

MISSION COMMITTEE REPORT

2022





PRESIDENT SOCAPS S.A.

HENRI DUQUESNE

As a cooperative company, we are guided by the seven International Cooperative Principles.

As a result, we have long focused our business model and day-to-day operations on concepts such as regional roots, shared governance, and engagement in the service of humankind, to name but a few.

In addition to these cooperative governance arrangements, we decided to incorporate our purpose and impact goals into our bylaws in 2021, when we adopted the status of mission-driven company, in a bid to further reinforce our social and environmental commitments.

And now, we are following an approach based on transparency to report on the concrete expressions of those commitments in this second Mission Committee Report.

Every company must now play its part in the global struggle to achieve the 17 Sustainable Development Goals.

**AT THIS POINT, NOBODY CAN HONESTLY TELL THE NEXT
GENERATION, "WE DIDN'T KNOW."**

This is a matter of moral responsibility for any company, its leaders and its employees, but also one of strategic interest.

SOCAPS is actively engaged in this struggle, assuming its role in city life by making strong, lasting commitments to implementing our "People, Profit, Planet" action plans, derived from the impact goals enshrined in our bylaws after adopting the status of mission-driven company on June 24, 2021.

C.E.O SOCAPS GROUP THOMAS MEYER



EDITORIAL

“ I have served as Chairman of SOCAPS's Mission Committee since 2021 and also run a cleaning company called Candor, headquartered in Val-de-Reuil, in France's Eure region.

We aim to elevate our work and employees through four core values that they themselves shaped and defined.

We have embraced a CSR policy for many years now, with the goal of soon becoming a mission-driven company.

My role within the Mission Committee is to ensure:

- that committee members receive the relevant documents ahead of time
- that members receive the minutes of all Mission Committee meetings, including the points listed on the agenda, a summary of discussions and the decisions made
- through coordination with the committee members, that the company's decisions are in line with its purpose and the social and environmental goals it has set for itself
- that the annual report is produced.

**I FIND MY DUTIES TO BE PARTICULARLY ENGAGING AND AM VERY PROUD TO
ACCOMPANY SOCAPS IN THIS PROCESS!**



JEAN-PHILLIPE DAULL
MISSION COMMITTEE CHAIRMAN



PAULINE RAOULT
MISSION MANAGER

“

Two years after we adopted the status of mission-driven company, our mission is even more deeply rooted in our day-to-day practices and our operational actions.

From our staff to our suppliers to our clients, all of our stakeholders play an instrumental role in continuously improving our mission, whose ambition is regularly revisited under the concerned leadership of our Mission Committee.

In its own small way, SOCAPS strives to be an engaged and engaging company.

IF WE CAN DO IT AT SOCAPS, ANYONE CAN!

”



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2. STRUCTURE

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BUSINESS AND KEY FIGURES

OUR EXPERTISE: INDUSTRIAL TECHNICAL SUPPORT

SOCAPS offers technical support and advice to industrial equipment manufacturers and end users around the world.

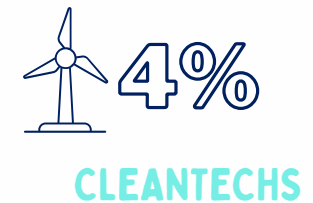
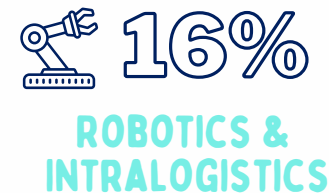
We assist our clients with their equipment's design, assembly, installation, maintenance, upgrading, hook-up and optimization.

OUR AMBITION: ROBUSTNESS & PROSPERITY

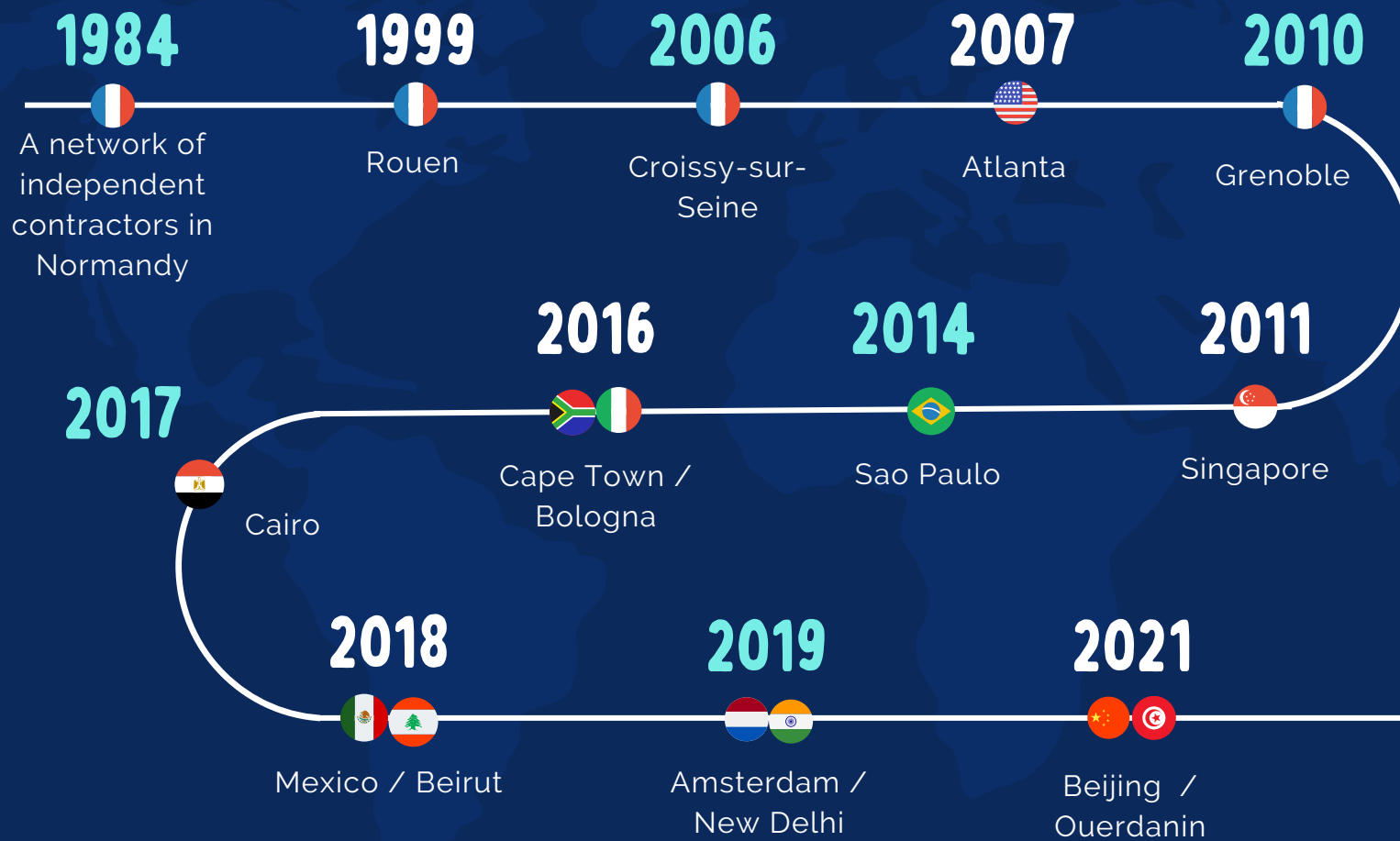
To balance our risks (related to countries, clients, structures, etc.), SOCAPS is rolling out a development plan with the goal of hitting €100 million in sales and 1,500 members by 2025, achieved by leveraging three growth pillars:

- Internationalization and densification of our multi-local network
- Investments in specific industrial sectors
- Enhancement of our portfolio of services (premiumization and digitalization).

KEY FIGURES



OUR HISTORY: INTERNATIONAL ROLLOUT



BUSINESS MODEL & VALUES

THE COOPERATIVE MODEL

Our innovative business model stems from a partnership between the artisanal cooperative company SOCAPS S.A. and the SOCAPS Group network of regional sales offices.

In Europe, our **shareholder** technicians work on site as technical contractors and also hold shares in SOCAPS S.A. In the rest of the world, our **members** are contractors who adhere to SOCAPS's cooperative principles and values, and contribute to growing our international network.

OUR VALUES: "E.T.R.E." SOCAPS

E



ENTREPRENEURSHIP

SOCAPS is a cooperative that allows its freelance members and employees to develop their own business activities with the support of an established organization.

T



TALENT

The secret to our success lies in our talented SOCAPS employees and members. Our aim is to identify, assimilate and develop these talents and build loyalty.

R



RESPECT

Because people are at the heart of our business model, respect is vital to our relationships with our employees, executives, members and clients.

E



ENGAGEMENT

SOCAPS is committed to engaging in long-term relationships with its employees, members and clients. We ask all our employees and members to engage fully in this strategy, in order to guarantee its success.

OUR PHILOSOPHY : PEOPLE, PROFIT, PLANET



At SOCAPS, we believe that, by investing in our teams **(People)**, we can achieve our financial targets **(Profit)**, allowing us to treat our communities with respect **(Planet)**.

This is a virtuous circle that allows us to take a different approach to the strategic issue of corporate caring, one that places **corporate social responsibility at the heart of our purpose**. This way, we are able to reconcile capital with human beings, and production with the environment.

OUR IDENTITY: A MISSION-DRIVEN COOPERATIVE GROUP

On June 24, 2021, the General Meetings of SOCAPS S.A., an artisanal cooperative company, and SOCAPS Group S.A.R.L., a commercial company, unanimously approved the status of "mission-driven company" for their respective entities.

This identity as a mission-driven company has resulted in a purpose and impact goals being incorporated into our bylaws, collectively forming the mission that we have given ourselves. This mission is subject to dual control by our Mission Committee and an independent third-party organization.

As a result, our environmental and social objectives are now given the same weight as our financial performance target.

THE 7 INTERNATIONAL COOPERATIVE PRINCIPLES

We are proud to contribute to the work being done within the cooperative ecosystem for the artisanal sector, both nationally and throughout Europe, and to promote the seven International Cooperative Principles.

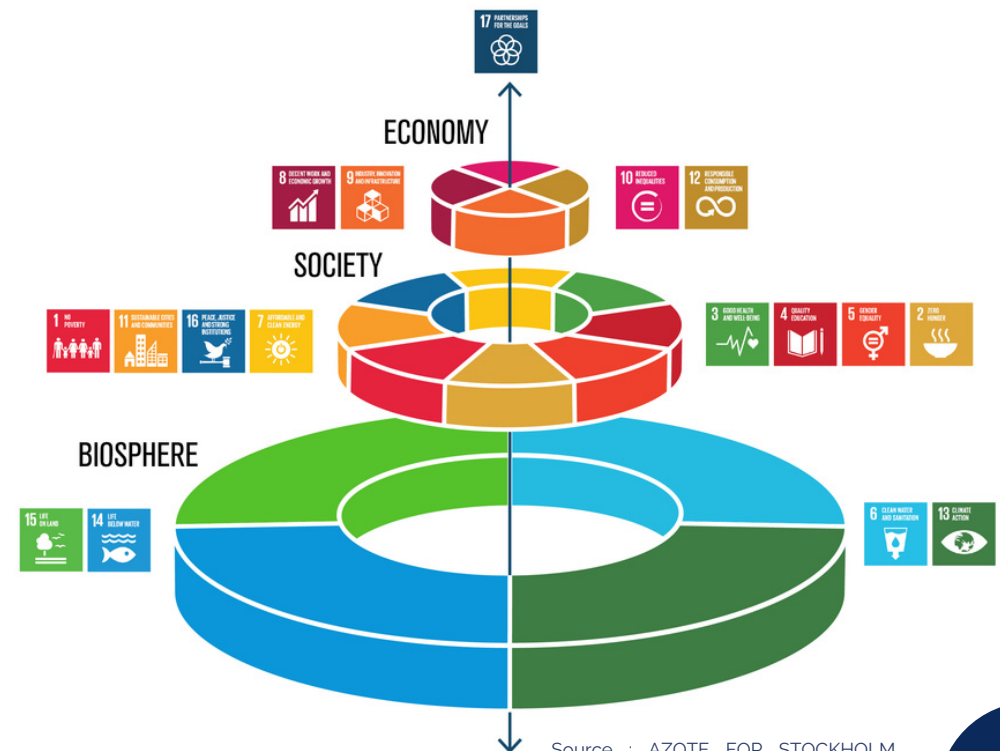


THE 17 UNITED NATIONS SDGS

"The Sustainable Development Goals are the blueprint to achieve a better and more sustainable future for all. They address the global challenges we face, including poverty, inequality, climate change, environmental degradation, peace and justice.

