

Commitment & Ambition



2020 CSR OVERVIEW

LOXAM
Much More than Rental

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€2 BILLION
TURNOVER

11,000
LOXAMIANS

1,100
BRANCHES

CSR in the face of Covid-19



GÉRARD DÉPREZ
Loxam Group Chairman

As a consequence of the Covid-19 epidemic and the sudden standstill of our economic activities, sales and financial performance were relegated to the side lines to make way for unprecedented scrutiny of environmental, social and corporate governance affairs (ESG).

Dealing with the potentially fatal risk of contagion has been the Number One priority for our staff and customers, as well as for our families and loved ones. Our Health and Safety policy has been reinforced with the implementation of new health protocols that have set the standard. In solidarity with those on the front line, our branches have made it their duty to deliver and maintain equipment for Health and Safety services, or any company considered as an essential business.

Working from home, furlough and the inability to travel around the world forced us to assess the risk of isolation. We implemented new engagement channels to reinforce social links within our community, notably by setting up a social network or support units.

Faced with a situation which, due to its duration, has exacerbated the insecurity of the most vulnerable, it was clear that solidarity was necessary to maintain employment in each of our entities, even those most affected by business interruption and to maintain the level of hiring young people in training.

As such, solidarity, engagement and humanity have been central to the strategy to lessen the brutal consequences of this pandemic, which affected every division of our Group in 2020.

The Covid-19 crisis has underscored the need to find a fast response to sustainable development and climate transition matters. Thanks to heightened awareness in our company, we have committed to an ambitious plan to reduce greenhouse gas emissions. We are systematically focusing on the acquisition of low-carbon emission equipment. This is the only type of equipment we will be providing to our customers. In addition, the digitalisation of our processes, which gained speed during the pandemic in line with social distancing measures, will also contribute to improving the use of our equipment. Our aim is to reduce CO2 emissions and increase the sustainability of our equipment, along with the main benefit of reducing occupational accidents.

Our commitment to an explicit CSR policy began in 2015 when we joined the UN Global Compact. However, 2020 will go down in the annals as the year in which every Loxam colleague took individual ownership and played an active role in contributing to a better world.

Loxam, committed, certified and rewarded!

For many years now, we have made strong commitments to corporate social responsibility. Today, we are proud to have earned the recognition of certifying bodies and to have been rewarded many times over!



LOXAM COMMITTED



Since 2015, we have been a signatory of the 10 principles of the Global Compact. We are committed to the strict observance of human rights and international standards relating to labour, anti-corruption and environmental protection.



Since 2019, we have been one of the French signatories of the Charte de la Diversité, which also bears testimony to our commitment to better social inclusion.



In 2020, we signed the seven Road Safety pledges for safer driving, thus joining the 1,500 companies committed to this subject.

LOXAM CERTIFIED



At the end of 2019, we obtained ISO 45001 certification, demonstrating our commitment to safety. In addition, our Power subsidiary (generators, air compressors, cooling units, etc.) and some Access branches (a subsidiary specialising in elevation activities), are MASE certified. This certification allows us to operate on high-risk sites, such as SEVESO sites.



IN CORPORATE SOCIAL RESPONSIBILITY

In 2016, Loxam was the first rental company in the world to be assessed against ISO 26000 standards. We obtained Level 3, demonstrating high performance for recognising the impact of our activities on society and the environment, and a willingness to reduce this impact.



IN ENVIRONMENTAL ISSUES

In 2010, we were the first rental company in the world to display our ambition to embark on an ISO 14001-certified environmental approach. This commitment is still central to our sustainable development strategy today.



IN OPERATIONAL EXCELLENCE

The company's culture has always been focused on customer satisfaction. In 1997, we validated this commitment with an initial ISO 9001 certification.

LOXAM REWARDED



4 in a row!

Customer satisfaction is a reality and it is rewarded! For the fourth year running, we received the "Customer Service of the Year" award in the equipment rental category.



This year, we once again received Gold certification from EcoVadis, which demonstrates the relevance of our CSR policy.



Two Awards for our Administration and Finance Department in 2020! We are the proud winner of the "Prix du Club des Trente" for the acquisition of Ramirent, and winner of the "Best Financial Management in the Real Estate, Construction and Infrastructure Sector" as part of the 10th edition of the "Trophées Leaders de la Finance."



"WE ARE VERY PROUD OF THESE AWARDS, WHICH DEMONSTRATE THE COMMITMENT OF ALL OF THE TEAMS AND THE QUALITY AND TRANSPARENCY OF OUR ACTIVITIES IN RELATION TO OUR STAKEHOLDERS."

Patrick Bourmaud
Administrative and Finance Director

Our response to the Covid-19 crisis

2020 will remain an unusual year for Loxam and a source of genuine pride: pride in having been able to protect our employees, provide a continuous and personalised service to our customers and contribute to the general interest effort to deal with this unprecedented crisis.

