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ANNUAL CSR REPORT 2023





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A WORD OF INTRODUCTION

Dear Sir or Madam,

We would like to invite you to read the "Sustainability Report 2023", which is a summary of Samsic Poland's year-long activities in this area. We believe it is our responsibility to build a more inclusive and sustainable work environment, initiate environmental protection measures, provide responsible and innovative service, and develop talent.

“

In our company we want to create a place full of satisfaction, mental, emotional and physical balance. To achieve these targets, a human being is needed, and for us the human being is the highest value. Change begins with us and in us, which is why we are so keen to act in accordance with our CSR policy. We are building an integrated, conscious and growing team whose goal is the common good, to motivate and strive to change habits to those more environmentally friendly.

Implementing and, above all, offering the highest quality services in terms of not only their quality alone, but also their impact on the environment or employee safety, is the domain of the most responsible companies. At Samsic Polska, all these aspects have always been crucial for us, which is why last year we received certificates of compliance with ISO 9001 - quality, ISO 14001 - environment, ISO 45001 - occupational health and safety. These confirm our full commitment to providing first-class services.

Agnieszka Stefanowska

CEO Samsic Poland, Czech Republic,
Slovakia



SAMSIK POLSKA GET TO KNOW US

Samsic Polska is part of the international French company Samsic Group, founded in 1986 by Christian Roulleau. In the beginning, the company mainly provided services related to the cleaning industry. Today, Samsic Group is more than 160 different multiservices offered in 27 countries around the world.

Samsic Group



27
countries



125 000
employees



37 years
experiences



3.65 mld
annual turnover

We provide our clients with comprehensive support, thereby improving the work environment as well as the well-being and health of their employees.

Samsic offers a full range of multi-services related to selected or overall logistics processes, Soft Facility Management or employee restaurants. We specialize in servicing retail spaces, offices, logistics and production halls, as well as outdoor areas.

SAMSIK CEE's scope of competence covers the Polish, Czech and Slovak markets. We provide our services at more than 320 facilities, cooperate with 204 clients and serve more than 2.5 million sq. m. of space in Poland, the Czech Republic and Slovakia.



INTEGRATED SERVICES MODEL

Soft Facility Management

- Comprehensive cleaning services,
- Specialized cleaning,
- Window cleaning - mountaineering work,
- Floor polymerization,
- Pest Control,
- DDD- disinfection, disinfection, rat extermination,
- Supply of hygienic materials and chemicals.

Landscaping

- Mowing, planting of plants, cleaning.
- Comprehensive winter maintenance of facilities and grounds,
- Plant decoration design.
- Maintenance of live plants, supply of cut flowers.
- Design of outdoor areas.

Staff Canteens

- Running of canteens – staff restaurants,
- Catering,
- Vending,
- Arranging meals for meetings and conferences,
- Occasional catering (holidays, events),
- Ad hoc tasks.



InHouse Logistics

- Full or partial outsourcing of processes warehousing,
- Receipt of goods, unloading,
- Loadings, goods release,
- Picking process,
- Verification of process correctness - checking,
- Process support (non - core),
- Freight and other outsourced work,
- Continuous Improvement Projects.

Administration Support Reception

- Reception staff
- Administrative support,
- Concierge,
- Submission office services, copy room,
- Office relocation services,
- Mail room, vending, coffee point,
- Office supplies.

Technical services support

- Handyman,
- Technical maintenance of facilities,
- Minor repairs at the facility,
- Call response, disaster recovery.

Integrated solutions allow us to provide added value in terms of flexibility, security, optimization and tailor-made solutions. Our cooperation model is based on the philosophy of Continuous Improvement. We strive to meet a variety of needs, as well as provide comfort in the daily operation of our customers' facilities.



MISSION AND VISION OF SAMSIK POLSKA



3

countries

17 years

of experiences

2500

employees



Samsic Group's ambition is to become **the largest integrated services** provider in EMEA.



We want to be the best, **unique multi-service provider of FM and Inhouse** logistic services in all sectors.



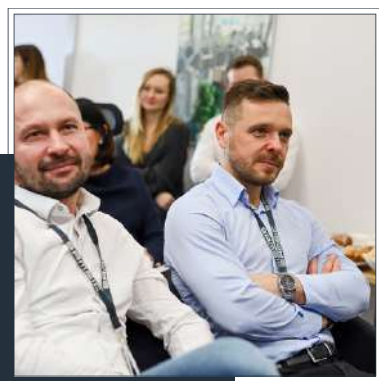
Our mission is to **adapt our service** model to market expectations.

SAMSIC POLSKA GOALS FOR 2023



01 WE'RE A SMART COMPANY

Together we create an innovative company that moves with the times. We implement more and more new solutions and innovations, all for the sake of our customers' development.



02 WE CARE ABOUT SUSTAINABLE DEVELOPMENT

We are actively involved in environmental protection, talent development, responsible consumption, gender equality and the implementation of innovations.

03 CSR&ESG PERMANENTLY INSCRIBED IN OUR DNA

We constantly monitor and report on our environmental, economic and social impact. We encourage customers to participate in our environmental initiatives.



04 WE INVEST IN TRAINING, HEALTH AND SAFETY

The safety and upskilling of our employees is of paramount importance to us. We make sure that the processes we perform at our clients' sites are not only efficient, but also performed to the highest health and safety standards.

05 WE ARE ECO, WE CARE ABOUT SAFETY AND WELLBEING

We strive for zero accidents, we care about work-life balance and the environment. We implement innovations and support our customers in doing so.



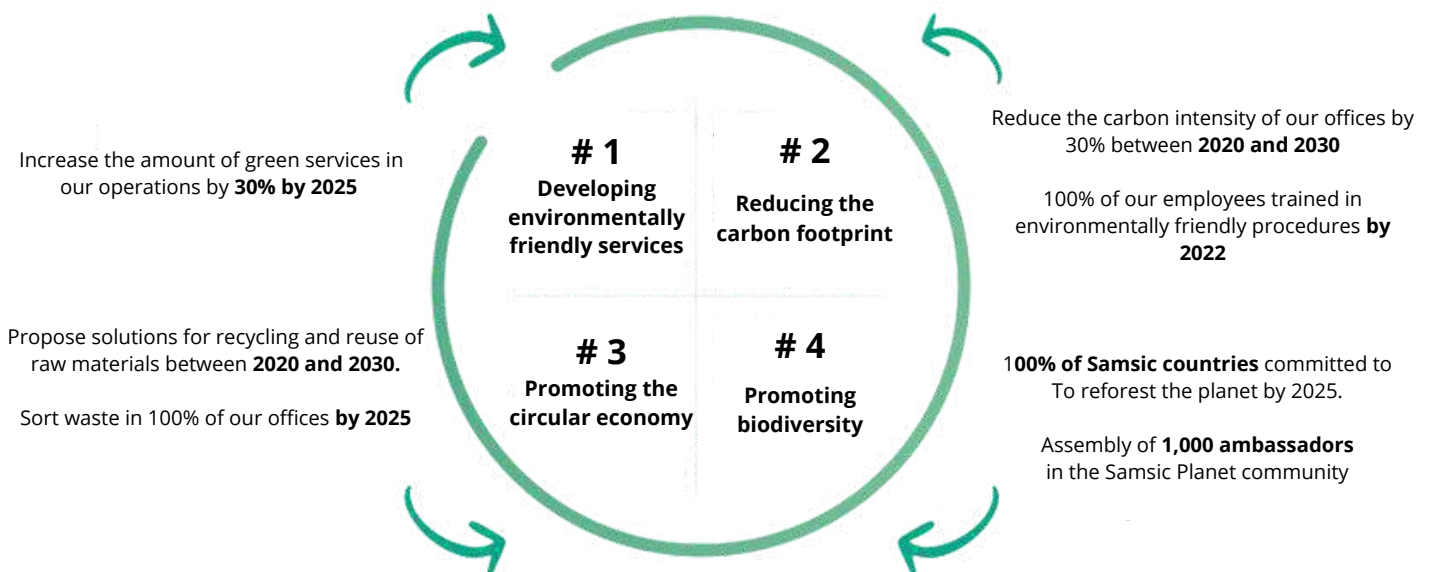
06 WE FOCUS ON PROCESS STANDARIZATION

We are introducing standards and certifications to be an even more competitive and reliable business partner for our customers.

WHY CSR?

The Samsic Group has decided to take decisive action for a responsible, environmentally friendly and inclusive energy transition. "**Samsic Planet 2030**" is an ambitious program designed to offer environmentally friendly services to our customers and to provide our employees with an environmentally conscious workplace. The program is divided into three main stages and is based on continuous evaluation as well as improvement of our environmental performance.

| SAMSIC PLANET 2030 4 PILLARS



At Samsic Polska, we believe that it is our duty to participate in building a better, more inclusive and sustainable world, which is why Samsic Group's CSR strategy is deeply embedded in each of our activities. It is based on 4 pillars and 13 commitments touching on spheres related to the environment, innovation, society, as well as human resource development.

