



MISSION COMMITTEE REPORT 2023



When SOCAPS adopted the status of mission-driven company in 2021, we made a decisive choice for the next chapters in our history.

We decided to establish a purpose and a series of goals in our bylaws, which commit us to working hard every day toward the fulfillment of our mission. In addition, we devote the same efforts to the management of our financial, social and environmental results. We have embarked on a self-imposed, public process of positive transformation.

These choices led us to continue our work in 2023, with a twofold objective: the first, of course, being to reach our annual goals, but also to critically examine our position and ask ourselves a couple of key questions: "Are we as aligned with our official mission in 2023 as we were in 2020, when we wrote our first statement of purpose and the goals enshrined in our bylaws?"

As you read this report, you will learn about how, in 2023, we both continued to pursue our mission goals, as laid out in our bylaws, and also worked to reformulate our mission statement, the proposed new version of which will be submitted to our Extraordinary General Meeting in June 2024.

THOMAS MEYER
C.E.O. SOCAPS GROUP



HENRI DUQUESNE
PRESIDENT SOCAPS S.A



We are an artisanal cooperative. Our history, our values and our principles are those of the cooperative system and the social and solidarity economy.

Our peers at other cooperatives in France and Europe often ask us, "Why become a mission-driven company, with all of the work and constraints that this status can demand, when being a cooperative essentially means you are already a mission-driven company?"

The answer is simple: Yes, it's true that, as a cooperative, we already had a mission (economic democracy and shared values)... but also no, because a cooperative is not a "mission-driven company" as defined by the French Pacte Law. Being a mission-driven company allows us to permanently integrate social and environmental concerns that affect all of our stakeholders – not just our shareholders – in our culture, our ambitions and our governance system.



It was this combination of the cooperative system and our mission-driven company status that made it possible for us to advance, in 2023 (as in previous years), along our path of social and environmental transformation for the common good!





JEAN-PHILIPPE DAULL

Mission Committee Chairman



2023 was a very productive year for SOCAPS and the Mission Committee.

We achieved 100% of our operational targets, which is an especially outstanding result, given the ambitious nature of those goals.

Over the course of the year, the Mission Committee met four times, in February, April, September and November. The regular schedule of those meetings, supplemented by three more informal gatherings, ensured that the Committee's members were kept well-informed. That way, they could participate effectively in the Mission Committee's work.

At the General Meeting in June 2023, we presented the main aspects of the approach we have taken to around 100 shareholders and employees. The process of gaining support – which can be a real challenge for mission-driven companies – is now well under way at SOCAPS.



With this third Mission Committee Report, we wanted to present both the progress made on our commitments and our approach for updating our purpose and the goals enshrined in our bylaws, as a result of crucial continuous improvement work done on our intentions and priorities.

In the last three years, SOCAPS has worked to execute the actions that would be necessary for implementing our mission. We have also been involved in promoting positive business transformation, to encourage companies to adapt to their individual environments, providing relief to our environment as a whole.

PAULINE RAOULT

Mission Manager





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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.

We possess all of the different skill sets needed to deliver technical support to our clients:

- Site Managers
- Project Managers
- Trainers
- Process Experts
- Laboratory Technicians
- Drafters & Designers
- Automation Specialists
- Robotics Specialists
- Maintenance & Repair Technicians
- Safety Managers
- Mechanics
- Electricians
- Electrical Technicians
- Welders
- Pipefitters
- Warehouse Handlers

Our portfolio of services revolves around **three categories of solutions:**



Technical Support

On-site services
Assembly at workshops
Engineering



Recruitment

Technicians
Managers
Experts
Directors



Consulting

Industrial performance consulting
Industrial eco-transition

65%

AGRI-FOOD

15%

HEALTH &
BEAUTY

14%

ROBOTICS &
INTRALOGISTICS

6%

CLEANTECHS

OUR PRIORITY: ROBUSTNESS

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

#1

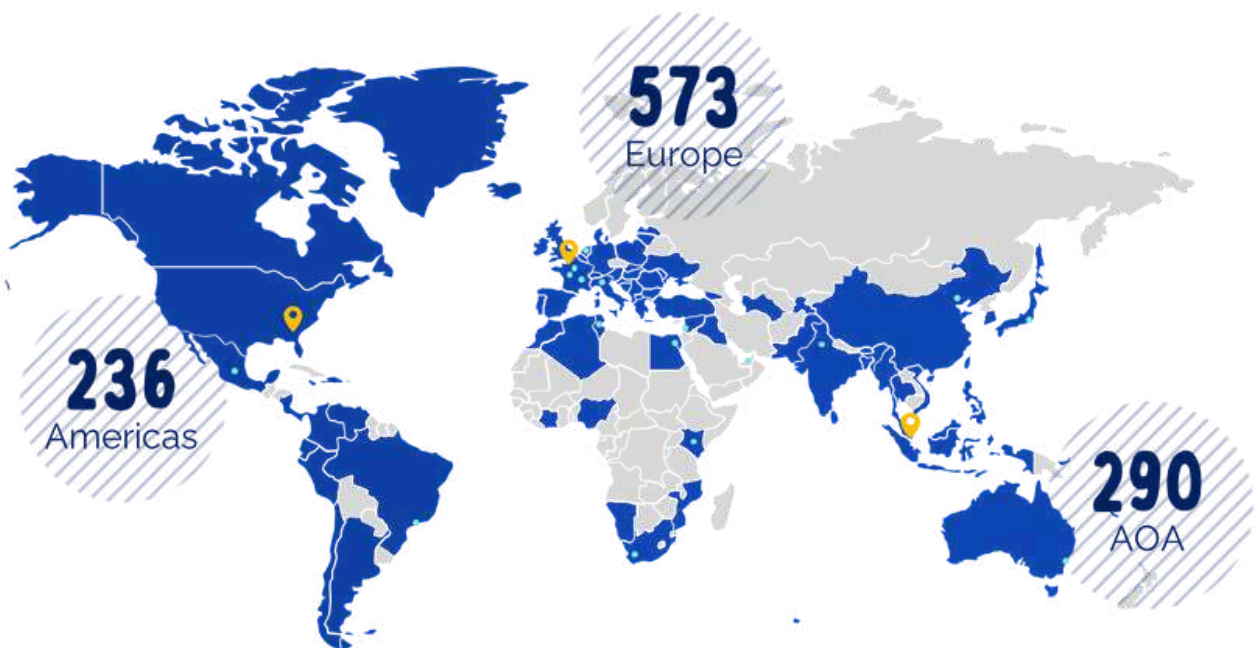
Internationalization and densification of our multi-local network

#2

Investments in **specific** industrial sectors

#3

Enhancement of our portfolio of services (**premiumization and digitalization**)



At its core, our main goal is to **achieve sufficient growth** to have a **robust network** at our disposal, capable of **navigating the challenges** of a polycrisis world. This **extensive, global network** allows us to simultaneously **address our clients' requirements** for global technical support, balance our geographic risks, continuously build up our skill sets and make ourselves robust enough to prepare for a future that we already know will be a challenge.

OUR HISTORY :

International rollout



BUSINESS MODEL & VALUES

THE COOPERATIVE MODEL

Our innovative business model is based on 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 have a financial interest in SOCAPS S.A. In the rest of the world, our **members** are contractors who uphold SOCAPS's cooperative values and principles, and who contribute to growing our international network.

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

E

Entrepreneurship

T

Talent

R

Respect

E

Engagement

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

Our success is driven by **our talented SOCAPS employees and members**. Our aim is to identify, assimilate and develop these talents and build loyalty.

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

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 responsibility, one that places **corporate social responsibility at the heart of our purpose**. In this sense, we are able to align financial interests with human welfare, and productivity with environmental concerns.

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 (ITPO).