The Sustainable Development Goals are all interconnected and in order to achieve the 2030 Agenda, we have to ensure that all the Goals are met."

Source : Nations Unies (www.un.org)

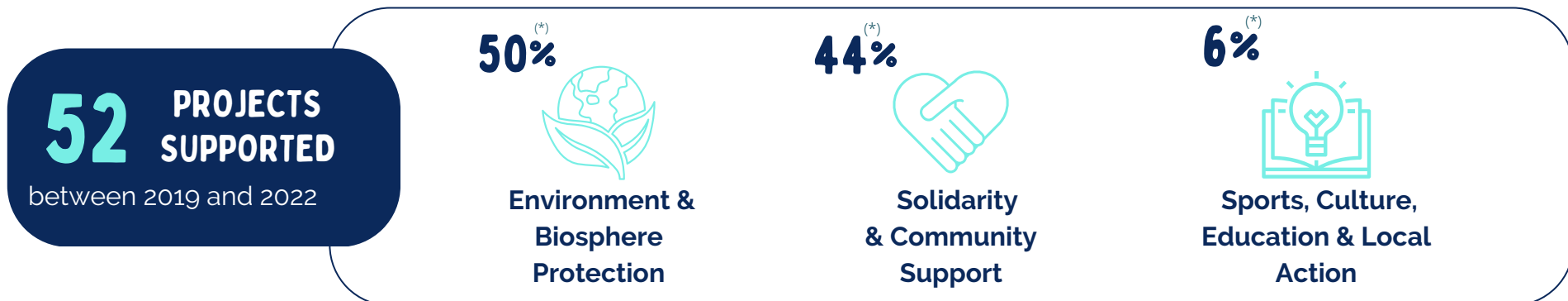


Source : AZOTE FOR STOCKHOLM
RESILIENCE CENTER, STOCKHOLM
UNIVERSITY

SOCAPS FUND

On January 31, 2019, SOCAPS Group registered **SOCAPS FUND**, an endowment fund governed by Articles 140 and 141 of French Law 2008-776 of August 4, 2008, in its capacity as a founding member.

Every year, each SOCAPS entity donates **10% of its profits** to this endowment fund.



* Budget allocation for 2019-2022

GOVERNANCE

The fund is **governed** by a **Board of Directors** made up of SOCAPS Group employee representatives. The Board meet three times a year to examine and vote on funding requests submitted by SOCAPS teams and shareholders, based on three criteria:

- Compliance with French tax rules for sponsorships
- Alignment with the fund's bylaws and goals
- Alignment with at least one of the 17 United Nations SDGs..



SOCAPS Fund is both a funding tool for SOCAPS's environmental and solidarity-based projects in the context of our mission and a system that allows interested teams and shareholders to get involved with local charities.

SOCAPS FUND

EXAMPLES OF SUPPORTED PROJECTS:

ENVIRONMENT & BIOSPHERE PROTECTION

Waste cleanup, awareness actions, education and more: World Cleanup Day aims to bring as many people as possible together around the world for a day dedicated to cleaning up the Earth. SOCAPS has been setting up waste collection points at each of its offices for the past four years now!

www.worldcleanupday.fr



SPORTS, CULTURE, EDUCATION & LOCAL ACTION

SOCAPS Fund is proud to be sponsoring World Para Table Tennis Champion Alexandra Saint-Pierre for the next five years, starting in 2023. The main goal is to help Alexandra prepare for the 2024 and 2028 Paralympics!



SOLIDARITY & COMMUNITY SUPPORT

ANDES (National Association for the Development of Solidarity Grocery Stores) is one of the main French food aid networks. Created in 2000, it works to ensure that food is a right for everyone and a gateway to the long-term employment of people in precarious situations. SOCAPS Fund supported the project to open a professional integration facility in Rouen, Normandy.

www.andes-france.com

AND MANY MORE...



MISSION-DRIVEN COMPANIES

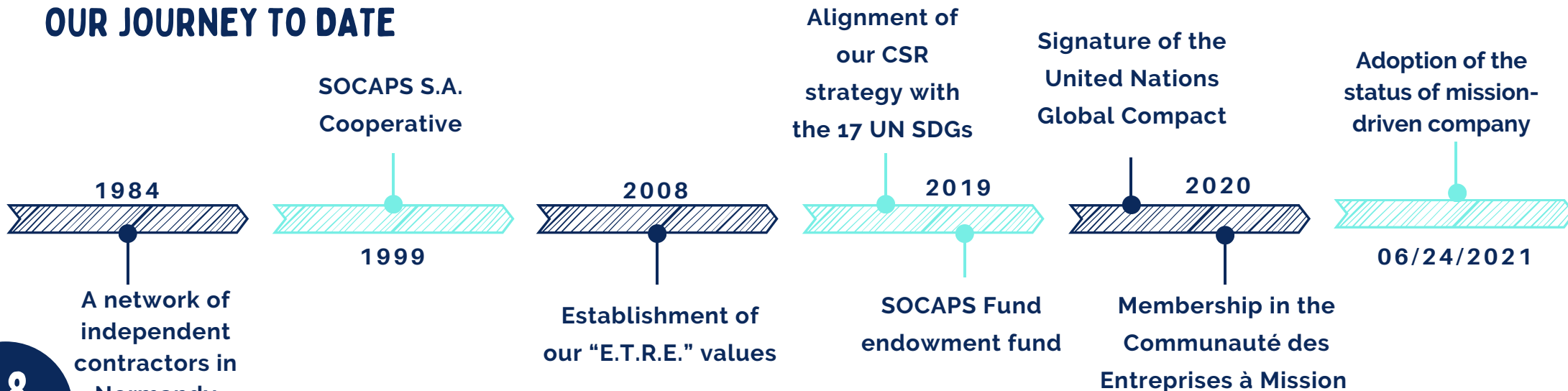
France's Pacte Law (2019) provides a clear legislative framework for companies that decide to work toward certification as a mission-driven company, involving a growing number of organizations in France.

WHAT IS A MISSION-DRIVEN COMPANY?

The certification process involves:

- setting positive impact goals, which may be social, societal or environmental, likewise recorded in their bylaws
- establishing a mission committee (or, failing that, designating a mission reference person at smaller companies), whose members include at least one employee, and which meets on a regular basis to verify that those goals have been translated into action plans and also publishes an annual report that is presented at the company's general meetings
- supplementing these verifications with an audit every two to three years (depending on the size of the company), conducted by an independent third-party organization accredited by COFRAC to audit mission-driven companies

OUR JOURNEY TO DATE



STRUCTURE

EXECUTIVE COMMITTEE

SOCAPS Group is governed by an **Executive Committee (ExCom)** that meets at least four times a year.

It is involved in the group's strategic choices and any topics falling under its purview: hiring and HR policies, investments, new branch openings, business strategy and development plans, digital policy, and the list goes on.

BOARD OF DIRECTORS

SOCAPS S.A. is governed by a **Board of Directors** that meets at least three times a year.

It is involved in the cooperative's strategic choices and any topics falling under its purview: strategic outlook, approval of incoming and outgoing members, arbitration with the cooperative, brand management, projects and membership experience

THESE THREE GOVERNANCE BODIES ARE COMPLEMENTARY.

TOGETHER, THEY PROVIDE A BALANCE OF POWER AND DISTRIBUTION OF DUTIES.

MISSION COMMITTEE

The two entities are united by a shared mission that has been governed by the **Mission Committee** since 2021. The Mission Committee meets at least three times a year to handle governance for the joint SOCAPS S.A. and SOCAPS Group mission. The committee's role is to monitor the company's strategic outlook, KPI results and action plan reviews, and coordinate relations with the independent third-party audit organization.

MISSION ROLLOUT AT SOCAPS

For the past two years, SOCAPS has been drawing on **task forces** that give all employees the chance to take part in discussions of the company's most pressing issues. We call these groups "**bubbles**."

PARTICIPANTS

take part in task forces and share tasks among themselves

ANALYSTS

conduct regular assessments of bubble operations

LEADER

provides operational oversight for work done by a bubble

SPONSOR

mentors the Bubble Leader and channels their messages and needs

The "bubble tube" work method is a spontaneous approach that encourages sharing, interdisciplinarity between different areas and roles, and listening to one another.

A bubble is not a department of the company. It is a project-focused task force created to cover a specific topic, with its own goals and budget, that remains active for as long as necessary.

RESPONSIBLE
PROCUREMENT,
MOBILITY &
OFFICES

SAFETY
CULTURE

DECARBONIZATION
FIELD SERVICE

CONTINUOUS
PERFORMANCE
CONSULTING

CLEANTECHS
BUSINESS
LINE

TALENT
MANAGEMENT
PROGRAM

MISSION COMMITTEE



The Mission Committee comprises eight members (half men and half women) who provide equal representation of internal stakeholders (SOCAPS S.A. shareholders and SOCAPS Group employees) and external stakeholders (partner suppliers and supported non-profits).

CORPORATE CARING AND HIGH STANDARDS ARE THE HEART OF THE MISSION COMMITTEE, WHICH IS AN ESSENTIAL BODY IN TERMS OF ROLLING OUT AND MONITORING SOCAPS'S MISSION.

MISSION COMMITTEE



PIERRE PAILLEREAU

A founder of the Citizens movement, one of whose missions is to help companies make the transition from a classical economy to a positive economy, Pierre Paillereau has spent the past seven years focusing on the world of the social and solidarity economy.

For two years now, Citizens has been assisting SOCAPS with its rollout of a skills mentoring program and with its employee awareness-raising efforts.



MATHILDE MILOT

Armed with her degree in Cultural Mediation and Tourism from Paris 1 Panthéon-Sorbonne University, Mathilde Milot founded Citémômes in 2007, a non-profit organization that aims to help children gain a better understanding of the world around them.

In 2014, the "Knit a Smile" project was launched, with the goal of creating monumental artistic installations from small squares knitted by thousands of people to showcase intergenerational cooperation in our society.



HERVE DESSOLLE

After earning a vocational training certificate as a fitter from Ecole Industrielle in Rouen in the late 1980s, Hervé Dessolle worked in a variety of fields, including industrial refinery maintenance, printing, boat repair, and thermal and nuclear power plants.

Hervé became a SOCAPS S.A. member on June 25, 2007, and later joined the Board of Directors, where he became fully invested in the member experience.



ALICE CARE

In 2013, Alice Care joined the staff at SOCAPS S.A. as the employee of a member, before launching her own structure in 2020. That same year, she became the first woman to join the cooperative's Board of Directors.

Alice has been a member of the Mission Committee since it was created in 2021 and takes part in the task force devoted to advancing the role of women in industry.

MISSION COMMITTEE



ELISE MEYER

A graduate of Paris 1 Panthéon-Sorbonne University with a Masters in International Strategic Management & Consulting, Elise Meyer joined SOCAPS Group as its Chief Operations Officer in 2014 and was appointed to the ExCom in 2015.