OUR KEY CHALLENGES



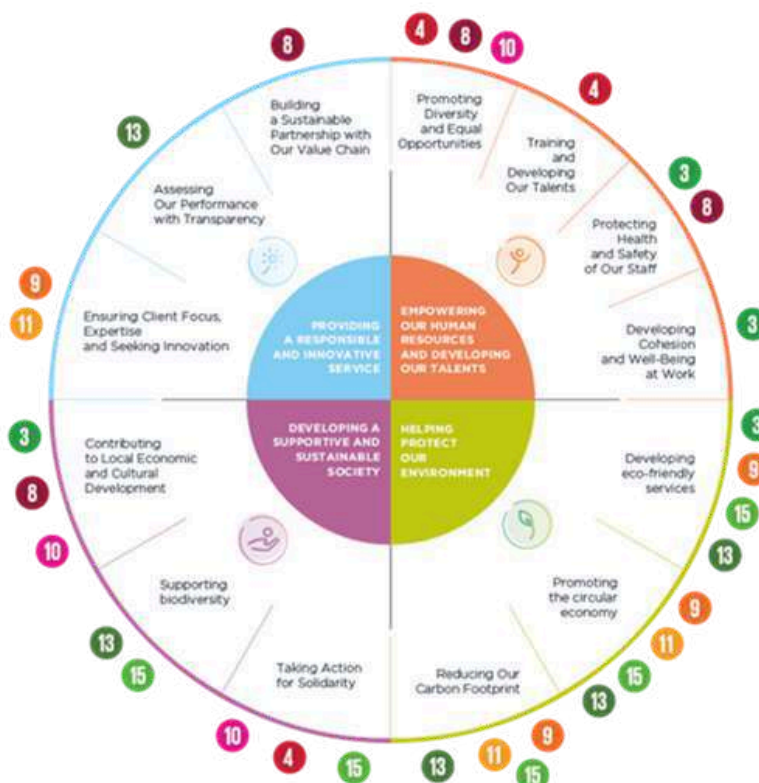
"CHANGE BEGINS WITH ACTION"



We base our actions on the Sustainable Development Goals, which were adopted by the United Nations as a universal call for companies to take practical and effective action to promote human rights, protect human rights, protect the planet and contribute to a better distribution of wealth. The Sustainable Development Goals (SGD, Sustainable Development Goals), also known as the Global Goals, are 17 integrated and interdependent goals to eradicate poverty, protect the planet and ensure that humanity enjoys peace and prosperity by 2030.



The Samsic Group has pledged to follow up on 8 specific issues and to report on its progress in a special report: Communication on Progress (COP).



AXIS 1 PROVIDING A RESPONSIBLE AND INNOVATIVE SERVICES

**Customer focus
- searching for innovations**

**Performance analysis and transparent
approach**

**Building long-term partnerships with our
value chain**



In the past year, our Offers Department prepared **121** permanent and more than **470** one-time offers. This demonstrates the ever-increasing customer demand for high-end specialized services.

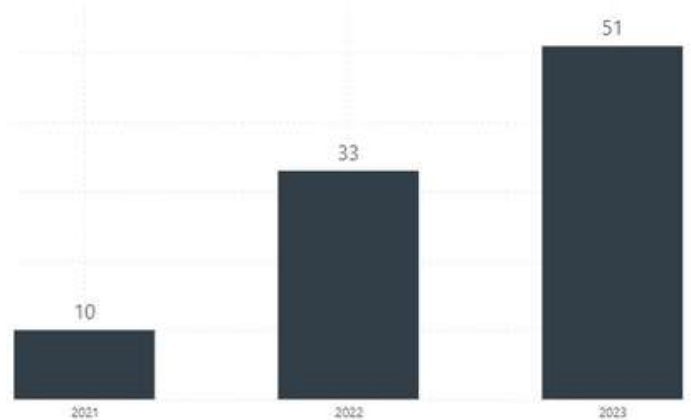
The result of our team's continuous improvement and proactive sales approach was the winning of **14** new contracts.

51 CONTINUOUS IMPROVEMENT PROJECTS

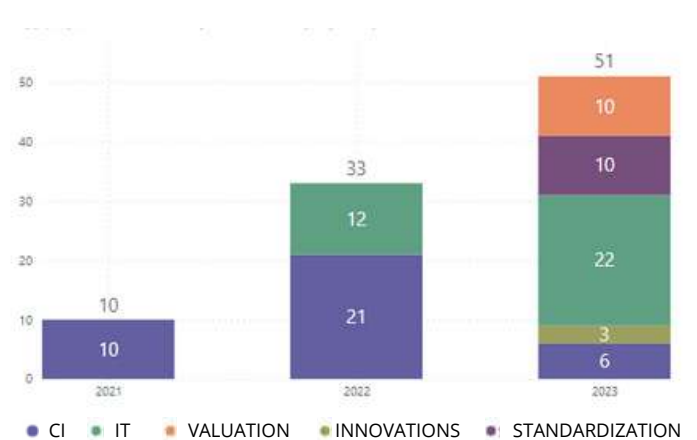
In 2023 we completed **51** Continuous Improvement projects using the Lean 6 sigma methodology based on the DMAIC model, an increase of nearly 65%.

Taking care of this aspect of our business yields excellent results and allows us to see completely new opportunities for growth, not only for us, but most importantly for our customers.

CONTINUOUS IMPROVEMENT PROJECTS



TYPE OF CONTINUOUS IMPROVEMENT PROJECTS



14 NEW CUSTOMERS





WE REMOVE LANGUAGE BARRIERS - WE ENSURE ACCESSIBILITY AND EQUALITY IN THE IMPLEMENTATION PROCESS

In the past year, many colleagues from Latin America have joined the ranks of our staff. We have been testing a number of tools that allow us to best introduce them and prepare them for their new tasks. This was helped by VASCO Translator, which allows real-time communication between people coming from different corners of the world.

This solution greatly facilitated cooperation, smooth exchange of information and gave us the opportunity to hire employees from different cultures and countries. This ultimately led to greater diversity in the team, contributed to increased employment, innovation and knowledge sharing among employees.

BENEFITS OF USING VASCO TRANSLATOR

01. **Eliminating language barriers:** VASCO allows real-time communication between speakers of different languages. This greatly facilitates collaboration, enabling a smooth exchange of information and messages between employees who previously found the language barrier difficult to overcome.
02. **Effective communication:** with the translator, all employees can easily and quickly communicate with each other, regardless of their background or native language. This allows them to communicate relevant information in real time, which in turn will speed up business processes and increase team efficiency.
03. **Increase diversity in the team:** the use of VASCO Translator makes it possible to hire employees from different cultures and countries, leading to a more diverse team. This contributes significantly to increased innovation, knowledge sharing, creativity, diversity of perspectives and approaches to problem solving.
04. **Improving the quality of customer service:** If our company provides services to customers from different countries, VASCO Translator can significantly improve the quality of communication with customers, enabling quick resolution of problems and better understanding of employees' needs.

TESTS - SAMSIC

Innovation and knowledge of the latest market solutions is a measure of our professionalism. That's why in the past year we launched the "SAMSIC TESTS" series, in which we test, verify capabilities and objectively evaluate market innovations in their natural working environment. All this is done to provide our customers with services tailored to their requirements and real needs. Below you will find some of them.



| Glutton H2O Perfect

Self-propelled electric vacuum cleaner that picks up waste from various nooks and crannies and deep cleans the residue. It allows you to work outdoors, as well as inside factories or industrial and production halls. The device is equipped with many additional features such as a medium pressure compressor, carbon suction tube and dust filter, which translates into improved air quality in the facility and, as a result, has a significant impact on the health and comfort of users.

| Robot 2S

HOBOT is an innovative robot designed to clean glass surfaces independently and autonomously. It is the ideal solution for those who want to keep their windows and other glass surfaces impeccably clean without wasting time. Our team of specialists was most impressed by its two functions:

- Creative Voice function, which enables communication and voice control of the device;
- Dual ultrasonic nozzles for effective and thorough cleaning, even in hard-to-reach areas.