**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.



Fédération Française
des Coopératives
et Groupements d'Artisans

- 1 Voluntary and Open Membership
- 2 Autonomy and Independence
- 3 Democratic Member Control
- 4 Member Economic Participation
- 5 Education, Training, and Information
- 6 Cooperation among Cooperatives
- 7 Concern for Community

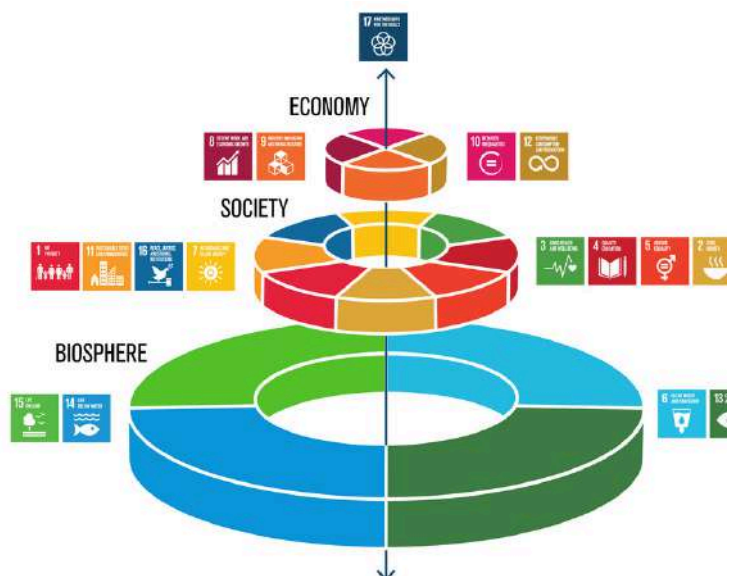
THE 17 UNITED NATIONS SDGS



“

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: Designed by Azote for Stockholm Resilience Centre, Stockholm University

”



SOCAPS FUND



50%

Environment &
Biosphere
Protection



41%

Solidarity
& Community
Support



9%

Sports, Culture,
Education &
Local Action

* Budget allocation for 2019-2023



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 dated August 4, 2008, as a founding member.

Every year, the SOCAPS entities donate **10% of their profits to this endowment fund.**

(*)

GOVERNANCE

The fund is governed by a Board of Directors made up of SOCAPS Group employee representatives.

The Board three times a year to review and vote on funding requests submitted by SOCAPS teams and shareholders, based on three criteria:

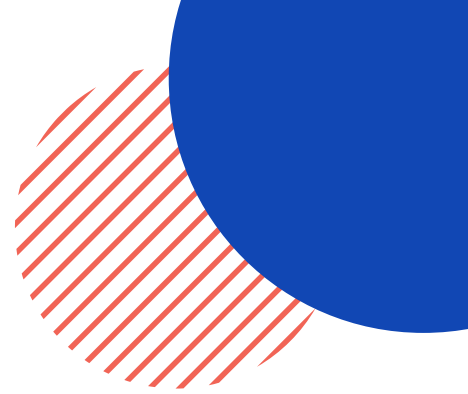
- Compliance with French tax rules for sponsorships
- Alignment with the fund's bylaws and goals
- Alignment with at least one of the 17 United Nations SDGs.

EXAMPLES OF SUPPORTED PROJECTS

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



WHAT IS A MISSION-DRIVEN COMPANY?

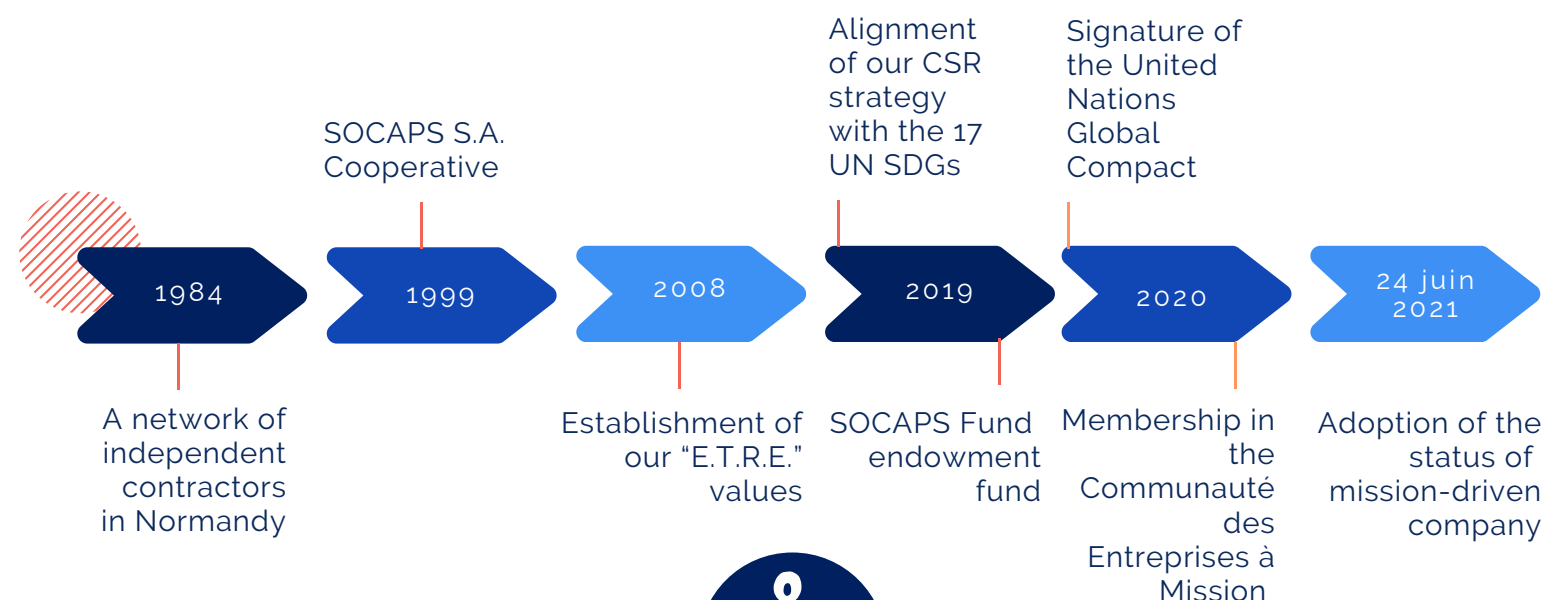


France's Pacte Law (2019) provides a clear legislative framework for companies that decide to pursue certification as a mission-driven company, involving a growing number of organizations in France.

The certification process involves:

- **formally incorporating a purpose** into their bylaws
- **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
- filing paperwork with the local commercial court clerk **declaring themselves as 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 oversees the the group's strategic choices and any topics within its jurisdiction: 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 oversees the cooperative's strategic choices and any topics within its jurisdiction: 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 common mission, which 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 ITPO.

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



3 Mission Committee Reports



Equal **representation**: **50%** women / **50%** men

Internal = **25%** Employees + **25%** Shareholders

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



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).

COMMITMENT TO CORPORATE RESPONSIBILITY AND HIGH STANDARDS ARE THE CORE OF THE MISSION COMMITTEE, WHICH PLAYS AN ESSENTIAL ROLE IN TERMS OF IMPLEMENTING AND OVERSEEING 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

With a degree in Cultural Mediation and Tourism from Paris 1 Panthéon-Sorbonne University, Mathilde Milot founded Citémômes in 2007, a non-profit organization that strives to enhance children's 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 highlight intergenerational collaboration in our society.



HERVÉ 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. shareholder on June 25, 2007, and later joined the Board of Directors, where he became fully invested in the member experience.

MISSION COMMITTEE



ALICE CARE

In 2013, Alice Care joined the staff at SOCAPS S.A. as the employee of a shareholder, 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.



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

MISSION COMMITTEE



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.

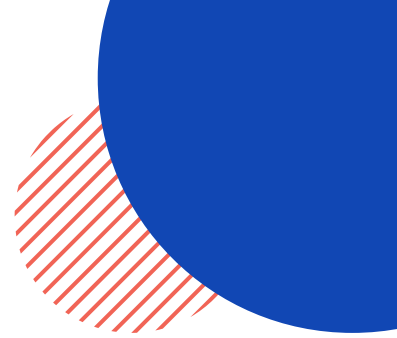
JEAN PHILIPPE DAULL

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.).



KEY DATES



FEBRUARY 6, 2023

APRIL 11, 2023

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 ITPO on the next Mission Committee Report

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

JUNE 5, 2023

MAY 26, 2023

**APRIL 24 TO
MAY 18, 2023**

Delivery of the ITPO's audit report to the Mission Manager

Report by the independent third-party organization verifying the fulfillment of our social and environmental goals

1st external verification by an independent third-party organization: Article L210-10(4) of the French Commercial Code stipulates that an independent third-party organization must verify the fulfillment of the social and environmental goals that a company has set as part of its mission, pursued in its operations and recorded in its bylaws

AUGUST 28, 2023

SEPTEMBER 19, 2023

NOVEMBER 27, 2023

Seminar to refocus our mission:

Workshops to refine discussions on the wording of our purpose and the goals enshrined in our bylaws

8th Mission Committee meeting:

Review of progress made on the current year's operational actions and discussion of our purpose and the goals enshrined in our bylaws, presented by the leader of the summer workshops

9th Mission Committee meeting:

Review of progress made on 2023 operational actions and KPIs, and review and work on our purpose, the goals enshrined in our bylaws, and our mission structure for 2024

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

Goals in our bylaws



Being a mission-driven company also means questioning ourselves and rallying around a process of continuous improvements.