Elise has also been a member of the SOCAPS Fund Board of Directors since the endowment fund was first created in 2019.



LUCIE DEBLIQUI

Lucie Debliqui holds a Masters in Auditing & Controls from Grenoble IAE Graduate School of Management. She joined SOCAPS Group in May 2019 after spending seven years working in accounting and finance in various Latin American countries.

Lucie is not only the Chief Financial Officer of SOCAPS Group but also its Chief People Officer. She joined the ExCom in July 2022.



LAURENT MURATET

After earning a Specialized Masters degree in Marketing Research & Decisions from NEOMA Business School in 2002, Laurent Muratet spent the next 12 years in various managerial roles in marketing and communications (for Nestlé, Michel & Augustin and Alter Eco).

He went on to found Terravita Project in 2015, with the aim of refocusing our concerns today on the challenges faced by farmers and the living world.

With his graduate degree from an ESC business school, Jean-Philippe Daull has taken the helm of a dozen or so companies in the commercial cleaning sector since 2012.

For example, he created the Candor Group, #1 in Normandy, which has a staff of nearly 1,800 employees working in every sector, from stairwells to operating rooms at hospitals and clinics.

Jean-Philippe is also actively involved in the region, through the Réseau Entreprendre Seine & Eure entrepreneurial network, the Eure MEDEF employers' union which he leads, and the very strong ties he has built with local organizations (sports, disabilities, etc.).



JEAN-PHILIPPE DAULL

TIMELINE

Meeting of the SOCAPS S.A. Board of Directors with the SOCAPS Group ExCom to define a shared purpose.

DECEMBER 14, 2020

OCTOBER & NOVEMBER 2020

Workshops with SOCAPS S.A. members and SOCAPS Group employees on the definition and wording of the purpose.

MAY 2021

Final review by the SOCAPS S.A. Board of Directors and the SOCAPS Group ExCom of the purpose and goals enacted in the bylaws.

SOCAPS S.A. AND SOCAPS GROUP BECOME THE FIRST MISSION-DRIVEN COMPANIES IN NORMANDY.

JUNE 24, 2021

JUNE 29, 2021

1st Mission Committee meeting:

The Mission Committee's rules and regulations are adopted, and a Chairman is elected.

Review of the purpose, bylaw goals and the KPIs for 2021 and 2022.

2nd Mission Committee meeting:

Review and adoption of KPIs for 2022 and the action plan for achieving the three goals, and establishment of a schedule for the committee's meetings in 2022. It is also decided that Mission Committee lunches will be held three times a year, based on the members' availability.

OCTOBER 11, 2021

4th Mission Committee meeting:

Discussion of the wording of the Profit and Planet bylaw goals, production of remarks for the first Mission Committee Report, explanation of the pre-audit scheduled for summer 2022, and review of progress made on operational actions.

Delivery of the independent third-party organization's pre-audit report to the Mission Manager.

6th Mission Committee meeting:

2022 year in review (completion of operational actions and KPIs), review and approval of the 2023 action plan (structure, operational actions and KPIs), and presentation of recommendations from the independent third-party organization on the next Mission Committee Report.

FEBRUARY 6, 2023

APRIL 11, 2023

MAY 30, 2022

**SEPTEMBER 9,
2022**

NOVEMBER 28, 2022

AUGUST 2022

Pre-audit by the independent third-party organization.

JANUARY 31, 2022

3rd Mission Committee meeting:

Review of the goals achieved in 2021, adopted of quantified KPIs for 2022, presentation of the mission management tool (Tembo Tool) and confirmation of the committee members' participation in the operational actions identified in the action plan.

5th Mission Committee meeting:

Review of progress made on operational actions, presentation of the pre-audit report, discussion of the structure of the three goals for 2023, and in-depth examination of the topics of the disability policy and the agroecology of soil (actions in which the committee members participate via task forces).

7th Mission Committee meeting:

Critical review of the roadmap and the achievement of results, and incorporation of the Mission Committee's recommendations into the 2022 Mission Committee Report.

THE MISSION COMMITTEE IN NUMBERS



8 members



2 permanent guest members (the CEO of SOCAPS Group and the Mission Manager)



4 meetings per year



3 lunches per year



2 Mission Committee Reports



Equal representation = 50% women / 50% men

Internal = 25% employees + 25% shareholders

External = 25% partner suppliers + 25% supported non-profits

MISSION, PURPOSE & GOALS

We are  working together toward a more responsible, more sustainable industry.

OUR PURPOSE

SOCAPS supports the growth of industrial operators worldwide through innovative phygital* solutions implemented by teams of experts who are committed to responsible, sustainable industry.

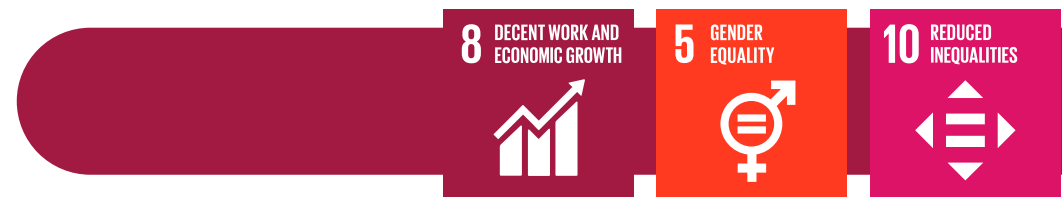
* Physical and digital

THE 3 GOALS ENSHRINED IN OUR BYLAWS

Because we realize we cannot address all 17 goals at once, at SOCAPS we have opted to focus on the SDGs that apply to our business and approach.

These priority and secondary goals are linked to the impact goals enshrined in our bylaws and serve to guide our decisions (project funding choices, organization of action plans, etc.):

#1: A SAFE, EQUITABLE AND INCLUSIVE WORK ENVIRONMENT



#2: A LEADER IN TECHNICAL SUPPORT FOR RESPONSIBLE TECHNOLOGIES



#3: PROMOTE AND IMPLEMENTE ECO-TRANSITION

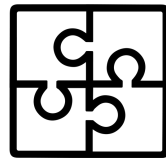


OUR ECOSYSTEM

CERTIFICATIONS



Certified ★★★
**Positive
Company.**



CITIZENS



COMMUNITY



PLANET



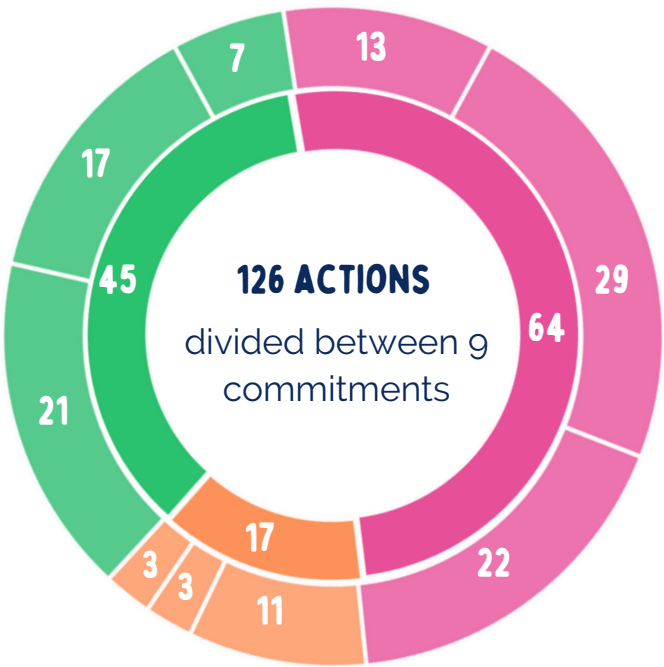
TERRAVITA PROJECT
L'agence à la ferme

PEOPLE

MANAGEMENT



DISTRIBUTION OF ACTIONS BY COMMITMENT AND BY PILLAR:



Number of actions per pillar



Number of actions per commitment

99% OF ACTIONS COMPLETED
AS OF 12/31/2022
(125 OUT OF 126)

DISTRIBUTION OF ACTIONS BETWEEN THE 17 SDGs:



GOAL 1 - PEOPLE

A SAFE, EQUITABLE AND INCLUSIVE WORK ENVIRONMENT

Provide a work environment where all individuals contributing to our business are safe, treated fairly and free to be their true selves.

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OPERATIONAL
ACTIONS

BYLAW GOAL

3 COMMITMENTS TO ACHIEVE THIS GOAL:

- 1.1 Health, safety and security
- 1.2 Employability and equal opportunities
- 1.3 Well-being, diversity and inclusion

8 DECENT WORK AND
ECONOMIC GROWTH



5 GENDER
EQUALITY



10 REDUCED
INEQUALITIES



1.1 HEALTH, SAFETY AND SECURITY

As contractors or artisans, SOCAPS's members and shareholders are wholly responsible for their own safety and for the safety of their employees. In our business model, everyone is responsible for their own decisions when engaged in on-site operations.

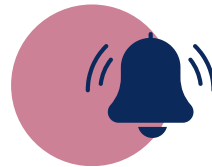
All of the operations conducted with SOCAPS are governed by the rules set out in the SOCAPS Safety Handbook and in the Prevention Plans developed in collaboration with our clients and shared with all of the members on site, which rules SOCAPS scrupulously enforces.

The SOCAPS Code of Business Conduct and Internal Rules & Regulations specify that anyone who fails to comply with these health, safety and security rules will be subject to an appropriate response.

92% OF ACTIONS COMPLETED AS OF 12/31/2022 (12 OUT OF 13)



ISO 45001 certification.



Set-up of a **"whistleblowing"** procedure.



100% of employees trained on **workplace rescue and first aid.**



Digitalization of dangerous situation reporting:
creation of a tile in MySOCAPS where dangerous situations encountered in the field can be reported in real time



Safety Culture Task Force:
development of a safety culture at SOCAPS, both in offices and in the field, by creating a site audit framework, establishing a procedure for reporting accidents and near accidents, and updating all site Prevention Plans.

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**OPERATIONAL
ACTIONS**

1.1 HEALTH, SAFETY AND SECURITY

SAFETY AWARENESS INDICATOR

Definition:

Number of dangerous situations reported, based on the number of technicians.

Target for 2022:

One dangerous situation reported for every 100 technicians (10 per 1,000)

TARGET: >10
RESULT: 15

SEVERITY RATE VS BENCHMARK

Definition:

Number of working days lost due to temporary incapacity per 1,000 hours worked at SOCAPS for the year in question, compared to the market benchmark*

Target for 2022:

Do better than the market benchmark average.

TARGET: < 0,16
RESULT: 0,07

FREQUENCY RATE VS BENCHMARK

Definition:

Number of workplace accidents leading to sick leave divided by the number of hours worked and multiplied by 1,000,000, compared to the market benchmark average*

Target for 2022:

Do better than the market benchmark average.

TARGET: <2,3
RESULT: 3,72

* The average for the same indicator based on a representative panel of 12 companies in the CAC 40 index that operate in SOCAPS's business sectors.

The rise in this figure can primarily be attributed to the increase in our workload compared to 2021, which led to a higher total number of risks and accidents. We have also raised our expectations in terms of accident reporting, which was not always taken seriously before these KPIs were established.

1.1 HEALTH, SAFETY AND SECURITY

OUR AMBITIONS

HEALTH

Ensure that no one's working conditions are detrimental to their physical or mental health.

SAFETY

Turn our employees and shareholders into safety ambassadors at our project sites and in our offices.

SECURITY

Foster a security culture for all of our projects (country risk) by means of appropriate processes and partners.

THE COMMITTEE'S PERSPECTIVE



The health and safety components led to **many new actions this year**. Only the security component had fewer actions, so we believe it would be appropriate to examine it more closely.

The KPIs were ambitious, and **the results were strong**, aside from the frequency rate, for which we would like to see a detailed action plan for next year, along with visibility of how that indicator has evolved over time.

