children are sick, payment of overtime hours or time worked in lieu in the event of working longer hours).
- support for returning to work in the event of any long-term absence
- training in work posture



**SDG:** Ensuring that employees strike a work-life balance, to spend time brining up their children.



**SGD:** Gender equality.

**Results:** The provisions and agreements are in place and improve the quality of life at work of our company employees.

Entering into dialogue with social partners to discuss the future and current situation is a priority. This also includes complex subjects where the adaptation of workforce numbers also means survival of the company.

The “Quality of Life at Work” agreements were signed between 2018 and 2020.



**SGD:** Ensuring that any employees who are dismissed have support for reconversion and training.

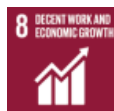
**Actions and initiatives:** In the event of any collective dismissal, a “job protection” support plan should be negotiated with social partners.

**Results:** This type of provision was implemented in 2017 for the last time. We are delighted that there has not been any need for such a plan since then.

### 2.3.3 Health, safety and well-being of employees



**SGD:** Implementing an ambitious health, safety and well-being plan for employees aimed at reducing work-related accidents and at-risk situations as well as RSI and psychological risks.



**SGD:** Promoting safety at work and ensuring the protection of all employees, including migrant workers, in particular women, and those who have insecure jobs.

**Initiatives & Results:** For over a decade, SAMAT has taken a commitment and led a policy combined with initiatives aimed at innovating so as to limit the impact of its business activities on people and territories. The primary initiatives led, as well as their effects, are outlined in the following chapters.

Protecting the health, safety and well-being of our employees is, it goes without saying, one of our most fundamental priorities, and this is why SAMAT dedicates 1% of its turnover to safety. Because these challenges are essential and conveyed through our company ethos, we have chosen to focus on these subjects through 4 pillars of action: policies at Group level, recruitment of new employees, prevention of risks and employee training.

#### Combating sexual harassment and sexism

Well-being at work also means feeling happy and safe at work. Consequently, in respect of the law of 5th January 2018 and its implementing decree of 8th January 2019, a **point of contact for sexual harassment and sexism** was appointed from the members of each Work's Committee and another with the employer.

The names of these points of contact are on display in each branch and a generic email address has been set up to register any complaints:  
[refharcelement.alerte@samat.com](mailto:refharcelement.alerte@samat.com) (France)  
[harassment.alert@samat.com](mailto:harassment.alert@samat.com) (Europe).

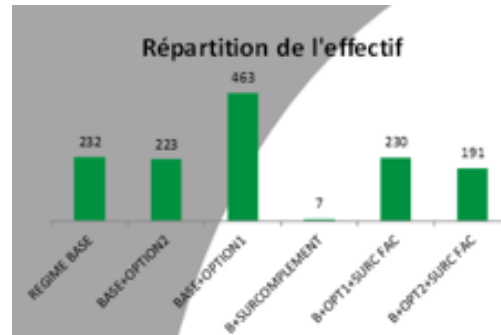
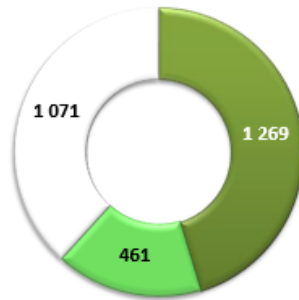
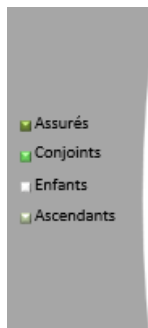
Since 2020, training has been provided to 10 points of contact for sexual harassment issues.



**SGD:** Ensuring that employees have access to social security cover and healthcare professionals

**Actions and initiatives:** Mutual health insurance cover with increased options as well as providence with improved cover have been implemented and are updated each year by the employer.

**Results:** For France alone, a panel of over 2,800 employees and financial beneficiaries are currently concerned by these provisions.



In 2020, implementation of a remote medical consultation solution without any added cost available 24/7 was made available to close to 1,500 employees so as to be able to access State-registered nurses or GPs listed with the National Medical Council.



### Health, safety and well-being policy

Our health and safety policy has the following aims:

- Controlling risks at work through appropriate prevention mechanisms,
- Bolstering communication regarding health and safety issues with employees,
- Ensuring the safety of Group employees as well as all external stakeholders working on site.

The commitment taken by SAMAT Group towards the health and safety of its employees is officially outlined in the QHSE (Quality, Health, Safety and Environment) Charter of the Group, as well as its QHSE policies in place across each of its sites.

Finally, the issues of health and safety at work are managed in partnership with staff representative bodies, and more particularly, with members of the SST (Health and Safety at Work) Commission on the Work's Council (CSE).

During meetings of the Work's Council, the Group exchanges with external stakeholders (labour inspectorate, occupational health) so as to work towards the well-being and safety of employees at work. Any incidents, near accidents and accidents are automatically discussed and their causes analysed. Remedial and preventive measures are also discussed with a view to reducing accidents at work.





Early action can ensure up to 70% survival rate of a patient if action is taken within three minutes of suffering a heart attack, This is why defibrillators were installed in 2019 across all Group subsidiaries, with demonstrations provided to Emergency First Aid officers in their use.

## COVID-19

Due to the COVID-19 pandemic in 2020, all of the members of the Health and Safety at Work Commission (SST) at SAMAT took a range of measures to try and stop the spread as much as possible. Consequently, in February 2020, orders for masks and hand gel were made for all drivers. Disinfection protocols and resources for trailer cabins allowed for a reduction in airborne and hand contamination. Many information campaigns were also led so as to raise employee awareness as to the importance of hygiene measures as well as recommendations by authorities.



QHSE 018  
16/03/2020

### COVID-19 INSTRUCTIONS FOR CLEANING A CABIN BETWEEN TWO DRIVERS

#### 1. THE DRIVER WHO LEAVES HIS CABIN (END OF SERVICE) :

- o Open both doors (or windows if doors cannot be opened) and allow the cabin to air out for at least 15 minutes
- o Remove all personal belongings, documents, pens...
- o Empties all storage compartments, trash cans, ashtray
- o Cleans with a disinfectant spray or disinfectant wipes all the parts that may have been in contact with it, in particular:
  - Driver door (and passenger if used): control buttons, handle, storage compartment, vertical bar
  - Seat: seat, armrest, control buttons
  - Dashboard: steering wheel, control buttons, Vehco tablet and / or other on-board IT
  - Table ceiling (tachograph ...), air conditioning, and sun visor



### Onboarding new recruits

It is important for well-being at work that all new recruits be notified of the Group policies and also to be properly onboarded into their respective teams.



In 2015, we launched a Welcome Pack for new recruits, including an institutional brochure as well as 9 one-pagers which aimed to allow our employees to understand how the company works, to have essential information and to identify the fundamentals so as to be fully incorporated into their new job. These forms included the following:

- Human Resources:
  - o The work environment
  - o Staff representatives
  - o Miscellaneous useful information (mutual health insurance, paid leave, etc.)
  - o Vocational training and accommodation
- Health and Safety:
  - o Personal protective equipment
  - o Working on screens
  - o Alcohol and drugs
  - o Road risks

All employees receive specific onboarding. This allows new recruits to better understand their work environment, the company and its business sectors, and also allows other employees to get to know them better.



### Preventing risks in the workplace

Preventing risks is the cornerstone of any policy aimed at reducing accidents and improving health and safety at work.

In accordance with regulations in force (Labour code art. L4121-1), SAMAT takes all necessary measures to ensure the safety and protect the physical and mental health of its employees. These measures include actions to prevent risks of accidents at work, information and training initiatives, and the implementation of adequate organisation and resources.

SAMAT implements prevention measures on the basis of the following general principles:

1. Risk avoidance;
2. Risk assessment of unavoidable risks;
3. Preventing risks at source;
4. Adapting work to people, in particular in the design of workstations, as well as the choice of equipment for work and work and production methods, with a view to reducing the effects on health;
5. Considering technical developments;
6. Replacing dangerous items with those which are less or not dangerous;
7. Planning prevention with the integration, in a coherent whole, of techniques, organisation of working hours, working conditions, social relations and the influence of environmental factors, notably risks of moral and sexual harassment, as well as sexism;
8. Taking collective protection measures by granting employees priority over personal protective measures;
9. Issuing appropriate instructions to employees.

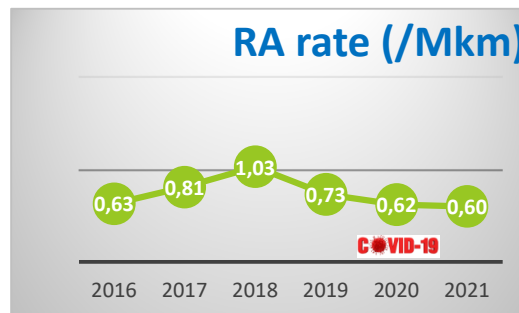
In Europe, SAMAT implements a Harmonised Professional Risk Assessment Document (DU) in line with regulations in force. This assessment includes an inventory of risks identified in each working unit within the company or establishment, as well as the associated prevention and protection measures so as to reduce or eliminate these risks.

This assessment includes an assessment of the risk of explosion, which is outlined in the Explosion Protection Document (DRPE), assessment of chemical risks, and assessment of exposure to factors of hardship at work (clear physical requirements, difficult physical environment and working hours).

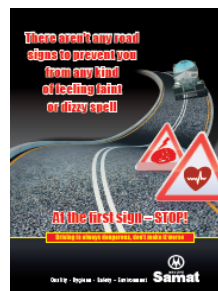
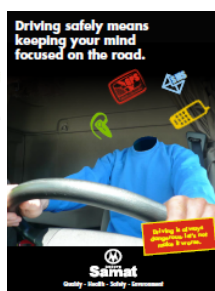
### Prevention of road risks:

The primary risk in terms of both potential frequency and severity in our transportation profession is the risks on the road.

Two specific indicators allow us to monitor the number of road traffic accidents, in which we are liable (in whole or in part):



Since the 90s, a wide number of communication campaigns have been led with drivers to raise awareness to driving risks: distraction at the wheel, feeling unwell, fatigue, preventing overturning trailers, drug use.



A specific training module has been developed so as to train all of our drivers about the hazards of driving on the road and the proper habits to adopt accordingly. This includes the notion of careful and defensive driving, prevention of overturned trailers, and a healthy lifestyle (fatigue, alcohol and drugs, medication). This is offered every 5 years during internal repetitions of Mandatory Continuous Training (FCO), and even once a year in Europe during Driver CPC training (Certificate of Professional Competence).