OUR RESPONSE

From the first weeks of the year, our subsidiaries were faced with the increase in the number of Covid-19 infections. Lockdown measures came into place. Thanks to the rapid response and commitment from everyone, we demonstrated our ability to respond in an emergency whilst holding on to **four main pillars**:

Protecting our staff and our customers with the rapid deployment of measures throughout the value chain.

Protecting our service continuity and quality by providing personalised and digital services to our customers in strict compliance with health measures.

Promoting solidarity by giving precedence to collective measures, maintaining long-term employment, setting up hardship funds, support units and deploying a collaborative Workplace platform, accessible everywhere, to stay in contact with all of our employees.

Contributing to public interest measures to respond to the health crisis by providing equipment at short notice and creating Loxamed to increase testing capacity in France.

NPS
60.4

A clear increase, a record even, in customer satisfaction in 2020 (NPS 63) during the first lockdown. (2019: 45.7, numbers for France).

Number of DRP / BRP:

7 (data for France)



JEAN-LUC GUENARD

Chief Operations Officer - International Business Units

"The Covid-19 crisis has been a real challenge for our employees, in every country in which we operate. We have had to adapt to different government measures, sometimes differing from one region to the next. Our objectives have been, of course, to maintain our activities and respond to our customers' expectations while being uncompromising on our employees' safety. Our robustness and our agility have allowed us to respond efficiently to this situation, to maintain employment and benefit from record customer satisfaction!"

PROPOSE A COMPLETE SOLUTION TO RESPOND TO THE HEALTH EMERGENCY

OUR LOXAMED INITIATIVE

Faced with the saturation of hospital services, we demonstrated our commitment to take part in the national effort to fight the pandemic. In mid-March 2020 we investigated solutions to help alleviate the impact of the virus on the population. With trusted partners, we developed a system combining connected medicine and flexible spaces, made possible thanks to our modular constructions.

Our "MobilTest Covid" cabin thus made its debut appearance on 20 April, initially to support the residents of a migrant workers' hostel in the 19th arrondissement of Paris, by facilitating their access to treatment



and prevention, with the help of nursing staff and supported by volunteers from the Unis-Cité charity. In view of the gravity of the crisis, the need to increase testing capacity and the numerous requests from municipalities in Île-de-France who expressed an interest in the solution for their communities, our Loxamed subsidiary was thus created to give structure to our action.



Thanks to the modular nature of our solution, we can now respond to changing needs to fight the pandemic, particularly in terms of vaccinations!

"At the end of 2020, the Île-de-France region wanted to launch a mobile testing campaign for residents. This project was made possible thanks to perfect collaboration of the public and charity sectors, during which we deployed, with Loxam and its subsidiary Loxamed, two mobile PCR testing trucks in 48 communities in the region, thus providing them with logistics and human resources. French Red Cross and Loxam teams worked together to make these mobile testing units a real success, in an extremely sensitive period of the pandemic."



PHILIPPE LE GALL
Deputy Chairman of the French Red Cross, Ile-de-France Region

"In September 2020, faced with the scale of resurgence of the circulation of Covid-19, and being a region under-equipped with biological laboratories, we called on Loxam and its subsidiary Loxamed. This initiative met with the approval of local residents, as well as council employees. Loxam teams were very responsive, in particular when it came to installing a ramp for disabled people, demonstrating its sensitivity in terms of inclusion and consideration of disability."



MONIQUE CASAFINA
General Director of Services La Rochette (Municipality in Seine-et-Marne with 3,853 residents)

10 EMPLOYEES ± 50 CITIES WITH OUR BOXES

60,000 PATIENTS HAVE BENEFITED FROM LOCAL ACCESS TO PCR TESTS



"Thanks to Loxam's agility, being a part of this human adventure during a global health crisis is a great source of pride for me."
NABIL EL-KHEDRI
Secretary-General of Loxam

A FEW ACHIEVEMENTS IN 2020

REINFORCED MEASURES IN OUR BRANCHES

We are proud to have provided continuity of service during the period. Health safety has been our priority, particularly with:

- hand gel and protective screens on our counters;
- reinforced cleaning and disinfecting procedures in our premises;
- proposal of protective equipment, particularly masks, to our customers;
- preparation of our equipment with extra disinfection and making made-to-measure parts in our workshops to enable compliance with barrier techniques. One example of this is the social distancing screen designed by our subsidiary Loxam Access, installed on all of our access platforms where a Loxam operator is present.



OUR SHELTERS, UNUSUAL MEETING PLACES

Our employees also demonstrated their inventiveness! The Covid-19 crisis unfortunately led to the most vulnerable people being isolated. To overcome this, our Belgian subsidiary adapted the "Meet & Greet" concept by proposing a venue complying with health requirements. This took the form of an equipped module installed in care centres to safely bring together residents and their families.



Temporary hospital being built in Porto Alegre (Brazil).

RESPONDING TO EMERGENCIES WORLDWIDE

Throughout the year, temporary hospitals were built to fill the need for ICU beds and trains fitted with medical equipment were deployed to move the most seriously affected patients. At any moment, and sometimes in very short time-frames, our employees pulled together and supplied our equipment (generators, lighting masts, compactors, etc.), from France to Brazil, notably via Spain.