2 ml
DETERGENT PER
SQ. M. OF
SURFACE AREA





5h

EFFECTIVE
WORK AFTER 2H
OF BATTERY
CHARGING

| LeoScrub

Thanks to our cooperation with Agapit - one of the largest suppliers of cleaning technology in Poland, we had the opportunity to test a modern autonomous cleaning robot. LeoScrub is one of 6 models and is characterized by its washing and collecting properties of all hard and flexible floors. It has a cloud-based system, LionsCloud, and an intuitive app that allows the robots to be controlled from a mobile device. During our joint tests, we observed excellent dirt removal results in combination with the diamond pads, the robot has a high level of floor drying and cleaning quality. In addition, its aesthetic and somewhat humanoid design makes it quite a treat for visitors to shopping malls, restaurants or office complexes.



| ZACO X1000

This is an advanced cleaning robot that combines two functions, namely vacuuming and mopping. The device is designed for cleaning large areas, such as offices, warehouses and hotels. The ZACO x1000 is also equipped with a camera, which enables it to recognize different types of objects and obstacles. Its unique modular design makes parts replacement and repairs no problem at all. Last year, the robot passed tests at our client's facility. We were most interested in its ability to scan the surroundings and create an accurate map of the rooms, thanks to which the robot optimizes the cleaning route.



| TORK VISION CLEANING

As part of the tests at our Katowice headquarters, we installed 12 Tork sensors that monitored in real time the frequency of toilet use and, for example, the consumption of soap in dispensers, toilet paper and paper towels by users and office guests. The data obtained was continuously transmitted to the app, which not only comprehensively collected it, but also analyzed it. Thanks to this, we were able to determine the need for servicing a given space or refilling a designated dispenser. What did using Tork Vision Cleaning give us?

- Tork helps minimize the incidence of hygiene product shortages in toilets to almost zero.
- By using Tork Vision Cleaning, we found that nearly 50% of the maintenance performed by our cleaning team was done unnecessarily.
- Tork Vision Cleaning helped us efficiently adjust the number of services to the different times of the day and the number of visitors.



GREEN WEEK - GREEN INNOVATIONS IN THE SERVICE OF CLEANLINESS



From November 7 to 9, 2023, one of our clients organized Green Week in the spaces of its office, during which we were able to present the innovative and at the same time ecological solutions we use, while sharing our knowledge and experience in providing environmentally friendly services. The event was aimed at drawing attention to the ecological aspects of providing, for example, cleaning services.

It was a great opportunity to present Samsic's professional approach in this regard. At our stand, visitors were able to find out what means and equipment we use in our daily work and what impact this has on the environment.

| ECO TRASH BAGS

As an environmentally friendly company, we want to encourage our business partners and employees to make conscious choices. We know that the future is in our hands, which is why we have as one of our most important goals to build environmental awareness based on our commitments centered around the "Samsic Planet 2030" project. This motivates us not only to continuously improve the services we offer, but also to propose environmentally friendly solutions to our customers.

In 2023, we focused on offering our customers a solution based on replacing old trash bags with EKO ones - created from recycled materials. These are simple and functional products that help keep things clean, regardless of the surface.



23 CUSTOMERS HAVE
BENEFITED FROM
OUR ECO SOLUTION

AXIS 2 EMPOWERING OUR HUMAN RESOURCES DEVELOPING TALENTS

**Promoting diversity and
equality**

**Training and development of our
talents**

**Protecting the health and safety
of our employees**

**Developing cohesion and well-being
at work**

In 2023, we focused on the dynamic development of our "corporate" community. We were looking for a space that would allow us to identify the needs of our employees, manage their development, match them with a development path and build a strong and engaged community. This is how the Samsic Community project was born.

| PROJECT OBJECTIVES

The aim of the project was to bring about change related to communication and cooperation in teams, integration of employees, as well as education in social responsibility towards the planet and the improvement of key competencies.

Samsic Community aims to:

- Increase the level of motivation to improve skills,
- breaking down information silos between teams,
- strengthen employees' commitment and sense of belonging,
- reduce stress and tension in the workplace,
- increase team members' contribution to building good, green habits that also translate into their physical health, and increase job satisfaction.

The theme of the "Samsic Community" project, as a response to the needs of employees, is regular communication, effective cooperation, education, and building good habits along the lines of "be the change you want to see in the world." In it, we focus on the development of human resources as one of the pillars inherent in our CSR policy.



SAMSIK ACADEMY

2023 was a time for us to develop not only the business, but especially the skills of our employees. This was helped by the pilot program Samsik Academy, which we are also continuing in 2024. The premise of the Academy is the internal exchange of knowledge between the different departments of our company. Workshops are conducted by Samsik's most experienced managers, and we also use professional courses or webinars available on external platforms and as part of our membership in the French-Polish Chamber of Commerce.



| MISSION OF SAMSIK ACADEMY

- Internal knowledge transfer (within the organization),
- Improving knowledge, qualifications and development of employees,
- Learning about, implementing innovative solutions and the latest market trends,
- Training of both hard and soft skills.

Among other things, as part of the Samsik Academy, we conducted workshops on "interpersonal communication", "the power of feedback", deepened our employees' knowledge of products, equipment, their operation and proper use, during the "ABC of cleaning" workshop, and prepared and trained our internal auditors for ISO certification. Samsik Academy held a total of 25 thematic trainings, which lasted nearly 82h, attended by as many as 302 people.

302

PARTICIPANTS

82h

TRAININGS

25

WORKSHOPS



EMPLOYEE DEVELOPMENT

Cyclical participation in various product training courses allows us to gain valuable experience, which we can put into practice and then translate into professional advice for our customers and business partners.



| KIEHL & ŽEGARSKI for Samsic Polska

Last year, representatives of Samsic Poland had the opportunity to take part in a dedicated training course organized at the KIEHL Training Center in Berlin-Genshagen. The purpose of the workshop entitled. "Innovative Technologies for Cleaning, Care and Maintenance with Specialized Preparations by JOHANNES KIEHL KG for Traditional Floors and Modern Surface Protection Systems" enriched our knowledge and allowed us to get acquainted with the latest products from our regular supplier.



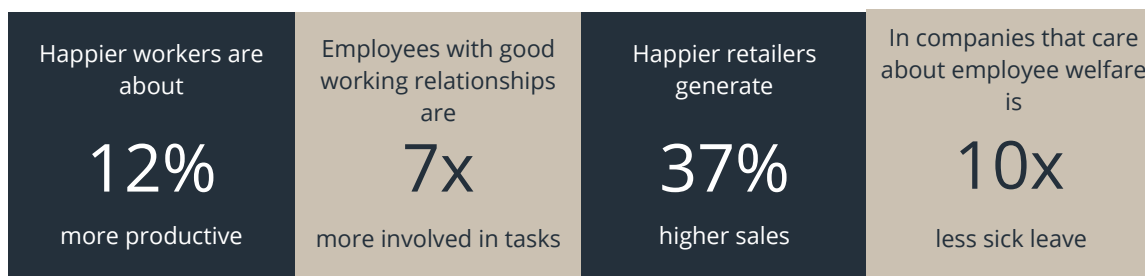
| CMS Berlin

At the end of September, our team excellence traveled to Berlin for the largest and most important industry event in Europe - CMS Berlin (International Trade Fair and Congress for the Cleaning and Property Management Industry)! We had the opportunity to learn about new cleaning solutions including cleaning machines and equipment, cleaning and care products or cleaning machine instrumentation. The trade fair in Berlin was held under the banner of sustainability and digitalization, and solutions related to the automation of cleaning processes came to the fore. It was an ideal opportunity for us to learn about the latest solutions from the industry and gain valuable business relationships.



CHILDREN'S DAY

The Children's Day event has become a must-attend item on the holiday calendar for our company. We are well aware of the fact that learning about the responsibilities parents deal with on a daily basis, touring the office or getting to know the industry in which dad or mom works is quite a treat for our kids. Therefore, on the occasion of their holiday, we decided to invite the children of our employees to Samsic's headquarters in Katowice. Our goal was not only to have fun, but also to strengthen the bonds between parents and their children, as well as between the employees of our company themselves. The event also became an excellent opportunity to discover new talents within the organization, use creativity and openness to new experiences. We hope that taking specific actions in our work environment enabled our employees to achieve work-life balance, and above all, showed that Samsic Poland is a parent-friendly company.



Building community is one of the key tasks of any mature organization. With a close-knit team, we achieve better results, are more engaged, more effective, and at the same time happier.





DECADE IN SAMSIK POLSKA

In our company, people are the most important strength and the most valuable asset. As an organization, we aim to motivate employees, reduce turnover levels and retain talent within the organization. Therefore, we take care to celebrate every holiday, anniversary or important event in the lives of our colleagues.

One of the areas of employer branding, which forms the basis of the company's best practices, is employee appreciation. Samsic Polska constantly strives to implement a culture of gratitude - especially important celebrations for Samsic Polska are work anniversaries.

Loyalty, commitment and dedication of employees are the best recommendation for us as an employer.

In 2023, too, there was no shortage of emotion and immense joy during the celebration of a decade of work for as many as 14 of our employees. Those who have been associated with the cleaning service, InHouse Logistic processes from the beginning of their careers, as well as managerial staff, celebrated their anniversaries. During such events we can express our gratitude and appreciate and thank our employees for creating the greatest value of our company for so many years.