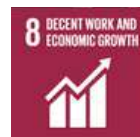
For example, in 2023, we engaged in substantial self-questioning work (assisted by the Communauté des Entreprises à Mission), followed by the rewriting of our purpose and the goals enshrined in our bylaws, with the participation of all of our governance bodies.

The new purpose that we will be submitting to the Extraordinary General Meeting in June 2024 is as follows:

“ **GUIDED BY OUR COOPERATIVE PRINCIPLES, WE WORK TOGETHER TO PROVIDE TECHNICAL SUPPORT FOR THE POSITIVE TRANSFORMATION OF INDUSTRY AND INDUSTRIAL PROSPERITY** ”

#1

A SAFE, EQUITABLE AND INCLUSIVE WORK ENVIRONMENT



#2

A LEADER IN TECHNICAL SUPPORT FOR GREENTECH



#3

PROMOTION AND IMPLEMENTATION OF THE ECO-TRANSITION



DISTRIBUTION OF ACTIONS BY COMMITMENT AND BY PILLAR



**tembo
tool**



**OF ACTIONS COMPLETED
AS OF 12/31/2023**
(58 OUT OF 60)



DISTRIBUTION OF ACTIONS BETWEEN THE 17 SDGs:



GOAL #1 PEOPLE

A SAFE, EQUITABLE
AND INCLUSIVE
WORK ENVIRONMENT

BYLAW GOAL

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

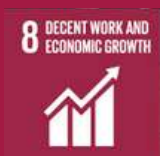
As part of our reformulation work, the latest version (in progress) of this goal is:

“Collectively promote the development of skill as well as a healthy, supportive and inclusive workplace.”

”

21
ACTIONS
COMPLETED
AS OF 12/31/2023

21
OPERATIONAL
ACTIONS



1.1 A SAFE WORK ENVIRONMENT

ISO 45001
BUREAU VERITAS
Certification



Health

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

NOTEWORTHY ACTIONS:

*Awareness-raising on employee workstation **ergonomics**.*

Awareness-raising on psychosocial hazards.

6 free online health training courses on our MySOCAPSAcademy platform.

Partnership with the AMSN to develop and promote health services for freelancers.



Safety

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

NOTEWORTHY ACTIONS:

***5 safety audits** of our clients conducted in 2023.*

Finalization of health and safety procedures for our branch offices.

Improvement of our online Health, Safety and Security training, with multiple languages available, optimized recordings and editing, content tailored to local regulations, and more.

Security

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

NOTEWORTHY ACTIONS:

Training for employees on the stakes and the actions to be carried out in the event of an incident, a critical incident or a crisis.

***Audit of our security procedures** with expert support from International SOS.*

Reinforcement of security procedures (including the creation of a Security Committee that meets on a monthly basis) and the checklist tool, in preparation for services provided in high-risk countries.



“

The Committee's perspective

Actions were carried out across all three areas – Health, Safety and Security – **equally balanced** between them. We saw that our **recommendations from last year's report were followed**, with a much more complete Security component, which we consider to be essential in view of the company's business activities and the geopolitical climate.

”

1.1 A safe work environment

KPIS

REPORTS OF DANGEROUS SITUATIONS

Definition :

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

Target

>50

Result

59



SEVERITY RATE VS BENCHMARK

Definition :

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

Target

<0,19

Result

0.02



* 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.

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

<2,32

Result

2.20



The Committee's perspective

We found that all three targets were met. We would also like to highlight the fact that the development of an IT tool made it easier to **report dangerous situations**. In addition, and in light of that new tool, **the target level in this area has been raised substantially**.



1.2 AN EQUITABLE WORK ENVIRONMENT

Happy Offices

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

NOTEWORTHY ACTIONS:

*Calendar of **events** with **impactful themes** throughout the year, like Breast Cancer Awareness Month, Movember, solidarity races, toy drives and more.*

*Finalization of our **charter on the right to disconnect**.*

Institution of a procedure to allow women with painful menstrual cycles to work from home.



Note: In 2023, **Positive Company** renewed our **3-star certification** (the top rating).

Employability

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

NOTEWORTHY ACTIONS:

*Tracking of **satisfaction with the relationship between SOCAPS and its members: 85% reported they were satisfied** or very satisfied (up 13% from 2022).**

Establishment of indicators to track length of membership, so we can achieve our goals for recruiting young talent.

(*) Positive Company survey Nov. 2023



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.

NOTEWORTHY ACTIONS:

Promotion of skills mentoring at all of our branch offices, resulting in 46 assignments and 7 non-profits supported.

Number of skills mentoring hours doubled compared to 2022.

140 HOURS OF SKILLS MENTORING IN 2023!



The Committee's perspective

The Mission Committee would like to emphasize the **effort made to organize the Happy Offices component**, including the establishment of tools like the event calendar and the charter on the right to disconnect. Skills mentoring has dug deep and lasting roots at SOCAPS, and we observed a real interest among employees in participating in non-profit activities.

1.2 An equitable work environment

KPIS

MYSOCAPSACADEMY CONNECTION RATE

Definition :

Number of profiles connected to the platform each year based on the number of members with an activated account on the platform.*

Target
>25

Result
60



*Method of calculation for 2022: average number of logins in a year divided by the average number of registered users in the database.

Method of calculation for 2023: number of accounts that logged in at least once during the year divided by the total number of activated accounts on the platform (an activated account being an account whose user logged in at least once since the platform's creation).



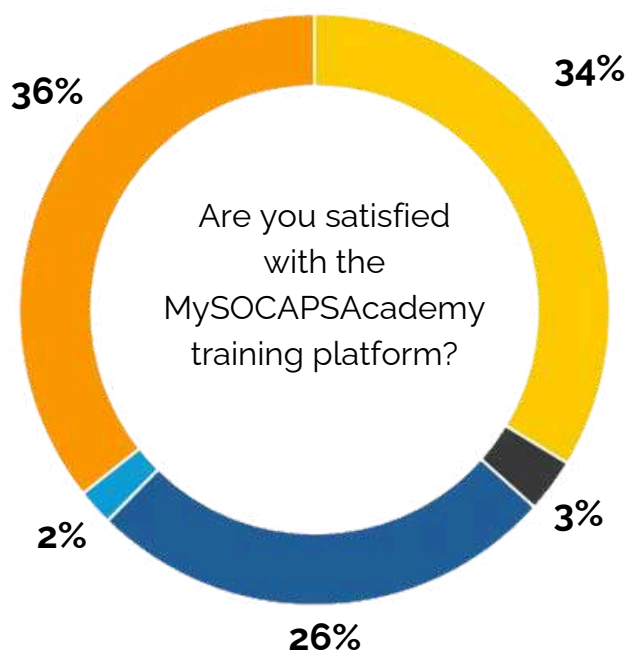
MYSOCAPSACADEMY SATISFACTION RATE

Definition :

Annual questionnaire on the platform, available since 2023.

Result
62%

**SATISFIED OR
SOMEWHAT SATISFIED**



The Committee's perspective



We observed a strong **connection rate for MySOCAPS Academy**, well above the target, which tells us that **more members are using the platform**. It would be helpful to develop a more detailed metric for our analysis of the platform's level of usage.



1.3 AN INCLUSIVE WORK ENVIRONMENT

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.

NOTEWORTHY ACTIONS:

*Local partnerships (with the **local integration and employment plan** for the **greater Rouen area** and the **Rouen Local Mission for youth employment**) to offer on-the-job training to people struggling to find work.*

*Meeting between employees and Rouen's **LGBTI+ Centre (Fiertés Colorées)** and, for employees in Atlanta, a clothing drive for **Lost-N-Found Youth Inc.**, a local non-profit that helps homeless LGBTQ+ youth.*



Disability

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.

NOTEWORTHY ACTIONS:

*Production of our **disability policy**.*

*Participation in **Duo Days**, as part of our partnership with **AGEFIPH**, welcoming people with disabilities into the company for the day, so they can learn about our different occupations.*

Employee awareness-raising through videos, booklets explaining the status of disabled worker, a questionnaire about disabilities in the workplace, etc.

Gender Equality

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

NOTEWORTHY ACTIONS:

***Flextime** approved for 2024: greater flexibility for **pregnant women and their spouses**, to facilitate the necessary medical appointments from the early stages through to childbirth.*

Examination of the possibility of granting an additional two weeks of parental leave, over and above those required by law



“

The Committee's perspective

In 2023, SOCAPS implemented multiple high-impact awareness actions to **influence employee attitudes going forward**, with regard to various subjects, including cultural diversity, LGBTQIA+ issues and disabilities. The Mission Committee would like to emphasize the need to continue raising employee awareness on these topics.