FOCUS

EMPLOYEE VIEWS

FRANCE

"Our priority during this crisis was the safety of our employees, our customers and service continuity. For the first 15 days of lockdown, I was alone in ensuring my branch activities and protecting the assets, with the sites closed. Gradually, my team returned to meet our customers' requirements, received by appointment only. It was a difficult period that required a great deal of flexibility. **But we have grown from it and we are proud of the solidarity that developed within the team and with our main customers, sometimes with daily conversations.** We responded to many new requests, for example from our tradesmen customers, and we also managed to organise ourselves in an emergency for the SNCF operation, which was to supply generators to go on the medical TGV trains!"

CÉLIA MARTINS

Loxam Rental Branch manager in Collégien



ESPAGNE

"On a personal level, I was very happy to be able to contribute throughout the year to providing solutions for this crisis. From the start, our two priorities were to ensure perfect service continuity and help respond to emergencies. Our branches stayed open, but we reinforced our telephone services to avoid unnecessary visits. At LoxamHune, we work each day to guarantee a safer world. To do this, we provided numerous generators to hospitals, medical hotels, funeral parlours, etc. at largely discounted prices. We naturally contributed to our employees'



BELGIUM

"On 18 March, Belgium went into lockdown. Although the construction industry was not officially stopped, most of our customers closed to protect their employees and sub-contractors. At our end, we continued to work behind closed doors. From the start of April, our activity quickly resumed, with our customers wanting to expand their accommodation shelters to comply with social distancing measures. We had to react quickly, with large deliveries, sometimes within 24 hours. We had to set up an entire organisation, with a close-knit team. In the end, this period will be remembered as **a great opportunity to develop our efforts to inform and further involve our employees.** The period also gave us the chance to innovate in the use of our modules, by developing, for example, the "Meet & Greet" or testing and vaccination centres."

MATTHIAS DELABARRE

Manager of a Module branch - Loxam Belgium

and customers' safety with strict health protocols. They were very difficult months, but **I am very proud of how my team, and the company in general, managed this situation.**"



DAVID MATESANZ

Key Account Manager
in the Power division of LoxamHune

LOXAM IN FRANCE OUR 5 PLEDGES

- 1 MAKE OUR WIDESPREAD LOCAL PRESENCE AN OPPORTUNITY FOR COMMUNITIES
- 2 GUARANTEE SAFETY ANYTIME AND ANYWHERE
- 3 TAKE ACTION TO PROTECT THE ENVIRONMENT
- 4 CONTRIBUTE TO THE DEVELOPMENT OF OUR PEOPLE
- 5 LEAD BY EXAMPLE WITH OUR PROFESSIONAL ETHICS



489
BRANCHES

€803M
(40% OF TOTAL TURNOVER)



4,386
EMPLOYEES

3.5%
(2019: 3%)

BLOCK RELEASE CONTRACTS

This result proves the success of our actions to integrate people on block release training contracts into our teams, with an increase each year, even during the health crisis!

21.18

(2019: 24.13)
ACCIDENT FREQUENCY RATE

100%

(2019: 100%)
SUPPLIERS COVERED BY THE RESPONSIBLE PROCUREMENT CHARTER

50%

EQUIPMENT MADE OR ASSEMBLED IN FRANCE (in purchase volume)



500,000

KILOMETRES SAVED PER YEAR THANKS TO OUR REGIONAL LOGISTICS CENTRES



AGILITY AND INNOVATION TO MEET THE CHALLENGES OF 2020

—
OLIVIER GRISEZ
Managing Director, France

Throughout 2020, Loxam France displayed great agility to ensure service continuity for our customers. In particular, Loxam was a pioneer in meeting basic needs from the very first days of the health crisis. We also innovated by implementing, in record time, suitable measures to rise to the challenges brought about by the health situation. Maintaining contact with our employees was also a priority. To do this, we deployed the right digital tools to stay in contact with each of them.

2020 also marked the continuation of all our commitments, despite the context, in favour of more sustainable development:

- in customer service, we continued our approaches towards service excellence with the Customer Service of the Year award, which we won for the fourth year running, and an NPS exceeding 60;
- in terms of our local footprint, we consolidated this with the opening of new branches in Aubervilliers, Paris 13th arrondissement and Anglet and the continuation of our branch modernisation programme;

- in safety, we are the first equipment rental company in France to obtain ISO 45001 certification for all of our sites;

- in terms of the environment, we launched our new range of equipment, LOXGREEN, with alternative engines to all-diesel or petrol;

- in human resources, I would like to emphasise the bilateral commitment which drove our action throughout the year. Our employees demonstrated unfaltering commitment and solidarity. In return, Loxam France has met its commitments.

In 2021, we are going to accelerate our approach with the deployment of our new roadmap. We have set ourselves ambitious targets, including a new agreement on quality of life at work, greater openness to diversity, reducing our carbon footprint and protecting biodiversity. We intend to do all this at the same time as guaranteeing ever high levels of customer satisfaction!

