

# Commitment & Ambition



2020 CSR REPORT

 **LOXAM**  
Much More than Rental

# Contents

## 1. INTRODUCTION

1.1 A word from our President	3
1.2 Loxam worldwide	4
1.3 Our response to the Covid-19 crisis	6

## 2. LOXAM GROUP ORGANISATION

2.1 Market context and environment	10
2.2 Our organisation: operational and committed	13
2.3 CSR, a deep-rooted conviction	19

## 3. LOXAM IN FRANCE - REVIEW OF 2020

3.1 Introduction	22
3.2 Commitment n°1 – Make our widespread establishment an opportunity for communities	24
a. Take action to develop the local economy	23
b. Offer a local customer service that is improved each day	26
c. Contribute to the general interest	27
3.3 Commitment n°2 – Guarantee safety, anytime and anywhere	30
a. To guarantee the safety of our employees	31
b. Innovate to provide ever safer equipment	33
c. Support our clients in developing a culture of safety	35
3.4 Commitment n°3 – Take action to protect the environment	37
a. Reduce consumption of our resources on our sites	39
b. Optimise our transport logistics	41
c. Offer our clients environmentally-friendly equipment	42
3.5 Commitment n°4 – Contribute to the development of our people	44
a. Our headcount in figures	45
b. Take action to develop our employees	47
c. Promote quality of life at work and encourage social dialogue	49
d. Benefit from the wealth offered by diversity and encourage solidarity	51
e. Conclusion – Be proud to belong to Loxam	53
3.6 Commitment n°5 – Lead by example with our professional ethics	54
a. Promote professional ethics	55
b. Capitalise on our relationship of trust with our suppliers to develop a responsible procurement policy	56
3.7 Our 2021 goals for the French business	57

## 4. LOXAM WORLDWIDE

### A decentralised model, but a shared CSR philosophy

a. A word from our Group Managing Director	58
b. Ramirent, the leader in its region with a strong CSR commitment	59
c. LoxamHune, carbon neutrality on its direct emissions	61
d. Focus on several achievements in 2020 in our various business units	62

## 5. CONCLUSION

A word from our Director of Foresight & Development	64
---	----

# 1 - Introduction

## 1.1 A word from our President

### CSR in the face of Covid-19



**GÉRARD DÉPREZ**  
President of the Loxam Group

Due to its serious impact on people's health and because it brought our business to a sudden standstill, the Covid-19 epidemic relegated sales and financial performance to the side lines, making way for unprecedented questioning on environmental, social and corporate governance affairs (ESG).

Dealing with the potentially fatal risk of contagion among our staff and customers, as well as our families and loved ones, was our number one priority. Our health and safety policy was reinforced with the implementation of new health protocols that set the standard. Out of solidarity for those on the front line, our branches 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 and set up new procedures to reinforce social links within our community, notably by setting up a social network or support units.

Faced with a situation which through its duration exacerbated the insecurity of the most vulnerable, solidarity was a natural reflex, maintaining employment in each of our entities, even those most affected by the economic shutdown, and maintaining the number of young trainees we take on.

Solidarity and humanity have therefore been central to the strategy to alleviate 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 and this is the only type of equipment we will be providing our customers. In addition, the digitalisation of our processes, which gained momentum during the pandemic in line with social distancing measures, will also contribute to improving the way in which our equipment is used. This will help reduce CO<sub>2</sub> emissions and increase the sustainability of our equipment, not to mention the main benefit of reducing occupational accidents.

Our commitment to an explicit CSR policy began in 2015 when we signed up to the UN Global Compact. However, 2020 will go down in the annals as the year in which each member of staff took individual ownership and played an active role in contributing to a better world.