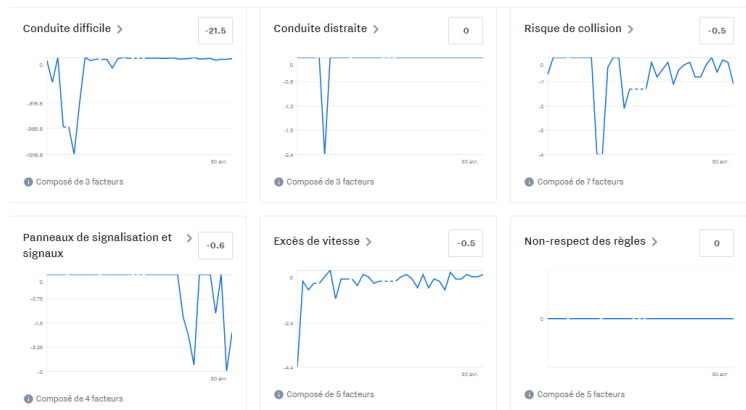
On a completely different tone, since 2012, a project to develop an onboard analysis box has been taking place in partnership with a start-up. The "SAMAT Box" records speed, acceleration, braking and lateral G force data and reports these on a graph. A visual indicator alerts the driver in real-time if any thresholds have been reached, allowing him/her to immediately correct his/her driving, and increase safety. An online platform monitors this information as well as any data which exceeds the thresholds. Monitors are able to analyse itineraries and exchange with the driver on good and bad driving practices. In the event of any issues, support can be organised through the monitor so as to improve driving.





Since 2020, the “SAMAT Box” has been revamped to include an onboard camera so as to anticipate any dangers on the road including collisions, driving distances, etc.

The integrated artificial intelligence also allows for analysis, along with drivers, of any at-risk behaviour (distraction, failure to respect road signals, etc.).

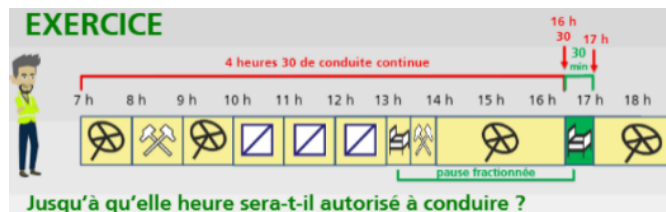


### Supervision of European Social Regulation (ESR) breaches

The European Social Regulation (ESR) harmonises (“driving and rest times” for drivers of vehicles of over 3.5 tonnes (road haulage) in Member States). This road transportation regulation aims to limit any safety and competition loyalty issues.

In order to apply and supervise these Regulations, two priorities are implemented within the Group:

- training of all drivers and operators
- implementation of European Social Regulation training for “operations” which has allowed us to repeat the training of 96 people since 2021.



Additionally, any discrepancies observed in application of the Regulations are supervised within each subsidiary, and remedial actions are taken as necessary.

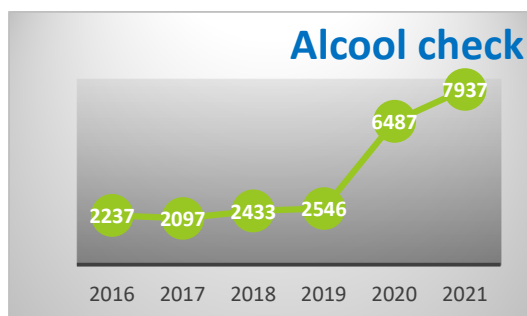


## Alcohol and drug testing at work

Fighting against drug use and excessive alcohol intake through adapted and periodical information has been a commitment taken since the 90s by SAMAT.



In respect of European legislation, random alcohol and drugs tests are taken in at-risk posts. This includes drivers, workshop staff, and staff who are required to use a company vehicle (reps, managers, monitors, etc.). The aim is to carry out a test on each at-risk member of staff at least once per year for consumption of alcohol (alcohol breath test), and 15% of staff undergo drug testing (saliva tests, which detect the consumption of cannabis, cocaine, opiates, amphetamines, meta-amphetamines, etc.).



## Employee protection against excessive noise

French subsidiaries of the Group, preventive and remedial maintenance of our heavy-goods material is undertaken in-house by qualified teams. In order to protect mechanics from significant noise levels caused by certain maintenance operations, each is fitted with special noise-reduction PPE including bespoke earplugs.



## Well-being at work/Quality of Life at Work

SAMAT is constantly listening to employees and as a result occasionally organises employee satisfaction surveys.

The Group recently undertook a programme to develop soft medicine (osteopathy, podology, psychology, dietician) in its new healthcare and providence policies.

Additionally, since 2018, in the framework of negotiations with staff, authorised days off were granted to accompany children in hospital.

Moreover, the “right to disconnect” is in place across our subsidiaries.

In 2016, with a view to promoting ties with employees and their good health, our subsidiary SAMAT Atlantique developed a partnership with an osteopathy school and negotiated attractive prices for subsidiary employees, so as to be able to access the benefits offered by osteopathy.



Since 2016, the Group head office has signed an agreement with a gym facility so as employees receive low rates to enjoy regular sports activities.

With regard to drivers, our fleet of vehicles are now fitted out with autonomous air conditioning. This decision followed from the observation that drivers were exposed to excessive temperatures during rest times which was worsening the risk of fatigue.

Finally, since 2013, French subsidiaries have each year drawn up a hardship diagnosis at work and, where necessary, an action plan so as to implement preventive initiatives to combat hardship at workstations depending on risk thresholds defined at national level.



In addition to these measures applied across the entire Group, initiatives are regularly taken to reduce specific risks caused by various company activities: As an example, in 2020 some office furnishings were changed for more modern and ergonomic alternatives, which notably allowed people to work or hold meetings whilst standing, which has a recognised benefit against inactivity at work.



In 2021, several “ball chairs” were also installed. These are an alternative to office seats. According to experts, being seated on an exercise ball promotes proper blood circulation in the lower limbs and notably relieves the lower back since the employee is forced to sit up straight. The ball is not stable and the user needs to work to find a balance and often change position (dynamic posture).





Furthermore, renovation of the head office cafeteria into a larger space with increased lighting allows colleagues and visitors alike to enjoy improved time together.

### Employee awareness and training

Our overall workplace risk prevention strategy includes employee awareness and training initiatives. All new recruits receive mandatory onboarding which includes safety modules. This is also complemented by specific training depending on the business activities and post of the employee, such as the “major road accident prevention” and “proper postures” modules. These training modules are regularly updated, every 3 to 5 years depending on the module, and are accompanied each year by specific additional initiatives.

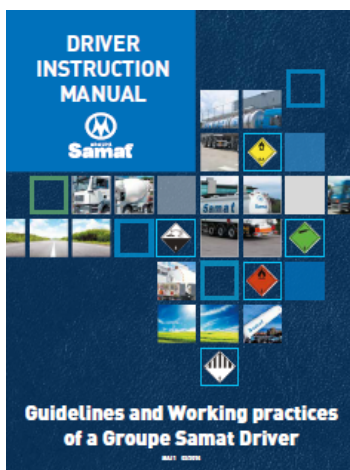


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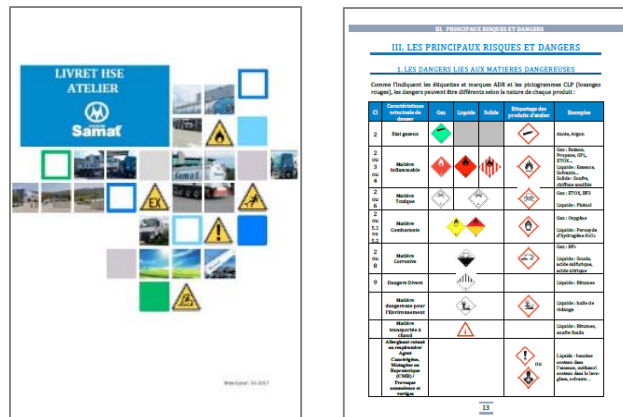
Agreed from this instruction manual and depending on your job function we offer you the following 4 main documents:

CHEMICAL	PETROLEUM
LPG TANKS	POWDER
LPG CYLINDERS	COMBUSTIBLE
AIR GAS - TANKS	TOWERS
AIR GAS - CYLINDERS	TRANSPORT OF VEHICLES
WATER PRODUCTS	

For drivers, a shared user manual is issued after onboarding, which includes all safety instructions and good practices for all drivers. A specific booklet for each profession is issued in addition to the shared guide, so as to outline specific procedures inherent in each business activity.

For sedentary staff, initial training is undertaken by e-learning, with a breakdown into modules, adapted to various different categories of staff (operators, QHSE advisors, administrative staff, directors, workshop staff, washing staff, etc.). This training includes a module on requirements under regulation § 1.3 on the ADR (agreement concerning the international carriage of dangerous goods by road).

Since 2017, a security instruction manual is automatically issued to all workshop staff.



### Eco-driving training (BBS) for employees:

**Actions and initiatives:** As a road haulage firm, fuel is our largest energy expenditure. Our drivers lie at the heart of our measures aimed at reducing our fuel usage.



**SDG:** Raising employee awareness to energy use.

**Results:** 100% of our drivers are “BBS” trained which includes the Eco-driving module which is updated at most every 3 years.

We also lead awareness-raising activities with employees concerning regular maintenance of their working tools, which promotes proper working conditions. QHSE advisors and security monitors are present across all subsidiaries to remind employees of proper practices, during BBS training and random inspections carried out during loading operations, on the road and during deliveries. These inspections allow us to identify any poor practices and to remedy them, so as to guarantee employee safety.

Eco-driving: transportation (-) SAMAT Atlantique in the spotlight

**Transportation (-) SAMAT Atlantique won the 2019 edition of the European eco-driving challenge organised by Vehco in the France category.**

by Manon Lamoureux -  
12th February 2020



The Swedish supplier of vehicle fleet management solutions, Vehco, each year organises a European challenge between 1st March and 31st December for clients using its eco-driving module. In 2019, the competition brought together over 9,000 drivers and around 4,100 vehicles from around sixty European road transportation firms (Sweden, France, Norway, Finland, Denmark and Germany-Austria). Each of the 114 teams were classified in line with six parameters: speeding, slowing down, deceleration, inertia, fuel wastage and sudden braking.

The SAMAT Atlantique team stood out thanks to improving its eco-driving score by 10.3% between 2018 and 2020, and achieved third place in the European classification based on performance.



## Training in psychological risks

Faced with Psychological Risks, SAMAT has implemented a prevention strategy.

This strategy was illustrated by roll-out for managers of a training module entitled “know how to identify, prevent and manage psychological risks” with 180 trainees face-to-face, and 89 trainees remotely.



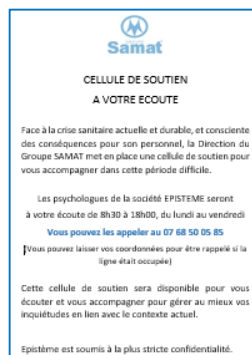
**Actions and initiatives:** In continuity of this training, a support line is made available for managers. This provides support for the following:

- Detecting any signals of weakness
- Identifying initial response elements in a crisis situation
- anticipating and evaluating risks
- Taking a step back to analyse and give perspective to various parameters and challenges
- Defining and implementing a corrective and remedial action plan

**Results:** The SAM line was notified to employees. Since implementation in 2016, a total of 21 support requests have been logged.



**SDG:** Implementing an ambitious health, safety and well-being plan for employees aimed at reducing work-related accidents and at-risk situations as well as RSI and psychological health.