Make our widespread local presence an opportunity for communities



FIRST COMMITMENT

2020 showed the importance of local solidarity. We want to be even more committed to maintaining activity where we are present.

OUR PRIORITIES

Take action to develop the local economy by giving our branches plenty of room for manoeuvre to promote and make use of skills available locally.

Offer a local customer service that is improved each day by leveraging the density of our network to be close to our customers, and new digital services to provide a response at any time.

Contribute to the general interest to make our company an agent for cultural, sporting and social development, and for the preservation of our heritage.



JEAN-PIERRE LOTT
Chief Operations Officer

"Deeply rooted in our communities through our network of branches and our employees who act to promote and develop the local economy, in 2020 we had the responsibility to serve our stakeholders with even greater proximity and responsiveness, to take part, as far as possible, in maintaining activities. It is now up to us to accompany the roadmap out of the crisis and to actively take part in the recovery."



50%

Proportion in purchase volume of equipment made or assembled in France

30%

Proportion in purchase volume of small and medium companies among our suppliers

A FEW ACHIEVEMENTS IN 2020

A COMMITMENT TO REBUILD THE ROYA VALLEY

In September, unprecedented flooding caused damage to some towns and villages in the Roya Valley. To help victims and to contribute to reconstruction, our employees, in record time and despite access difficulties, provided our equipment, and in particular our site shelters, for the temporary rebuilding of certain buildings. In partnership with the Monaco Red Cross, we enabled the technical departments of the municipality of Breil-sur-Roya to have new temporary premises!



ACTING IN FAVOUR OF HERITAGE: OUR CONTRIBUTION TO THE RECONSTRUCTION OF NOTRE-DAME BECOMES A REALITY!

Loxam has always been committed to preserving our national heritage. This year, we have not failed in this commitment, despite the difficult context. After expressing our desire in 2019 to take part in the reconstruction of Notre-Dame Cathedral in Paris, it became a reality in 2020 thanks to an initial corporate patronage agreement to equip the storage centre for the ruins. There will be other developments to come!

"WE ARE VERY GRATEFUL TO LOXAM AND ITS CHAIRMAN FOR RALLYING ROUND TO HELP RESTORE NOTRE-DAME DE PARIS."

Army General Jean-Louis Georgelin

However, our commitment does not stop at the gates of Paris, however. Initiatives can be found all over the country, particularly in Provence, where our teams took part in restoring La Barben castle in the Rocher Mistral culture and nature park.

"WE FOUND A LOCAL, RESPONSIVE AND FLEXIBLE PARTNER. WE HOPE TO WORK TOGETHER FOR THE LONG-TERM."

Nicolas De Gourcy,
Coordination officer, Rocher Mistral

A NEW BRANCH IN AUBERVILLIERS

In December, we inaugurated our new LoxamCity branch. This site is testimony to our commitment to be at the heart of the development of a thriving region, to take part in the dynamics of the ecosystem and to act in favour of local promotion. Here, our customers can discover many innovations in terms of small equipment to meet their needs. This commitment to developing the local economy is translated, as soon as we have the opportunity, into new branches in high-stake areas.



Taking part in the recovery!
This recovery will be local and we will be there, thanks to our local network.

OUR TARGETS FOR 2021

Guarantee safety anytime and anywhere



SECOND COMMITMENT

Safety is a commitment that we never compromise on. In 2020, this priority was translated into considerable progress in terms of equipment innovation.

OUR PRIORITIES

Safeguard our employees' safety with ambitious training and awareness actions (monthly 1/4 hour safety briefings, etc.), dedicated communication and making everyone accountable.

Innovate to offer ever safer equipment by encouraging collaboration between Loxam, our customers and suppliers, and the development of predictive maintenance.

Accompany our customers in developing a safety culture by providing omni-channel educational communication and promoting the conditions required to share experiences.



LOUBNA BONNEROY

Supply Chain Director

"2020 was a remarkable year for safety at Loxam. The start of the year was crowned with all of our branches in France receiving ISO 45001 certification, the leading international safety management standard. The company's management of Covid-19 in 2020 was a practical demonstration of the efficiency of this organisation."

FREQUENCY RATE:

21.18

(2019: 24.13)

An improvement compared to last year, with a result around 33% below the average in our sector.



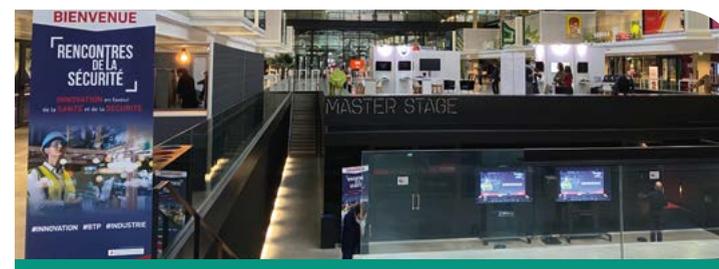
SEVERITY RATE:

1.21

(2019: 1.3)

An increase compared to 2019, which we regret, linked to lost time for some of our employees due to complications arising several years after their accident. As a reminder, the sector average is around 2.1.