# 1.2 Loxam worldwide

## Countries in which we operate

### 1 EUROPE

- Germany 30 branches
- Nº2 Belgium 18 branches
- Nº2 Denmark 30 branches
- Nº1 Spain 43 branches
- Nº1 Finland 59 branches

- Nº1 France 489 branches
- Ireland 4 branches
- Nº2 Italy 17 branches
- Nº1 Luxembourg 1 branch
- Nº1 Norway 39 branches

- Nº3 Netherlands 42 branches
- Nº1 Baltic States (Estonia, Latvia, Lithuania) 46 branches
- Nº1 Central Europe (Poland, Czech Republic) 72 branches

- Portugal 3 branches
- Nº1 United Kingdom 36 branches
- Nº1 Sweden 83 branches
- Switzerland 7 branches

### 2 SOUTH AMERICA

- Brazil 19 branches
- Colombia 1 branch

### 3 AFRICA

- Morocco 4 branches

### 4 MIDDLE EAST

- Middle East 11 branches

OPERATIONS IN

30

COUNTRIES

1,050

BRANCHES



Nº1  
IN EUROPE

WORLD  
NO.4

1<sup>ER</sup>  
IN EUROPE

3<sup>RD</sup>  
LARGEST POWERED  
ACCESS FLEET



11,050  
EMPLOYEES



536,000  
CLIENTS

2 BILLION  
EUROS  
TURNOVER IN 2020

60%  
OF SALES OUTSIDE  
FRANCE

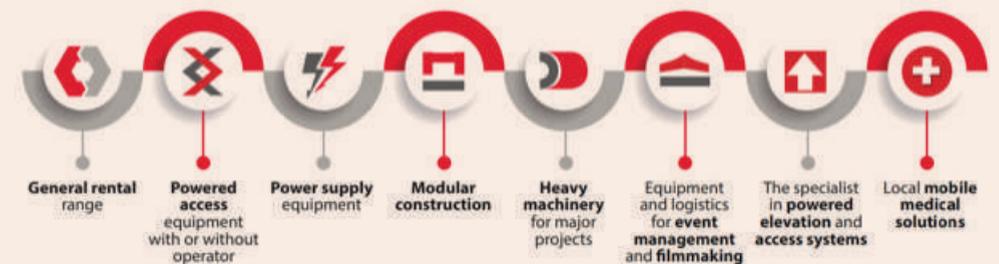


LARGEST EQUIPMENT  
FLEET IN EUROPE

650,000 +  
ITEMS

## Our business lines

A network of 1,050 branches around the world and a wide selection of equipment



# 1.3 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.

From the first few 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;

**Maintaining 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 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.



**JEAN-LUC GUENARD**  
Chief Operating Officer - International BUs

"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 COMPREHENSIVE SOLUTION TO RESPOND TO THE PUBLIC HEALTH EMERGENCY:

In our desire to take part in the national effort to fight the pandemic, faced with the saturation of hospital services, in mid-March 2020 we started investigating solutions to help alleviate the impact of the virus on the population. Working in concert with several partners, we decided to develop a system combining connected medicine and flexible spaces, made possible thanks to our modular shelters.



Our "MobilTest Covid" cabin 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 wanting to use our solution for their inhabitants, our Loxamed subsidiary was 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 its population. 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 municipalities 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**  
Chairman of the French Red Cross, Île-de-France

"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 to offer our inhabitants a Covid PCR testing solution through the deployment of their "MobilTest Covid" unit. This initiative proved to be very popular with 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, population 3,853)



"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**  
General Secretary of Loxam

**10**  
EMPLOYEES

**= 50**  
TOWNS AND CITIES WITH OUR TESTING UNITS

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

## INTRODUCTION

### A FEW ACHIEVEMENTS IN 2020

#### REINFORCED HEALTH PRECAUTIONS IN OUR BRANCHES

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

- Hand sanitizer and cough screens on our counters;
- Reinforced cleaning and disinfection procedures in our premises;
- Proposal of protective equipment, particularly masks, to our customers;
- Preparation of our equipment with extra disinfection and making tailored accessories in our workshops to enable compliance with barrier precautions.



One example of this is the social distancing screen designed by our subsidiary Loxam Access, installed on all 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 temporary shelter installed in care centres to safely bring together residents and their families.