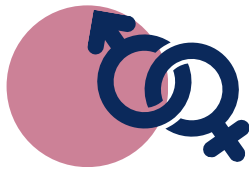
Of the 13 actions that were put in place, only one was not completed, which seems to us to be a very good result. **We expect to see specific actions in 2023** that will allow us to achieve the target of 100% of members having taken the HSS awareness class.



1.2 EMPLOYABILITY AND EQUAL OPPORTUNITIES

Through MySOCAPSAcademy, a free platform open to the entire community, SOCAPS aims to build up skill sets and improve its employees' and members' employability and equal opportunities, regardless of a person's status, nationality or role.

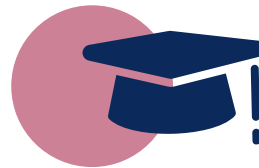
100% OF ACTIONS COMPLETED AS OF 12/31/2022



Gender equality guaranteed throughout the hiring process, from job postings to candidate interviews and onboarding new hires.



Support mechanisms developed for **women in managerial roles** via a mentoring program open to all female members of staff .



Enrichment of the MySOCAPSAcademy platform:
addition of new training courses and improvement of the interface

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OPERATIONAL
ACTIONS

1.2 EMPLOYABILITY AND EQUAL OPPORTUNITIES

KPIS

MYSOCAPSACADEMY CONNECTION RATE

Definition:

Number of profiles connected to the platform based on the number of technicians with an account on the platform

Target for 2022:

More than 27%

TARGET: >27
RESULT: 21

TRAINING COURSES AVAILABLE ON MSA

Definition:

Number of training courses available in French and English on MySOCAPSAcademy (213 as of 01/01/2022)

Target for 2022:

6 new courses/month or 72 for the year

TARGET: 285
RESULT: 288

Our members are not accustomed to online training, which makes it difficult to encourage them to log into the platform repeatedly. To increase the connection rate, we are now sending a monthly email to promote the platform and will be developing "Made in SOCAPS" courses.

1.2 EMPLOYABILITY AND EQUAL OPPORTUNITIES

OUR AMBITIONS

GENDER EQUALITY

Develop and implement concrete actions that foster gender equality in the workplace at SOCAPS, starting with operational discussions on how to reduce disparities in the treatment of men and women.

EMPLOYABILITY

Improve employability through training, knowledge sharing and learning opportunities for our employees and shareholders and, more broadly, make the SOCAPS experience one that is as personal as it is transactional

THE COMMITTEE'S PERSPECTIVE



75 new courses were made available this year on the **MySOCAPSAcademy** platform, which is remarkable, allowing all our employees and members to receive training on a wide variety of subjects.

However, an action plan will need to be developed for 2023, so as to **increase the connection rate**, as the tool remains largely underused today.

We particularly appreciate the **women shareholders** project, which seems perfectly suited to SOCAPS's business, and we can't wait to see the actions and results to come in future years.



1.3 WELL-BEING, DIVERSITY AND INCLUSION

Diversity and inclusion refer to the variety of people and ideas at a company and the act of creating an environment where everyone feels like they belong and feels respected, valued, connected and able to be their true selves.

CIVIC ENGAGEMENT

A multidisciplinary team delivered **128½ hours** of **skills mentoring** to the companies RecNoRec and Limoune as part of the “**Entrepreneurs for the Planet**” program, as well as providing skills mentoring to the company MI-JUIN through the Réseau Entreprendre Normandie Seine & Eure network

DIVERSITY AND INCLUSION

Institution of a policy of working with organizations that represent members of the **LGBTQIA+** community and **people with disabilities**, and establishment of projects with non-profits, for the purpose of assisting categories of **people who struggle to find work**.

WELL-BEING

Equitable **support for all parents**, flexible hours, customer satisfaction surveys, year-round **events** addressing sustainability topics, and the list goes on...

POSITIVE COMPANY CERTIFICATION

Renewal of SOCAPS's **3-star rating** from Positive Company in 2023

100% OF ACTIONS COMPLETED
AS OF 12/31/2022

Since the skills mentoring program was launched on the **Citizens** platform in February 2021:

🕒 **134.50**

HOURS

of civic engagement for the greater good through skills mentoring

22

**OPERATIONAL
ACTIONS**

27

1.3 WELL-BEING, DIVERSITY AND INCLUSION

KPIS

MIXITY INDICATOR

Definition :

Achieve an overall D&I score in the Mixity report (total score for SOCAPS S.A. + SOCAPS Group, including all subsidiaries) that is both above the average for the sector and higher than SOCAPS's score in the previous audit

2021 VS 2023

2021

Average for the sector: 64%
SOCAPS score: 41%

2023

TARGET: >65 / 100
RESULT: 72 / 100

+ 31 %

BETWEEN 2023 AND 2021

Gender equality 76%



Disability 72%



LGBT+ 66%



Multicultural 75%



Multigenerational 62%



RESULTS OF THE 2023 MIXITY AUDIT

1.3 WELL-BEING, DIVERSITY AND INCLUSION

OUR AMBITIONS

DIVERSITY

Provide a work environment that is as open-minded as possible, where all individuals contributing to our business are free to be their true selves

DISABILITIES

Pay special attention to the inclusion of people with any kind of disability (whether it is physical or cognitive, visible or invisible), starting with concrete actions related to recruitment practices, the work environment and awareness-raising

HAPPY OFFICES

Offer a pleasant work environment that fosters the professional fulfillment of all our employees around the world

SOLIDARITY

Maximize our attentiveness and openness in areas related to solidarity through SOCAPS Fund actions, as well as skills mentoring that will open the company up to the world of non-profits

THE COMMITTEE'S PERSPECTIVE



We have seen a **wonderful improvement in the Mixity indicator**, which is a reflection of the actions we have taken on various topics related to employee well-being, diversity and inclusion.

In particular, the 31-point increase in our score since the first audit now positions SOCAPS **above the average for our sector**.

The past year was marked by **very strong employee engagement** with the **skills mentoring program**, demonstrating the **dedication of our "SOCAPSIANS"** to social, solidarity and environmental issues.

Finally, an emphasis seems to have been placed on training and on people with disabilities this year. In 2023, we look forward to seeing the concrete results of the action plan to support people with disabilities.



GOAL 2 - PROFIT

A LEADER IN TECHNICAL SUPPORT FOR RESPONSIBLE TECHNOLOGIES

Become a world-class operator, in terms of skills and activities, in technical support solutions for "responsible technologies" (CleanTech)

17

OPERATIONAL
ACTIONS

BYLAW GOAL

DISCUSSIONS ARE STILL UNDER WAY REGARDING THE REFORMULATION OF THE PROFIT GOAL IN OUR BYLAWS AND ITS SCOPE. HERE IS THE VERSION AS IT CURRENTLY STANDS:

TECHNICAL SUPPORT SOLUTIONS FOR SUSTAINABLE INDUSTRY

Become a world-class operator, in terms of skills and activities, in technical support solutions for CleanTech, the implementation of eco-transition projects in traditional industry, and consulting and training for the industrial eco-transition

3 COMMITMENTS TO ACHIEVE THIS GOAL:

2.1 Development of technical support for CleanTech

2.2 Eco-transition projects in traditional industry

2.3 Development of consulting and training for the industrial eco-transition

9 INDUSTRY, INNOVATION
AND INFRASTRUCTURE



12 RESPONSIBLE
CONSUMPTION
AND PRODUCTION



2.1 DEVELOPMENT OF TECHNICAL SUPPORT FOR CLEANTECH

Since 2021, SOCAPS has been redirecting some of its marketing, training and sales resources to support this new, strategic branch of business for the Group, in order to generate an opportunity for growth in CleanTech.



Training of technicians to work on CleanTech client sites



Identification of **key players** in the four target CleanTech segments



Monitoring CleanTech **client openings** via IT tracking

CLEANTECH

Equipment and solutions for conserving natural resources and preserving the environment, minimizing or reducing the impact of human activities on the environment, and ensuring sustainability

100% OF ACTIONS
COMPLETED AS OF
12/31/2022

11
OPERATIONAL
ACTIONS

2.1 DEVELOPMENT OF TECHNICAL SUPPORT FOR CLEANTECH

KPIS

SALE OF CLEANTECH SERVICES

Definition :

Annual growth in total net sales of CleanTech BL services compared to total net sales of Group services.

Target for 2022 :

+ 0,5 % or revenue / year
(1% as of 12/31/2021)

TARGET: 1,5%
RESULT: 4%

ACTIVE CLEANTECH MEMBERS

Definition :

Annual growth in the number of members trained on providing CleanTech services.

Target 2022 :

+ 5 trained members
(17 as of 12/31/2021)

TARGET: 22
RESULT: 60

ACTIVE CLEANTECH CLIENTS

Definition :

Number of active (invoiced) CleanTech clients over the course of the year.

Target for 2022:

+ 4 clients
(5 as of 12/31/2021)

TARGET: 9
RESULT: 18

2.1 DEVELOPMENT OF TECHNICAL SUPPORT FOR CLEANTECH

OUR AMBITIONS

DEVELOP TECHNICAL SUPPORT FOR...

low-carbon power generation facilities and industrial **decarbonization**

sustainable water management
(recycling and conservation)

waste management, sorting and recycling facilities

THE COMMITTEE'S PERSPECTIVE



Intensive **business development** work (assessments of trade unions, key players, trade fairs, etc.) has acculturated certain SOCAPS employees and allowed us to significantly open up a **new field** for the company.

This action was crowned with success, with **18 active clients** (twice as many as the target) and a **3% increase in the proportion of revenue delivered by this segment** (six times higher than the target!).

The members were on board with this development, in spite of sometimes challenging working conditions, resulting in **60 members trained** at year-end 2022.

In 2023, it would be beneficial to **continue training employees** (with the action plan providing for tracking of those numbers) and **members** (by working to turn the 60 trained members into ambassadors for this new business line).



2.2 ECO-TRANSITION PROJECTS IN TRADITIONAL INDUSTRY

In agri-food, for example, this involves deepening our knowledge of responsible packaging trends, so we can ascertain whether or not particular options would be appropriate.

Additionally, SOCAPS aims to set criteria for determining how responsible a given project is, using a system based on approvals, IT alerts and reporting solutions.

The goal is to help our clients operating in traditional sectors (like agri-food, health and beauty, intralogistics and robotics) make a shift toward more responsible projects, so we can measure our impact.

100% OF ACTIONS COMPLETED AS OF 12/31/2022



Research into responsible
packaging trends.



Training for all sales representatives on
those trends.

3

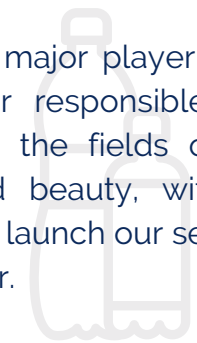
OPERATIONAL
ACTIONS

2.2 ECO-TRANSITION PROJECTS IN TRADITIONAL INDUSTRY

OUR AMBITIONS

AGRI-FOOD, HEALTH AND BEAUTY

Become a major player in technical support for responsible packaging projects in the fields of agri-food, health and beauty, with a strong capacity to launch our services in the retail sector.



INTRALOGISTICS ET ROBOTICS

Support the transformation of internal logistics activities, to accelerate the sustainability transition;



THE COMMITTEE'S PERSPECTIVE



This area remains modest in scale, as it comes from a **very recent change to the mission that we tested in 2022** and that is expected to be confirmed in 2023 before it can be enshrined in the bylaws.

We are **unsure of SOCAPS's real legitimacy in this field**. If SOCAPS does not have the capacity for technical innovation in these areas, then **what is its role in enacting change in traditional industry, technically speaking?** How can we develop dedicated solutions for these fields without this creating a knock-on effect with current clients, in terms of price signals, and without coming across as moralistic because of our choice of what is or is not a "responsible" project?