An employee's needs change as he or she ages. There are different expectations for those just starting their careers, and still others for those who are slowly preparing for retirement. According to CSO data, people aged 30-40 are the broadest occupational group in the labor market. However, they face a major challenge - they have to combine work and family life.

Child-rearing employees are a valuable asset to the company. They are distinguished by excellent organization, the ability to work under time pressure and above-average logistical skills. Such qualities, in addition to substantive knowledge, are very important in the labor market.

At Samsic, we make sure that parents feel appreciated and, despite the fact that they are, for example, on maternity, paternity or parental leave, they continue to feel part of the team. Therefore, especially for the youngest and newest members of the Samsic community since 2023, we prepare special gifts that will make their first days of life more pleasant and assure them of our care and remembrance.



| COMPETITIONS FOR CHILDREN

At Samsic, we are particularly concerned about safety, and not only for our employees, but also for the safety of their families. A special time when we try to forget about worries and our thoughts go to the warm sea and golden sands are vacations, during which it is particularly easy to have all kinds of accidents. That's why our health and safety department has organized the second edition of an art contest for children entitled. "My safe vacation". We received a lot of wonderful artworks made using various techniques, but above all informative. So we prepared an exhibition of them, which could be admired in our chill room. In turn, all the young artists received wonderful prizes.

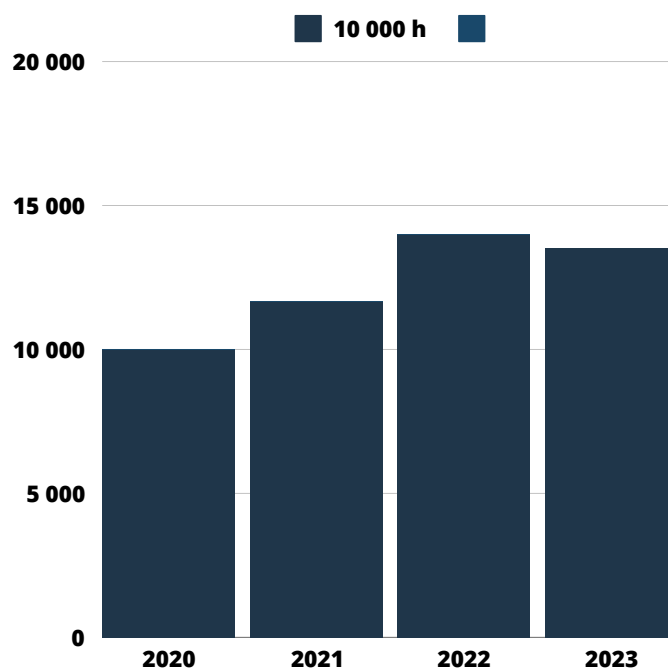


| TRAINING FOR EMPLOYEES

The primary duty of the employer is to protect the health and life of employees by ensuring safe and hygienic working conditions.

Training in firefighting, belt-cutting, or first aid are just some of the workshops that our internal Health and Safety Department prepares for our employees.

When creating materials for workshops, we base them on Kolb's Cycle, or the Experiential Learning Model. This cycle describes how people can transform their life experiences into knowledge so that this in turn triggers changes in their behavior.



In two years, we recorded nearly 40% growth in the number of training hours.

In 2021, we organized about 11,000 hours of workshops; in 2023, it was almost 14,000 training hours.



| HEALTH AND SAFETY DAY

Every year we celebrate Safety and Health Day together with our employees. This past year it was celebrated particularly pompously. On this occasion, our Health and Safety Department prepared many activities. We were all able to take part in an online quiz on the topic of safety in the workplace - it was not only great fun with a touch of gamification, but also a powerful dose of knowledge. In addition, in the Katowice office of Samsic Polska we were able to recall the basic principles related to first aid, such as giving first aid to newborns, using a defibrillator - this is knowledge that we hope will never come in handy, but when we find ourselves in a life and health-threatening situation we will know how to use it wisely.

Every year, about 6 million people around the world die from sudden cardiac arrest. In 2019, a study on resuscitation of women who suffered cardiac arrest outside the hospital appeared on the pages of the National Library of Medicine. Researchers analyzed resuscitation cases performed in a region of the Netherlands between 2006 and 2012 and found that of the 5,717 cases of out-of-hospital cardiac arrest, 28% involved women. When witnesses saw the incident, they were more likely to choose to help men (73.9%) than women (67.9%).



The monthly series "Minute for Safety" is already a Samsic tradition, without which we cannot imagine adequate preparation for daily tasks. In them, we touch on topics related to the education of employees in occupational health and safety.

The "Minute for Safety" has already produced, among other things, materials related to general safety rules, near misses or related to related to information on dealing with fire.

AS PART OF THE TRAINING COURSES ORGANIZED BY OUR HEALTH AND SAFETY DEPARTMENT, WE CONDUCT:

- ✓ **Training for new machine operators.**
- ✓ **Refresher trainings for employees on proper dosage and use of chemicals.**
- ✓ **Meetings with employees, where we discuss the directives in force in our company.**



| Samsic - A COMPANY OF EQUAL OPPORTUNITIES

As Samsic Poland, we participate in Job Fairs or Job Exchanges for people with disabilities. In 2023, our Recruitment Department appeared at several such events, which were held, among others, at the Chorzow ZUS or the Vocational Activity Foundation, whose primary goal is to support people with various disabilities and prepare them to enter the labor market.

Samsic Poland, as a conscious employer, wants to create the best possible, inclusive work environment for people who have difficulty obtaining employment due to their illness.



| PREVENTION CAMPAIGNS

As part of the "Samsic Community" project, we prepared a number of valuable health-promoting campaigns. During the European Cancer Day, we encouraged our female colleagues to consciously and, above all, regularly self-examine their breasts, through short materials "ABC of Breast Examination" and "reminders" placed in toilets, among other places. With this action, we wanted to draw attention to this extremely important problem, through which every day in Poland as many as 15 women die and 50 learn about the disease. We also did not forget about men - we invited men to a joint session with a mustache promoting the "Movember" action, we also encouraged them to take advantage of the free examinations that are organized throughout Poland in November. We recognized November as a time of solidarity with all men facing testicular cancer or prostate cancer. These activities were aimed at reminding them of the importance of prevention, regular screening, a healthy diet and physical activity.



| DO IT FOR YOUR HEALTH

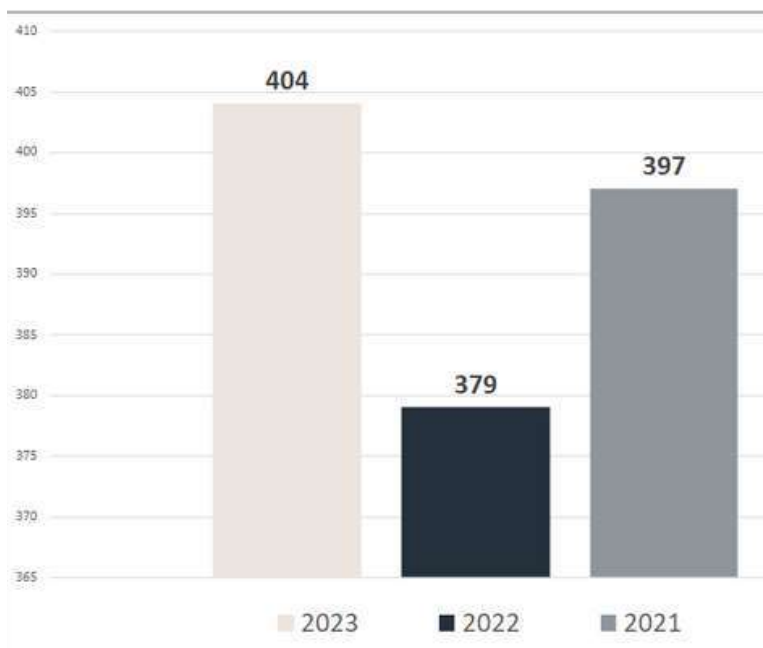
27.9% of employees don't have time to eat at work, and 56.3% have breaks between meals lasting more than 3 hours. After leaving work, it's not at all easier to take care of oneself - 21.6% of employees sleep less than 6 hours a night, and 63.6% do not exercise regularly at least 3 times a week. That's why our Health and Safety Department organized the "Do it for your Health" campaign, encouraging employees to perform one task or exercise each day aimed at improving physical fitness and maintaining mental balance. Prizes awaited the most persistent participants.

At Samsic Poland, **54%** of the employees are women. As a company, we care about gender balance, creating friendly working conditions in which women and men have equal opportunities and conditions for development. This is evidenced, among other things, by the rate of women occupying managerial positions - in Samsic Polska - it is as high as **66%**.