A FEW ACHIEVEMENTS IN 2020



SAFETY MEETINGS, VERY POSITIVE RESULTS AGAIN

As part of the third edition of our Safety Meetings, we brought our ecosystem together around two major subjects: innovation and safety linked to equipment use. Over the space of a day, our partners, employees, customers, suppliers and construction and industry players all came together at Station F to take stock of each other's work, present their innovations and share some brilliant opportunities. In the end, there were nearly 200 participants, despite having to reduce numbers to comply with health precautions. See you next year!

OPPBTP

"THE OPPBTP HAS BEEN PART OF THE INNOVATION AND SAFETY MEETINGS FOR THREE YEARS. WE WELCOME THE INFORMATION ACTIONS UNDERTAKEN BY LOXAM TO RAISE ITS CUSTOMERS' AWARENESS TO PREVENTION. THE PARTNERSHIP BETWEEN OUR TWO ENTITIES ALLOWS OPPBTP TO CONTRIBUTE BY TAKING PART IN DISCUSSIONS ON INNOVATION AND THE CONCERNS OF LOXAM'S CORPORATE CUSTOMERS."

Paul Duphil
Managing Director of OPPBTP

A CO-CONSTRUCTION APPROACH FOR SAFER EQUIPMENT

We strongly believe that innovation must be collaborative in order to propose equipment that meets our customers' needs and offers increased safety. Developed thanks to a collaboration between Bouygues Construction, Loxam and Manitou, we now propose a Safety Pack, deployed on our telescopic handlers, to help reduce common and potentially serious accidents. If a dangerous situation is detected (not wearing the safety belt, moving high loads causing a risk of tipping, etc.), the driver of the machine is alerted. The alert is replicated outside the machine and by SMS to inform anybody nearby.

"WE WANTED A RENTAL COMPANY WITH THE CAPACITY, STRUCTURE AND DRIVE TO CONDUCT A PROJECT OF THIS SIZE, WHICH IS EXTREMELY IMPORTANT FOR US."

Patrick N'Kodia
Bouygues Construction
Equipment Director

"WE WORKED HAND-IN-HAND WITH LOXAM TO GIVE USERS THIS SAFETY."

Benjamin Carrouer
Manitou Sales Director

- Continue our actions to reduce our frequency and severity rates.
- Accelerate deployment of our transport vehicles fitted with the latest safety innovations.
- Maintain our co-innovation momentum.

OUR TARGETS FOR 2021

Take action to protect the environment



THIRD COMMITMENT

2020 marked the launch of our Loxgreen approach to embark our ecosystem on an emission-reducing path. This initiative is in line with our long-term commitment to protect resources.

OUR PRIORITIES

Reduce consumption of our resources on our sites through ISO 14001-certified environmental management, actions concerning our buildings and washing areas and virtuous waste management.

Optimise our transport logistics by pooling delivery rounds in large cities via our regional logistics centres, digitalisation and preservation of proximity between our branches and our customers.

Offer our customers environmentally-friendly equipment by providing an increasingly wide range of equipment without combustion engines or those that allow the use of bio-fuels.



THIERRY LAHUPPE
Equipment Director

"We have always been concerned with conducting our business responsibly, with controlled management of our sites, our transport logistics and the life cycle of our equipment. We now want to promote the most environmentally-friendly, more economical, more efficient, less polluting and quieter equipment to protect the planet and our customers' health."



500,000

kilometres saved per year thanks to our regional logistics centres

€5.7M

savings made thanks to re-using our used spare parts

A FEW ACHIEVEMENTS IN 2020

AN EMISSION-REDUCING PATH IS IN PROGRESS

With the help of the Carbone4 consultancy, we calculated the carbon footprint for all our emissions, both direct and indirect.

This exercise reinforced two priorities:

- the ambition to build a path to reduce all of our emissions in order to be in line with the Paris Climate Agreement;
- the will to motivate and reinforce to our customers equipment with alternative energy to help reduce their direct emissions.

63%

Proportion of our emissions linked to the customer's use of our equipment

SIGNING OF A 100% RENEWABLE GAS CONTRACT

Our branches are going green! From 1 January 2022, all of our gas-heated sites will be fully supplied by biomethane* produced in France.

80%

Reduction of our heating emissions for our gas-heated sites.

*Biomethane is a renewable gas made from the fermentation of organic matter

"THE EIFFAGE GROUP HAS CHOSEN IN 2021 TO JOIN THE 1.5°C PATH OF THE PARIS AGREEMENT, AIMING TO REDUCE ITS CARBON FOOTPRINT BY 46% BY 2030. THIS OBJECTIVE WILL BE REACHED THANKS TO EVERYDAY ALLIANCES, WITH THE COMMITMENT OF OUR BEST SUPPLIERS, WHICH INCLUDE LOXAM, NOTABLY BY PROPOSING TRUE LOW-CARBON ALTERNATIVES WITH ITS LOXGREEN RANGE."