”

1.3 An inclusive work environment

KPIS

MIXITY INDICATOR

Definition :

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

Target

> 65/100

Result

72/100



Between 2021 and 2023

+ 31 %

RESULTS OF THE 2023 MIXITY AUDIT



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.

Since the result for the Mixity indicator – which is measured every other year – had been published in time for the 2022 Mission Committee Report, "The Committee's perspective" is the same as in last year's report.



GOAL #2 PROFIT

A LEADER IN TECHNICAL
SUPPORT FOR RESPONSIBLE
TECHNOLOGIES

BYLAW GOAL

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

As part of our reformulation work, the latest version (in progress) of this goal is:

“

Become a key technical partner for the ecological transition of our current and future clients.”

18

ACTIONS
COMPLETED
AS OF 12/31/2023

19

OPERATIONAL
ACTIONS



2.1 CLEANTECH

Green Energy & Decarbonation

Develop technical support for low-carbon power generation facilities and industrial decarbonization.

NOTEWORTHY ACTIONS:

*Understanding of the technologies and the necessary skill sets in the field of **green hydrogen**.*

*Examination of companies and **technologies that specialize in decarbonization**.*

Water Management

Develop technical support for sustainable water management (recycling and conservation).

NOTEWORTHY ACTIONS:

*Inventory of the resumes of all SOCAPS members with expertise in the field of **water treatment**, in order to **build a network of at least 10 experts around the world** to support growth on that segment.*

Examination of Veolia's global structure, so as to set up transregional business development and account creation actions.

Circular Economy

Develop technical support for waste management, sorting and recycling facilities.

NOTEWORTHY ACTIONS:

*Understanding of the **main trends in recycling in the Americas, Egypt and South Africa**.*

Examination of the possibility of developing retail offerings for the agri-food industry and healthcare.



The Committee's perspective

The Mission Committee noted that, in 2023, the project group responsible for the CleanTech sector made **significant efforts in monitoring and in the consolidation of available knowledge, particularly related to green hydrogen, industrial decarbonization technologies and trends on the US, South African and Egyptian markets**. The Je-Decarbhone.fr initiative provides an interesting mechanism for understanding the startup ecosystem, even if it will not immediately bring in revenue.

In 2024, **special attention could be paid to trade shows in the sector**, so we can keep training our teams, gain a better understanding of the sector and further develop the sector.



2.1 Cleantech

KPIS

SALES OF CLEANTECH SERVICES

Definition :

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

Target

4.5%

Result

5,6%



ACTIVE CLEANTECH MEMEBERS

Definition :

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

Target

68

Result

86



ACTIVE CLEANTECH CLIENTS

Definition :

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

Target

26

Result

26



The Committee's perspective



The Mission Committee found that **business in the CleanTech sector accounted for 5.6% of SOCAPS's revenue**, compared to 4% in 2022, bearing in mind that SOCAPS's total revenue increased by nearly 8% over the same period.

The number of active clients also rose from 18 in 2022 to 26 in 2023 (in line with our target), and the number of members exposed to the sector also increased. We should remain attentive to the preparation of our members for the potentially difficult working conditions of this sector (sorting and recycling).

This has been a **significant success for SOCAPS and for the team responsible for this area, allowing us to exceed expectations in 2023** and continue growing this sector, which is central to the SOCAPS mission.



2.2 ECO-PROJECTS

Agri-Food, Health & 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.

NOTEWORTHY ACTIONS:

Discussions to help understand what is or is not "virtuous" in these sectors... although without being able to identify a clear and conclusive business model at this stage.

Discussions of our agri-food retail portfolio, although postponed following changes to the provisions of France's AGECL Law and its country-by-country deadlines (deferral of the packaging deposit/refund system in France, etc.)

Intralogistics & Robotic

Develop full-service support services for the intralogistics sector and dig into the sector's "eco-responsible" dimension.

NOTEWORTHY ACTIONS:

Examination of expectations and trends on the intralogistics sector (particularly client initiatives related to the replacement of single-use plastic with paper), which did not yield any consistent, major trends at this stage.



The Committee's perspective

The Mission Committee observed that the results of the efforts made to answer the original question of **SOCAPS's legitimacy with regard to the eco-transition in traditional industry** were not conclusive.

Rather, it was more the project group responsible for rolling out eco-transition consulting services who discussed it from a perspective of how to sell those services. In addition, the team indicated that it was difficult for them to take a stance, such as on what would or would not be virtuous in a particular industrial project.

Consequently, for 2024, the Committee recommends addressing the subject of current clients by raising awareness about the transition, and aligning this goal more closely with the Industrial Eco-Transition Consulting pillar.



2.3 INDUSTRIAL ECO-TRANSITION CONSULTING

Solution & 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).

NOTEWORTHY ACTIONS:

Establishment of a **partnership with Ouvert**, an eco-transition consulting firm created by Pocheco.

Development of eco-transition consulting services and their proposal to our clients.

Training for the Europe & Asia sales team on those services at a dedicated seminar.

Ecosystem

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

NOTEWORTHY ACTIONS:

Participation in events like **Je Décarbhone** (industrial decarbonization meeting) under the aegis of the French Ministry of Industry.

Benchmarking and identification of 18 players on the market, one of which became a partner in 2023.

Innovation, research & development

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

NOTEWORTHY ACTIONS:

Implementation of new tools, taking the first steps toward the platformization of our business: **MySkills** (to produce better listings of our members' expertise) and **MyMap** (to provide more accurate, real-time locations for all of our members).

Listing of existing solutions.

Participation in Caravane 4.0: tour of the FMGC factory to discover "a new generation of connected, robotic and intelligent factories."

Source: farinia.com

The Committee's perspective

For this portfolio and a new business line for SOCAPS, the Mission Committee noted the **substantial work done on studies, training and the development of strategic partnerships, which made it possible to build a portfolio of consulting services for our clients.** Time will tell if this portfolio, with its long sales cycles, will find a market.

To overcome the apparent perception of SOCAPS's lack of legitimacy in this sector, and to reassure the sales teams, discussions could be launched to identify various turnkey services that would be easy to roll out (like carbon assessments, Climate Fresk workshops, etc.) and that could be swift successes with freelance consultants who are SOCAPS members.

GOAL #3 PLANET

PROMOTION AND IMPLEMENTATION OF THE ECO-TRANSITION



BYLAW GOAL

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).

As part of our reformulation work, the latest version (in progress) of this goal is:

“Develop and communicate a voluntary, innovative and collaborative societal and environmental policy.”

19
ACTIONS
COMPLETED
AS OF 12/31/2023

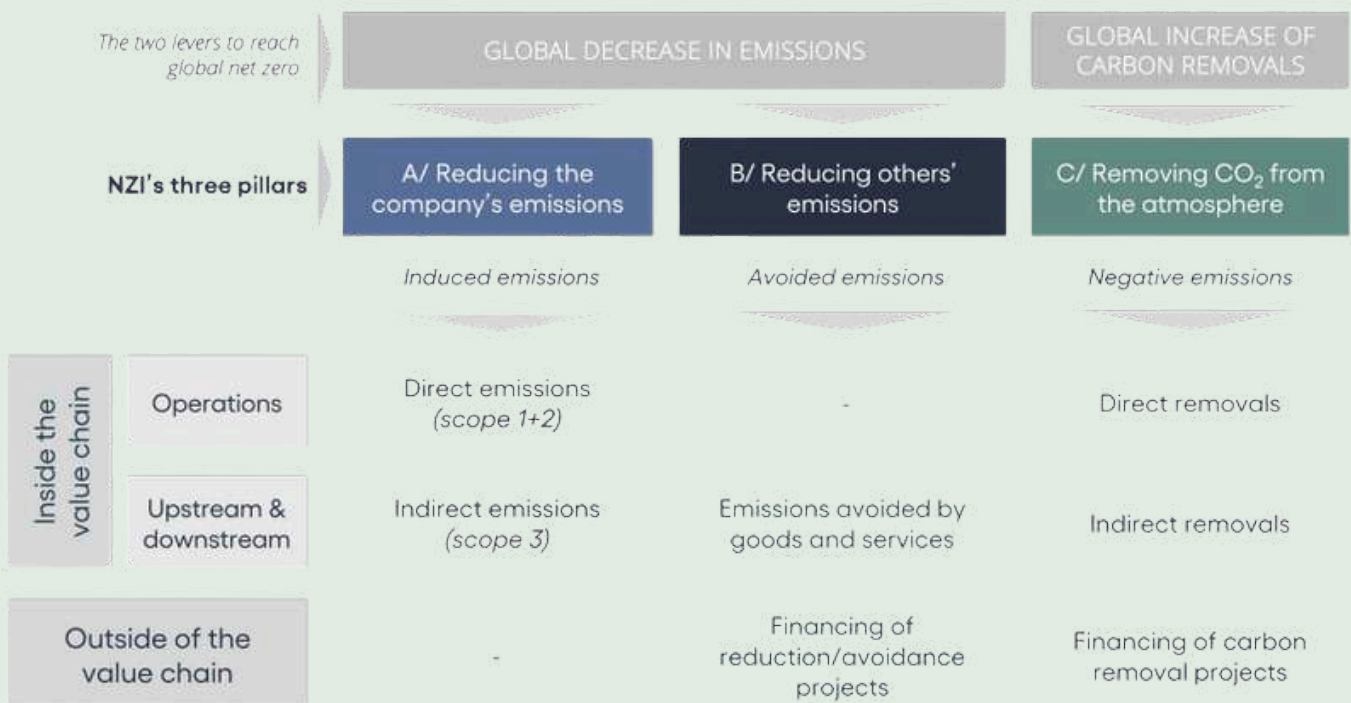
20
OPERATIONAL
ACTIONS



3.1 CLIMATE



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



KEY FIGURES FOR 2023

-43%

Reduction in carbon intensity across all three scopes out of total sales, compared to 2019.