The key question for which an answer is expected in 2023 – assuming, of course, that SOCAPS has a legitimate role to play in the eco-transition of traditional industry – is **how we can help accelerate it on a daily basis: through dedicated solutions? advocacy actions? refocusing on startups?**



2.3 DEVELOPMENT OF CONSULTING AND TRAINING FOR THE INDUSTRIAL ECO-TRANSITION

SOCAPS aims to use our networks and ramp up our skill sets, so we can be a key driver of the industrial eco-transition, both in France and the rest of the world.

To do that, we will need to create an ecosystem of dedicated partners and build a commercial action plan, in order to determine how our eco-transition consulting services will be rolled out, and by whom.



Definition of a portfolio of eco-transition solutions, from a product marketing perspective.



Implementation of an action plan for the future recruitment shareholder consultants who specialize in technical consulting.



Participation in eco-transition events in the industrial sector, to gain a better understanding of the subject.

3

OPERATIONAL
ACTIONS

100% OF
ACTIONS
COMPLETED AS
OF 12/31/2022

2.3 DEVELOPMENT OF CONSULTING AND TRAINING FOR THE INDUSTRIAL ECO-TRANSITION

OUR AMBITIONS

SOLUTIONS AND TEAM

Construct a value proposition (solutions and business model) to support the market, that is consistent with SOCAPS's positioning and built on current or future skill sets (training).

ECOSYSTEM

Bring in business partners and/or technical partners to supplement the SOCAPS value proposition.

DIGITAL INNOVATION

Enhance SOCAPS's mastery of and ability to design innovative digital solutions, to turn the platformization of our business into an opportunity for eco-transition.

THE COMMITTEE'S PERSPECTIVE



For this part of the mission, we recognize the initial assessments that were carried out in 2022: **identification of key topics for eco-transition consulting**, preliminary **suggestions of business models** and **preparation for training the teams**.

There is still a lot to do, however, so **we expect to see an acceleration in this area in 2023**.

The development of **industrial eco-transition consulting services will be crucial to the actual impact of SOCAPS** on industry in the years to come.

As a result, we will need to **confirm the positioning and business model** that SOCAPS can reasonably target in this field, **so we can lay the groundwork for the future and clarify our model**: based on training our employees and members? based on the use of a platform? Based on solutions co-sponsored and co-produced by partners? or some other form of operations that we have yet to imagine?



GOAL 3 - PLANET

PROMOTION AND IMPLEMENTATION OF THE ECO-TRANSITION

Contribute to carbon neutrality (by gradually cutting back on our emissions and protecting our carbon sinks), eliminate (or reduce) the sources of pollution generated by our activities, help conserve natural resources, and promote the 4Rs of the circular economy (Reduce, Reuse, Repair, Recycle).

45

OPERATIONAL
ACTIONS

BYLAW GOAL

DISCUSSIONS ARE STILL UNDER WAY REGARDING THE REFORMULATION OF THE PLANET GOAL IN OUR BYLAWS AND ITS SCOPE. HERE IS THE VERSION AS IT CURRENTLY STANDS:

Contribute to climate action and the preservation of biodiversity and promote a more sustainable business model

3 COMMITMENTS TO ACHIEVE THIS GOAL:

3.1 SOCAPS's carbon path

3.2 Contribution to the preservation of biodiversity

3.3 Advocacy: Encouraging the sustainability transition all around us

13 CLIMATE
ACTION



14 LIFE BELOW
WATER

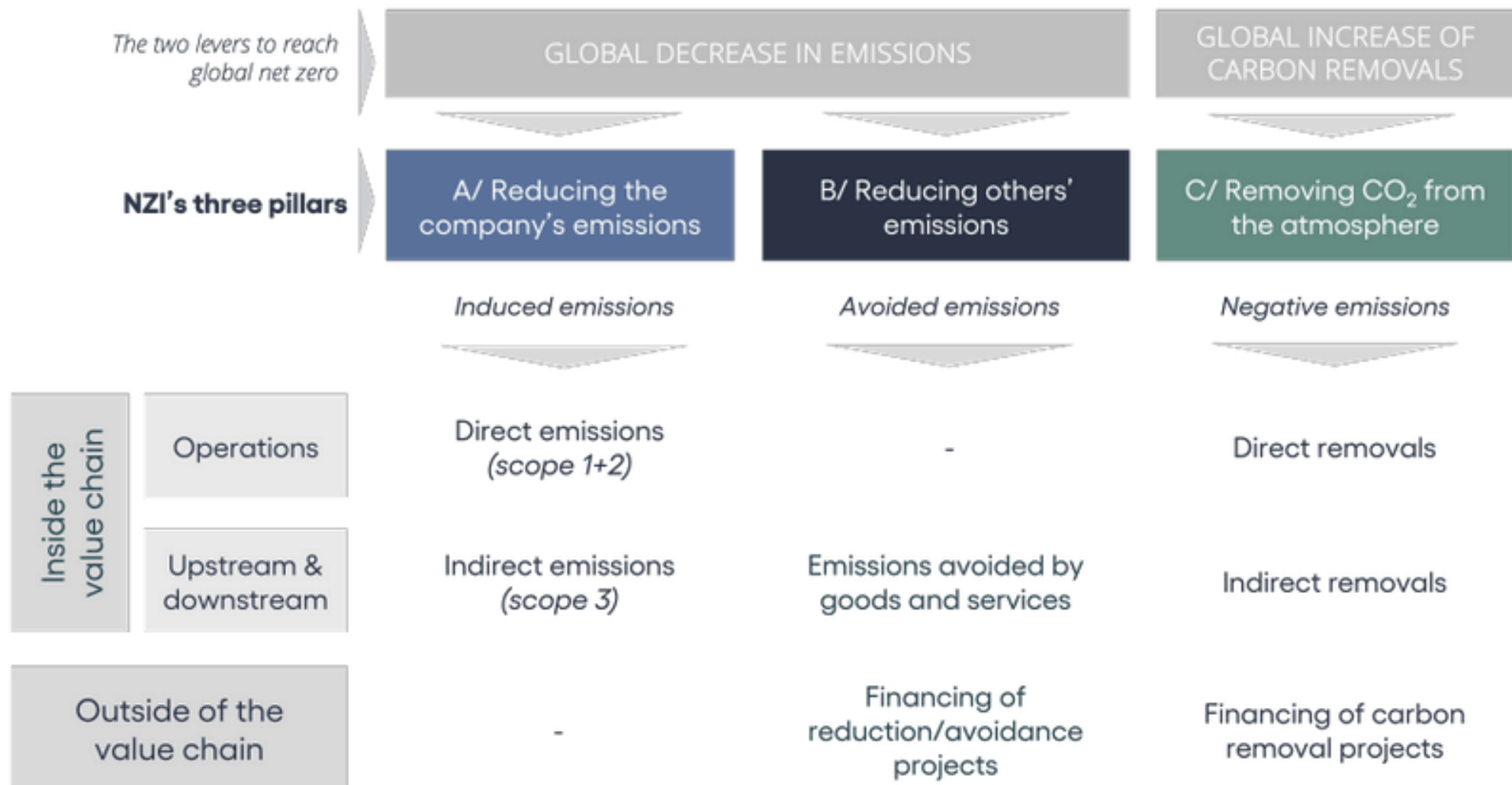


15 LIFE
ON LAND



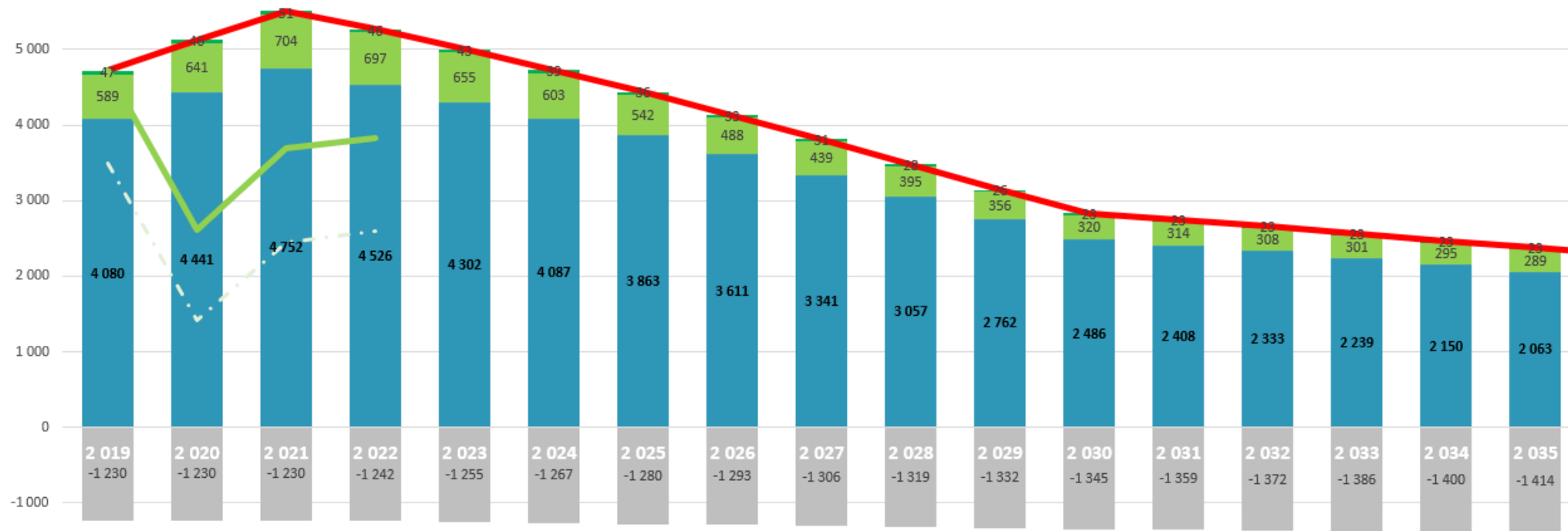
3.1 CLIMATE STRATEGY

SOCAPS is helping tackle climate change through an approach that is fact-based (measuring, planning & overseeing), transparent (annual publications) and underpinned by the Net Zero Initiative's three pillars:



3.1 CLIMATE STRATEGY

In 2019, we worked with the consulting firm Carbone 4 to draw up our very first carbon assessment, resulting in a path that includes quantified targets to help us manage our progress over time.



TCO2 Scope 3 Upstream Members (reduction path)

TCO2 Scope 3 Upstream Internal (reduction path)

Carbon offset (T)

TCO2e Net Total (reduction path)

TCO2 Scopes 1 & 2 (reduction path)

Eq. CO2T. Total Net - Real (before off set) - redressed inc. Sidel Inc.

TCO2e Net Total - Actual (after offset)

SOCAPS's carbon path reduction program is supported by ADEME (French Agency for Ecological Transition) as part of the nationwide Economic Recovery Plan.

3.1 CLIMATE STRATEGY

100% OF ACTIONS COMPLETED AS OF 12/31/2022



Partnerships with sustainable energy utilities for each branch office.



Finalization of an eco-responsible travel charter.



Climate fresco and MY CO2 workshop for staff.



Energy audit of every branch office.



Training on eco-driving for 100% of employees with a company car.



Increased client participation in carbon offsetting with our partner Reforest'Action.