66% of women at Samsic Poland are in leadership positions



Number of employees under 25 years old



| CHANCE FOR THE YOUNG

Young people's career path planning is an activity that can have a lifelong impact. Unfortunately, it is usually this very time that is associated with great stress and disappointment. The labor market for people who have just graduated from college and are gaining their first experience, is not very kind.

In our company we focus on young people and give them the opportunity to gain knowledge and experience in an international company. This is evidenced, for example, by the significant increase in the employment of people under 25 compared to previous years.



AXIS 3 HELPING PROTECT OUR ENVIRONMENT

Developing eco-friendly services

Promoting the circular economy

Reducing our carbon footprint





33%

EVERY YEAR ALL FOOD PRODUCED IN THE WORLD IS WASTED

25%

1/4 OF WASTED FOOD WOULD BE ABLE TO FEED 795 MILLION UNDERNOURISHED PEOPLE

| STOP FOOD WASTE DAY

Food waste is a worldwide problem. In order to fight it, it is necessary to educate the public first. That's why on April 26, on the occasion of "Stop Food Waste Day," we held an informational campaign in all our employee restaurants about not wasting food. We wanted not only to make our consumers aware of the magnitude of this problem, but also to show them how they can easily save food, buy wisely and take care of the environment. Food waste is central to many of the challenges facing the world today, including hunger and poverty, climate change, health, prosperity, and agricultural and ocean sustainability.

5 SIMPLE WAYS TO NOT WASTE FOOD

- 1 BE WISELY**
Plan your meals. Check the contents of your refrigerator before every shopping.
- 2 LOVE THE LEFTOVERS**
Use leftovers from dinner or lunch to prepare a simple lunch that you can take to work.
- 3 MONITOR FRIDGE CONTENTS**
Post a list of products inside the fridge so that it is always visible.
- 4 ORGANIZE THE FRIDGE**
When you buy fresh products put them at the back of the fridge so that the older ones are used first.
- 5 USE THE LEFTOVERS AS MANURE**
Give a second life to leftovers, use them as manure for plants or your garden.



ECO BY SAMSIK

In Poland, the level of PET bottle recycling is estimated at around 35-50%. However, environmental damage from plastic waste is a global problem, so we need measures to realistically reduce the need to produce it. In 2023, **we estimated that if each of our employees drank 1l of bottled water per day, we would use as many as 19,200 plastic bottles** per year. To prevent this, we launched the #EcobySamsik project.



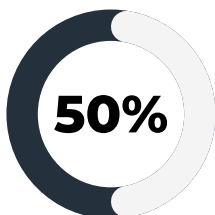
| #EcobySamsik

In our office, we have replaced bottled water with filtered water, reducing the pile of disposable plastic bottles that are harmful to nature. Water is life and an essential component of our daily diet. Adequate hydration positively affects our heart, joints, is responsible for the distribution of nutrients in the body, as well as concentration and immunity. Definitely as a company we want to choose wisely, take care of our health, but also the environment.



| WORLD RECYCLING DAY

As part of the employee restaurants we run, we have completely abandoned the use of single-use bags and commercials - all our customers are encouraged to use reusable containers when purchasing a take-out meal. Why we did it? Annually, more than a Billion plastic bags are produced in the world, of which only 5% end up being reused.



BY 2023, WE HAVE REDUCED THE AMOUNT OF PLASTIC PACKAGING USED BY 50%

18/03/2023
WORLD RECYCLING DAY

SAMSIK

Dear Customer,

Out of concern for the natural environment, SAMSIK Polska refrains from using disposable plastic bags in the restaurants we run.

We encourage you to use reusable lunch containers when purchasing takeaway meals.

Remember that a lot depends on you!

Every day, 1 MILLION plastic bags are used at one time and the average European throws away about 31 KG of plastic per year.

50% of waste generated worldwide is plastic packaging, of which only 5% is recycled.

Due to plastic pollution of water, approximately 1 MILLION birds and 100,000 marine mammals.

SPRING CLEANUP



In a GFK Polonia survey conducted for ElektroEko, one in five Poles admitted that they happened to throw waste electrical and electronic equipment into the trash. In Europe, 1.4 kg of electro-waste per person is thrown into the trash! Meanwhile, they are - right after plastic - a huge threat to the environment due to, among other things, the metals used in their production (aluminum, copper, gold, mercury, cadmium, lead, etc.).

"Flowers for electro-waste"

70 kg

Our staff managed to collect a total of more than 70 kg of waste, including 2 TV sets, 2 printers and 50 phones.

To save natural resources and the energy needed to produce new electronic equipment from virgin resources, electronic equipment should be refurbished, reused and recycled whenever possible. At Samsic, we know the importance of caring for the environment, one of the four pillars of the "Samsic Planet 2030" project reminds us. That's why we encouraged our employees to privately join the spring edition of "Flowers for Electrograts," a campaign organized in all Castorama stores.

Our employees managed to collect a total of more than 70 kg of waste, for which we received seedlings of flowering pansies. They beautified our company terrace.



SUSTAINABLE WEEK - TIME FOR THE EARTH

Concern for what will be left behind for future generations is always in our company's DNA. That's why, in the last two weeks of September, we focused especially on our impact on the environment and what we can do to realistically take care of it.

| BOOKSHARING AND SWAPPING

As part of the "Time for the Earth" initiative, we organized a book exchange among employees in our office, promoting the closed-circuit initiative. Thanks to the commitment of the entire team, we saved **5 788** pages of books from oblivion! At the same time, swapping was also held, during which we could exchange board books, children's toys or other everyday items.



5 788

SAVED BOOK PAGES

16 - 29 SEPTEMBER TIME FOR THE EARTH



LET'S CELEBRATE TOGETHER!

As part of the September holidays related to environmental protection, we invite you to take part in the following activities. Choose something for yourself and be an ECO HERO!

1 CAN AND BOTTLE COLLECTION

On the occasion of the Time for the Earth action, we are extending the collection of cans and bottles. You can bring them to the health and safety department until 18.09!



2 CLEANING UP THE WORLD 19.09

Together we will organize the space around our headquarters. We invite everyone interested to sign up. You can register your participation until 11.09. We start on 19.09 at 15.00. P.S. As part of an eco accent, we encourage you to put on a green wardrobe item.



3 DAY WITHOUT A CAR - 22.09

Throughout the campaign, we encourage you to use ecological means of transport. Take a look at the Carsharing group on our teams messenger and find out who you can commute to work with. Get on your bike, run and save the kilometers traveled in any application. Then, on September 28, send them to marketing@samsic.pl. We have a surprise for those with the most kilometers :) For those who will choose a bike instead of a car on 22/09 also :)



4 BOOKSHARING

25-29.09 to the chill room from 10.00-11.00 you can bring books that you have already read and which are lying on your shelves. Instead, choose new items brought by your colleagues.

5 SWAPPING IN SAMSIC

28.09 at 12.00 - 14.00 in the conference room on the 3rd floor there will be a classic swapping. What can you trade with others? Games, toys, clothes, children's clothes. After the action is over, you take what you failed to replace.



| WORLD CLEANING

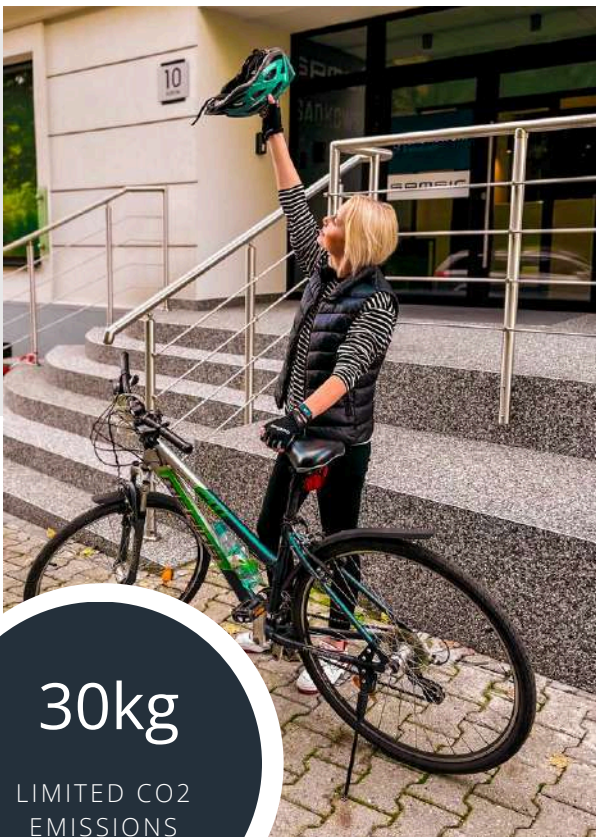
"Cleaning up the world" is a common lesson in respect for the environment. Its goal is to educate waste and initiate actions that will reduce our negative impact on the environment. Research shows that by 2016, 2.01 billion tons of garbage were produced worldwide. Since then, their amount has been steadily increasing, and data compiled by the World Bank states that by 2050 this growth could continue at up to 70%. On September 19, 11 dedicated employees of our company took part in a joint world cleanup. We cleaned up the space around our headquarters, collecting 6 bags of waste, which we carefully sorted.