#### RESPONDING TO THE EMERGENCY WORLDWIDE

Throughout the year, temporary hospitals were built to fill the need for ICU beds in France, Spain, Brazil, etc. 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 (power generators, lighting masts, compactors, etc.), from France to Brazil, notably via Spain.



Temporary hospital being built in Porto Alegre (Brazil).



Medical TGV train for transfer of Covid-19 patients.

#### RAMIRENT IN POLAND: CONTACTLESS RENTAL TO FIGHT COVID-19

The Polish government introduced stringent measures to reduce the spread of coronavirus in mid-March 2020. Ramirent Poland therefore had to quickly find a solution to deal with its clients, contact-free. In the space of only two days, the company introduced the notion of "contactless rental". The concept is based on creating a pickup zone so that clients can collect their equipment without any contact with Ramirent employees. In this way, they guaranteed the safety of clients and employees alike.

Ramirent Poland was the first to deploy the solution in Poland. The feedback from clients was very positive. The brand awareness of Ramirent increased in Poland during this difficult period.

The contactless rental concept was actively shared around Ramirent, and many countries introduced it in turn.

## FOCUS

### EMPLOYEE VIEWS

#### FRANCE

"Our priority during this crisis was the safety of our employees, our customers and service continuity. For the first two weeks of lockdown, I was alone in keeping our business going and protecting our assets, with the sites closed. Gradually, my team returned to meet the requirements of our customer who we received on 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, Collégien (east of Paris)



#### SPAIN

"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' and



#### BELGIUM

"On 18 March, Belgium went into lockdown. Although the construction industry was not officially stopped, most of our customers closed down to protect their employees and sub-contractors. At our end, we continued to work behind closed doors. From early April, our business quickly resumed, with our customers wanting to expand their accommodation shelters to comply with social distancing measures. We had to react quickly, with important 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 shelters, by developing, for example, the "Meet & Greet" or testing and vaccination centres."

#### MATTHIAS DELABARRE

Module Branch Manager - Loxam Belgium

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



#### DAVID MATESANZ

Key Account Manager in the Power division of LoxamHune

# 2 - Loxam Group Organisation

## 2.1 Market context and environment

### a. Our history

---

Loxam was founded in 1967 with the name **SAM (Société Armoricaire de Matériels)**. SAM grew rapidly in Brittany and Loire-Atlantique, fuelled by picking up business from Lyonnaise des Eaux (water utilities) in 1978 and later from the cement-maker Origny Devroise. SAM's growth continued and spread throughout France with 44 branches by the end of 1986.

In 1986, Gérard Déprez took up the reins and helped to turn SAM from a small French firm into a large multinational corporation. SAM was then renamed Loxam. In 2001, Loxam became the European No.1 construction rental equipment company, with operations also in Switzerland, Belgium, Germany, UK and Ireland.

The company's first office outside Europe came in Morocco in 2010, then in Brazil 5 years later. By the time Loxam celebrated its 50th anniversary in 2017, the hire pioneer was the European No.1. In the same year, Loxam bought out Hune, Lavendon and Nacanço, thus confirming its status as an international equipment rental company located in Europe, South America and the Middle East.

2019 featured the acquisition of Ramirent (no. 2 in Europe and no. 1 in Scandinavia). Loxam bolstered its European presence and became the unrivalled pan-European market leader and the fourth biggest global equipment rental firm.

The unprecedented health crisis caused by Covid-19 will be remembered as the major event of 2020. The situation has forced all of the Group's teams to adapt throughout the year, in its processes and in services offered. Staying close to its customers, Loxam drew on its experience to hold on to its leadership position.

### b. Our business model

---

Loxam makes 2 billion euros of turnover and operates in 30 countries on four continents. Its head office is in Caudan, which is the company's historical location. In October 2020, the Group and France management teams moved into a new building in Paris La Défense.

**With 11,050 employees in 1,050 branches, Loxam's business model is based on a relationship of proximity with its customers, mainly through short-term rental contracts.** Our branches are at the centre of our operations, managing local business relations and maintaining their own equipment.