In 2020, in order to further bolster employee support due to the difficulties caused by the Covid-19 crisis, our psychological support division was consolidated so as to offer specific support during lockdown (March 2020 and February 2021).

Managers have a key organisational role to play and guarantee a balance between economic, operational and social performance. Managing teams, including different generations, knowing how to communicate, take up the position of a leader, etc. all form skills of being a good manager. There is not only one correct way to manage.

This is why SAMAT has implemented Management training programmes so as to regularly maintain the skills of its managers taking into account the various developments within this role.

A few figures concerning these training programmes:

2018: France 45 employees trained  
2019: France 35 employees trained  
2020: suspended due to the Covid-19 situation  
2021: France 16 employees trained

## Supporting employee meals

Facilitating and participating in accessing balanced and healthy meals is important, and as a result since 2014, Meal Vouchers have been rolled-out across France in the majority of our subsidiaries.

The number of vouchers provided and the annual employer contributions are outlined below. Almost 250 sedentary staff use this solution each year. Drivers have meal baskets, as part of their employment.



**SDG:** Raising awareness of employees to the importance of responsible eating and balanced nutrition.

**SDG:** Eliminating food waste within the company



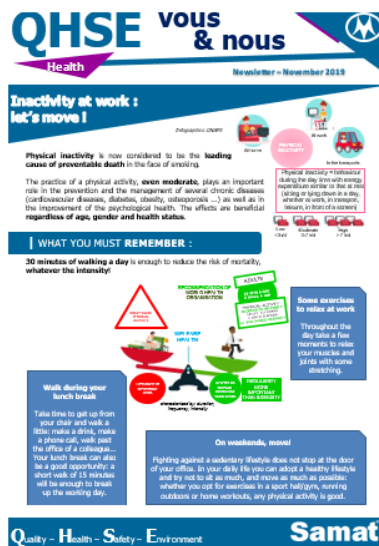
**SDG:** Promoting quality, local, seasonal food products which are environmentally-friendly and carry labels, proposing better-balanced meals with less meat.

**SDG:** Raising awareness of employees as to the risks of inactivity during the working day.

### Actions and initiatives:

Awareness-raising campaigns for balanced and responsible meals, to limit waste and increasing awareness as to risks of inactivity at work were distributed to Group employees.

**Results:** In 2019, over 2,200 SAMAT employees benefited from these campaigns.



## 2.4 Equal treatment

We are convinced that the diversity of employees provides us with a richer experience within the Group and offers a positive contribution towards our performance. We also believe that it is our responsibility to promote access to job to underprivileged people.

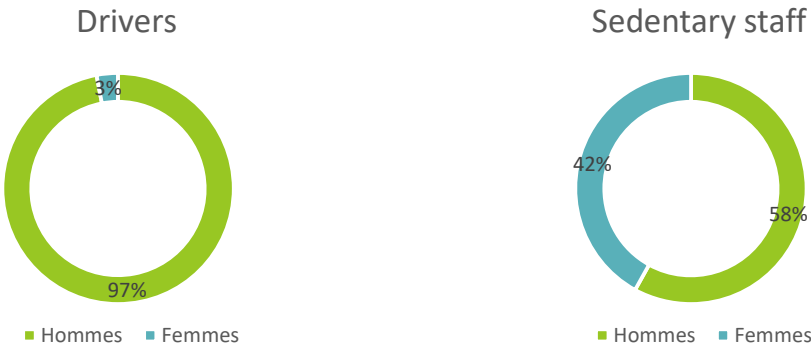


**SDG:** Implementing procedures to reduce inequalities between employees, and particularly those affecting women, people with disabilities, children, autochthonous people, people of all origins, religions, ethnicities, beliefs, sexual orientation or cast.

**Initiatives & Results:**  
According to the elements presented below.

### 2.4.1 Promoting parity

As with many operators in the transportation sector, women are relatively under-represented amongst drivers.



Whilst the number of women drivers continues to be low at present, parity is more or less reached for sedentary staff.

Because of the importance of supporting their investment in the transportation of sensitive products, combined with their personal and professional qualities, women drivers at SAMAT met during the [International Women's Day](#) on 8th March 2020 at the company's Head Office for a day rich in exchanges.



SAMAT has historically shown its attachment to the principles of equal opportunities, gender equality and action plans to correct any discrepancies which may appear annually. “*Supervision of gender quality action plans*” is a perfect example of this.



**SDG:** Guaranteeing decent and fair working conditions for men and women alike concerning working hours, meeting days and times, weekly rest time, paid leave (notably parental leave and paternity leave), health and safety, protection of maternity and the possibility to reconcile work and family responsibilities.

**Actions and initiatives:** Wishing to reaffirm its desire to promote gender equality across its business activities, subsidiaries at SAMAT Group have signed gender equality agreements or implemented unilateral action plans for recruitment and access to jobs, remuneration, training and respect of work-life balance.

**Results:** The effects of these plans at present are outlined in more detail in the following chapters.



- In terms of the recruitment procedure and accessing employment:

Human Resource Management has made a commitment to only use professional skills as a recruitment criterion, and no other criteria. Job descriptors and skills documents continue to be drafted for all Group positions so as to favour recruitment based solely on skills, experience and professional capabilities of candidates. As a direct extension of these values, SAMAT Group surrounds itself with recruitment service providers who apply non-discriminatory selection criteria open to “soft skills”.

- In terms of remuneration:

SAMAT guarantees an identical level of classification and salary between men and women through application of a pay and classification grid, for the same level of training, responsibilities and experience.

- In terms of training:

SAMAT ensures that both men and women have identical access to training and can participate in the same training programmes, for skills development as well as career development within the company.

- In terms of work-life balance:

In the draft version of its new Quality of Life at Work (QLW) agreement, the Group has planned to reintegrate employees returning from maternity leave or parental leave through a “return to work” meeting. During this meeting, the employee and his/her line manager discuss, for instance, any changes which have occurred during the absence, training to be undertaken, any change in shift work, etc. Meetings are regularly scheduled in the event of any return following a long-term absence.

The Group also wants to implement a paid day of absence for any parent whose child is in hospital so as to better reconcile work and private life.

The right to disconnect will also be included in this new agreement.

## 2.4.2 Recognising disabilities

For several years, SAMAT has consolidated its commitment towards people with disabilities, notably in the following areas:

- the recruitment of people with disabilities
- professional insertion and training
- adaptation to technological developments
- continuity in employment, notably by anticipating requirements inherent to disabilities.

Moreover, promotion campaigns for the employment of people with disabilities are periodically undertaken.

Moreover, SAMAT has close ties with ESAT (Employment Assistance Establishments and Services) with whom it has signed supply, sub-contracting and service provision agreements.



Reflection led in this area by the Group since 2011 has led to a host of initiatives: adaptation of material (trailers, etc.), disability vouchers, etc.



### 2.4.3 Fighting against discrimination

SAMAT has reaffirmed its attachment to the principles of equal opportunities, mixing and secularism and fights against all forms of discrimination in the treatment of its employees. This attachment is illustrated in the internal regulations within the Group's entities and open displays on work premises of anti-discrimination measures.

In order to combat any difficulties encountered at workstations, SAMAT openly encourages site managers to meet with occupational health and employees concerned at their workstation so as to anticipate any problems and seek appropriate solutions to be able to continue working. They are encouraged to undertake diagnostics to be able to stay at work by SAMETH where any lack of suitability of a workstation is observed, and to analyse each individual situation in collaboration with occupational health to find solutions to adjust workstations, or offer a reclassification where this is not possible.

#### DISPOSITIONS LEGALES RELATIVES A L'EQUALITE PROFESSIONNELLE ENTRE LES SEXES

Article L1142-1 : Sous réserve des dispositions particulières du présent code, nul ne peut :

1° Mentionner ou faire mentionner dans une offre d'emploi le sexe ou la situation de famille du candidat recherché. Cette interdiction est applicable pour toute forme de publicité relative à une embauche et quels que soient les caractères du contrat de travail envisagé ;

2° Refuser d'embaucher une personne, prononcer une mutation, résilier ou refuser de renouveler le contrat de travail d'un salarié en considération du sexe, de la situation de famille ou de la grossesse sur la base de critères de choix différents selon le sexe, la situation de famille ou la grossesse ;

3° Prendre en considération du sexe ou de la grossesse toute mesure, notamment en matière de rémunération, de formation, d'affectation, de qualification, de classification, de promotion professionnelle ou de mutation.

Article L1142-2 : Lorsque l'appartenance à l'un ou l'autre sexe est la condition déterminante de l'accès à un emploi ou d'une activité professionnelle, les interdictions prévues à l'article

### 2.4.4 Insertion of people experiencing difficulties

SAMAT is strongly attached to professional insertion and has an active professional insertion policy across all subsidiaries. Beyond the professional sphere, the Group may play an important role in the support and social integration of employees by providing assistance in all administrative formalities for their personal life or in seeking accommodation.

The primary partners of our insertion policy are local authorities, local and national insertion associations, temporary employment agencies, etc.

**Actions and initiatives:** In order to recruit people who are underprivileged or experiencing difficulties, SAMAT relies on several mechanisms, such as unique insertion contracts,

**Results:** Since 2018, the use of Optional Employment Preparation (POE) contractors has undergone considerable development and in France twenty of these are signed each year. In this dynamic, the Group



**SDG:** Working with insertion bodies and companies.

Furthermore, through its involvement in the initiative named "La route de votre avenir" [The road to your future] which was held for one week through companies in the Auvergne-Rhône-Alpes Region of France, SAMAT allowed people to discover the sector of Transportation and the various job opportunities.



## 2.5 Developing training programmes

SAMAT promotes vocational training programmes for skills development and professional fulfilment of its employees. Continuous training of employees is one of the Group's human resource priorities.



**SDG:** Training and certifying industrial labour force and ensuring continuation of skills.



**SDG:** Outlining an overall training plan for the company and implementing forecasted employment management and skills management in coherence with the change in professions, techniques and technologies.

**Actions and initiatives:** Depending on the regulations applicable and due to the specific nature of operations undertaken by SAMAT employees in relation to transportation of hazardous merchandise, a training, initial onboarding and continuous training programme has been implemented, taking account of individual expectations as well as a managed training plan.

**Results:** The following details outlined the various areas and tangible results.

### 2.5.1 Training policy

Group training programmes include three types of training:

1. Regulatory training, leading to 348 people trained in France (9,807 hours) in 2020
2. Professionalisation pathways corresponding to Group professions, for instance: operating agents, drivers and team leaders
3. Individual additional training programmes: IT, office suite and other training meeting the specific requirements of employees or sites.

For these latter issues, 271 people were trained in France (2,345 hours) in 2020.

SAMAT dedicates considerable resources, of around 5% of its total payroll figure, to training and individual follow-up of employees.

The Group has, on average, one security monitor for every one hundred drivers. Internal procedures make provision for:

- Adapted integration into each post,
- Personalised support at least every three years for each driver,
- A one-on-one meeting every one or two years depending on the post.