In total, as many as 472,732 kilograms of waste were collected in 29 "Clean Up the World" 2023 campaigns in Poland.



| A DAY WITHOUT A CAR

If every person in the world chose a bicycle instead of a car, we could significantly reduce greenhouse gas emissions. Just 2.6 kilometers of cycling per day would translate into a reduction of 686 million tons of CO2 emissions! Commuting to work by bicycle helps reduce our personal CO2 emissions from transportation by a quarter, and cyclists emit 84% less than non-cyclists. At Samsic Poland, we remembered World Car Free Day. Some people came to work on bicycles or by public transportation, compact and ready. Healthy surprises awaited them as a reward. Thanks to the fact that we chose an alternative means of transport we reduced CO2 emissions by nearly 30 kg!



30kg

LIMITED CO2 EMISSIONS

RECYCLING CHALLENGE

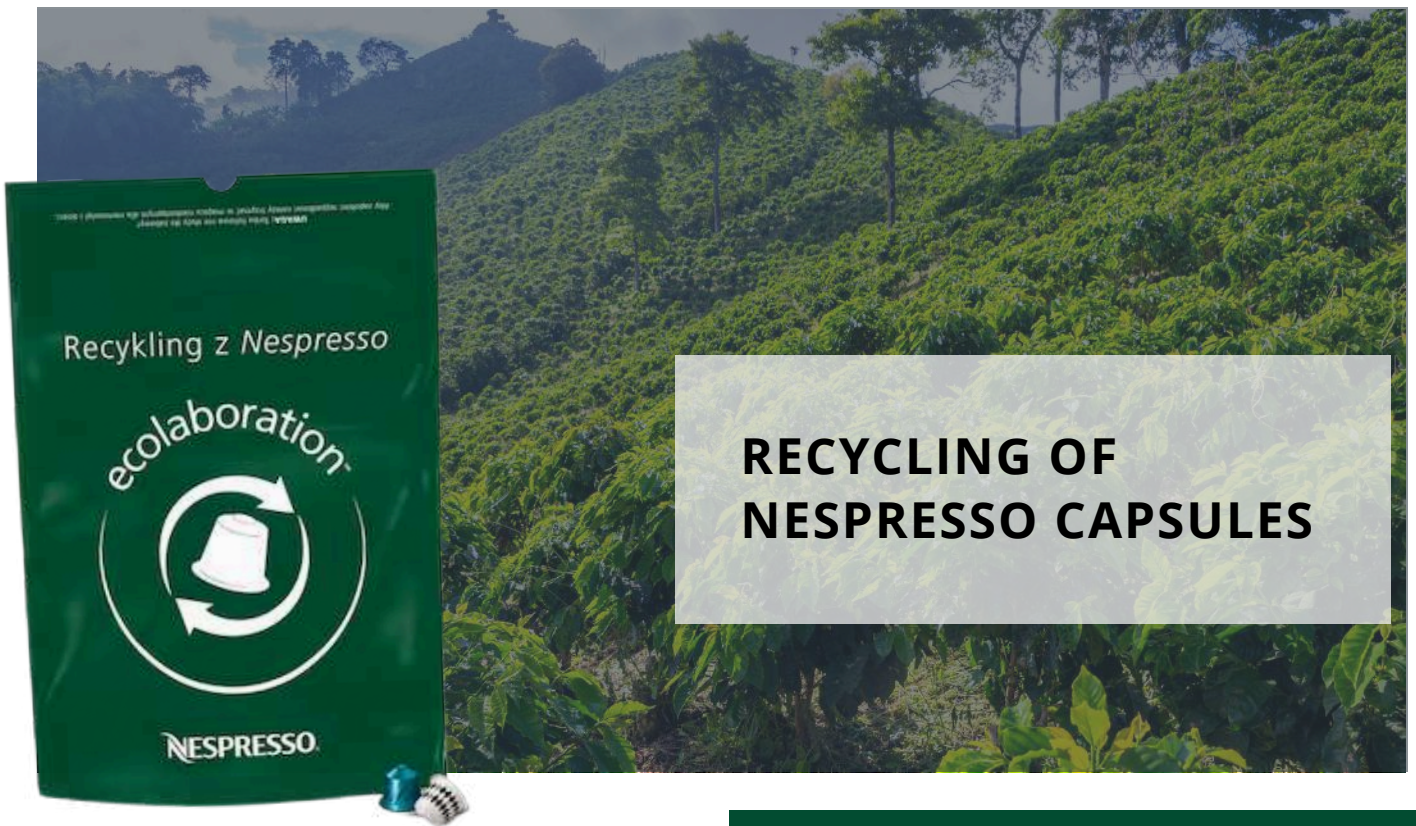
We are aware that we are an important part of the waste production problem, especially plastic waste. Aware of this, we also want to be part of its solution. That's why we actively undertake a number of activities in the field of waste collection and recycling.

On the initiative of our health and safety department, we have been collecting aluminum cans and PET beverage bottles on a regular basis for nearly 14 months. These are donated to recyclers. At the end of the year, we collected a total of 18 120l bags of cans and bottles, which we exchanged for 10 flowers, candy and prizes for children participating in the OHS "My Safe Holiday" contest.



| ANYTHING CAN BE USEFUL

During the Christmas season, we produce much more waste than we do on a daily basis. In our haste, we forget to segregate our trash, buy hundreds of plastic baubles and miles of chains made of plastic. Often, even immediately after Christmas, they end up in our trash cans and that's how their life ends. As an environmentally responsible company, we cannot accept this. So we advised our employees and customers to prepare for this period in a responsible way, with care for the planet and a little different than usual. We proposed a holiday in the spirit of zero waste philosophy, creating a catalog with inspiration and instructions for creating ornaments from toilet paper rolls! By doing things like upcycling, we reduce the negative impact on the environment, giving objects a higher aesthetic, functional or ecological value.



RECYCLING OF NESPRESSO CAPSULES

Looking at the possibilities of using recyclable materials and caring about our impact on the environment, we offered our customers a solution to ensure the recycling of Nespresso capsules in the form of packaging for assembling used capsules.

Nespresso capsules are made from aluminum, making them ideal for preserving the flavor and aroma of coffee, while being recyclable indefinitely. The aluminum from these capsules can be recycled and reused to make cans, bicycles, pens or new capsules. A free recycling program was set up to give them a second life. All our customers had to do was use the service to pick up their used capsules, and they would be collected free of charge and sent for further processing.

DID YOU KNOW...

Nespresso capsules, for example, are used to create a Caran d'Ache pen.

Coffee grounds are used to make fertilizer or high-energy biofuels, or even cups.



Infinitely recyclable

Aluminum not only protects coffee flavors for a long time, but is also infinitely recyclable.

Recycled aluminum

Coffee grounds from collected capsules can be composted, recovered aluminum is reused in the metallurgical industry.

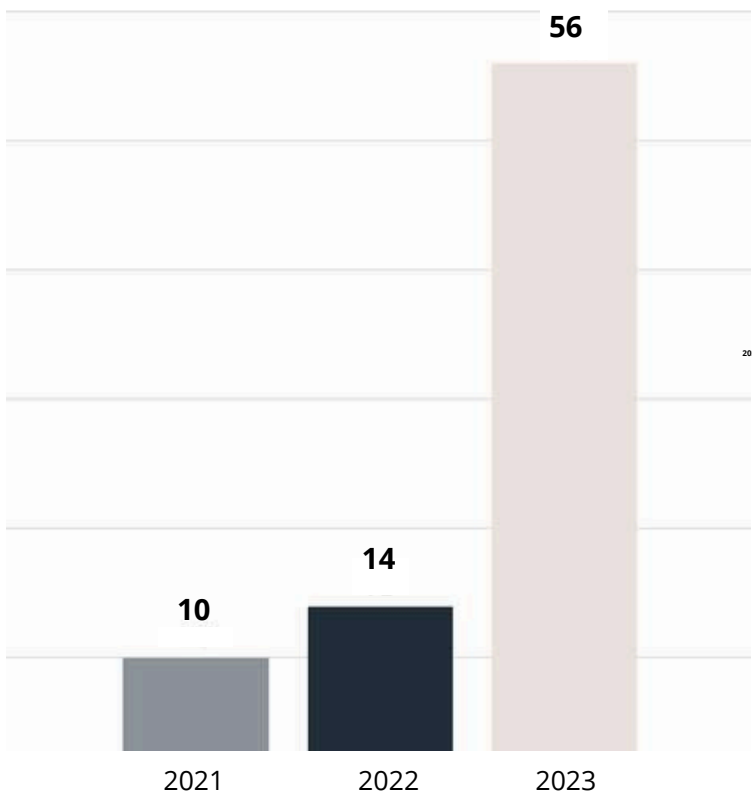


ECO FLEET

We are proud to introduce eco-friendly hybrid vehicles to our corporate fleet in 2023. This decision demonstrates our commitment to growth and environmental protection. The new cars minimize our carbon footprint, which has a positive impact on the planet. However, environmental benefits are not the only aspects we focused on when choosing the Toyota brand.