#### **IN ADDITION, OUR NETWORK IS MADE UP OF TWO SEPARATE DIVISIONS:**

**A generalist branch chain** providing various equipment for the needs of a highly diversified clientele;

**A specialist branch chain** with specialised equipment (powered access, temporary power, site shelters, etc.) and experts in particular professions to meet our customers' specific needs (events, etc.).

From its earliest days, the innovation of renting out new construction equipment at a time when it was usual practice elsewhere to rent used machines with the aim of ultimately selling them on to customers. Our business model was therefore a forerunner in the circular economy.

**At the centre of the sharing economy,** by pooling the use of the same equipment by a large number of customers and always proposing the most suitable equipment for the optimal period of use, **Loxam helps to minimise the use of resources and energy, and contributes to creating shared value with its clients to offer them a unique experience.**

### c. Our main non-financial challenges identified

---

In 2018, Loxam carried out a materiality risk survey to pinpoint its largest CSR risks. Beyond the materiality matrix results, this survey gave us a chance to communicate with the company's internal and external stakeholders. In particular, it provided an opportunity to witness the Group's profound changes, its internationalisation and its need for commitment. In 2019, Loxam updated its financial and non-financial risk map, which measures risks relating to corporate governance, industrial disputes and strikes, the environment, reputation, fraud, cyber-security, etc. In 2020, the map was updated again to incorporate health risks and appropriate corrective measures. This map serves as a steering tool and allows the identified risks to be prioritised and a suitable level of control to be implemented.

#### **THIS WORK BROUGHT TO LIGHT THE MAIN CHALLENGES FOR LOXAM, STRUCTURED AROUND THE FOLLOWING FIVE POINTS:**

**Local establishment and development:** collaborative innovation to improve the customer experience, contribution to society;

**Safety:** management of the safety impacts of our equipment, employee safety;

**Environmental protection:** management of the impact of our equipment, energy efficiency, reduction of greenhouse gases throughout our chain of value;

**Employee development:** development of human capital, health and quality of life at work, diversity management;

**Professional ethics:** governance, compliance with business ethics, responsible procurement, transparency and dialogue with our stakeholders, data protection.

**Our CSR commitments, based on these five points, demonstrate the proper consideration of these elements as part of a continuous improvement approach.**

The notion of opportunity, and not just risk, is essential in our approach as it also includes opportunities to develop our performance and our model, and not just to control our non-financial risks.

Lastly, for specific needs, materiality surveys can be conducted in some business units, as illustrated by the example of our LoxamHune subsidiary in Spain and Portugal, which conducted a specific materiality survey in 2019 to specify the local CSR policy.

**d. Our stakeholders**

Loxam's business model puts it at the centre of an ecosystem that we want to stimulate so that we can move forwards collectively.

Our social responsibility approach is part of a co-innovation drive with our main stakeholders listed below.

STAKEHOLDERS	KEY STAKES	MAIN EXCHANGES
<b>Employees</b>	Health and Safety Development Quality of life at work Integration Data protection	Dialogue with staff representatives Annual and career interviews Social climate survey
<b>Customers</b>	Safety Collaborative innovation Energy efficiency Business ethics Data protection	Satisfaction survey and Net Promoter Score Co-innovation workshops Safety Meetings
<b>Suppliers</b>	Collaborative innovation Business ethics Responsible procurement	Equipment Testing Days Specifications Days Safety Meetings
<b>Sub-contractors</b>	Safety Business ethics Responsible procurement	Safety Meetings
<b>Investors</b>	Governance Transparency and dialogue Environmental impact	Quarterly investor conferences Yearly investor tours (bilateral meetings)
<b>Civil society</b>	Contribution to society Insertion Environmental impact	Official communications Social media and websites

**DUTY OF CARE**

Following the acquisition of Ramirent, we have recently been impacted by the French law of 21 February 2017 concerning duty of care. We are currently formalising our diligence plan which will summarise the procedures, most of which already exist, to ensure proper control of our chain of value.

**2.2 Our organisation: operational and committed**

**a. Our governance**

Loxam's French directors and employees can acquire shares via an employee mutual fund (FCPE) to be associated with the company's development, which also forces it to be exemplary in terms of business conduct.