Bertrand Touzet - Eiffage Group - Purchasing and Low-Carbon Strategy Manager



DEVELOPMENT OF OUR LOXGREEN RANGE

A new label to reflect our ambitious investment policy to renew our fleet! This label brings together low-emission equipment (electric, gas, hybrid, dual-fuel) as an alternative to an all-diesel or petrol engine. Our discussions with our manufacturers are continuing and will allow us to expand and develop the equipment proposed in the coming years.



A NEW MODERN HEAD OFFICE WITH ENVIRONMENTAL EFFICIENCY

In October, all our Head Office staff moved to a modern building in La Défense with numerous collaborative and relaxation spaces. This building, which is highly environmentally efficient (BREEAM recognition), has a greening programme with a garden and planted terrace in the process of being developed.

- Finalise our emission-reducing path to be in line with a neutrality approach.
- Accelerate deployment of our Loxgreen range.
- Generalise our LoxDelivery application to optimise our transport logistics.
- Continue to reduce our branches' electricity and water consumption.

OUR TARGETS FOR 2021

Contribute to the development of our people



FOURTH COMMITMENT

Protecting the health and safety of our employees was, more than ever this year, a constant concern.

The crisis revealed tremendous solidarity reflecting the values of our employees and our pride of belonging to Loxam.

OUR PRIORITIES

Take action to onboard and develop our talents, particularly with proactive recruitment policies, a structured onboarding path, career development plans and individual training plans.

Promote quality of life at work and encourage social dialogue.

Benefit from the wealth offered by diversity and encourage solidarity, with policies and objectives of openness to all diversities, adequate measures, and encouragement of management initiatives.

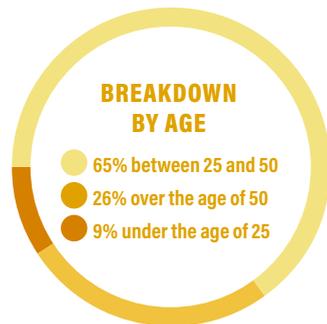
Be proud to belong to Loxam by uniting around shared values and culture.



NICOLAS JONVILLE

Human Resources Director

"This unprecedented crisis has led us to go back to basics and to take the pillars of the Maslow pyramid from the bottom, starting with employees' health and the sustainability of their jobs. But this crisis, which began in many countries with a full lockdown, has also reinforced the needs for connections, proximity and solidarity between our employees. These are the challenges we have risen to in 2020."



A FEW ACHIEVEMENTS IN 2020

DEVELOP TRAINING THROUGH VIRTUAL REALITY

We strongly believe that training is the fundamental tool for reducing the number and the severity of accidents at work. We therefore aim to update our learning tools. In partnership with the Mallemort training and learning centre, Other Side, a start-up specialising in immersive reality, and with the support of the Sud Region, we have initiated the development of a module integrating immersive virtual reality. Learners interact with powered access platforms in a digital simulation to develop better safety behaviours in a risk free environment.

"THE SUD REGION IS PROUD TO HAVE SUPPORTED THIS PROJECT. IT IS A PERFECT ILLUSTRATION OF THE COMING TOGETHER OF ACTORS FROM THE ECONOMIC WORLD AND THE WORLD OF LEARNING TO MODERNISE THE TRAINING OFFERED. THIS PARTNERSHIP IS A MODEL AND A REAL ASSET FOR THE DEVELOPMENT OF TRAINING IN OUR REGION."

Renaud Muselier - President the Sud Region



AN AWARD SYSTEM TO REWARD OUR EMPLOYEES' PERFORMANCE, A FIRST!

Because we are convinced that collective success unites people and strengthens Employer brand pride, we have introduced a system to reward the performance of our branches based on the main aspects of our business!

GETTING PEOPLE INTO WORK: LOCAL WIN-WIN INITIATIVES

All over France, our managers are committed to integrating people who are often very far removed from the world of employment. Our Loxam TP branch in Marseille can testify to a successful experience this year! With support from Pôle Emploi and Nouvelle attitude, an organisation specialising in putting companies and people in contact working on back-to-work projects, we recruited our new fleet manager. The team's investment turned this action into a genuine success! With an open-ended contract signed just before the national lockdown, Stéphane has now been a member of our team for a year.

"I'M DELIGHTED THAT I SIGNED MY FIRST OPEN-ENDED CONTRACT JUST BEFORE LOCKDOWN. I NOW FEEL TRULY RESPONSIBLE FOR THE CLEANLINESS AND QUALITY OF THE MACHINES THAT GO OUT TO BUILDING SITES."

Stéphane - Equipment manager

Take serious action in favour of recruiting employees with a disability

OUR TARGETS FOR 2021

Lead by example with our professional ethics



FIFTH COMMITMENT

The requirement for professional ethics throughout our supply chain is part of our identity, which is today embodied by the willingness to professionalise the evaluation of our suppliers.