21

OPERATIONAL
ACTIONS

19%
reduction

IN SOCAPS'S CARBON FOOTPRINT

(between 2019 and 2022)

3.1 CLIMATE STRATEGY

KPIS

CANNUAL CONTRIBUTION TO CARBON OFFSETTING

Definition :

Annual contribution to gradual carbon offsetting (total contribution across all SOCAPS entities and contributing clients is rising at a rate of 1%/year)

Target for 2022:

1,242 verified carbon credits

TARGET: 1 242
RESULT: 1 242

CARBON FOOTPRINT: SCOPES 1 & 2

Definition :

Annual reduction in SOCAPS's carbon footprint for Scopes 1 and 2, measured in metric tons of CO₂ equivalent, in alignment with the Paris Climate Accords and the SBTi (50% reduction between 2019 and 2030)

Target for 2022:

<39 MTCO₂e

TARGET: 39 MTCO₂E
RESULT: 52 MTCO₂E

CARBON FOOTPRINT: SCOPE 3 UPSTREAM INTERNAL

Definition :

Annual reduction in SOCAPS's carbon footprint for Scope 3 (Upstream Internal), measured in metric tons of CO₂ equivalent, in alignment with the Paris Climate Accords and the SBTi (50% reduction between 2019 and 2030)

Target for 2022:

< 545 MTCO₂e

TARGET: 545 MTCO₂E
RESULT: 365 MTCO₂E

CARBON FOOTPRINT: SCOPE 3 UPSTREAM MEMBERS

Definition :

Annual reduction in SOCAPS's carbon footprint for Scope 3 (Upstream Members), measured in metric tons of CO₂ equivalent, in alignment with the Paris Climate Accords and the SBTi (50% reduction between 2019 and 2030)

Target for 2022:

< 3784 MTCO₂e

TARGET: 3 784 MTCO₂E
RESULT: 3 412 MTCO₂E

Scope 1 was up 6% from 2021, due to an increase in the mileage covered by hybrid gasoline vehicles (which emit more than hybrid diesel engines) and in spite of a 30% decrease in natural gas usage. Scope 2 was up 7% from 2021, due to an increase in electricity usage at the offices in Atlanta and Singapore (higher-carbon electricity), despite a decrease in energy consumption at the Croissy site, and to the expansion of the office space in Rouen.

3.1 CLIMATE STRATEGY

OUR AMBITIONS

REDUCTION IN SCOPES 1, 2 & 3

Reduce our carbon footprint across all three scopes by measuring our carbon footprint (GHG Protocol), publishing goals and results (SBTi) and setting up reduction action plans, both for our offices (R-Pom Task Force) and in the field (Decarbonization Field Service Task Force)

REDUCTION IN SCOPE 3 AND AVOIDANCE

Accelerate efforts to avoid greenhouse gas emissions, first by minimizing increases associated with the use of our services ("Go Local" project), and second, by reducing our suppliers' and clients' carbon footprints (industrial eco-transition consulting)

CARBON SINKS

Bolster carbon sinks by funding agricultural and forestry projects, and possibly tech-based carbon capture initiatives, externally or, preferably, internally

THE COMMITTEE'S PERSPECTIVE



SOCAPS has embarked on an **ambitious and encouraging trajectory**, and we applaud the many actions taken in this direction.

The ambitions of the climate strategy demonstrate a **pragmatic intention of driving change**, always from a **perspective of progress**.

We would like to highlight the discussions now under way regarding **more cross-cutting prospects**:

- a project to establish **more local carbon sinks** (in the interest of the living world, carbon capture, biodiversity, water, etc.)
- a **new orientation for KPIs** that track our carbon footprint, so they will look at a **bigger picture** (including the correlation of carbon footprint to revenue and total FTEs).



3.2 CONTRIBUTION TO THE PRESERVATION OF BIODIVERSITY

SOCAPS is helping to safeguard natural resources and protect biodiversity through its internal practices and its endowment fund's initiatives:

100% OF ACTIONS COMPLETED AS OF 12/31/2022



Support for environmental non-profits through SOCAPS Fund: initiatives that foster agroecology (eco-grazing, permaculture, aquaponics, etc.), soil restoration, pollution reduction, etc.



Organization of World Cleanup Day activities at each branch office,
with the following in 2022:
9 teams
300 volunteers
>6,000 lbs of waste collected



Stocktaking and review of all our suppliers and their CSR engagement

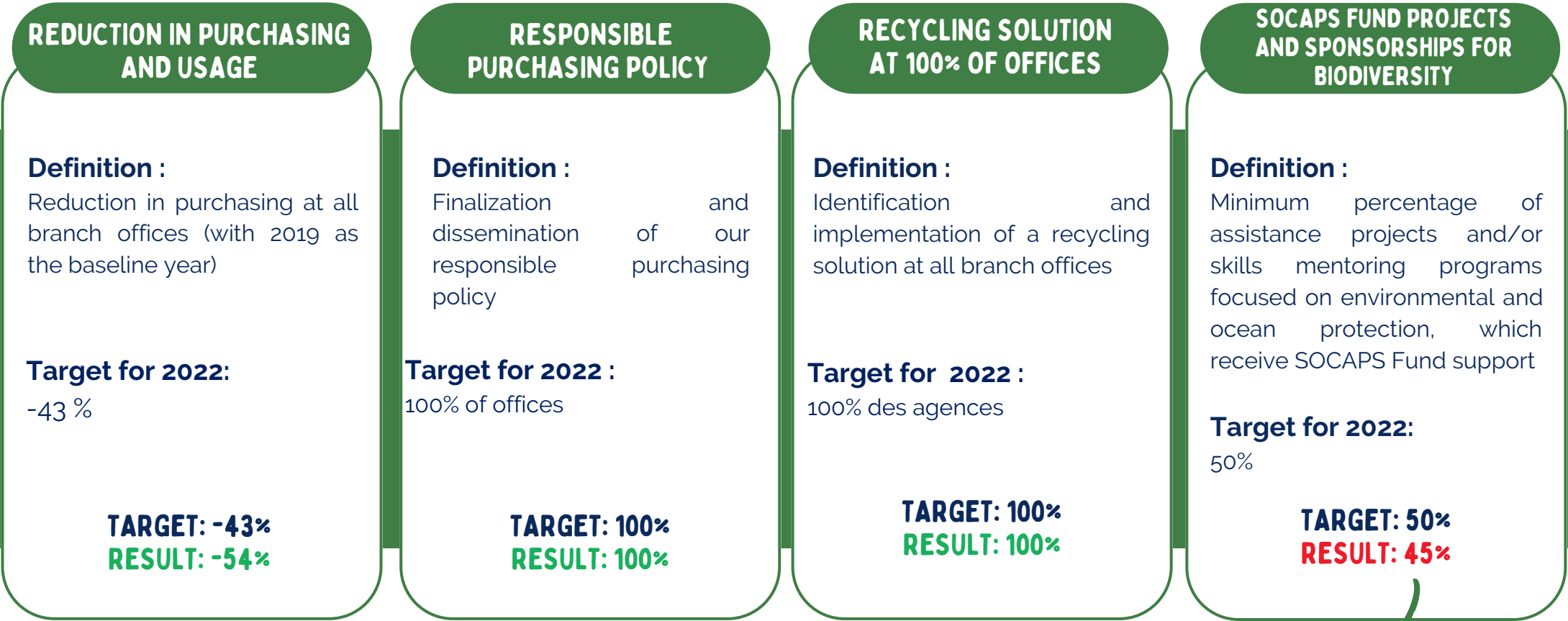


Set-up of waste sorting and recycling at all branch offices

17

OPERATIONAL
ACTIONS

3.2 CONTRIBUTION TO THE PRESERVATION OF BIODIVERSITY



This indicator is dependent on the projects submitted and on employees volunteering. 2022 was marked by a majority of solidarity-based projects.

3.2 CONTRIBUTION TO THE PRESERVATION OF BIODIVERSITY

OUR AMBITIONS

AGROECOLOGY

Participate in initiatives and research linked to innovation and changing practices in the agricultural and agri-food sector, to encourage soil conservation and regenerative organic farming

IMPACT ON BIODIVERSITY

Ensure that SOCAPS implements and encourages biodiversity protection actions, through our practices and the actions of our endowment fund

THE COMMITTEE'S PERSPECTIVE



A number of **promising initial actions** have laid a solid foundation that is more than symbolic: **employee awareness-raising** and the provision of tools for their daily use has improved the staff's acculturation.

We would like to stress the importance of maintaining this momentum and **being more consistent** by turning to **actions that focus more on the living world and biodiversity** (agriculture and climate).

These dynamics will need to **carry on** and become the subject of discussions and continuous improvement efforts.



3.3 ADVOCACY : ENCOURAGING THE SUSTAINABILITY TRANSITION ALL AROUND US

SOCAPS aims to do our part to help all of our stakeholders make the transition to sustainability and responsibility, including through groups that share our values and that play a national, regional or local advocacy role. Our message is a simple one: "If we can do it, anyone can!"

100% OF ACTIONS COMPLETED AS OF 12/31/2022

COMMUNAUTÉ DES ENTREPRISES À MISSION

Participation in training modules on becoming a mission-driven company

BPI UNIVERSITY

Guest lecturing for a module on mission-driven companies and their purposes

N'WAY

Co-management of an initiative aimed at encouraging mission-driven company status across the network, to speed up the transition of partners in Normandy

RÉSEAU ENTREPRENDRE

Chairmanship of the Réseau Entreprendre Normandie Seine & Eure CSR Committee

CLUB ETI NORMANDIE

Co-management of the business club's CSR activities aimed at sharing fundamentals and best practices among intermediate-sized businesses in Normandy

7

OPERATIONAL
ACTIONS

3.3 ADVOCACY : ENCOURAGING THE SUSTAINABILITY TRANSITION ALL AROUND US

OUR AMBITIONS

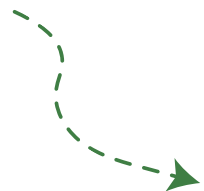
NETWORKS

Promote a business model that respects people, the environment and the planet's limits within our regional and national networks of companies



RESEARCH

Take part in research projects on new business models



EDUCATION

Encourage training and education by talking about people-friendly, eco-friendly business models



THE COMMITTEE'S PERSPECTIVE



We are aware that SOCAPS's size and sectoral specificity limit its direct impact, we want to highlight its **messaging capabilities** and the **halo effect** that it generates, which can help encourage sustainability transitions all around SOCAPS.

We would also like to shine a light on the **butterfly effect** that SOCAPS is in a position to initiate. We have noted the **effort made to build a coherent advocacy strategy** linked to academic research and education networks.

We are pleased to see that SOCAPS has confirmed its position as Normandy's first **mission-driven** company and that it is now helping to increase the number of mission-driven companies in our region.



CONCLUSION

The Mission Committee would like to emphasize the **high level of employee engagement**, in both qualitative and quantitative terms, as well as the overall performance level, with 125 actions completed in 2022.

SOCAPS, Normandy's first mission-driven company, is bolstering its impact by spreading this new, **engaged business model throughout the region**.

Thanks to the Mission Committee's interactions and the attentiveness of its members, **the goals enshrined in the bylaws** and the way the mission is rolled out **are discussed continuously**, which allows us to continuously make **adjustments and improvements**.

In 2023, SOCAPS will pursue its discussions of how its mission should evolve, so a new, official version can be presented in 2024, which will give us the chance to give the mission a clearer, more customized scope.