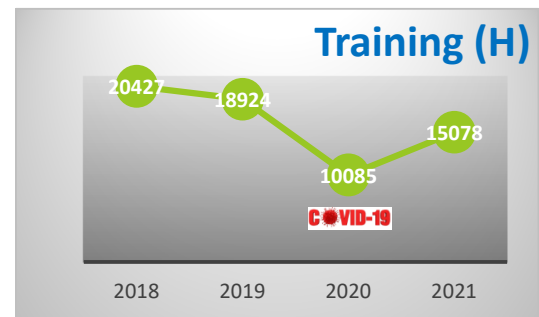
**SDG:** Granting employees access at all stages of their career, to upskilling, training and learning tools to be able to progress.

**Actions and initiatives:** Annual one-on-one meetings and biennial meetings allow people to freely discuss their career prospects and possibilities.

**Results:** A meeting is undertaken every year with sedentary staff and every two years with drivers.

In both 2018 and 2019, a total of 20,427 hours and 18,924 hours of training, equating to an average of 31 hours per employee, were undertaken within the Group in France.

In 2020, due to the Covid-19 crisis, training had to be restricted heavily so as to avoid over-exposure of our employees.



In 2021, a total of 15,078 hours, on average 32 hours of training per employee. These figures represent training undertaken by external service providers.

Moreover, SAMAT Group is itself an Apprentice Training Centre (CFA) and every day offers support through Monitors to all Group employees (for instance: "Eco-driving", "postures and actions", etc.).



In 2020, despite the restrictions due to the "Covid-19" pandemic, and First Aid at Work (SST) training was undertaken.

Held face-to-face, first aid and emergency medical actions were taught with regard to the business activities and in respect of the health protocol in place.



A total of seven people received their first or repeat training, improving their own skills and reinforcing the safety of others.



This year, in 2021, SAMAT Monitors further improved their skills in working at height with Honeywell Safety Products.

These skills will be put to the service of all SAMAT employees in the framework of maintenance operations undertaken on tankers.

Safety begins with prevention.



In parallel, to respond to the challenge of employee career management, SAMAT led a review of its training programmes and worked on harmonising its procedures so as professional meetings and training requests be handled better across all subsidiaries.

The aim of meetings is to support employees and their career development. The multi-entity and multi-activity dimension of our Group offers many opportunities to employees, in terms of career prospects and internal mobility.



**SDG:** Favouring the autonomy of vulnerable groups of people and victims of discrimination by implementing specific learning opportunities.

**Actions and initiatives:** Since 2019, a portion of the apprenticeship tax has been channelled towards Medical Education Institutes and ESAT (Assistance and Service Establishments through Employment).

**Results:** In 2019, a total of €1,600 was paid directly to disability aid structures AFIPH/IME. In 2020, this amount has been increased to €33,000. In 2021, this amount represented €9,100.



### III - ENVIRONMENTAL CHALLENGES

Protection of our environment is a core element related to SAMAT Group activities, which is why integration of environmental challenges at all levels of the business and at all stages of our operations is a permanent and fundamental concern.

#### RESPECT THE ENVIRONMENT

- Prevent and control risks that may have an impact on the environment,
- Efficiently use our resources to reduce our polluting emissions, in particular those from our vehicle fleet,
- Limit damage to biodiversity as much as possible and promote its maintenance,
- Make our employees aware of environmental issues and promote the adaptation of behavior that should result from it,
- Encourage the development and dissemination of ecological and security technologies.

#### LOYALTY IN BUSINESS

- Listen and dialogue with our stakeholders to understand their concerns and expectations,
- Communicate transparently on our performances and achievements,
- Optimize all operating costs while respecting the regulatory, social and environmental framework,
- Orient our policy to:
  - Develop effective and lasting partnerships with both our customers and our suppliers,
  - Demonstrate fairness and ethics in our business,
  - Reject all forms of corruption, internal to the Group or from outside (suppliers, customers, or any other organization),
  - Respect competition rules and exclude anti-competitive practices,
  - Combat conflicts of interest, fraud and money laundering.
- Continuously increase the satisfaction of our customers through services in line with their expectations within a mutually agreed framework,
- Warn the latter in the event of difficulties to minimize their impact,
- Respond effectively to permanent or ad hoc customer requests by offering efficient solutions,
- Guarantee the sustainability of the company by optimizing costs and profitability,
- Constantly ensure both the sale at the right price of our services and the good control of our costs in each business,
- Develop effective and lasting partnerships with our customers and suppliers.

#### ▲ RESPONSIBILITIES RELATED TO CONFIDENTIALITY AND IMAGE

Comply with the General Data Protection Regulation (GDPR) by protecting personal data, limiting access to this information, and securing our information systems

All communications or official information to the written media, radio, television, or other social networks and websites can only be done by the management of the SAMAT Group or with its formal agreement

All information, non-public, relating to the SAMAT Group, its customers, suppliers or other interested parties must remain confidential for the required users and never be disseminated internally or externally

Any person, employee, supplier, customer, or other interested parties who express themselves informally publicly about the SAMAT Group, including on social networks and other websites, must respect the principles of confidentiality and politeness and never harm the image of the company

Fully integrated into the “**Ethics Policy**”, the Group’s environmental policy is based on four fundamental commitments:

- Preventing and controlling risks which may have an impact on the environment,
- Effectively using our resources to reduce our polluting emissions, notably those created by our fleet of vehicles.
- Raising awareness of our employees to environmental challenges and promoting behavioural changes as required,
- Encouraging development and distribution of ecological and secure technologies.





The environmental policy adopted by SAMAT Group is rolled-out across each site.

It includes environmental performance targets and is regularly measured through a Management programme coordinated by the head office.

Generally, several qualitative and quantitative environmental indicators are integrated, including:

- Indicators to monitor regulatory compliance
- Monitoring the reduced use of diesel, which is the largest fossil fuel used and source of greenhouse gas and particle emissions,
  - Indicators concerning control of utilities used: water, electricity, gas, etc.
  - Indicators supervising solid and liquid waste treatment.

In order to involve Group employees in achieving these targets, our environmental performance is reviewed through monthly meetings in Subsidiaries (Management Committee).

Group Management is also involved and notified each year of the performance of our QHSE management system as implemented during Management Reviews within Subsidiaries and at the Head Office.

### 3.1 Environmental Indicator dashboard

Taken from the Group's 2020 targets, the environmental indicator results are presented alongside comments through the various points under this chapter.

### 3.2 Sustainable resource management

Confronted with the exhaustion of fossil energies, the increasing shortage of raw materials and the damage to our natural world, we strive to apply a sustainable resource management policy.

Proper management of energy, and particularly fossil fuel resources, is a key stake of sustainable development and protection of our planet for future generations.

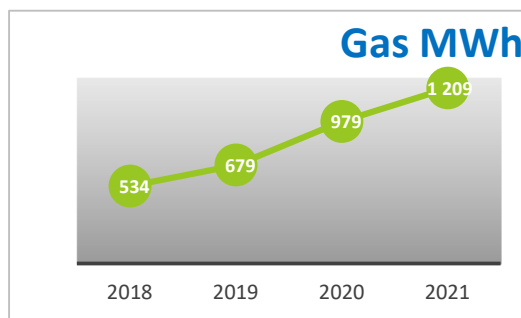
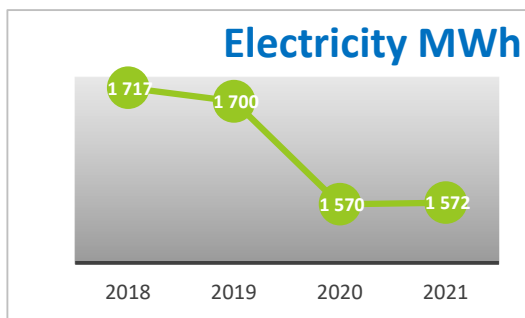


**SDG:** Investing in a strategy of energy efficiency and sobriety, which reduces energy use in a continuous and sustainable manner.

**Actions and initiatives:** We have focused our efforts primarily towards reducing energy and fuel use.

**Results:** The below details, for each type of energy, show the results achieved by our strategy.

### 3.3.1 Energy use



With regard to electricity, the efforts made since 2018 in implementing technical optimisation measures (presence sensors, LEDs, regulators, etc.) as well as good practices adopted by one and all, are beginning to yield results since we have observed a 9% fall over the period.

As an example, in 2020, the LED revamping of the SAMAT Head Office was launched. This led to reduced electricity use for lighting of 85% with a saving of 43,000 kWh/year expected!



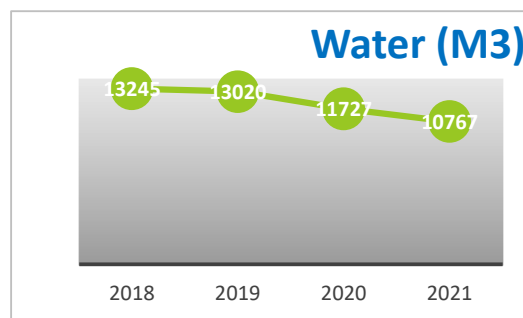
With regard to gas use, the installation during 2019 of gas heating in Estonia, as a replacement for fuel and early tank refilling, whilst adapting to the high market prices, has automatically led to an increase in current purchasing costs.

### 3.3.2 Water use

Protection of this valuable resource is a significant challenge for the Group.



**SDG:** Implementing water saving measures and monitoring results.



**Actions and initiatives:** Several initiatives have been implemented to limit our water use as far as practically possible for our operations, with the majority of our water coming from the public water supply.

**Results:** Between 2018 and 2021, our overall water use fell by 18%.

### 3.2.3 Use of fuel and atmospheric emissions



**SDG:** Developing solutions to reduce atmospheric and water pollution, as well as solutions to manage air and water quality.



**SDG:** Optimising logistics and favouring sustainable transportation methods.



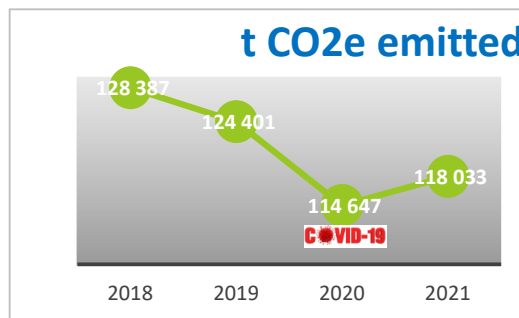
**SDG:** Implementing an energy and greenhouse gas management system.

**Actions and initiatives:** Since 2012, SAMAT has taken a commitment towards the ADEME “Objective CO<sub>2</sub>” strategy. At a technical level, all solutions selected and implemented are fully focused on “sustainable transportation”.

In 2021, SAMAT further renewed its subscription to the programme, with a new charter for the period between 2021 and 2023.

**Results:** The below details show the results achieved by our strategy.

**Summary of “Objective CO<sub>2</sub>” charters by SAMAT:** for the period between 2012 through 2021: the objective of reducing CO<sub>2</sub> emissions was reached, allowing us to reduce our CO<sub>2</sub> emissions and diesel use as indicated below.