OUR PRIORITIES

Promote professional ethics with the systemic dissemination of our code of ethics, the deployment of a rigorous and confidential whistleblowing procedure and training of all employees.

Capitalise on our relationship of trust with our suppliers to develop a responsible procurement policy.



PHILIPPE SIMONNET

Loxam France, Deputy Managing Director

"Beyond performance, Loxam is committed, at every level of the company, to ensuring that the highest standards of ethics and integrity are upheld. Establishing a real ethical culture requires management to know and understand the dilemmas of situations, to clarify compromises that must be made before making a decision, but above all, to be exemplary. The role of management in the dissemination of responsible behaviours, and the strength of our individual and collective commitments are essential for a sustainable growth perspective."



(2019: 100%)

Proportion of our employees having received the code of ethics and the whistleblowing procedure



(2019: 100%)

Proportion of suppliers covered by the Responsible Procurement Charter

A FEW ACHIEVEMENTS IN 2020



ETHICS CASE STUDIES IN MOTION DESIGN!

Ethical behaviour is everybody's business and so our employee training is based on practical case studies - now in digital format! Every month, as part of their elearning modules, employees study a new case drawn from real life scenarios. Combining questions and explanatory videos, these modules are educational as well as being engaging. They also allow us to ensure that 100% of our employees complete these case studies correctly.

- Reinforce our digital case studies with all our employees.
- Develop our policy in favour of increasingly responsible procurement.

ecovadis

A PARTNERSHIP WITH ECOVADIS TO EVALUATE OUR SUPPLIERS

As part of our duty of vigilance, to secure the control of our supply chain as a whole, we wanted to introduce best practice standards in the supplier evaluation process. By signing a partnership with Ecovadis, we demonstrate our commitment to reinforce our responsible procurement strategy with the deployment of an evaluation plan based on our main identified risks and a questionnaire for our sector.

OUR TARGETS FOR 2021

LOXAM WORLDWIDE



"We fully support the idea that CSR is a fundamental lever of operational excellence, while remaining sensitive to social and environmental matters. The sense of responsibility in business ensures sustainable long-term growth of the company, its employees and its customers, while making a positive contribution to society. Further, we are convinced that our recruitment policies, in favour of diversity, will play a key role in the sustainable future that we are all seeking."

MARZIA GIUSTO
Piattaforme Aeree,
Managing Director



A DECENTRALISED ORGANIZATION, BUT A SHARED CSR PHILOSOPHY

STÉPHANE HÉNON
Group Managing Director

In recent years, Loxam has developed significantly internationally, leading to the increased decentralisation of our organisation. Highly-structured business units have joined us, with an autonomy and strength of local action that we wanted to preserve, in particular in terms of corporate and social responsibility. The initiatives identified today are multiple, with some subsidiaries setting an example. To mention just a few actions, we can cite the maturity of our employees in terms of health and safety at Ramirent and our British subsidiary, or the talent management system in our Spanish subsidiary, with a 360° annual evaluation of all of our employees. We are also the first equipment rental company in Spain to have achieved carbon neutrality on our direct emissions in 2020.

To capitalise on this wealth and boost the initiatives of everyone, we do not want, in any circumstances, to make our CSR policy a centralised approach handed down from our Head Office.

United around a shared philosophy and values, today we share a vision of our business and the environmental, social and societal matters on which we cannot compromise. Our business ethics must be the same everywhere, safety our priority, the promotion of our employees, the contribution to local development and the consideration of environmental issues a reality.

To progress collectively, sharing best practices between all of our teams is our primary act.

We will also set common ambitions, the essence of CSR in Loxam that we want to disseminate so that each country can own it, at its own level and according to its own specificities.

A CSR APPROACH ACROSS ALL OF OUR BUSINESS UNITS

Across all of our Business Units we are convinced of the importance of capitalising on our 'local establishment' operating model and have developed tailor-made CSR action plans adapted to the business context, without compromising on our fundamental pillars and objectives, namely:

Guarantee safety, anytime and anywhere by tracking common indicators and providing the necessary training, supplying the latest protective equipment and harnessing continuous innovation.

Take action to protect the environment by setting up strict environmental management systems for our sites, defining a common roadmap to reduce our carbon footprint and deploying alternative energies.

Contribute to the development of our people by promoting shared values, providing training, accompanying career development, ensuring social dialogue and quality of life at work, supporting the acquisition of sufficient social protection when it is not legally provided and deploying programmes in favour of diversity.

Lead by example with our professional ethics by deploying, in all of our countries, the same code of ethics, the whistleblowing procedure and the associated training courses.

A FEW ACHIEVEMENTS BY OUR INTERNATIONAL BUSINESS UNITS IN 2020

A COMMITMENT TO IMPROVING MENTAL HEALTH



25%: that's the average number of adults who are diagnosed with a mental health disorder in their life in the United Kingdom*. In view of this finding, our Nationwide Platform subsidiary launched, in February 2020, the programme called "Hey... you ok?". The purpose? To raise awareness of all of our employees to the detection of these problems. Different actions are being implemented, such as a communication campaign to encourage discussions on these subjects and a one-day training module to learn to detect warning signs and become "mental health first responders". In addition, Nationwide Platforms has been supporting the mental health charity Mind for two years.