-23%

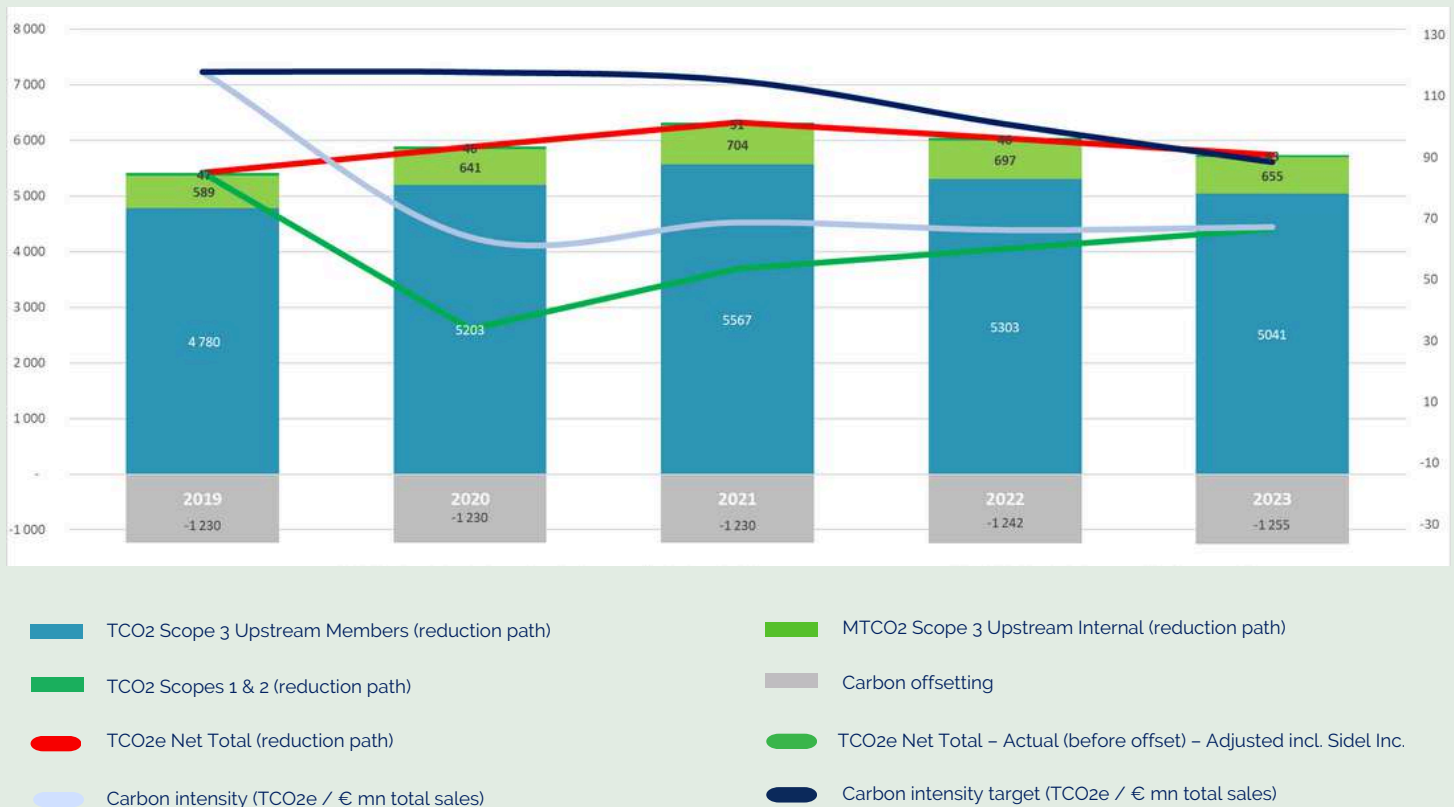
Reduction in employee commutes, compared to 2019.

3.1 CLIMATE

Since 2019, we have been working with the consulting firm Carbone 4 to conduct annual carbon assessments, resulting in the definition of a path that includes quantified targets to help us manage our progress.

For our first carbon assessment, performed in 2019, SOCAPS was not yet responsible for the purchase of airplane tickets for our members traveling to and from the location of our biggest client in the US. Starting in 2020, SOCAPS has been buying those tickets for that client, accounting for a large percentage of travel. To ensure consistent comparisons, we added an estimate of the carbon footprint of the flights taken by our members for that client in 2019 (700 MTCO₂e) to Scope 3 Members.

Like we have been doing since 2020, we worked with Carbone 4, which built our measurement tool, to confirm the method we used to gather information and the results of our carbon footprint measurements.



**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

Reduction in scopes 1 & 2

Reduce our carbon footprint across Scopes 1 and 2 by setting up reduction action plans for our offices.

NOTEWORTHY ACTIONS:

Comprehensive energy audits carried out for our branches in Atlanta, Croissy-sur-Seine and Rouen, for consideration of the options for reducing energy usage at our offices.

Technical and legal study for our exit from the shared heating system in Rouen, to be replaced by heat pumps.

Participation in **Digital Cleanup Day 2023**: 46 lbs of **equipment recycled – 3.5 times more** than the previous year – and 371 GB of data deleted.

Reduction in scope 3 & avoidance of emissions

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).

NOTEWORTHY ACTIONS:

IT development work to include our carbon data, based on carbon emissions avoided if a client sent someone from its parent company to perform services rather than a SOCAPS member.

Implementation of an **IT tool responsible for compiling the actual carbon footprints of members traveling by car to perform their services.**

Carbon Sink

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

NOTEWORTHY ACTIONS:

Production of a monitoring booklet covering solutions and partners contributing to carbon offsetting, with the goal of eventually opening it up to innovative and/or local partners.

Inclusion of the subject of carbon footprints and the need to reduce them as part of our client presentations.

*Collection of client carbon contributions, up 250% in value, resulting in an **offsetting contribution of 1,331 TCO₂e thanks to Reforest'Action.***

Ongoing funding of the carbon contribution project in the field of regenerative organic agriculture thanks to Terravita Project.



TERRAVITA PROJECT
L'agence à la ferme

The Committee's perspective

SOCAPS has been implementing operational actions to **refine our knowledge and calculate our carbon footprint across all three scopes**. The Mission Committee would like to highlight SOCAPS's ongoing efforts and draw attention to the need to take concrete action, particularly for Scopes 1 and 2 following the energy studies.

3.1 Climate

KPIS

CHANGES IN SCOPES 1-2-3

Definition :

Absolute gross value of carbon (before offsetting) generated by all three scopes.

Note: We opened two new offices (in Tokyo and Sydney) over the course of 2023.

Target
<5738
TCO2E

Result
4411
TCO2E



CARBON INTENSITY VS JOBS

Definition :

Total carbon generated in metric tons of CO2 equivalent, divided by the number of FTEs (full-time equivalents)

Target
<8,6

Result
6,4



CARBONE INTENSITY VS SALES

Definition :

Total carbon generated in metric tons of CO2 equivalent, divided by sales.

Target
<88

Result
67,2



The Committee's perspective



The Mission Committee would like to congratulate SOCAPS for these **results, which are in line with our targets.**

However, we are aware of the extreme difficulty of adhering to the path laid out by the Paris Climate Accords in the longer term, given these 2023 results and their trends.



3.2 BIODIVERSITY

Eco-domaine

Create a model site to unite SOCAPS's teams and help others start their transitions, while enjoying access to an agroecology lab and a biodiversity sanctuary; over time, an independent business model will need to be designed.