| BENEFITS OF HYBRID CARS

Our goal was to provide employees with a comfortable and convenient working environment. One of the key features of hybrid cars is lower emissions of carbon dioxide and other harmful gases. Thanks to the engine units installed in them, hybrids generate significantly less atmospheric pollution compared to traditional combustion cars. This contributes to the fight against smog and improves the quality of the air we breathe.



| FLEET VEHICLES WITH EURO 6 STANDARD

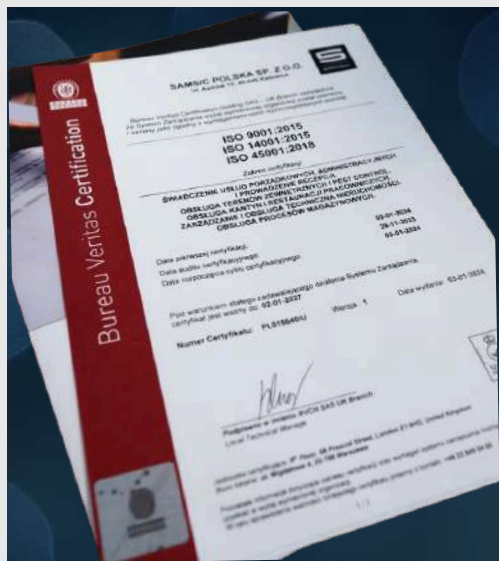
2023 r. - 56 which is 90% of all vehicles in the fleet.

2022 r. - 14 which is 36% of all vehicles in the fleet.

2021 r. - 10 which is 16% of all vehicles in the fleet.

We are systematically expanding our fleet with cars with the highest environmental standards





IMPLEMENTATION OF ISO STANDARDS

Implementing and, especially, offering the highest quality services in terms of not only their quality alone, but also their impact on the environment or employee safety, is the domain of the most responsible companies. At Samsic Polska, all these aspects have always been crucial for us, so last year we decided to prove it by obtaining certificates of compliance with ISO 9001 - quality, ISO 14001 - environment, ISO 45001 - occupational health and safety.

We have undertaken a number of tasks to bring our existing procedures in line with the documentation and applicable certification requirements. Where did we start?



- 1 Adaptation to ISO requirements: on the basis of the preliminary audit, the documents required by the standard were prepared - the IMS Book, IMS Policy, Process Charts, procedures and instructions. Site Books were introduced at individual sites, which contain basic information regarding our system used in the client's area.
- 2 Verification and evaluation of legal requirements: Samsic Polska Sp. z o.o. carried out a verification of the applicable legal requirements and implemented appropriate adjustment measures.
- 3 In order to improve the conduct of integrated audits at individual facilities, a corresponding mobile application has been developed. It allows automatic generation of the audit report.
- 4 Establishment of the Samsic Academy to organize numerous training courses to increase the competence of our employees.
- 5 A project to reduce accidents and collect data on their causes - enabling all employees to report potentially dangerous incidents in order to increase their safety and raise awareness related to health and safety rules.

“ Receiving the certificate is confirmation that we operate in accordance with the requirements imposed by the standards. Our services are provided at the highest level, with respect for the environment, taking care to have the least possible negative impact on the immediate environment while ensuring appropriate safe working conditions. Thanks to numerous trainings, provided information on occupational health and safety, environment - we systematically increase the awareness of our employees, as well as customers



Anna Rzaşa,
Sustainability Manager

AXIS 4 CONTRIBUTING TO SUSTAINABLE DEVELOPMENT

Taking action for solidarity

**Contributing to local economic and
cultural development**

Supporting diversity



KATOWIZJE – A SOCIALLY RESPONSIBLE COMPANY

Katowizje is an initiative established four years ago by the Mayor of Katowice, Marcin Krupa, to recognize companies that not only achieve business success, but, above all, are guided by corporate social responsibility in their activities. Awarded are companies that invest, create, implement tools and solutions that serve local communities, as well as the environment.



| SAMSIĆ POLSKA WINNER

In 2023, Samsic Poland was awarded the second place of "Katowizje" which is a great ennoblement and appreciation of our pro-environmental activities. Daily initiatives in the spirit of CSR and ESG, such as segregating waste, using filtered water instead of bottled water, recycling electro-waste or taking care of the cleanliness around our office and adjacent areas have already become part of our tradition.

The award we received underscores that what has become an everyday occurrence for us is at the same time an important contribution to the transformation of society in the spirit of sustainable development. Book exchanges, environmentally friendly means of transportation, promotion of physical activity - these are just a few examples of our extensive environmental activities. This award will not only be the culmination of our activities, but also the fuel (the environmental one, of course!) for further activities in the spirit of CSR and ESG.





DONATION OF FURNITURE FOR ONCOLOGY HOSPITAL IN DĄBROWA GÓRNICZA

When we moved to our new office, we had in mind not only the comfort of our employees, but also the environment. Therefore, for the modern arrangement of our spaces, we used **45%** of our existing used furniture, to which we gave a second life. The refurbished cabinets and desks filled our office perfectly. Thanks to the use of existing furniture, the trees needed to produce new cabinets or desks were not cut down, we did not generate a carbon footprint from the production and transportation of components and finished furniture products, and our furniture did not end up in the trash or incinerator. We donated **55%** of the furniture we had left to the Zagłębie Oncology Center in Dąbrowa Górnicza. We have no doubt that they will be used wisely and will serve the staff and patients for years to come.

In Europe, 11 million kg of furniture ends up in landfills every year, 90% of it is burned or ends up in landfills, and only 10% is recycled. Our decisions have a real impact on the environment around us, which is why we pay so much attention to all activities that affect it as part of our business.





| POLAND BUSINESS RUN

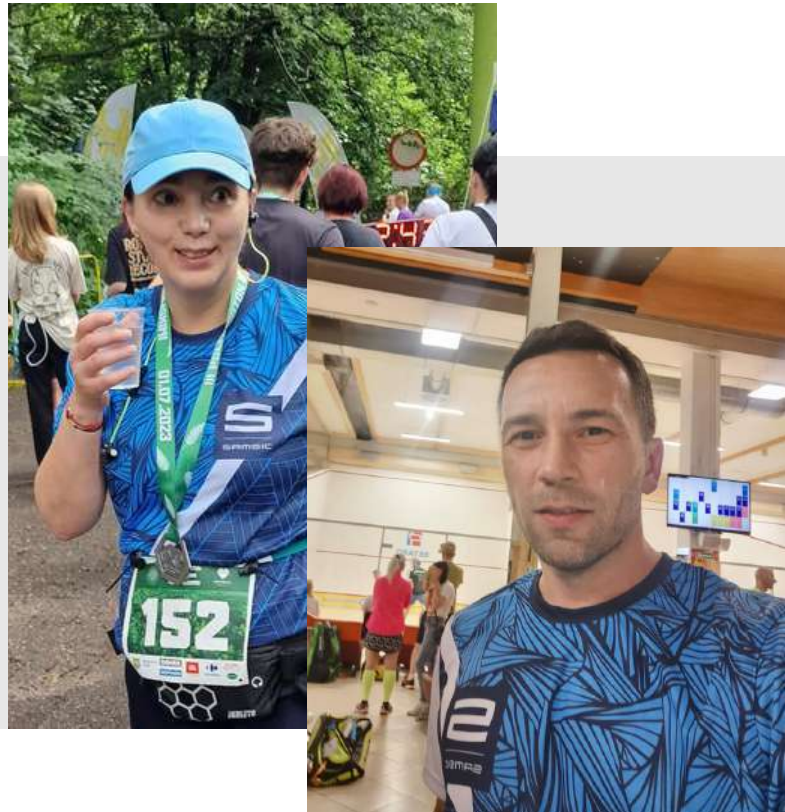
One of the most valuable and effective elements of managing our organization is the well-being approach. We act with full attention to the physical, mental and intellectual well-being of our employees, creating a sense of security in the workplace and appropriate conditions for development. For us, Samsic Poland's participation in the Poland Business Run is much more than a form of recreation or physical activity. The PBR is just a part of our year-long program "DO IT FOR HEALTH", in which we encourage employees to engage in a variety of physical activities and change their habits to those that are healthier and more friendly to the planet.