The company capital is distributed among family shareholders, an investment fund, employees and active and retired executives, representing around 80 direct investors.

Loxam is also proud to have the Fonds Commun de Placement d'Entreprise as a shareholder, which covers over 1,600 Loxam employees in France. In addition, all employees in France benefit from the Group's performance through a profit-sharing system and collective performance-related pay. Similar schemes are in place in our various international business units.

Over the course of its history, Loxam has adapted its governance to reflect the growth of its operations and new concerns.

The composition of the different governance and management committees within the Group reflects the diversity of our employees' careers.

In our main committees, no fewer than 10 schools and universities are represented. The members of these bodies have accomplished professional backgrounds and solid experience within the Group.

1.600

Loxam employees are covered by the mutual fund

**FOCUS**

**OUR GOVERNANCE BODIES**

Our different committees are represented below. They contribute to implementing transparent and robust governance throughout the entire Group. Before each committee meeting, an agenda is drawn up and circulated to all participants, along with institutional reporting (financial results, safety reports, etc.). Minutes are taken for each meeting and the main points are shared with the operational teams concerned.

The details (names, biographies, etc.) of the members of our main bodies can be found on our website

[www.loxam.com/governance?lang=en](http://www.loxam.com/governance?lang=en)

## LOXAM GROUP ORGANISATION

STRATEGY COMMITTEE (EQUIVALENT TO THE BOARD OF DIRECTORS)	
<b>Role</b>	The Loxam SAS Strategy Committee advises Loxam's Chairman on the Group's development strategy. It is akin to a Board of Directors. As such, the Strategy Committee is a genuine place of governance and dialogue with a good balance of current and former executives, representatives of the main shareholders and independent board members.
<b>Composition</b>	10 members, including the Group's Chairman and its CEO. It includes the main shareholder representatives, former Group senior executives and independent members. On the Chairman's recommendation, shareholders elect members at the AGM. They serve a renewable three-year term.
<b>Female Board members</b>	2 (20%)
<b>Independent Board members</b>	3 (30%)
<b>Frequency</b>	Quarterly

AUDIT COMMITTEE	
<b>Role</b>	The Audit Committee is a sub-committee of the Strategy Committee. It is responsible for reviewing the Group's accounts prior to presentation to the Strategy Committee. It meets in the presence of the Group's CFO. Once a year, the committee reviews the risks faced by the company to assess how well they are taken into account in its strategy. The Audit Committee also meets the statutory auditors once a year.
<b>Composition</b>	Three members, two of which are independent
<b>Frequency</b>	At least twice a year

ETHICS COMMITTEE	
<b>Role</b>	The Ethics Committee is a sub-committee of the Strategy Committee. It is responsible for verifying correct implementation of the code of ethics and the whistleblowing procedure, and for making sure that reports are appropriately dealt with. It meets in the presence of the Group ethics advisor.
<b>Composition</b>	One of the independent members of the Strategy Committee
<b>Frequency</b>	At least once a year

REMUNERATION AND APPOINTMENT COMMITTEE	
<b>Role</b>	The Remuneration and Appointment Committee is a sub-committee of the Strategy Committee. It is responsible for reviewing the remuneration and appointments of the Group's senior executives.
<b>Composition</b>	Four members including the Chairman and, at least one independent member
<b>Frequency</b>	At least once a year

EXECUTIVE COMMITTEE	
<b>Role</b>	The Executive Committee is the collegiate body that manages and oversees Loxam's strategy. This Executive Committee is responsible for implementing the Group's strategy while ensuring consistency throughout the Group, which is made up of decentralised business units operating on markets of varying maturity. Each committee member is responsible for a Group-wide issue: CSR (including the environment), safety, social affairs, financial reporting, digital matters, etc. Before each committee, qualitative and quantitative progress indicators are centralised and raised to the member in charge of the issue.
<b>Composition</b>	Eight members: the Chairman, Group CEO, the four Division Directors, the CFO and the Director of Foresight and Development.
<b>Female members</b>	1 (12.5%)
<b>Nationalities</b>	3
<b>Frequency</b>	Every two months (6 times a year)