Our improvement plan “Les transporteurs s'engagent”:

#### Vehicles:

- ✓ Reduced power of trailers from 460 hp to 440 hp
- ✓ Tests currently underway for the implementation of optimised bridges, during natural renewal of the fleet
- ✓ Implementation of streamlined roofing+ bodywork for materials used for general transportation
- ✓ Implementation of autonomous air conditioning, during natural renewal of the fleet
- ✓ Fitting out trailers with electronic road management systems – OptiRoll





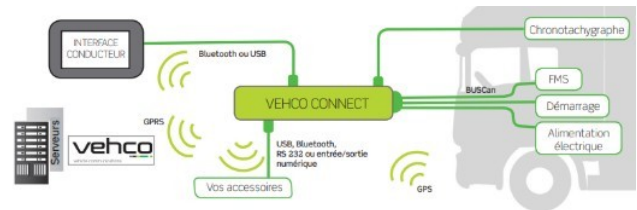
**SDG:** Reducing use of natural resources by favouring products, production methods and economic models which are more efficient in terms of resources and energy use

**Actions and initiatives:** As per the framework agreement signed with our tyre supplier Michelin: implementation of a payment system per number of kilometres driver (use per km, with retreading/recycling: reduced fuel use (and Co2e emissions) and use of natural resources (casing and rubber: oil, rubber, metal), with a full tyre lifecycle management service (personalised optimisation of pressure, advice, maintenance, etc.).

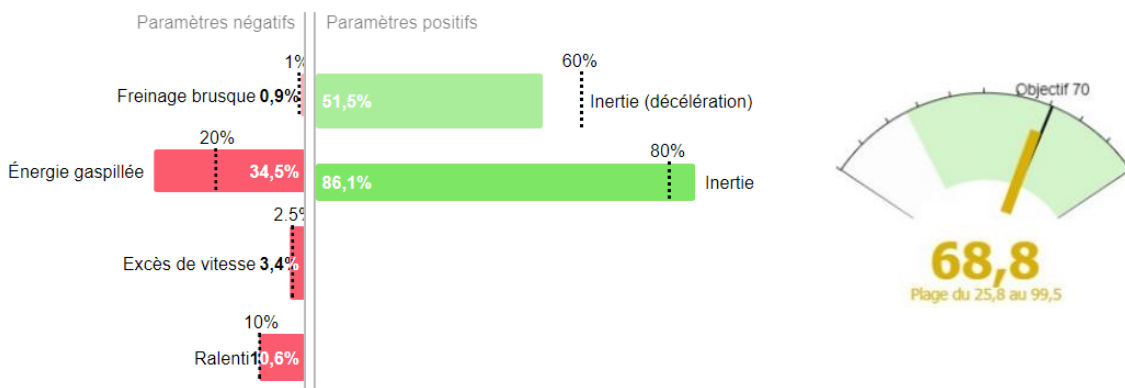
**Results:** The tyres we use are better managed, by an expert professional who is committed towards the Sustainability Goals. This leads to lower energy use and less pollution emissions.

## Fuel:

- ✓ Roll-out across our entire fleet of an onboard telematic system named “**vehco**”, and collection of data for information processing:
  - Diesel use
  - Speed
  - Braking
  - Fuel
  - Deceleration



In total transparency, drivers are able to monitor their driving information and can improve when needed.



In 2022 SAMAT Aquitaine fitted out some of its equipment with the **EcoTravid** system, jointly funded by The European Union Life.

Consequently, an increased reduction in the use of fuel may be achieved thanks to calculation of itineraries which use less fuel, distance, topography, road type, driving conditions and weather.





Drivers:

Implementation of an Eco-driving management system, on the basis of information collected by the onboard telematic system: we have achieved a rate of 100% eco-driving training (BBS/behaviour-based safety) every 3 years maximum for drivers so as to respect the principles of Eco-driving and Defensive driving.



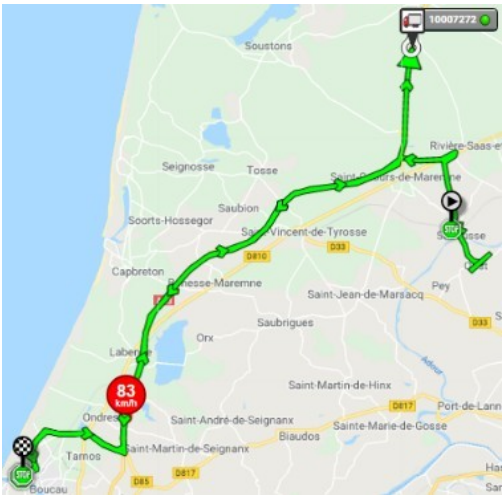
Organisation:



**SDG:** Optimising travel, notably for freight, avoiding driving with empty loads.

**Actions and initiatives:** Implementation of the “Vehco” onboard telematic system in 2018 across 100% of our fleet allowing us to monitor all journeys and reduce kilometres driven with empty loads.

**Results:** The below details outline this solution.



✓ Geolocation of vehicles, and tracing/tracking supervision in real-time by Operations: this improves organisation and operation of transportation activities. For this we optimise our orders and visits so as to reduce the overall number of kilometres travelled.



From 2012, an awareness-raising campaign was led so as to reduce the use of fuel and the corresponding CO2 emissions:



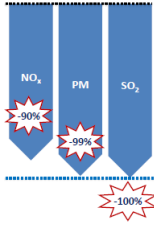
Atmospheric emissions of our fleet of vehicles:

With the transportation of our vehicles undertaken in the framework of business activities, the reduction in atmospheric conditions due to fuel use remains a key challenge for SAMAT.

The Euro 6 emissions standard was implemented in 2015, and this allows us to reduce emissions of nitrogen oxide, carbon monoxide and particles into the atmosphere. The majority of our fleet of HGVs respect Euro 5 EEV and Euro 6 standards.

Euro Type	2021-12	%
E5 et <	93	7%
E5 EEV & E6	1 239	90%
GNV	40	3%
Total	1 372	100%



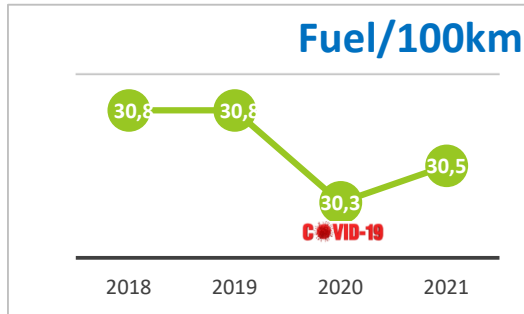


Finally, one of our key initiatives for reducing atmospheric emissions is the use of LNG vehicles where possible.

SAMAT has invested in “clean” trailers, which were first launched in 2015. Their use allows us to reduce emissions of fine particles by 90% compared to a classic vehicle.

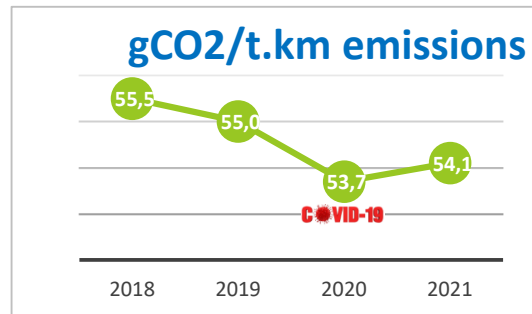
Greenhouse gas emissions come primarily from the use of fuel by our fleet of vehicles. As indicated above (under the section entitled “atmospheric emissions by our fleet of vehicles”), we are rising to this challenge by favouring the use of vehicles which comply with Euro 6 standards and less polluting fuel such as LNG.

In 2018, data from the SAMAT Nordic (formerly “Haanpaa”) subsidiaries were integrated into our summary information (Km, diesel litres). These subsidiaries have, by their very nature, an increased use of diesel due to the specific typology of their materials (for instance “Drawbars” up to 70 tonnes gross laden weight) as well as the weather conditions and driving conditions in Scandinavia/Eastern Europe. An automatic 4% increase in use was logically observed.



To date, chronically low fuel use, as a result of our increased efforts over several years, in terms of efficient technologies, training in eco-driving and transport organisation, has been logically observed.

In respect of the ISO 16258 standards, SAMAT has developed an internal calculation tool to monitor Co2e emissions and calculate gCO2e/t.km.



## 3.2 Reduction of environmental impacts

In coherence with our desire to fully integrate environmental protection across all of our business activities, we strive to reduce our impacts on the environment at all levels.



**SDG:** Innovating to make products and services safe and healthy for users and the environment

**SDG:** Implementing production processes which generate as few pollutants as possible into the environment

**Initiatives & Results:** For over a decade, SAMAT has taken a commitment and led a policy combined with initiatives aimed at innovating so as to limit the impact of its business activities on people and territories. The primary initiatives led, as well as their effects, are outlined in the following chapters.

### 3.2.1 Limiting unnecessary travel



**SDG:** Favouring teleconferencing methods for remote meetings and working from home for employees.

**Actions and initiatives:** All of our subsidiaries are fitted-out with videoconferencing tools which allows us to avoid any unnecessary travel whilst enabling the internal exchanges necessary to effectively control our processes.

In terms of commuting to work, as indicated more precisely under section 2.3.2, the contractual implementation of working from home in 2019 also allowed us to reduce travel related to work.

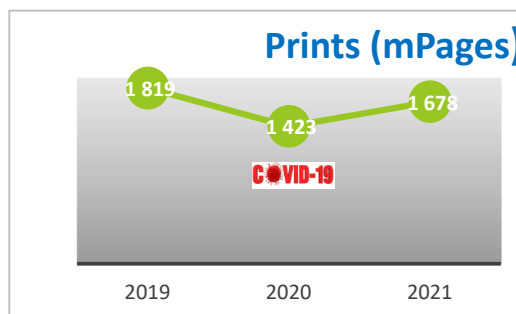
**Results:** These provisions remain in place to date

### 3.2.2 Reducing the use of consumables

Because paper manufacturing, even when recycled, has a significant environmental impact in terms of raw materials, energy use, water, etc., reducing its use is important for everyone, private individuals and companies alike.

For a number of years, SAMAT has launched projects to computerise its information flows, and significantly and sustainably reduce the use of paper across all of its subsidiaries.

The results are already tangible, if we compare the number of printouts made over the last few years.



### 3.2.2 Preventing water and land pollution

Avoiding all forms of water and land pollution is a priority for SAMAT, who implements several strategic focus areas to avoid any gradual or accidental impacts.



**SDG:** Identifying sources of pollution and waste related to business activities as well as the impacts on water and their ecosystems.