GLOSSARY

AMSN : Normandy's medico-social association

CA : Revenue

COFRAC : French Accreditation Committee, France's only national body that is recognized and certified by the State to issue certifications

GHG PROTOCOL : Method of calculation for measuring greenhouse gas emissions

HSS : Health, safety and security

KPI : Key Performance Indicator

MEMBERS : SOCAPS S.A. shareholders and independent contractors

MOOC : Massive Open Online Course

MSA : MY SOCAPS ACADEMY

OTIF : On Time In Full

CSR : Corporate social responsibility

SBTi : Science Based Targets Initiative

WRFA : Workplace rescue and first aid

TMP : Talent Management Program

APPENDICES

GOAL 1

LIST OF OPERATIONAL ACTIONS FOR 2022

1.1 HEALTH, SAFETY AND SECURITY

ACTION	DESCRIPTION	INDICATOR
1.1.1 DIGITALIZATION OF DANGEROUS SITUATIONS	Creation of a tile in MySOCAPS where dangerous situations encountered in the field can be reported in real time	Number of reports / 100 active members (%)
1.1.2 PREVENTION PLANS	Ensuring that 100% of prevention plans are in place for concerned sites	% of prevention plans recorded in our information system
1.1.3 SAFETY: WRFA TRAINING IN FRANCE	Employees trained on workplace rescue and first aid	% of employees trained
1.1.4 SAFETY: SOCAPS OFFICES	Updates to prevention plans for all locations, definition of responsibilities of office managers, verification of first-aid kits, defibrillators, fire extinguishers, etc.	% of offices inspected
1.1.5 HSS AWARENESS-TRAINING	100% of new technicians (shareholders, contractors and employees) having completed the Health, Safety and Security course offers by MySOCAPSAcademy	% of new technicians trained: 79% out of a target of 100%
1.1.6 FINALIZATION OF A SAFETY CULTURE ACTION PLAN	Finalization of a safety culture action plan by the bubble of the same name, identifying points of leverage for developing a safety culture at SOCAPS, divided between the offices and the field	OTIF
1.1.7 HARASSMENT REPORTING PROCEDURE	Institution of a clear, comprehensive procedure, to ensure everyone has been informed of the people to contact in case of any issues (depression, harassment, etc.)	OTIF + % of employees informed
1.1.8 DEVELOPMENT OF AN HSS PORTFOLIO	Development of a portfolio of solutions aimed at the continuous improvement of HSS management	OTIF
1.1.9 CODE OF ETHICS	The Code of Business Conduct, SOCAPS's formal code of ethics, built on the Ten Principles of the United Nations Global Compact	OTIF
1.1.10 WHISTLEBLOWING PROCEDURE	A formal "whistleblowing" procedure shared with everyone so that anyone can report any deviations they see from the Code of Business Conduct that they might observe	OTIF
1.1.11 OCCUPATIONAL HEALTH FOR FREELANCERS	Meeting with the AMSN to finalize occupational health offerings for independent contractors	OTIF
1.1.12 SAFETY: WRFA TRAINING IN SINGAPORE	Organization of WRFA training for office staff in Singapore	% of employees trained
1.1.13 SAFETY: WRFA TRAINING IN THE US	Organization of WRFA training for office staff in Atlanta	% of employees trained

1.2 EMPLOYABILITY AND EQUAL OPPORTUNITIES

ACTION	DESCRIPTION	INDICATOR
1.2.1 NEW MSA TRAINING COURSES: Q1	Addition of six new courses per month to the MySOCAPSAcademy platform	Number of training courses added
1.2.2: GENDER EQUALITY: MENTORING FOR WOMEN	Development of support mechanisms for women in managerial roles via a mentoring program, either led by a member of the ExCom or led by an external coach and sponsored by an ExCom member	Number of female employees mentored
1.2.3 RECRUITMENT: VALUE OF DIVERSITY	Promotion of the value of diversity in the company throughout the hiring process, from writing job postings to interviewing candidates to onboarding new hires at the company	OTIF
1.2.4: GENDER EQUALITY: MEETINGS 1 & 2 WITH WOMEN SHAREHOLDERS	Conduct of interviews with two women shareholders in order to gain an understanding of their daily experiences, gather their suggestions and be able to identify the benefits that could be put in place to increase gender equality within teams of shareholders	Interviews conducted
1.2.6: GENDER EQUALITY: COMMUNICATIONS FEATURING PORTRAITS OF WOMEN	Internal and/or external communications that showcase the skill sets and careers of women at SOCAPS	OTIF
1.2.7 RECRUITMENT: STANDARDIZATION	Standardization of recruitment processes for clients and internal hires	OTIF
1.2.8 RECRUITMENT: ONBOARDING SCHEDULE	Creation of a schedule for the first week of new hire onboarding	OTIF
1.2.9 RECRUITMENT: NON-DISCRIMINATION	Creation of a standard job interview evaluation chart to prevent discrimination and foster inclusion	OTIF
1.2.10 RECRUITMENT: COMMUNICATIONS	Creation of a Teams channel to promote internal hiring actions and keep everyone's networks active	OTIF
1.2.11 EMPLOYABILITY: KNOWLEDGE SHARING	Ensuring that skills and knowledge are transmitted from one generation of shareholders to the next	OTIF
1.2.12 EMPLOYABILITY: TRAINING ASSESSMENTS	Formal assessments of training courses and training organizations	OTIF
1.2.13 EMPLOYABILITY: SKILLS ASSESSMENTS	Incorporation of a skills assessments into annual performance reviews, with a training plan developed by the manager and the employee, if needed, and the inclusion of interdisciplinary projects into job descriptions	OTIF
1.2.14 NEW MSA TRAINING COURSES: Q2	Addition of six new courses per month to the MySOCAPSAcademy platform	Number of training courses added

1.2 EMPLOYABILITY AND EQUAL OPPORTUNITIES

ACTION	DESCRIPTION	INDICATOR
1.2.15 RECRUITMENT: PEOPLE WITH DISABILITIES	Examination of specialized websites where SOCAPS should publish job postings and identification of solutions to implement for the employment of people with disabilities	Number of specialized websites where we advertise our job postings
1.2.16 NEW MSA TRAINING COURSES: Q3	Addition of six new courses per month to the MySOCAPSAcademy platform	Number of training courses added
1.2.17 NEW MSA TRAINING COURSES: Q4	Addition of six new courses per month to the MySOCAPSAcademy platform	Number of training courses added
1.2.18 ENHANCEMENT OF THE MSA INTERFACE	Segmentation of the homepage: general and technical content	Number of topics
1.2.19 PROMOTION OF TRAINING AS "HEADLINE NEWS"	Communications about training courses	OTIF
1.2.20 TMP: OVERHAUL OF THE ONBOARDING GUIDE IN FRENCH	Updates to the onboarding guide	OTIF
1.2.21 TMP: OVERHAUL OF THE ONBOARDING GUIDE IN ENGLISH	Updates to the onboarding guide	OTIF
1.2.22 LANGUAGE EQUALITY IN TRAINING	Equal opportunities for training by language (French and English) and by topic MySOCAPSAcademy	OTIF
1.2.23 INTERGENERATIONALITY	Ensuring that skills and knowledge are transmitted from one generation of shareholders to the next by means of an intergenerational mentoring program	OTIF
1.2.24 INTERGENERATIONALITY: YOUNG SHAREHOLDERS FRAMEWORK	Framework for SOCAPS's "young shareholders" ambition and intergenerational project	OTIF
1.2.25 INTERGENERATIONALITY: YOUNG SHAREHOLDERS LAUNCH	Diversification of SOCAPS's independent contractors by recruiting young members	Number of young shareholders brought on board at SOCAPS
1.2.26: GENDER EQUALITY: IDENTIFICATION	Identification of SOCAPS's female shareholders and employees	OTIF
1.2.27: GENDER EQUALITY: CONTACT	Contacting the identified women shareholders to submit the project to them for feedback	OTIF
1.2.28: GENDER EQUALITY: WOMEN SHAREHOLDERS MEETING	Organization of a "consolidation" meeting with one of the women shareholders to supplement the information gathered during the first meeting	OTIF

1.3 WELL-BEING, DIVERSITY AND INCLUSION

ACTION	DESCRIPTION	INDICATOR
1.3.1 WELL-BEING: PARENTHOOD	Creation of a group of new parents to assess their needs and see what SOCAPS can do for them	Number of needs identified
1.3.2 WELL-BEING: FLEXIBILITY	Implementation of flextime at SOCAPS	OTIF
1.3.3 WELL-BEING: HANDBOOK	Creation of a handbook of benefits for employees of each subsidiary, with the goals of highlighting the benefits offered by the company and preventing discrimination	OTIF
1.3.4 WELL-BEING: EVENTS	Organization of quarterly team-building events linked to causes, such as participation in athletic challenges or other activities like the Race for the Cure	Number of events organized
1.3.5 WELL-BEING: SHAREHOLDER EVENTS	Inclusion of shareholders in community action days like World Cleanup Day	Number of events organized
1.3.6 WELL-BEING: SALES ADMIN TEAM-BUILDING	Organization of semiannual group activity days for the back office (excluding sales representatives)	Organization of events
1.3.7 WELL-BEING: CUSTOMER SATISFACTION	Tracking and analysis of the customer satisfaction rate	Customer satisfaction rate
1.3.8 INCLUSION: SUPPLIERS	Selection of inclusive suppliers, such as Café Joyeux in France	Number of suppliers
1.3.9 DISABILITIES: REFERENCE PERSON	Appoint a reference person for disabilities at the company, who will serve as the primary point of contact on that subject	OTIF
1.3.10 INCLUSION: LGBTQ+	Signature of L'Autre Cercle's LGBTQ+ Charter	OTIF
1.3.11 INCLUSION: LGBTQ+	Implementation of a strategy for supporting organizations that represent LGBTQ+ individuals (sponsorships, donations, partnerships, etc.)	OTIF
1.3.12 INCLUSION: LGBTQ+ TRAINING	MySOCAPSAcademy: LGBTQ+ awareness MOOC	Number of training courses added
1.3.13 INCLUSION: LGBTQ+ CBC	Verification of the rules and regulations and the CBC (Code of Business Conduct): finalization and dissemination of documents to raise awareness about bias and stereotypes associated with gender identity, sexual orientation and homophobic attitudes and words	OTIF

1.3 WELL-BEING, DIVERSITY AND INCLUSION

ACTION	DESCRIPTION	INDICATOR
1.3.14 DIVERSITY: PEOPLE WHO STRUGGLE TO FIND WORK	Support for the careers of groups of people who struggle to find work, by means of on-the-job training, for example, targeting people for professional reintegration who come from priority neighborhoods, refugee populations, etc.	Number of people supported
1.3.15 DIVERSITY: PROJECT PREPARATION AND PRESENTATION	Contact with the non-profit FACE Normandie, to collect as much information as possible about how it operates and its needs	OTIF
1.3.16 DIVERSITY: APPLICATIONS AND APPROVALS	Receipt and processing of applications, and contact with the local employment office to establish a training agreement	OTIF
1.3.17 DIVERSITY: ROLLOUT TO SINGAPORE	Collection of information about existing non-profits and other organizations that offer similar services and determine how the Singapore office can accommodate people in the process of professional reintegration	OTIF
1.3.18 DIVERSITY: ROLLOUT TO AFRICA	Collection of information about existing non-profits and other organizations that offer similar services and determine how Keran can accommodate people in the process of professional reintegration	OTIF
1.3.19 DIVERSITY: EXTENSION OF ACTIONS	Contact with ADRESS Normandie to gather information about how it operates and to present SOCAPS's project Meeting with FACE Yvelines to learn about its engaged companies program ("Les Entreprises S'Engagent") and the actions in which SOCAPS could participate	OTIF
1.3.20 DIVERSITY: PARTICIPATION IN WORKSHOPS AND WEBINARS	Rallying SOCAPS volunteers to participate in a workshop on the premises of the non-profit FACE Normandie Participation in webinars and workshops organized for the FACE engaged companies program ("Les Entreprises S'Engagent") Organization of a tour of SOCAPS for 10 members from FACE Normandie	OTIF
1.3.21 WELL-BEING: SHAREHOLDERS	Tracking and analysis of the shareholder satisfaction rate	OTIF
1.3.22 EXERCISE EQUIPMENT FOR ROUEN	Installation of exercise equipment in the gym, so everyone can assess their own stress levels and stay or get in shape in a safe environment	OTIF