NOTEWORTHY ACTIONS:

Launch of work on the Eco-Domaine du Plessis eco-property, with instructions to use biosourced and second-hand materials, and to be respectful of the existing biodiversity.

Monitoring and initial contact with local players, with a view to future partnerships.

Soil and biodiversity (flora and fauna) study.

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.

NOTEWORTHY ACTIONS :

Study booklet on regenerative agriculture and new technologies in the AgriTech sector.

*We will need to monitor the **development of cutting-edge AgriTech** like sensors and the Internet of Things, which could **present new opportunities**.*

Impact on biodiversity

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

NOTEWORTHY ACTIONS:

50% of the projects supported in 2023 aimed to bolster the environment and biosphere protection

Implementation of food waste recycling

Launch of a permaculture project with Fermes d'Avenir to confirm the feasibility of a permaculture project in the Manche department.



The Committee's perspective

The Mission Committee would like to congratulate **SOCAPS for its pioneering role in these areas** and draw attention to the importance of measuring the impact of the actions taken. The project to create an eco-property called **Eco-Domaine du Plessis** seems poised to be a fantastic **laboratory that will have a positive impact** in the coming years.

3.2 Biodiversity

KPIS

PROPORTION OF RESPONSIBLE PURCHASING

Definition :

Percentage of purchases flagged as "green" in our books for the year in question, in categories designated in our responsible purchasing charter as being subject to responsible purchasing (with a minimum target of 80% to be maintained).

Target
> 80%

Result
86%



“

The Committee's perspective

The Committee would like to **commend SOCAPS for having exceeded its target for 2023** and looks forward to an additional, necessary step being taken in 2024, in the form of an assessment of SOCAPS suppliers, an evaluation of their level of engagement, and measurement of compliance with the responsible purchasing charter.

”

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3.3 ADVOCACY

Networks

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

NOTEWORTHY ACTIONS :

Contributions to the production of a white paper on mission managers by the Communauté des Entreprises à Mission (CEM), term of office as National Treasurer of the CEM and launch of a CEM Embassy in Normandy.

*Participation in the UN Global Compact community, training of the Mission Manager to be an **SDG Ambassador**.*

Chairmanship of the Mission Committee at N'Way (a Norman network of entrepreneurs).

Management of the CSR activities of Club ETI Normandie (a club of intermediate-sized businesses in Normandy).

Chairmanship of the Réseau Entreprendre Normandie Seine & Eure Impact Committee.

N'WAY



Research

Take part in research projects on new business models (mission-driven companies, perma-companies, ecolonomy, regenerative companies, etc.)

NOTEWORTHY ACTIONS:

L'Odyssée Managériale: Support and participation in research into the question of management styles in the current and future social and environmental context.

Active participation in the CEM's work on new business models.

Participation in a report on innovation by the Regional Economic and Social Council.

Contributions to Impact France Movement's Impact Lab.



Education

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

NOTEWORTHY ACTIONS :

***Multiple actions throughout the year** with multiple educational institutions, namely including EMLyon, Paris Descartes, ESIGELEC, IAE Rouen, UniLaSalle, Bpifrance Université, Mines Paris – PSL and so on.*



UNIVERSITÉ
PARIS
DESCARTES



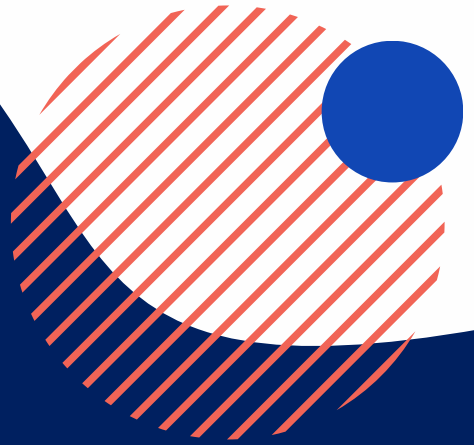
The Committee's perspective



The Mission Committee would like to congratulate SOCAPS for its intense mobilization to meet its advocacy goals. **The wealth of actions carried out in 2023 is noteworthy**, especially SOCAPS's role in launching the Communauté des Entreprises à Mission's Norman Embassy. That being said, the Committee recommends measuring the impact of the effects of these actions.



MISSION COMMITTEE CONCLUSION



“

The Mission Committee, having reviewed the actions carried out and results achieved by SOCAPS as part of its execution of the annual mission roadmap, would like to congratulate all of the teams for their dedication and for the numerous initiatives accomplished.

SOCAPS embodies its mission in its daily operations and has maintained its pioneering spirit, both within Normandy and with the Communauté des Entreprises à Mission.

The Mission Committee would also like to highlight the significant discussions that took place over the course of the year, to update our purpose and the goals enshrined in our bylaws after the mission challenge exercise that was performed in January 2023. That exercise revealed challenges among the teams in understanding and embodying the mission.

Refining both the substance of the mission – through simplification, focus, and grounding in our core business – and its form – using clear, simple language – has allowed SOCAPS to formulate a new purpose that will be presented at the General Meeting in June 2024: **“Guided by our cooperative principles, we work together to provide technical support for the positive transformation of industry and industrial prosperity.”**


The Mission Committee unanimously recommends the adoption of this new purpose and is enthusiastic about its rollout.

”



GLOSSARY



- **AGEC:** France's food waste and circular economy law
 - **AMSN:** Normandy's medico-social association
 - **CEM / Communauté des Entreprises à Mission:** Community of mission-driven companies
 - **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
 - **COFRAC:** French Accreditation Committee, recognized and certified by the State to issue certifications
 - **D&I:** Diversity and inclusion
 - **GHG:** Greenhouse gas
 - **HSS:** Health, safety and security
 - **KPI:** Key performance indicator
 - **Member:** SOCAPS S.A. shareholders and independent contractors
 - **MSA:** MySOCAPSAcademy
 - **NZI:** Net Zero Initiative
 - **OEM:** Original equipment manufacturer
 - **SDG:** Sustainable Development Goal
 - **ITPO:** Independent third-party organization
 - **CSR:** Corporate social responsibility
 - **MTCO₂e:** Metric ton of carbon dioxide equivalent
 - **TMP:** Talent Management Program
- 

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APPENDIX: TABLE OF OPERATIONAL ACTIONS IN 2023

ACTION	DESCRIPTION
AWARENESS-RAISING ON PHYSICAL HEALTH	<ul style="list-style-type: none"> • ERGONOMIC STUDY OF ADMINISTRATIVE EMPLOYEE WORKSTATIONS • AMSN STAND AT THE SOCAPS S.A. GENERAL MEETING IN JUNE 2023
AWARENESS-RAISING ON MENTAL HEALTH	<ul style="list-style-type: none"> • ADDITION OF NEW TRAINING ON MYSOCAPSACADEMY • ORGANIZATION OF AWARENESS ACTIONS (A WEBINAR ON STRESS AND HEALTH IN THE WORKPLACE, AWARENESS-RAISING ON PSYCHOSOCIAL HAZARDS, ETC.)
NETWORK OF SAFETY AMBASSADORS	<ul style="list-style-type: none"> • STUDY FOR THE CREATION OF A NETWORK OF SAFETY AMBASSADORS (MADE UP OF EMPLOYEES AND MEMBERS) WITH THE GOAL OF FACILITATING THE EXCHANGE OF INFORMATION BETWEEN THE FIELD AND THE OFFICES
HSS TRAINING	<ul style="list-style-type: none"> • WORK ON HSS TRAINING FOR MYSOCAPSACADEMY: IMPROVED MATERIALS (AUDIO RECORDING AND EDITING), ADAPTATION OF CONTENT TO LOCAL REGULATIONS, TRAINING AVAILABLE IN MULTIPLE LANGUAGES, ETC.
SAFETY AUDITS	<ul style="list-style-type: none"> • SAFETY AUDITS OF FIVE OF OUR CLIENT SITES • SAFETY AUDITS OF ALL OF OUR SALES OFFICES
HEALTH AND SAFETY AT OUR OFFICES	<ul style="list-style-type: none"> • FINALIZATION OF HEALTH AND SAFETY PROCEDURES FOR OUR OFFICES • FIRE EXTINGUISHER TRAINING AT EACH BRANCH OFFICE
SITE PREPARATION AND CRISIS MANAGEMENT	<ul style="list-style-type: none"> • ENHANCED RELIABILITY OF OUR SITE PREPARATION AND CRISIS MANAGEMENT PROCESSES