Involvement in charitable initiatives is written deep in our DNA. Therefore, we could not miss the start of the 12th edition of Poland Business RUN. This year, the Samsic team consisting of: Agnieszka Stefanowska, Krzysztof Jankowiak, Paweł Kastelik, Iwona Lach and Jakub Peruń spent Saturday morning in the beautiful surroundings of Katowice's Dolina 3 Stawów. In the national ranking, our team won 2,376th place out of 7,289, and as Samsic Poland we made our contribution to the purchase of, among other things, a wheelchair for 33-year-old Jan Folga, a former member of the national team in enduro rallies, who suffered an accident while preparing to compete in the USA.



| IN A HEALTHY BODY

It is no coincidence that many of our activities are centered around sports, well-being, work-life balance or caring for the well-being of our employees. Happy people are a happy team, they are committed employees who can meet even the most demanding challenges together. That's why, as a company, in our day-to-day activities we take care of this balance, support their passions, keep our fingers crossed for every kilometer covered and tournament won, and constantly cheer them on to reach higher.



| EUROPEAN GAMES 2023

We believe in the power of sports as a tool to create positive values and support the local community. As Samsic Poland on July 1, we had the opportunity to appear at the European Games Kraków - Małopolska, where we cheered on Estelle Mosseley. This athlete spends every spare moment in the boxing ring, which resulted in a bronze medal in the women's lightweight division and qualification for the Olympic Games in Paris. Estelle, along with other athletes, is supported by the Samsic Group under the "Pacte de Performance" run by the Fondation du Sport Français.

During the medal decoration ceremony, our CEO Agnieszka Stefanowska had the pleasure of personally congratulating Estelle on her great success.



SAMSIK POLSKA HAS JOINED TO THE LARGEST FRENCH-POLISH BUSINESS NETWORK

Did you know that France is the third foreign investor in Poland with more than 200,000 employees? Therefore, as a company with French capital, we are proud to make a significant contribution to the development of the Polish economy.

After 6 years of the Samsic brand on the Polish market for integrated business support services, it was a natural step to join the French-Polish Chamber of Commerce. Established in 1994, the Chamber is part of a worldwide network of 125 French Chambers (CCIFI) present in 95 countries and representing more than 37,000 companies. In Poland, it brings together nearly 400 companies from various industries and sectors. CCIFP is first and foremost a huge resource of knowledge and an extensive networking network. Among other things, membership in the Chamber enables our employees to participate in numerous training courses, workshops and working groups, thanks to which they not only improve their skills, but are also able to provide customers with even higher quality of services and professional support.

Our mission is to support the development of affiliated companies and the community created around them, and to build economic, trade and investment relations between France and Poland.



FABRICE AUDAN

President of the French-Polish
Chamber of
Commerce
(CEO ELECT PERNOD RICARD)



| POLISH CHAMBER OF COMMERCE OF CLEANLINESS

As a company, we became part of the Polish Economic Chamber of Cleaning PIGC, which was established in 2008 to represent the professional cleaning industry sector.

Its task is to support the development of member companies. It conducts a number of initiatives, trainings, industry meetings, and works with property management companies and their owners to develop the most effective methods to meet customer expectations. It also organizes training courses for cleaning sector employees of all levels.

| NATURE-FRIENDLY COMPANY

Since April 2023, we have been a participant in the corporate environmental responsibility program. It consists of pro-environmental educational activities aimed directly at companies that wish to raise the environmental awareness of employees as part of their own CSR activities. Thus, the **Nature Friendly Company** program is an activity of a group of business enterprises that supports environmental education for the benefit of society, but also supports the use of environmental knowledge in their own companies. We are proud to be part of this initiative.



| LET'S GET TOGETHER AT WORK

At Samsic, we combine business activities with a socially responsible attitude - we believe it is our duty to build a more inclusive and sustainable world. Last year, in cooperation with the Anna and Józef Kumorek AJKUM Foundation, we designed and implemented a training game called "Let's get along at work."

The game aims to educate employees on activation and cooperation with people with disabilities.

During the workshop, participants were tasked with playing the role of people with different types of disabilities. This made it easier for them to understand their concerns and the barriers they have to overcome in their daily lives.





| WHITE WORK PAYS OFF

'White jobs pay off with us' is another project implemented by the Anna and Jozef Kumorek AJKUM Foundation. Work on the project lasted nearly ten months and consisted in the development by the foundation's team of a cost-optimal and faster in action model for the adaptation of migrants from Ukraine wishing to take up employment related to the related to caring for the elderly in Poland. The implementation and workshops were successful. All the participants exemplarily passed the exam authorizing them to work as caregivers of the elderly, which ultimately resulted in getting a job.

On the basis of the project, a prototype was also created - "Comprehensive model of adaptation and preparation of people from UA to work with a person 60+ in Poland", which was given by our Foundation for free use by all entities wishing to support people from Ukraine in acquiring and performing this profession.

As part of the promotion of this project, on May 30 we took part in the "Demo Day 2023" organized in the Historic Ignacy Mine in Rybnik, where we were able to share our experience and encourage others to activate the professional activity of our neighbors from across the eastern border.



FACILITY AVAILABLE TO ALL DIVERSITY, ACCEPTANCE, TOLERANCE

At the office complex of our JLL client P&G GO, Procter & Gamble organized a unique event - an equality event aimed at all employees. Its main purpose was to raise the team's awareness of how people with different types of disabilities function in the business environment and to promote understanding, acceptance and cooperation.



Our specialists were able to participate in an extremely valuable meeting, which was held with the participation of a qualified sign language interpreter. During the class, employees had the opportunity to enrich their knowledge of sign language and practice a few basic phrases, which proved extremely useful in everyday communication, since one of the employees communicates in this way.

| IT'S IMPORTANT TO BE HEARD

Communication is the biggest barrier to deaf people's active participation in the labor market and, consequently, in the job placement process. Being able to communicate effectively in the workplace is one of the main needs signaled by people with disabilities. Our Coordinator Radosław Pieczonka organized the support of a sign language interpreter, which made it possible to communicate relevant information regarding employment, salary and rules of cooperation in the process of implementing a new employee in a completely foreign work environment. As a responsible employer who respects diversity, we strive to create equal opportunities for all.



| EQUAL AT WORK

According to the GUS (central statistical office), as of the end of February 2023, 473,200 people with disabilities worked in the national economy. They accounted for more than 3% of the total number of people employed in Poland. Professional activity is one of the pillars that builds our self-esteem and gives us the desired social acceptance. At Samsic we focus on equality and diversity, which is why our Samsic recruitment department once again took part in the Job Exchange for people with disabilities, which in cooperation with the Foundation for Professional Activation of People with Disabilities was held at the headquarters of Chorzów ZUS (The Social Insurance Institution). At the Samsic booth, those interested could meet with our recruiter Marika, who not only presented them with current job offers, but also talked about the company, our team and opportunities for development within our structures.



| CHARITY

In a world full of inequality and challenges, charitable actions bring a ray of hope to those in need. One initiative worth mentioning was an action organized by our client, in which we became involved. It consisted of preparing a Christmas gift for one of the wards of the St. Elizabeth Axis in Ruda Śląska. We were happy to fulfill her artistic dreams, and the letter she wrote to Santa Claus will remain in our memory for a long time.

On the initiative of our employees, in cooperation with the AJKUM Foundation, we organized a fundraiser to purchase games and coloring books for children staying in the oncology ward of the Upper Silesian Children's Health Center. The gifts were handed over along with wishes for a speedy recovery. We hope that this small gesture put a smile on their faces, at least for a while.



| RESPONSIBLE BUSINESS IN POLAND

Last year's activities of Samsic Poland in the field of sustainable development were recognized by the Responsible Business Forum and published in its periodically issued Report "Responsible Business in Poland. Best Practices 2022".

The Report "Responsible Business in Poland. Good Practices" is Poland's largest overview of initiatives related to business and its social responsibility. In the past edition, the authors of the compilation paid special attention to the "Play for Thrones" project we reported on, which we implemented with the support of the Anna and Józef Kumorek Ajkum Foundation. It was aimed at developing the competence of women taking on managerial positions.

A special training game was designed for the occasion, which equipped the participants with practical knowledge in management and team building based on their individual management style, drawing on their own experiences and values. This project responds to the inequalities on the labor market concerning especially women aged 30+.



The report also included two other initiatives reported by our company:

- ① **"Do it for Health"** - project, a health-promoting project in which a total of 30 of our employees participated. Its goal was to motivate them to take up physical activity and develop healthy habits.
- ② **Employee Volunteering** - described an innovative volunteer system based on a mentoring system dedicated to people aged 60+. In this project, it was people aged 60+ with experience in social activities who served as mentors for beginner volunteers. The project created a volunteering platform to enable mentoring and an e-book collecting knowledge on volunteering.



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