GOAL 2

**LIST OF OPERATIONAL ACTIONS FOR
2022**

2.1 DEVELOPMENT OF TECHNICAL SUPPORT FOR CLEANTECH

ACTION	DESCRIPTION	INDICATOR
2.1.1 RECYCLING: IDENTIFICATION AND STUDY OF TWO SPECIALIZED UNIONS	Contact with unions that specialize in the circular economy, with the goals of improving SOCAPS's knowledge of that environment and then studying the applicability of membership in them and becoming a member, if appropriate	Number of unions identified
2.1.3 IDENTIFICATION OF 10 AGRITECH REFERENCES	Identification and study of prospective references	Number of prospects identified
2.1.4 CLEANTECH CLIENTS	Tracking and analysis of the number of new CleanTech clients	Number of new CleanTech clients
2.1.5 CLEANTECH TRADE FAIRS	Identification of CleanTech trade fairs and participation in at least five	Number of CleanTech trade fairs in which SOCAPS participated
2.1.6 IDENTIFICATION OF 10 RECYCLING INDUSTRY REFERENCES	Identification and study of prospective references	Number of prospects identified
2.1.7 IDENTIFICATION OF 10 WATER TREATMENT INDUSTRY REFERENCES	Identification and study of prospective references	Number of prospects identified
2.1.8 IDENTIFICATION OF 10 SUSTAINABLE ENERGY INDUSTRY REFERENCES	Identification and study of prospective references	Number of prospects identified
2.1.9 CLEANTECH TRAINING FOR TECHNICIANS	Training of SOCAPS technicians to work with the CleanTech industry	Number of technicians trained
2.1.10 FINALIZATION OF A PRESENTATION OF THE CLEANTECH SEGMENT	Creation of a presentation that focuses on the CleanTech segment and showcases our current references, to help us target that segment	OTIF
2.1.11 TRACKING OF ON-SITE CLEANTECH SERVICES	Creation of an automated system for tracking indicators, to help us monitor the development of business in the CleanTech segment	OTIF

2.2 ECO-TRANSITION PROJECTS IN TRADITIONAL INDUSTRY

ACTION	DESCRIPTION	INDICATOR
2.2.1 MARKET RESEARCH ON RESPONSIBLE PACKAGING	Conduct of a study of the latest trends in responsible packaging, to inform the training provided to our salespeople	OTIF
2.2.2 SALES TRAINING ON RESPONSIBLE PACKAGING	Training for our entire front line (sales representatives and technical directors) on the latest trends in responsible packaging and the associated SOCAPS solutions	OTIF
2.2.3 FINALIZATION OF DEDICATED SLIDES	Creation and finalization of specific slideshow covering "responsible" industrial projects, for presentation to clients, following the research and training actions	OTIF

2.3 DEVELOPMENT OF CONSULTING AND TRAINING FOR THE INDUSTRIAL ECO-TRANSITION

ACTION	DESCRIPTION	INDICATOR
2.3.1 MARKETING CONCEPT	Determination of the main lines on which we want to position ourselves	OTIF
2.3.2 RECRUITMENT & TRAINING OF SHAREHOLDER CONSULTANTS	Acceleration of the recruitment of shareholder consultants who specialize in technical consulting	OTIF
2.3.3 INDUSTRIAL ECO-TRANSITION MONITORING	Participation in eco-transition events in the industrial sector, to gain a better understanding of the subject	OTIF

GOAL 3

LIST OF OPERATIONAL ACTIONS FOR 2022

3.1 CLIMATE STRATEGY

ACTION	DESCRIPTION	INDICATOR
3.1.1 GREEN ENERGY IN ROUEN & CROISSY	Change of electricity utility providers in Rouen and Croissy, replaced by EnerCoop's 100% renewable energy	OTIF
3.1.2 GREEN ENERGY IN ATLANTA	Partnership with Georgia Power's Simple Solar program in Atlanta, which aims to promote green energy throughout the US, in the form of voluntarily matching all or part of our energy usage (100% or 50%), equivalent to an additional 1¢ per KWh, which is used by Georgia Power to fund renewable solar power generation infrastructure	OTIF
3.1.3 SUSTAINABLE TRANSPORTATION	Implementation of a sustainable transportation plan for Rouen's employees, to give them access to a sustainable transportation solution (public transit, bike-share subscriptions, electric vehicles, etc.) that is at least 75% funded by the company	OTIF
3.1.4 ENERGY AUDITS FOR ROUEN	Institution of energy audits for our location in Rouen	OTIF
3.1.5 ENERGY AUDITS FOR CROISSY	Institution of energy audits for our location in Croissy	OTIF
3.1.6 ENERGY AUDITS FOR ATLANTA	Institution of energy audits for our location in Atlanta	OTIF
3.1.7 ECO-FRIENDLY DRIVING TRAINING	Training on best practices for eco-friendly driving, accessible to employees and shareholders, through MySOCAPSAcademy for members and in person for employees (where possible)	OTIF
3.1.8 ANALYSIS OF MICROSOFT 365 VS DROPBOX	Comparison of the storage and usage footprint of Dropbox versus Microsoft 365 (One Drive and/or Teams and/or SharePoint)	OTIF
3.1.9 GREEN SERVER DIAGNOSTICS	Evaluation of the energy consumed by our server	OTIF
3.1.10 SOCAPS SUSTAINABILITY CLUB	Sharing of information about CleanTech and its business potential, and consideration of sustainable practices for our services in the field	OTIF

3.1 CLIMATE STRATEGY

ACTION	DESCRIPTION	INDICATOR
3.1.11 CLIMATE FRESK WORKSHOP	Organization of a Climate Fresk workshop to maximize SOCAPS employee awareness of climate change	Number of employees trained
3.1.12 MYCO2 TOOL	Organization of training on the MYCO2 tool, which raises awareness about carbon footprints in the private sphere	Number of employees trained
3.1.13 REMOTE ASSISTANCE: STUDY ON REMOTE PROJECTS	1) Referencing and analysis, with our sales representatives, of all remote assistance projects in 2022 2) Creation of a remote assistance profitability analysis, to help us develop a strategy for the future	OTIF
3.1.14 MEMBER MAPPING	Identification of a solution for effectively mapping our members, so we can make more use of local members	OTIF
3.1.15 IDENTIFICATION OF MEMBER NEEDS BY COUNTRY	Identification of countries with the highest business levels (threshold to be defined) that are not associated with a specific project, which are in need of more members	OTIF
3.1.16 ECO-RESPONSIBLE TRAVEL CHARTER	Awareness-raising for sales representatives about the carbon footprint of travel and creation of an eco-responsible travel charter	OTIF
3.1.17 ENCOURAGEMENT OF SUSTAINABLE TRANSPORTATION AMONG MEMBERS	Helping members gain access to eco-friendly travel options (low-carbon vehicles, sustainable transportation options, etc.)	OTIF
3.1.18 CARBON SINK STRATEGY	Finalization of a five-year SOCAPS strategy for carbon sinks: which range of solutions to choose to help us meet our commitment in terms of MTCO ₂ e, budget and meaningfulness	OTIF
3.1.19 REFOREST'ACTION RENEWAL FOR FY 2022	Renewal of our partnership with Reforest'Action for 2022	Amount contributed to offsetting
3.1.20 CLIENT CONTRIBUTIONS TO CARBON SINKS IN 2022	Measurement of the estimated carbon footprint of on-site services and its reduction Contribution to carbon offsetting on client quotes	OTIF
3.1.21 CLIENT CONTRIBUTIONS TO CARBON SINKS IN 2021	Measurement of the estimated carbon footprint of on-site services and its reduction, and contribution to carbon offsetting on client quotes	OTIF

3.2 CONTRIBUTION TO THE PRESERVATION OF BIODIVERSITY

ACTION	DESCRIPTION	INDICATOR
3.2.1 EMPLOYEE AWARENESS OF RECYCLING IN ROUEN	Bringing in a non-profit or other organization to raise awareness and explain the waste recycling procedure to employees	OTIF
3.2.2 RECYCLING IN ROUEN	Implementation of waste recycling in Rouen: cardboard boxes, plastic bottles, tin cans, food waste and face masks	OTIF
3.2.3 RECYCLING IN CROISSY	Implementation of waste recycling in Croissy, based on the model applied in Rouen: paper, plastic bottles, face masks, tin cans, toner cartridges, food and batteries	OTIF
3.2.4 GOOD PRACTICE GUIDE	Posters presenting good digital, health, energy and daily practices displayed at all our branch offices	OTIF
3.2.5 COMPOSTING IN ROUEN	Identification of a composting solution for our location in Rouen	OTIF
3.2.6 COMPOSTING IN CROISSY	Identification of a composting solution for our location in Croissy	OTIF
3.2.7 RECYCLING IN ATLANTA	Implementation of a recycling solution for paper, batteries and light bulbs	OTIF
3.2.8 E-WASTE RECYCLING	Recycling of unused computer equipment	OTIF
3.2.9 RECYCLING & RESPONSIBLE PURCHASING IN SINGAPORE	Implementation of a recycling solution for our offices in Singapore	OTIF
3.2.10 STOCKTAKING OF SUPPLIERS	Listing of our current suppliers by type of service: marketing, US, Singapore, IT, office supplies, small equipment, banking, outside services (accounting, certification, safety, security, etc.) and so on	OTIF
3.2.11 REVIEW OF SUPPLIERS FOR ROUEN	Review of all our suppliers and their CSR engagement	OTIF
3.2.12 REVIEW OF SUPPLIERS FOR THE US	Review of all our suppliers and their CSR engagement	OTIF
3.2.13 REVIEW OF SUPPLIERS FOR ASIA	Review of all our suppliers and their CSR engagement	OTIF
3.2.14 REVIEW OF SUPPLIERS FOR CROISSY	Review of all our suppliers and their CSR engagement	OTIF

3.2 CONTRIBUTION TO THE PRESERVATION OF BIODIVERSITY

ACTION	DESCRIPTION	INDICATOR
3.2.15 WORLD CLEANUP DAY 2022	Organization of World Cleanup Day 2022 activities at each SOCAPS branch office	Rate of participation
3.2.16 SUPPORT FOR ENVIRONMENTAL NON-PROFITS	Support from SOCAPS Fund (equal to 50% of the budget) for environmental defense non-profits (working on terrestrial and marine biospheres)	OTIF
3.2.17 CYBER WORLD CLEANUP DAY	1) Collection of unused and/or obsolete digital devices 2) Data cleanup operation	OTIF

3.3 ADVOCACY: ENCOURAGING THE SUSTAINABILITY TRANSITION ALL AROUND US

ACTION	DESCRIPTION	INDICATOR
3.3.1 CSR DIRECTORY	Creation of a file listing all our CSR service providers in every domain	OTIF
3.3.2 COMMUNITY OF MISSION-DRIVEN COMPANIES	Membership in the Communauté des Entreprises à Mission, so we can take an active part in their work: participating in task forces, sponsoring international actions, serving as a regional ambassador in Normandy, etc.	OTIF
3.3.3 UNITED NATIONS GLOBAL COMPACT	Joining the United Nations Global Compact and rolling out the commitments across the entire organization	OTIF
3.3.4 ETI NORMANDIE BUSINESS CLUB	Participation in Club ETI Normandie to ensure advocacy is active in the region (co-leadership of the CSR challenge)	OTIF
3.3.5 IMPACT FRANCE MOVEMENT	Participation in political lobbying and in Summer Universities of the Economy of Tomorrow (UEEDs)	OTIF
3.3.6 RESEAU ENTREPRENDRE NETWORK	Joining Réseau Entreprendre and supporting local CSR transitions	OTIF
3.3.7 LIEU TOTEM PROJECT	Conceptualization and finalization of the idea of a place to enable the concrete fulfillment of our commitments under our action areas 3.1, 3.2 and 3.3	OTIF

Editorial Committee:

Pauline Raoult, Floriane Hanouet, Julie Adrien

Publication Team :

Jean-Philippe Daull, Laurent Muratet, Alice Care, Hervé Dessolle,
Pierre Paillereau, Mathilde Milot, Lucie Debliqui and Elise Meyer

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