£50,000

(around €58,000) yearly donation to the Mind charity.

*Data from Mind

FIGHT AGAINST CHILD LABOUR



The fight against child labour is one of our fundamental commitments, throughout our supply chain, regardless of the country in which we operate. This principle is key to our duty of care. To go further and to encourage all companies to act like us, our Brazilian subsidiary has lent its support, alongside the Abrinq foundation, to the "Empresa Amica da Criança" (Company friend of children) foundation.



In this way, we support projects to protect children and teenagers, and apprenticeship initiatives to accompany young people in the early years of their career.



A CARBON NEUTRALITY APPROACH FOR LOXAMHUNE

A certified approach in accordance with the ISO 14064 standard! In 2020, our Spanish subsidiary committed to measure its emissions, introduce an action plan and regularly control the evolution to measure the impact of its initiatives. And that's not all! It also committed to carbon neutrality for all of its direct operations, by effectively reducing its emissions and providing financial support for carbon capture and storage projects within the framework proposed by the United Nations.



"In our CSR strategy, sustainable development and the reduction of our environmental impact have been two of our objectives for over 10 years. In 2020, we decided to go further. We became the first company in the equipment rental sector in Spain to be carbon neutral on our direct emissions. We committed to continue to reduce our impact each year, to move forward in our ambition to become a 100% sustainable and environmentally-friendly company".



LUIS ANGEL SALAS
LoxamHune, Managing Director

FOCUS



Our Ramirent subsidiary has been committed for many years to an ambitious sustainable development policy, with clearly identified objectives, founded on:

Purchasing environmentally-friendly equipment, in terms of eco-design, life cycle management and new engines.

Sustainable operating processes with control of the consumption of resources.

Promotion of the "RamiWay of working" concerning employee commitment, quality of life at work, career and skills management.

Safety and business ethics.

"The current global challenges are transforming the rental eco-system. Ramirent's mission is to find sustainable solutions to allow our customers to reduce their carbon footprint. We believe that carbon neutrality will soon be a key factor of success and motivation, and the pioneers of it will reap all the economic benefits."



ERIK BENGTSSON
Ramirent Chief Executive Officer



RAMIGREEN - AN APPROACH IN FAVOUR OF THE ENVIRONMENT

The "RamiGreen" programme brings together all of the green initiatives in progress within Ramirent. This can be our investment programme to purchase green equipment, our projects to optimise haulage or initiatives for our customers. For example, we are currently rolling out the "Carbon neutral work site" service. It involves giving our customers an emissions calculator designed for their projects so that we can help them to reach carbon neutrality.

LEADER
IN ITS REGION
(presence in 9 Scandinavian and Eastern European countries)

82.6%
Engagement index

A result from a social survey with an 85% participation rate. It shows the commitment of our employees to their work. A result above 75.6% is considered a high performance!

3,000
employees

299
branches

Accelerating our CSR commitments



ALICE HÉNAULT
Foresight & Development Director

2020 was a particular year in many respects. However, we were still keen to pursue our social, societal and environmental commitments as illustrated by our many initiatives deployed in our Business Units, in France and internationally. Large independent rating agencies, Sustainalytics and Vigeo Eiris, recognise our commitment and our approach as effective in our sector.

Based on these encouraging evaluations, Loxam wants to accelerate and gain in maturity by implementing a new progress plan.

In direct line with the Paris Agreement, which aims for carbon neutrality in 2050, Loxam wants to define an ambitious plan to reduce greenhouse gas emissions by 2030, in line with its stakeholders and in continuation of its 2020 initiatives.

Committed to Sustainable Development to protect the environment and biodiversity, Loxam Group, with its 1,000 branches worldwide, aims to be exemplary in its regional presence; all employees are encouraged to take initiatives to contribute, at their level, to better preservation of resources. Each Business Unit is structuring its action plan in this respect.

As a committed employer, we are renewing our promises and continuing our initiatives with company employees, concerning diversity, training, promotion and safety.

With 11,000 employees involved and the determination of Senior Management, Loxam intends to be a source of ideas and become a reference in its sector in terms of CSR to move forward and guarantee a sustainable and supportive future that protects the environment and is open to all forms of diversity.

For further information

OUR OTHER PUBLICATIONS

Our CSR report:
www.loxam-csr-rse.com/

Our code of ethics:
www.loxam.com/commitments/

OUR PUBLIC UNDERTAKINGS

Diversity charter:
www.chartre-diversite.com/signataires/Loxam/

Global Compact Membership:
www.unglobalcompact.org/what-is-gc/participants/66601-LOXAM

FIND US ONLINE

Our corporate web site:
www.loxam.com

On social media:

 [GroupeLoxam](#)

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