ACTION	DESCRIPTION
EVENTS 2023	<ul style="list-style-type: none"> • ORGANIZATION OF EVENTS WITH IMPACTFUL THEMES THROUGHOUT THE YEAR (INTERNATIONAL WOMEN'S DAY, TOY DRIVES FOR CHARITY, AN ESCAPE ROOM FOR DISABILITY AWARENESS, ETC.)
QUALITY OF WORK LIFE (QWL)	<ul style="list-style-type: none"> • EXAMINATION OF THE SUGGESTION BOX FOLLOWING ANNUAL EMPLOYEE PERFORMANCE REVIEWS • WORK ON THE FEASIBILITY OF THE SELECTED SUGGESTIONS • PRESENTATION OF AT LEAST FIVE SUGGESTIONS TO THE EXECUTIVE COMMITTEE
TMP: DEFINITION OF LENGTH OF MEMBERSHIP KPIS	<ul style="list-style-type: none"> • DEFINITION OF LENGTH OF MEMBERSHIP KPIS, PUT INTO PERSPECTIVE AGAINST PREVIOUS YEARS TO OBTAIN A SHARED POINT OF REFERENCE AND IDENTIFY ANY TRENDS
TMP: SOCAPS RELATIONSHIP SURVEY & TRACKING	<ul style="list-style-type: none"> • DEVELOPMENT OF A SYSTEM FOR TRACKING MEMBER SATISFACTION WITH THEIR USE OF MYSOCAPS
EMPLOYEE TRAINING	<ul style="list-style-type: none"> • IDENTIFICATION OF TRAINING WISHES FOLLOWING ANNUAL PERFORMANCE REVIEWS • TRACKING OF AVAILABLE TRAINING OPTIONS
SKILLS MENTORING	<ul style="list-style-type: none"> • PROMOTION OF THE SKILLS MENTORING PROGRAM AT ALL OF OUR BRANCH OFFICES • FACILITATION OF CONNECTIONS WITH NON-PROFITS • PROCEDURE FOR FACILITATING GROUP MENTORING ASSIGNMENTS

AN INCLUSIVE WORK ENVIRONMENT

ACTION	DESCRIPTION
CULTURAL DIVERSITY	<ul style="list-style-type: none"> • INITIAL CONTACT WITH PROFESSIONAL INTEGRATION NON-PROFITS AND DEFINITION OF NEEDS • TWO TRAINEES IN 2023, WORKING WITH THE LOCAL INTEGRATION AND EMPLOYMENT PLAN AND THE LOCAL MISSION
LGBTQIA+ FR	<ul style="list-style-type: none"> • EMPLOYEE AWARENESS-RAISING WITH THE FIERTES COLOREES LGBTI+ CENTRE • SPONSORSHIP VIA THE SOCAPS FUND
LGBTQIA+ US	<ul style="list-style-type: none"> • EMPLOYEE AWARENESS-RAISING AT THE ATLANTA BRAND OFFICE: BEGINNER'S GUIDE TO LGBTQ+ (LGBTQWORKPLACE.COM) • COLLECTION OF CLOTHING AND OTHER ESSENTIALS FOR A NON-PROFIT THAT SUPPORTS HOMELESS YOUTH
MIXITY AUDIT	<ul style="list-style-type: none"> • PERFORMANCE OF A MIXITY AUDIT TO ASSESS THE PROGRESS MADE IN TERMS OF DIVERSITY
DISABILITY POLICY	<ul style="list-style-type: none"> • PRODUCTION OF A DISABILITY POLICY FOR THE SOCAPS GROUP WITH THE SUPPORT OF AGEFIPH AND INTERNAL COMMUNICATIONS
AWARENESS-RAISING ON PEOPLE WITH DISABILITIES	<ul style="list-style-type: none"> • ONLINE AWARENESS CAMPAIGN • EMPLOYEE QUESTIONNAIRE TO ASSESS THE LEVEL OF KNOWLEDGE OF DISABILITIES IN THE WORKPLACE • PARTICIPATION IN DUO DAYS • ONLINE ESCAPE ROOM
PARENTAL SUPPORT	<ul style="list-style-type: none"> • STUDY OF THE FEASIBILITY OF ALLOWING EMPLOYEES TO RESERVE CRADLES AT CHILDCARE CENTERS • EXAMINATION OF THE POSSIBILITY OF FLEXTIME FOR FUTURE PARENTS AND ADDITIONAL PARENTAL LEAVE
WOMEN SHAREHOLDERS	<ul style="list-style-type: none"> • COMMUNICATION ABOUT INTERNATIONAL WOMEN'S DAY • TWO CSR ACTIONS AT ESIGELEC ENGINEERING SCHOOL, WITH A FOCUS ON OUR FEMALE MEMBERS IN INDUSTRY • PARTICIPATION IN THE WOMEN IN MANUFACTURING SUMMIT IN AUSTRALIA • LINKEDIN POST ON WOMEN AND STEREOTYPES • INCLUSION OF THE INDUSTRIELLES COLLECTIVE

ACTION	DESCRIPTION
MARKET RESEARCH: GREEN HYDROGEN INDUSTRY	<ul style="list-style-type: none"> • RESEARCH INTO TECHNOLOGIES AND THE NECESSARY TECHNICAL SKILL SETS FOR THIS SECTOR
DECARBONIZATION TECHNOLOGIES	<ul style="list-style-type: none"> • MONITORING, ANALYSIS AND INITIAL CONTACT WITH COMPANIES THAT SPECIALIZE IN DECARBONIZATION
WATER TREATMENT EXPERTISE	<ul style="list-style-type: none"> • COMPILATION AND OPTIMIZATION OF THE RESUMES OF ALL SOCAPS MEMBERS WITH EXPERTISE IN THE FIELD OF WATER TREATMENT
MARKET RESEARCH: WATER TREATMENT	<ul style="list-style-type: none"> • BUILD A NETWORK OF WATER TREATMENT EXPERTS AROUND THE WORLD TO SUPPORT GROWTH ON THIS SEGMENT
MAPPING OF VEOLIA'S DECISION-MAKING CENTRE	<ul style="list-style-type: none"> • EXAMINATION OF VEOLIA'S GLOBAL STRUCTURE, SO AS TO SET UP TRANSREGIONAL BUSINESS DEVELOPMENT AND ACCOUNT CREATION ACTIONS
MARKET RESEARCH: RECYCLING	<ul style="list-style-type: none"> • UNDERSTANDING OF THE MAIN TRENDS IN RECYCLING IN THE AMERICAS, EGYPT AND SOUTH AFRICA
RETAIL PORTFOLIO	<ul style="list-style-type: none"> • EXAMINATION OF THE POSSIBILITY OF OFFERING REVERSIBLE DISPENSERS

ACTION	DESCRIPTION
AGRI-FOOD, HEALTH & BEAUTY: POSSIBLE RETAIL PORTFOLIO	<ul style="list-style-type: none"> • BECOMING A MAJOR PLAYER IN TECHNICAL SUPPORT FOR RESPONSIBLE PACKAGING PROJECTS, WITH A STRONG CAPACITY TO LAUNCH OUR SERVICES IN THE RETAIL SECTOR
HEALTH & BEAUTY: UPDATED SERVICE PORTFOLIO	<ul style="list-style-type: none"> • DEVELOPMENT OF SUPPORT SERVICES FOR PHARMACEUTICAL AND COSMETICS LABS, ACCOUNTING FOR THEIR NEED FOR QUALIFICATIONS AND ENABLING THE FUTURE ROLLOUT OF OUR ECO-TRANSITION CONSULTING SERVICES
INTERVIEWS OF INTRALOGISTICS OEMS	<ul style="list-style-type: none"> • DEFINITION OF A FRAMEWORK FOR INTERVIEWING THE 10 OEMS • ANALYSIS OF RESULTS
EXAMINATION OF THE NEEDS OF INTRALOGISTICS OEMS	<ul style="list-style-type: none"> • CLARIFICATION AND EXAMINATION OF INTRALOGISTICS OEMS' CONCRETE, SYSTEMIC AND RECURRING NEEDS
CREATION OF OFFERINGS FOR OEMS	<ul style="list-style-type: none"> • DEVELOPMENT OF THE ABILITY TO TAILOR SOCAPS'S OFFERINGS TO SPECIFIC NEEDS