MANAGEMENT BOARD (AT BUSINESS UNIT LEVEL)	
<b>Role</b>	The Management Board is the main management body in each business unit. It is responsible for the operational implementation of the Group's strategy within its entity, for every subject. All subjects are covered, including those relating to CSR: safety, health, employee development, environment, business ethics, etc.). Each management board reports directly to the Executive Committee.
<b>Composition</b>	Variable depending on the business unit
<b>Female members</b>	Variable depending on the business unit
<b>Nationalities</b>	Variable depending on the business unit
<b>Frequency</b>	Generally weekly

## LOXAM GROUP ORGANISATION

### b. Our different jobs

Loxam's business model is based on a decentralised branch network, which forms the heart of its operations, and various central

functions which support branch employees. The terms of organisation vary depending on the country and business unit, but are structured around the same roles detailed below.

BRANCH JOBS	
<b>Branch Manager</b>	Branch Managers are responsible for a profit centre, HR and assets with a view to meeting quantified and qualitative goals.
<b>Sales executive</b>	Sales executives are tasked with ensuring customer loyalty for new customers.
<b>Hire consultant</b>	Rental Managers are the main point of contact for customers; they organise the activity, answer phone calls, etc. They manage daily equipment transport, rental quotes, billing and aftersales services.
<b>Foreman</b>	Foremen ensure all rental equipment is in good condition (looks good, works properly and is safe). They manage their workshop (administration and maintenance budget) and technical teams (including mechanics and fleet managers) ensuring safety and regulatory compliance.
<b>Mechanic</b>	Mechanics ensure equipment is in good condition (looks good, works properly and is safe) and maintain on-site and stored equipment/machinery.
<b>Fleet Manager</b>	Fleet Managers ensure equipment on offer is in good condition, hand over equipment to customers and inspect, clean and store equipment on return.
<b>Driver</b>	Drivers transport and handle equipment in accordance with customer lead times, service quality and safety standards.

OUR SUPPORT JOBS	
<b>Operations</b>	Liaises between corporate senior management and the branch network. Regional management teams are responsible for attaining financial, sales and quality targets for their regions, using the resources (human and technical) available to them.
<b>Sales and Marketing</b>	Contributes to growth by conducting appropriate marketing and sales campaigns.
<b>Equipment</b>	Is responsible for procurement, maintenance, fleet optimisation and selling on used equipment.
<b>Administration, finance</b>	Reports on the company's financial situation and carries out a range of administrative management tasks (accounting, compliance, tax, legal, etc.).
<b>IT</b>	Keeps systems, hardware and the network in good working order and enforces cybersecurity measures. Deploys the Group's digital strategy.
<b>Human Resources</b>	Recruits people to ensure the different regions and business units have the right person at the right time, gives employees training, maintains relations with employee representatives and oversees employees' careers at Loxam. Ensures good quality of life at work.
<b>Supply Chain</b>	Manages all issues related to logistics, quality, safety and environmental performance throughout the chain of value. Is the guardian of the Health, Safety and Environment (HSE) policy.

### c. Deep-set values

A set of values federate our culture across all our business units: sense of customer service, safety, integrity, solidarity, learning and innovation, and conviviality. Every day we strive to improve to uphold them as best we can.

### d. Our auditing system, the key element of our continuous improvement approach

All operations are now covered by our auditing system. All risks are measured over the entire chain of value. As such, all issues resulting from our materiality analysis are taken into account in the various audits undertaken.

Audits are ingrained in Loxam's corporate culture. The company and its employees see audits as opportunities to constantly improve and excel.

Different types of audit are undertaken each year: by external companies and internally (quality, safety, environment and internal audits).

**They are based on three pillars to ensure their efficacy:**

- **Robust procedures** based on complete and appropriate tools;
- **Advanced training** for employees in charge of carrying out internal audits;

- **An ambitious yearly auditing programme** to ensure Loxam's procedures are followed. All Loxam's operations are used to being audited by both internal and external auditors, at least once every two years.