**SDG:** Taking measures to eliminate sources of pollution, reduce these for instance by using a water treatment system.

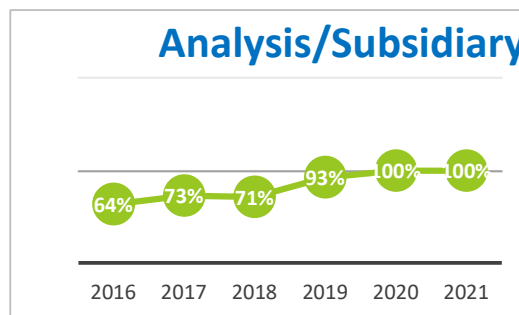


**SDG:** Ensuring that all effluence and used water caused by activities be systematically drained into the adequate networks and sufficiently treated, as appropriate, before being poured into the network,

**Actions and initiatives:** The below points outline the various initiatives implemented which allow us to prevent, or treat as appropriate, pollution of water and land.

**Results:** In 2019, a single road accident had limited consequences over the aquatic environment. Immediate treatment allowed us to stop and eliminate any long-term consequences in the setting.

- a) We led an “*Environmental risk analysis*” across our sites so as to identify, rank and control the risk of any impacts within the range of our environment.



- b) Our operating sites are all fitted out with the used water treatment system in accordance with operating decrees in force, as well as the decree of 2nd February 1998 concerning water sampling and consumption, and emissions of any nature by ICPE (Listed Environmental Sites) subject to authorisation.
- c) In the event of any road accident, which may have an environmental impact: our transportation units have an “ADR” [Road Traffic Accident] kit onboard (including a shovel, collection tank and gutter protection plate). Our subsidiaries are also fitted out with Emergency intervention tools so as to minimise the potential consequences of any accident. In the framework of our professional liability for any “environmental damage”, a depollution expert is commissioned to limit and reduce any environmental impacts.
- d) At a technical level, use of water required for tank adjustments is limited as much as possible thanks to buffer storage solutions or bored water. These provisions allow us to avoid using the drinking water network and to be able to return water into the network free of pollution.
- e) Finally, out of a concern for the cleanliness of our vehicles, our operating sites are fitted with washing areas, which avoids the spread of any particles or pollutants during transportation.

### 3.2.4 Waste management



For many years, SAMAT has implemented a system of sorting waste generated by our vehicle maintenance and repairs. Consequently, adapted treatment and recycling subsidiaries have been created:

- oils,
- oil filters and diesel,
- wood,
- cardboard,
- scrap metal,
- batteries and storage batteries,
- WEEE,
- dirty rags,
- aerosols,
- ink cartridges.

Attestation de valorisation de déchets de papier/carton, métal, plastique, verre et bois prévue par l'article D. 543-284 du code de l'environnement (document communiqué en vertu de la loi n° 2016-919 du 9 juin 2016)	
Attestation n° : ATT-ONYX-ARA-CHASSIEU-CDI-3025080800268-PAPIER-CARTON-2019	Année : 2019
<b>1. Emetteur de l'attestation</b>	
Nom : ONYX ARA-CHASSIEU CDI Adresse : 9 RUE DES FRERES LUMIERE 9980 CHASSIEU N° SIRET : 3025080800268 Tél : +33 4 72 47 83 00 Mél ou Fax : Personne à contacter :	
<input type="checkbox"/> Exploitant d'une installation de valorisation <input type="checkbox"/> Intermédiaire assurant une activité de collecte, de tri, de négociation de déchets en vue de leur valorisation <input checked="" type="checkbox"/> Récepteur n° : 890 Département : Rhône Activité déclarée en préfecture : Date de limite de validité : 27/05/2020	
<b>2. Origine des déchets</b>	
Nom : SAMAT VIENNE Adresse : ZONE INDUSTRIELLE 38200 SEYSSUEL N° SIRET : 3128080500077	
<input type="checkbox"/> Producteur du déchet <input type="checkbox"/> Déiteur du déchet (y compris intermédiaire et prestataire de gestion des déchets)	



Throughout our offices, sorting and collection of recyclable waste (paper, cardboard, bottles, cans, etc.) was initiated in 2018 with the benefit of optimising recycling, CO2 neutral collection and promotion of stakeholders in the Social and Solidarity Economy.

Waste treatment operations are on the rise, which has led to increased respect of the environment through recycling of various materials.

In 2020, a campaign aimed at the elimination of waste electrical and electronic equipment (WEEE) was undertaken, which allowed us to recycle 2,650 kg and 350 kg of used ink cartridges.

Le recyclage de ces déchets a permis l'économie de :



**SDG:** Participating in "zero waste" strategies to limit, sort and recycle waste produced in cities and raising awareness of citizens to this strategy.

**Actions and initiatives:** - Implementation of reusable cups instead of plastic cups  
- Replacement of plastic bottles by water fountains connected to the drinking water network and reusable cups

**Results:** In 2019, a total of 6 pallets per year of 504 plastic bottles each non-manufactured, transported or thrown away. 109 kg per year less plastic for the planet!



**3.2.5 Protecting biodiversity**



The living world is essential, and its protection is fundamental. Across all SAMAT sites, green areas are kept and, where possible, expanded. Sites are maintained by professionals who apply good practices in landscaping:

- No use of pesticides, but use of sensible mechanical mowing
- The deposit of hedge cuttings at the foot of hedges to limit the growth of grass, to retain humidity of the earth and provide organic material

Natural hedgerows which surround our sites also lead to the protection of species and are natural nesting sites for birds. Their flowers and plant life are also a source of honey for insects.  
At the level of land, we have implemented retention and storage systems, with run-off water treatment, preventing any accidental land pollution.



In 2021, SAMAT Aquitaine created an Insect Hotel.  
This habitat for small fauna is notably a perfect garden asepticization site and offers a wonderful shelter for pollination.



### 3.2.6 Participation in carbon neutrality



**SDG:** Envisaging carbon neutrality through a strategy of offsetting, carbon capture or supporting programmes led to reduce carbon emissions.

**Actions and initiatives:** Since 2019, we have enabled use of the “Ecosia” search engine by employees, so as to further contribute to the programme entitled “*We plant trees where they are needed. Our trees are beneficial for the environment, populations and local economies.*”

**Results:** The <https://www.ecosia.org/> site shows a continuously-updated counter of the number of trees planted.



 **151,633,101**  
trees planted by the Ecosia community

**Each search eliminates 1 kg of CO2**

### 3.3 Local initiatives

Across Group subsidiaries, a host of initiatives have been led to move forward together towards Sustainable Development. Amongst these, the following initiatives are some of the most notable:



In 2018, **SAMAT Rhône Alpes** began a programme to recycle coffee capsules. Each year, around 70 kg of capsules are transformed into biogas, compost and recycled aluminium.

In 2020, **SAMAT Nordic** invested in the security of employees and other road users. Thanks to the system of 6 onboard cameras, they offer legal protection to drivers and the company in the event of any accident or vandalism.



**SAMAT UK** is continuing with its commitment towards the safety of road haulage of hazardous materials and in 2020 received congratulations from its clients: “I just want to say that the SAMAT drivers we have had here over the last two weeks have been the most professional, organised and knowledgeable of all the Dangerous Goods vehicles we have had through!”

## IV - COMMITMENT WITH STAKEHOLDERS

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At the level of our Stakeholders, our social commitment notably focuses on the following:

- our clients: we target excellence in performance of our services and the quality of our commercial relations
- our suppliers: in addition to the positive impact of our purchases on the economic fabric, we seek to raise awareness of our suppliers to the stakes of CSR
- civil society: we go above and beyond our role as transportation firm by contributing towards local employment and jobs
- the educational, sporting and cultural sectors, through partnerships
- and loyal practices: we believe it is fundamental to respect our national and international commitments, notably in terms of ethics.



### 4.1. Governance

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SAMAT ensures that a high level of governance is reached with reference to regulations in force in those countries in which we operate and by implementing processes and an operating method which is adapted to our aims and the societal challenges which we feel are priority.

### 4.2 Business ethics

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Because we believe that business loyalty should lie at the core of all companies, SAMAT has an Ethics Committee which works on all situations or events in relation with the Group's values. This may be consulted to provide clarifications on issues or questions which have not already been resolved by the boards or management directly concerned.

The committee meets periodically so as to take stock of all ethical issues or exceptionally as required.

Stakeholders of SAMAT Group can contact the committee directly at the following email address: [ethics.committee@samat.com](mailto:ethics.committee@samat.com)

## 4.2.1 Transparency



Since its creation, SAMAT has taken the commitment of transparency in its communications. Its teams invest so as daily work is clearly notified through published information.

In diverse and varied formats, our communication media are intended for group employees (newsletters, internal mail, dedicated communication platforms, internal messaging service using driver tablets, videos, etc.) as well as other stakeholders (newsletters, social networks: YouTube, Facebook, LinkedIn, samat.com website, annual report, videos, etc.).



## 4.2.2 Fighting corruption

SAMAT clearly outlines its desire to undertake activities in a balanced and honourable manner with integrity and honesty and in respect of regulations.

This stance, as well as the communication and reporting tools used, will be outlined in greater detail under the section entitled "*Ethics Policy*" which confirms our desire to fight against any active or passive form of corruption in our relations with stakeholders.

### PREVENTION OF CORRUPTION

#### COMMITMENT TO COMBAT CORRUPTION

The SAMAT Group clearly states its willingness to conduct its activities fairly, honorably, with integrity and honesty in compliance with the regulations in force in the environments within which it operates. The SAMAT Group is committed to combat all types of corruption, active or passive, within or outside the Group.

Consequently, all forms of practices such as bribes, extortion, solicitation and influence-peddling are absolutely prohibited in all forms, at all times, in all places and regardless of motivation. Such acts are subject to disciplinary sanctions without prejudice to any proceedings that may be initiated within the context of the regulations in force.

#### PREVENTION POLICY

##### Identifying behaviors:

Specifically, misconduct is characterized as follows:

- the giving or promising of money or a gift in exchange for an undue advantage, be it between employees of the Group, vis-à-vis third parties or public officials,
- the acceptance of money or a gift in exchange for an undue advantage or the promise of such gift, be it between employees of the Group, vis-à-vis third parties or public officials.

The acceptance or offer of symbolic gifts, such as "corporate" objects or invitations for a trivial amount designed to establish or maintain good business relations is authorized, provided such attempts are of reasonable frequency and volume and that no solicitation for, or promise of, undue advantage is associated with it or suspected.

##### Reporting misconduct:

In the event of facts related to corruption or money laundering, reports can be made directly to the Directorates of Subsidiaries, or to the Group Management via the email address:

[corruption.alert@samat.com](mailto:corruption.alert@samat.com)

No prejudice must be brought against any person who, in good faith, reports suspicions of a breach of these rules or who refuses solicitations, without prejudice, however, to the regulatory provisions concerning defamation or slanderous denunciation.

##### Responsibility and support for employees:

Each employee is responsible, according to the extent of their activities, for the implementation of this Policy, including employees engaged in sale or purchase transactions.

Within each site or service, the manager or person in charge of the service has particular responsibility to guarantee that this Policy is observed in their area of responsibility and acts as a "go-between" with the Group's central management. At central management level, a member of the steering committee is specifically responsible for this role for the entire Group.

The "go-betweens" described above can be called as counsel by those of their employees who are unsure about how to proceed in situations they suspect may be related to misconduct as defined by this Policy.