ACTION	DESCRIPTION
DEFINITION OF OUR ECO-TRANSITION CONSULTING PORTFOLIO	<ul style="list-style-type: none"> • DEVELOPMENT OF A COMMERCIAL ACTION PLAN TO SYSTEMIZE CLIENT PROSPECTING ACTIVITIES AND IDENTIFICATION OF INDIVIDUALS IN THE EXISTING SALES FORCE AS STANDARD-BEARERS FOR OUR ECO-TRANSITION CONSULTING SERVICES
METRICS FOR RESPONSIBLE PROJECTS IN THE SYSTEM (REPORT)	<ul style="list-style-type: none"> • DISCUSSIONS OF CONDITIONS FOR FLAGGING RECORDS • IN THE RESPONSIBLE PROJECT SYSTEM: CRITERIA FOR DETERMINING WHETHER A PROJECT IS RESPONSIBLE, AN APPROVAL MECHANISM, ELECTRONIC FLAGS AND REPORTING SOLUTIONS
RECRUITMENT AND TRAINING OF SOCAPS MEMBERS	<ul style="list-style-type: none"> • IDENTIFICATION OF MEMBERS WHO COULD SERVE AS ECO-CONSULTING STANDARD-BEARERS • MAPPING OF INTERNAL SKILL SETS • PARTNERSHIP WITH THE CONSULTING FIRM OUVERT
MARKET BENCHMARKING	<ul style="list-style-type: none"> • BENCHMARKING OF COMPETITORS AND PARTNERS • EXAMINATION OF MARKET EXPECTATIONS FOR THE INDUSTRIAL ECO-TRANSITION
PLATFORMIZATION	<ul style="list-style-type: none"> • DEFINITION OF A SOCAPS STRATEGY FOR THE PLATFORMIZATION OF OUR BUSINESS
DIGITAL SOLUTIONS	<ul style="list-style-type: none"> • TECHNOLOGICAL MONITORING OF DIGITAL SOLUTIONS FOR SUSTAINABLE INDUSTRY

ACTION	DESCRIPTION
DIGITAL CITIZENSHIP	<ul style="list-style-type: none"> • DIGITAL CLEANUP DAY IN MARCH 2023: • EMPLOYEE AWARENESS-RAISING ON THE ENVIRONMENTAL FOOTPRINT OF DIGITAL CITIZENSHIP • EXTENSION OF THE LIFESPANS OF DIGITAL EQUIPMENT, MODIFICATION OF DATA PRODUCTION AND TRANSFER HABITS, AND REDUCED USAGE OF EQUIPMENT AND STORAGE SPACE
SUSTAINABLE TRANSPORTATION: ECO-DRIVING	<ul style="list-style-type: none"> • ECO-DRIVING TRAINING FOR ANYONE WITH A COMPANY CAR • CREATION OF AN ECO-DRIVING CHARTER
UTILITIES AT OUR OFFICES	<ul style="list-style-type: none"> • OPTIMIZATION AND SELF-PRODUCTION OF POWER AND WATER AT OUR OFFICES IN ROUEN AND CROISSY
DETAILED MEASUREMENT OF OUR CARBON FOOTPRINT	<ul style="list-style-type: none"> • REFINING OF KNOWLEDGE OF SOCAPS'S CARBON FOOTPRINT: <ul style="list-style-type: none"> ◦ MEASUREMENTS IN THE INVOICING SYSTEM ◦ ACCURATE, DETAILED STATISTICS (GEOGRAPHIC AREA, CLIENT, ETC.)
CARBON AVOIDANCE STRATEGY	<ul style="list-style-type: none"> • ENCOURAGEMENT OF CLIENTS TO ADOPT A STRATEGY FOR AVOIDING CARBON GENERATION AND ASSIGNING VALUE TO THAT AVOIDANCE, INVOLVING THE USE OF SOCAPS SERVICES RATHER THAN AN ALTERNATIVE OPTION (NZI PILLAR B)
COLLABORATION	<ul style="list-style-type: none"> • WORK TO ENSURE THAT OUR MAIN STAKEHOLDERS (CLIENTS, SALES REPS AND MEMBERS) ARE INVOLVED IN CARBON FOOTPRINT REDUCTION DISCUSSIONS AND ACTIONS
CARBON CONTRIBUTION PARTNERS	<ul style="list-style-type: none"> • ASSESSMENT OF OUR CURRENT PARTNERS WHO HELP US MAKE CARBON OFFSETTING CONTRIBUTIONS • DECISION AND CHOICE OF PARTNERS TO OFFSET A PORTION OF OUR 2023 EMISSIONS
MONITORING OF OFFSETTING SOLUTIONS	<ul style="list-style-type: none"> • DETAILED MONITORING OF ALL EXISTING, VERIFIED SOLUTIONS FOR CONTRIBUTING TO CARBON OFFSETTING • PRODUCTION OF A REFERENCE TOOL IN THE FORM OF A BOOKLET ON THOSE SOLUTIONS

ACTION	DESCRIPTION
ECO-PROPERTY: DEVELOPMENT WORK	<ul style="list-style-type: none"> • TRACKING OF ON THE PROPERTY'S ECO-RESPONSIBLE RENOVATION
ECO-PROPERTY: BIODIVERSITY PLAYERS	<ul style="list-style-type: none"> • LISTING OF LOCAL BIODIVERSITY PLAYERS, SO WE WILL BE READY TO ROLL OUT PARTNERSHIPS WHEN WE START MARKETING THE SITE
ECO-PROPERTY: LOCAL PARTNERS	<ul style="list-style-type: none"> • CONTACT WITH LOCAL PARTNERS: CITY HALL, ANBDD (NORMANDY AGENCY FOR BIODIVERSITY AND SUSTAINABLE DEVELOPMENT), NORMANDY IPCC, ETC.
REGENERATIVE ORGANIC AGRICULTURE STUDY	<ul style="list-style-type: none"> • CONDUCT OF A STUDY OF REGENERATIVE ORGANIC AGRICULTURE IN ORDER TO MASTER THE CONCEPT, ITS POTENTIAL, ITS LIMITATIONS AND THE QUESTION OF CARBON STORAGE
RECYCLING OF FOOD WASTE	<ul style="list-style-type: none"> • IMPLEMENTATION OF FOOD RECYCLING WITH ELISE FOR OUR OFFICES IN ROUEN AND CROISSY
TRANSITION: SUPPLIERS (REPORT)	<ul style="list-style-type: none"> • TRANSITION TO NEW, SUSTAINABLE SUPPLIERS: <ul style="list-style-type: none"> ◦ CREATION OF A SUPPLIER ASSESSMENT TABLE BASED ON THE EXISTING SCAN ◦ REPLACEMENT OF CURRENT SUPPLIERS THAT DO NOT ADHERE TO OUR PURCHASING CHARTER ◦ PURSUIT OF NEW SERVICE PROVIDERS (TO BE CONTINUED IN 2024)

ACTION	DESCRIPTION
ENTREPRISES A MISSION COMMUNITY	<ul style="list-style-type: none"> • PARTICIPATION IN THE CREATION OF THE CEM'S WHITE PAPER ON MISSION MANAGERS • MEMBER OF THE MANAGEMENT BOARD • ROLLOUT OF A NETWORK OF AMBASSADORS FOR NORMANDY
NORMANDY SDG AMBASSADOR	<ul style="list-style-type: none"> • TRAINING OF THE MISSION MANAGER TO BE THE SDG AMBASSADOR, WITH THE GOAL OF RAISING AWARENESS AND ENCOURAGING OTHER PEOPLE AND ORGANIZATIONS TO COMMIT TO THE SDGS
SOL 2.0	<ul style="list-style-type: none"> • PARTICIPATION IN THE SOL PAYS-BAS (NETHERLANDS) INITIATIVE, A SURVEY IN COLLABORATION WITH ORGANIZATIONS THAT ARE LEADERS IN THE ESTABLISHMENT AND DEVELOPMENT OF SUSTAINABLE LEARNING CULTURES, IN RESPONSE TO THE EUROPEAN GOAL OF "ENCOURAGING THE CREATION AND THE DEVELOPMENT OF LEARNING ENVIRONMENTS THAT ATTRACT ALL OF THE COMMUNITY'S MEMBERS AND OFFER THEM ALL THE CHANCE TO ACQUIRE THE LIFE SKILLS AND CORE COMPETENCIES NEEDED TO BE RESILIENT AND ADAPTABLE IN THE FACE OF CHANGE AN UNCERTAINTY"
ACTIONS IN OUR EDUCATIONAL NETWORK	<ul style="list-style-type: none"> • TESTIMONIALS AND SPEAKING AT VARIOUS SCHOOLS ON SUBJECTS SUCH AS MISSION-DRIVEN COMPANIES, TRANSITIONAL BUSINESS MODELS, ETC.
ACTIONS IN OUR EDUCATIONAL NETWORK	<ul style="list-style-type: none"> • FORMALIZATION OF OUR COMMITMENT, OUR MISSION AND OUR QUOTES FOR OUR ACTIONS (ARTICLES, LINKEDIN POSTS, PRESENTATIONS, ETC.) WITHIN OUR NETWORK