#### AN EXTERNAL AUDITING SYSTEM

Loxam is continuously audited by external teams which undertake:

- **Administrative audits** (social security, tax, employment law compliance);
  - **Financial audits** by statutory auditors, carried out every two years to certify the regularity and accuracy of accounts in line with accounting rules and principles;
  - **Mandatory equipment inspections.** These audits are a voluntary approach put in place by Loxam and as such can be carried out by in-house teams;
  - **Certification audits** such as ISO, MASE, ESCDA (Customer Service of the Year), Net Promoter Score for customer service, etc.;
  - **Ad-hoc audits** for specific assignments, for example identified as part of risk mapping;
  - **Audits conducted** by some customers.
- Thanks to these external audits, the rigorous management of our non-financial issues can be verified, as shown below:

OUR 5 EXTERNALLY-AUDITED PILLARS					
	Administrative audits	Financial audits	Equipment audits	Certification audits	Specific audits
Local establishment and development				✓	✓
Safety			✓	✓	✓
Environmental protection				✓	✓
Employee development	✓				✓
Business ethics	✓	✓			✓

## LOXAM GROUP ORGANISATION

### AN INTERNAL AUDITING SYSTEM

The Loxam Group's internal auditing system is based on three types of audit:

- **Self-assessment** by the branches;
- **Quality, Safety and Environment (QSE)** audits;
- **Internal audits** by professional in-house teams.

The internal auditing system is very well-structured and allows for company-wide control, based on risk mapping, of all operational, financial and non-financial matters throughout the chain of value. All Loxam sites undertake a QSE and/or internal audit at least every two years.

**Self-assessment audits** are carried out by branch managers. At least once a year, branch Managers fill out an environmental analysis questionnaire consisting of around 100 questions to check branches are properly applying our policies. At the end of the questionnaire, branch managers must list any weaknesses and take corrective action to comply with Loxam policies.

**Quality, Safety and Environment audits** are carried out by Loxam teams. These teams, made up of regional Directors, branch Managers and experienced head office staff, check the branch's compliance with Loxam procedures based on a detailed checklist of criteria, 60% of which cover safety and the environment. Each year, nearly 150 auditors dedicate three days to running an audit training course (day 1) and conducting two branch audits (on days 2 and 3). This system gives us a thorough way to measure our environmental results as it unearths issues and excessive resource consumption.

**Internal audits** are carried out by a professional in-house team fully dedicated to checking that Loxam's operational procedures are properly followed and risks are managed. The internal audit teams carry out these checks independently and unannounced based on a list of pre-defined criteria. These checks assess whether procedures are properly followed and check whether controls are effective, in particular in the area of ethics.

### OUR INTERNAL AUDITING SYSTEM IN A FEW FIGURES (DATA FOR FRANCE):

	2018	2019	2020
Number of internal audits (Branches and regional Offices)	403	335	<b>207</b>
Number of Quality, Safety and Environment audits	252	308	<b>80</b>

Each year, around 300 internal and QSE audits take place in France. In 2020, due to the Covid-19 pandemic, which significantly restricted travel, the number of internal audits was lower, despite

a video auditing procedure being introduced. Self-assessment procedures were strengthened, with precise monitoring of action plans defined by branch managers.

## 2.3 CSR, a deep-seated conviction, rooted in how we operate

CSR lies at the heart of our identity. We have always believed that companies should not just serve investors, but also employees, communities and customers. As a pioneer of the circular economy and exemplary in safety matters, Loxam has always worked to protect its employees and its environment.

### OUR GOAL IN MAKING THESE PLEDGES IS CLEAR:

we must be unrelenting towards ourselves and our stakeholders to convert the entire sector to socially responsible practices.

### a. Acknowledged commitments that prove our ambitions

#### Loxam is committed, certified and rewarded!

For many years now, we have made strong commitments to corporate social responsibility. Today, we are proud to have received recognition from 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 UN Global Compact. We are committed to the strict observance of human rights and international standards relating to labour, anti-corruption and environmental protection.