**SDG:** Implementing a plan to fight all forms of corruption and to train employees in identifying at-risk situations and offer support to understand how to behave, act and respond.

**Actions and initiatives:** Well-rounded mechanisms in the domains of transparency and fighting corruption have been in place since 2018 following ratification of the “Sapin II” Act in France.

SAMAT has, consequently, implemented a training module so as to fulfil the regulatory obligation stipulated, but also to further progress with our ethical values so dear to us.

This module was offered to executives as well as those employees who were the most exposed to risks of corruption and influence peddling. It allowed us to support the implementation of a stronger code of conduct and whistle-blowing mechanism.

**Results:** 146 employees underwent training since this was launched in 2018.

#### Loi Sapin II et politique compliance : nouveaux enjeux

- Connaître l'actualité en matière d'anti-corruption et de compliance (loi Sapin II et ses décrets)
- Maîtriser le contenu du programme de conformité en 8 points issu de la loi Sapin II
- Prévenir le risque de corruption par une cartographie des risques adaptée et l'actualisation constante du programme pour que celui-ci reste efficace et se préparer aux contrôles de l'Agence anti-corruption



A generic email address allows whistle-blowers, whether employees or third-parties witnessing any acts of corruption to report these, and to do so anonymously if they wish: [corruption.alert@samat.com](mailto:corruption.alert@samat.com). Any internal whistle-blower is protected against any form of pressure or sanction when acting in good faith.

### Bribery facts



In 2020, as in previous years, no complaint, report or any acts of corruption were identified within the Group.

In 2021, symbolic gifts (Covid prevention, European football tickets), solely aimed at nurturing internal and external relations, amounted to less than 40 euros.

#### 4.2.3 In terms of fighting anti-competitive practices

Fighting against anti-competitive practices is a historical practice in the Group, and to date there have been no such events to note.

## 4.3 Improving customer relations

Continuous improvement of the quality of services and customer satisfaction form part of the main objectives harboured by SAMAT Group and form a common foundation across all sites and company business activities.



**SDG:** Clearly displaying the total price plus tax, terms and conditions of products and services (as well as any accessory required for use), as well as shipping costs.

**Actions and initiatives:** We respond to client calls for tenders out of a concern for transparency in terms of prices and conditions (unit prices, diesel reference, extra costs, validity, etc.)

**Results:** Our clients purchase our services with the peace of mind of absolute transparency concerning our prices and conditions, which they can permanently challenge on the market.

The Group has developed an open policy and implemented several initiatives:

### CRM:

- SAMAT places a high degree of importance on facilitating supervision and exchanges with clients. Since 2018, implementation of a customer relation management software tool (Customer Relation Management) has allowed us to greatly improve transparency and communication.



By placing this new tool at the core of our commercial processes, SAMAT guarantees end-to-end supervision of commercial actions, contacts, business deals, events and all other pertinent client information so as to improve the overall quality of customer relation management.

It should be noted that the solution implemented respects the *General Data Protection Regulation* (GDPR) which became effective on 25th May 2018 and, therefore, protects the confidentiality and security of personal data stored in our customer database.

### Customer satisfaction survey:

In 2018, SAMAT conducted a satisfaction survey in the business sector of oil products so as to assess commercial and operational relations, communication supports and overall satisfaction levels.

This work was undertaken by the firm “GEM JUNIOR CONSEIL” in Grenoble. The results of this analysis were outlined in a full report issued directly to the Group’s Commercial Management and then handed down to Subsidiary Directors concerned by the survey.





The results of this survey firstly allowed us to judge the level of customer satisfaction concerning the Group. Moreover, the results formed a source of strategic decision-making for operational initiatives to help improve the quality of our services.



**SDG:** Making a public commitment on this issue, participation in debates and promotion of values aimed at supporting the Sustainability Goals and fighting poverty.

**Actions and initiatives:** At the time of launching our new website [www.samat.com](http://www.samat.com), the company's commitment towards the Global Compact and its Sustainability Goals was promoted under the section labelled "Commitments".

Moreover, we also follow the equivalent commitments taken by our primary clients and suppliers, as shown in the below table.

**Results:** Each visitor to our site can clearly see the importance of this support as well as the values of the Global Compact.



#### 4.4 Dialogue with stakeholders

Since 2017, we have initiated, both in-house and across all Group subsidiaries, a permanent study to outlined the requirements and expectations of all of our stakeholders. Managed in the form of a **SWOT** analysis, this allows SAMAT to better understand its partners and the internal and external relations so as to better fulfil expectations.

Management Reviews regularly report on this dialogue, and define the associated strategy.

## 5. Interested Parties (Highlights 2021)



Interested parties	Q Env OH S RS	2021 feedback and handling (Theme : Quality (Q), Environment (Env), Occupational Health and Safety (SST), Road Safety (SR)) (Risk (R) ou Opportunité (O) )	R ou O
European Union and Countries (International relations, laws, ...)	OH S RS	Work time legislation (Työaikalaki) Driving and resting time, weekly rest regulation  Legislation changes due to COVID - Driving and resting time (increased driving time) - Temporary amendments to the Employment Contracts (työehtosopimus- ja palkanmuutosten muutokset) (YT, lissäke, Intencomen, lissäehtojen) - Driver qualification and ADR training validities prolonged - Emergency preparedness law (Valmiuslaki)	R O
Town Hall / Neighbours	OH S	COVID-19 restrictions	R
External Customers (Feedback, contract review, satisfaction survey, market trend, etc.)	Q Env OH S RS	Despite of the covid volume increase 2021 - Trineo - Baf - Kraton  Symphoner site shutdown in Oulu: - Back load volumes from Oulu lost - Increased volumes from Hamina  SCA Oriskien shutdown SE Veiballuoto shutdown More empty kilometers  Paperindustry (latex etc) volumes are decreasing Biofuel industry investments to Finland (Kem, Hamina) Customer relationships during the COVID (no visits etc)	R O
Interested parties	Q Env OH S RS	2021 feedback and handling (Theme : Quality (Q), Environment (Env), Occupational Health and Safety (SST), Road Safety (SR)) (Risk (R) ou Opportunité (O) )	R ou O
Professional Affiliations	Q RS	Ferry capacity decreased significantly between R-SWE (Hä-Sö)  New procedures at customer sites due to COVID: - Instructions - No signing the CMR - Increased amount of self loading/unloading for drivers  Lack of drivers Unexperienced new drivers	R
Employees & Social	OH S	COVID-19 restrictions; - No social premises for drivers in Sites - Remote work - Gathering restrictions	R
Partners / Suppliers / Subcontractors	Q	Volume increase in 2021 More X-Border business Good profitability	O
Internal Customers (Relations between processes, quality of life at work, etc.)	OH S	COVID-19	R

More widely, SAMAT nurtures continuous dialogue with stakeholders through professional meetings and events.

### 4.5 Responsible purchasing

In 2016, SAMAT officially drafted and communicated its “*Responsible Purchasing Strategy*” so as to remind its purchasing teams, as well as all partners and suppliers, of its aims and ambitions in terms of responsible purchasing.

This policy is used as an internal management tool as well as a support for responding to calls for tenders within the Group. It aims at raising the awareness of our suppliers and encouraging them to act in favour of sustainable development.

The policy includes commitments aimed at:

- socially responsible practices
- ethically responsible purchasing practices
- an environmentally responsible strategy

Since 2019, this policy was outlined in the form of a “*Responsible Purchasing Charter*” to be sent to partners and suppliers, so as to encourage them to respect and participate in our CSR strategy and, more widely, the Global Compact.





## Samat SUSTAINABLE PURCHASING POLICY

In accordance with the "Ethics Policy", this Sustainable Purchasing Policy sets out the specific commitments for the SAMAT Group's purchasing teams, partners and suppliers along the following lines:

### COMMITMENT TO RESPONSIBLE SOCIETAL PRACTICES

#### Human rights and employees

- Respect the applicable regulations in all countries, respect the fundamental human rights, individual rights and freedoms as well as the working conditions,
- Fight against illegal work and against any form of discrimination (particularly with regard to gender, religion, ethnic origin, disability) and refuse to work with companies known to not respect human rights.

#### Health and safety at work and professional development

- Implement a policy to reduce health and safety risks at work,
- Provide employees with collective or individual protection in order to control and reduce risks and dangerous situations,
- Train and qualify all employees involved in order to prevent risks at work

### COMMITMENT TO ETHICAL PURCHASING PRACTICES

Respect the applicable regulations and contractual commitments	Buy or sell according to transparent, honest and respectful practices	Prohibit any gratification or gift other than symbolic, avoid any conflict of interest	Guarantee the confidentiality of non-public data
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### COMMITMENT TO ENVIRONMENTAL RESPONSIBILITY

- Comply with environmental regulations applicable to all activities,
- Implement a prevention and improvement process in order to limit the environmental impacts, and in particular:
- the consumption of non-renewable energies and resources as well as water,
  - greenhouse gas emissions, including CO<sub>2</sub>e,
  - the production and sorting of waste,
  - the releases of pollutants into the natural environment,
  - the noise levels,
  - Integrate environment criteria into the design of the products and services in accordance with the five areas mentioned above.

*"Voluntary compliance and respect of this policy by our partners and suppliers are key conditions for the continuation of our business relationships. We therefore count on them, but also on our teams to apply it on a daily basis. In the event of any discrepancies, our partners and suppliers are required to inform us so that we can examine with them the methods of compliance."*

JANUARY 2022

Florence DUPASQUIER  
CEO of the Groupe Samat

*F. Dupasquier*

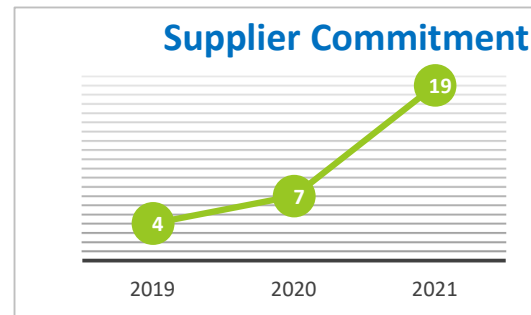


**SDG:** Training and supporting suppliers and clients in integration of biodiversity challenges in their activities, products and services to transform the entire value chain.

**Actions and initiatives:** In early 2020, we modified our "*Responsible Purchasing Charter*" in order to integrate the challenges of biodiversity for consideration by our critical suppliers.

**Results:** In late 2021, around twenty strategic suppliers subscribed to the SAMAT Responsible Purchasing Charter.

Furthermore, an assessment of Socially Responsible practices of our strategic suppliers was also launched so as to better monitor their performances.



#### 4.6 Controlling sub-contracting and supplier cooperation

Our sub-contractor partners are selected, supported, monitored and assessed in line with pre-defined, transparent and loyal rules.

Rental contracts, the QHSE charter, vigilance certificates and other performance audits and assessments are undertaken to control risks.

In 2019, monitoring supplier vigilance was stepped up thanks to the support of the Provigis specialist platform. The legal, regulatory and social compliance of our partners is, consequently, fully transparent in light of our commercial commitments.



Moreover, our responsibility extends beyond the doors of our company: we are able, through our purchases, to influence through the consideration of the challenges of sustainable development by stakeholders in our supply chain, both in terms of their product and service offers, as well as their practices and processes.

#### 4.7.1 Relations with suppliers and sub-contractors

Depending on the nature of service provider involvement, the Group drafts all necessary documentation, such as prevention plans, security protocols and fire permits. Audits may be conducted in such instance as there are any issues or disrespect.



#### **4.7.2 Integration of CSR in our purchasing policy**

SAMAT integrates social and environmental criteria in the purchase of its products and services. The categories of purchases concerned include the following as an example:

- Our fleet of vehicles: we tend to favour innovative, efficient and environmentally-friendly vehicles (Euro VI standard), so as to fulfil the requirements of our clients in terms of CSR.
- Maintenance products for cleaning activities: the Group chooses the most ecological products if the quality and satisfaction criteria for the product are met.

More widely, SAMAT favours the use of national or local suppliers so as to limit the impacts generated by transportation and greenhouse gas emissions. Moreover, suppliers and products purchased are all covered by a root-and-branch analysis before being accepted by the Group.

Security data files and technical specifications are automatically requested so as to understand the impacts on the environment and health which are likely to be caused by products. Suppliers may also be called upon to offer training to teams, so as to guarantee proper use of products.

#### **4.8 Optimising our territorial impact**

We have the aim of being a fully-fledged stakeholder in those territories where we are based. As a transportation firm, we must be transparent towards local populations and authorities concerning the impacts of our activities, but also act in a positive manner so as to work with them and together contribute towards improving our environment.



#### 4.8.1 Relations with local populations and authorities

SAMAT rolls out a significant number of resources to fuel dialogue with local populations, whether in France or abroad.

Because SAMAT is a local firm, deeply rooted in its local territories, we recruit a large portion of our employees locally.

#### 4.8.2 Supporting underprivileged populations

SAMAT assists in supporting social sectors so as to support vulnerable and underprivileged populations.



Since 2017, **SAMAT Nordic BU East** has sponsored the “All Star Charity Golf” Tournament. This event aims to raise funds for families with very low income to provide assistance and also offer children and young people a chance to enjoy game and leisure activities. No less than €77,800 was raised this year, with 95% going to the Hope Ry association and the rest being used to sponsor local junior golf teams.



And since 2019, SAMAT has supported, thanks to a donation of 1,000 euros, the Kiwi organisation (<https://www.kiwi-organisation.org/>) in their plans to create a wall of pictures at the Vienne Hospital -38 Paediatric Wing.

Giving People seeks to assist families with children suffering financial vulnerability by providing meals and bare essentials for living. Their vision? No child should go to bed hungry or go to school without breakfast. To support this cause, **SAMAT Nordic BU West** has made a donation of 600 euros a year, since 2020, to the organisation.



In 2021 with a donation of 300 euros, **SAMAT España** supported the El Xiprer foundation which welcomes and supports people suffering from loneliness, poverty, exclusion or social marginalisation. Thanks to this gesture, SAMAT España provided food and bare essentials.



### 4.8.3 Supporting the sport and charity sectors

Supporting local causes which are dear to us forms part of the SAMAT ethos. Each regional branch supports associations, sports clubs or athletes.



As the primary commercial partner in 2007, SAMAT supported motor racing in DALLARA during the French mountain single-seater race car championships.



And since 2011, SAMAT Sud is a proud supporter of the Stade Toulousain Rugby Club.

Its moto: "Playing makes us all grow!"



Since 2017, SAMAT Nord sponsors the elite club AASS de Sarcelles. The "Master's Swimming Championship" has been sponsored by SAMAT and has several individual and team challenges: a wonderful performance!

In 2019, a total of 12 employees proudly wore the colours of SAMAT Group in their participation in the 15<sup>th</sup> edition of the "Courir à Vienne" race, organised by "Club Léo Lagrange" in Vienne (F-38).



On this occasion, €1 of the entry fee paid by each runner was paid to the "Regar2moi" association, which aims to assist in the development and socialisation of disabled children. In total, the race allowed for almost €600 to be paid to the association. A sporting, fun, uniting and generous gesture!



Since 2019 the team of under-13s at Rognac Football Club has proudly been playing in the blue and white kit offered by Resoclean and SAMAT Provence.

The team is managed by Mehdi Choucha, director of Clean 13.



Since 2020, the Finnish subsidiary has been the proud sponsor of Ada Kurjenniemi, a 17-year-old promising future footballer, who is already part of a 2nd division team!

#### 4.8.4 Supporting the educational and apprenticeship sector

**Actions and initiatives:** As per regulations in force, the apprenticeship tax paid by the company allows us to provide a financial contribution to:

- Local apprenticeships (51%),
- Apprenticeships and apprentice training institutes (CFA) (26%),
- Establishments offering initial full-time training programmes (23%)

**Results:** The total amounts paid out in this area by SAMAT were €298,000 in 2019, €276,000 in 2020 and over €300,000 in 2021.



**SDG:** Creating or funding apprenticeship and collective training centres from schools to higher education settings.

However, SAMAT also wants to play a part in training and professional insertion of students above and beyond its legal requirements.

**Actions and initiatives:** In partnership with the AFTRAL training body, SAMAT acts as administrator, but also volunteer during examinations.

**Results:** Projects have been undertaken such as a partnership with the Job Centre and OPCA Transport, an open-door event at SAMAT Rhône Alpes in April 2019 which allowed future students to learn about all of the many professions in the company.

SAMAT Group is also involved in board of examiners for several transportation schools (Isteli, etc.)



**SDG:** Creating partnerships with local universities and schools to contribute towards professional training and explain future requirements through recruitment.

Links between local and national training centres and schools have further bolstered the relations between our Group and students, and have allowed students to complete their curriculum by undertaking internships or apprenticeships within our company.



**SDG:** Proposing block-release training programmes, internships, training and all other forms of programmes to develop professional skills, and notably for vulnerable young people.

**Actions and initiatives:** Apprenticeship contracts, professionalisation or internships are signed each year so as to support young people and people who require training.

#### Results:

The number of apprenticeship contracts signed in 2021 stood at 20 (and was 9 in 2020, 8 in 2019, 5 in 2018 and 5 in 2017).

For professionalisation contracts, a total of 10 were signed in 2021 (11 in 2019, 32 in 2018; 5 in 2017)

Finally, 31 internships allowed young people to gain their first professional experience in 2019 as part of their studies.



**SDG:** Elaborating strategies aimed at promoting youth employment and their integration on the jobs market.

## 4.9 Promoting faithful practices

Our desire to be a responsible company is illustrated by two fundamental commitments which are respect of regulations and legislation, and participation in initiatives recognised as promoting ethics and CSR.

### 4.9.1 Application of regulations and conventions

SAMAT respects French legislation and international standards, such as the fundamental ILO conventions (International Labour Office) concerning elimination of forced or compulsory labour, abolition of child labour, elimination of all forms of discrimination in the workplace, and respect of the freedom of association and right of collective bargaining.

None of our Group's Subsidiaries employ people under 16 years old. All of the Group employees are covered by an employment contract which guarantees application of labour law in the local country, the collective bargaining agreement in force and the Group's commercial conventions. All illegal employment and labour practices are strictly prohibited.



#### 4.9.2 Participation in CSR promotion initiatives

SAMAT is actively involved in promotion of CSR, through its professional network and within its sphere of influence.

For instance, in 2018, we outlined our CSR approach during the “sustainability day” at the Osiris Industrial Site (F-38).

In 2019, we continued our participation with our Osiris partners, by outlining our “Global Compact” commitment and the Sustainability Goals.



In 2021, SAMAT was involved in the round-table event entitled “CSR in transportation and logistics: feedback from committed companies” organised by ECOCO2 (ADEME). Consequently, we explained to participants the various steps implemented in CSR within our Group and outlined our key initiatives.



In April 2022, Florence Dupasquier, CEO of SAMAT Group, spoke at a conference on the issue of “The challenges of CSR, at the heart of a commercial strategy”, and organised by Société Générale.

This was an opportunity to promote the fundamental commitments of the Group, as well as the various stakes and challenges which we must confront every day in terms of CSR: energy transition, carbon footprint, attractiveness of Driving professions, etc.





## V - REPORTING

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Monitoring of the Group's CSR policy is undertaken as part of the Group's annual management review for each process concerned.

More precisely, each process coordinator:

- Organises the feedback of information concerning the conditions of application of the CSR Policy within the entire Group for their various responsibilities,
- Reports on investigations undertaken in the framework of any anomalies observed or notified.
- Proposes and implements appropriate remedial measures.





## VI – CSR PERFORMANCE INDICATORS

Whilst this entire report outlines the objectives and results concerning CSR within SAMAT, the primary areas are outlined below so as to provide an overall summary of progress achieved.

### 6.1 CSR Indicators

<i>Indicator</i>	<b>SDG</b>	<b>Unit</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>Trend</b>
<i>Workforce</i>	7-8	nb	2650	2,550	2,600	↗
<i>Work absence</i>	3	%	5.4	6.5	6.2	↘
<i>Turnover</i>	3	%	13	7	7	⇒
<i>TF1</i>	3-8		16.7	14.3	15.9	↗
<i>TG1</i>	3-8		1.1	1.2	1.0	↘
<i>NB Alcohol tests</i>	3-8	nb	2,546	6,487	7,937	↗
<i>NB Drug tests</i>	3-8	nb	437	399	444	↗
<i>Training (hours)</i>	4	hours	18,924	10,085	15,078	↗

### 6.2 Environmental Indicators

<i>Indicator</i>	<b>SDG</b>	<b>Unit</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>Trend</b>
<i>Environmental Analyses</i>	14	%	93	100	100	⇒
<i>Electricity</i>	7	MWh	1,700	1,570	1,572	⇒
<i>Gas</i>	7	MWh	679	979	1209	↗
<i>Water</i>	6	m <sup>3</sup>	13,020	11,727	10,767	↘
<i>CO2e TPT</i>	11	tCO2e	124,401	114,647	118,033	↗
<i>Euro 5 EVV- 6 Engines</i>	7	%	89	90	90	⇒
<i>Alternative engines</i>	7	%	1	2	3	↗
<i>gCO2e/t.km</i>	13		55.0	53.7	54.1	↗
<i>Paper printing</i>	9	Mpag.	1,819	1,423	1,678	↗
<i>Waste processing</i>	11	t	150	186	116	↘

### 6.3 Governance Indicators

<i>Indicator</i>	<b>SDG</b>	<b>Unit</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>Trend</b>
<i>Acts of corruption</i>	16	nb	0	0	0	⇒
<i>CSR Promotion</i>	17	nb	1	0	1	↗
<i>“CSR” Suppliers</i>	15	nb	4	7	19	↗
<i>Support to social sectors</i>	8	nb	2	2	3	↗
<i>Sports or cultural support measures</i>	3-8	nb	4	4	4	⇒