### LOXAM ASSESSED



Limited maturity (46/100)\*



Low risk (12,2)\*\*

We are now assessed by a growing number of auditors and non-financial ratings agencies. Their feedback is very important for us as they feed into our continuous improvement approach.

In 2020 we responded to every questionnaire received. The good results achieved, which are among the best in the equipment rental sector, demonstrate the seriousness and robustness of our governance, commitments and results. Opposite are the results of two bodies, V.E (Vigeo-Eiris) and Sustainalytics.

\* This score positions us as the leading equipment rental company in the world.  
 \*\* The score by Sustainalytics assesses the company's overall non-financial risk, between 0 (low level of risk) and >50 (serious level of risk).

## 2 - LOXAM GROUP ORGANISATION

### LOXAM CERTIFIED

#### IN OPERATIONAL EXCELLENCE



Our corporate culture has always been focused on customer satisfaction. In 1997, we backed this up by earning ISO 9001 certification.

#### IN SAFETY



At the end of 2019, we obtained ISO 45001 certification, illustrating the priority we give to safety. We were the first equipment rental company in the world to receive certification on this scale. Additionally:

- In France, our Power division (generators, air compressors, cooling generators, etc.) some branches in Access, our powered access subsidiary, and some branches in the generalist network are MASE certified. This certification allows us to operate on high-risk sites, such as SEVESO sites.
- The Group is a member of IPAF. In the United Kingdom and France, we are also instructors and can issue IPAF certification for working at height.

#### IN ENVIRONMENTAL ISSUES



In 2010, we became the first rental firm in the world to demonstrate our ambition to enter into an ISO 14001-certified environmental approach.

After an in-depth environmental review of each branch covering both regulations and company labour policies, we took targeted steps to manage significant environmental aspects, which included upgrading wash bays, removing underground fuel tanks, emergency management, making hydrocarbon storage improvements, etc. This is still today a key part of our sustainable development strategy.

#### IN SOCIAL RESPONSIBILITY



In 2015, Loxam was the first rental company in the world to be audited in respect of ISO 26000 guidelines. This standard sets out the guidelines to help companies take responsibility for the impact of their decisions and operations on society and the environment. We obtained level 3, equating to "mature", and demonstrating our willingness to act to reduce this impact. This reassures stakeholders in terms of the company's transparency, ethical business behaviour and commitment to actively contribute to sustainable development.

### LOXAM REWARDED



Once again, we received EcoVadis Gold certification which demonstrates the relevance of our CSR policy. The EcoVadis rating covers a vast array of non-financial management procedures, including how operations impact the environment, society at large, human rights, ethics and responsible procurement.

Each company is rated based on key issues depending on its size, location and business sector. The evidence-based ratings are fine-tuned and reported on clear rating cards, with scores between 0 and 100, and medals (bronze, silver, gold) are awarded when merited. With the Gold medal, Loxam registers a score that is higher than 95% of the companies audited by EcoVadis.

This reward recognises Loxam's ongoing efforts and employee commitment in all CSR issues.



Two rewards for our Administrative 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 Department 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 rewards, which demonstrate the commitment of all the teams and the quality and transparency of our activities in relation to our stakeholders."



**PATRICK BOURMAUD**  
Administrative and Finance Director

#### b. An organisation dedicated to our CSR approach

To respond to the Group's new dimension and to give structure to the management of its cross-sectional activities, at the end of 2020 we set up a new CSR organisation structured around:

**A Group CSR department** to guarantee the policy in all business units, co-ordinate the subject within the Group, measure performance within the framework of non-financial reporting and conduct external communications. It also supports the operational divisions depending on their requirements and level of maturity. The Group CSR department reports to the Foresight & Development Department, whose director sits on the Executive Committee;

**A CSR department or points-of-contact** in each business unit, responsible for writing the operational action plan for all of the Group's CSR pillars and for the concrete implementation of actions.

To link initiatives, share experiences and manage our non-financial performance, **CSR committees, which include a member of the Executive Committee, the Group CSR department and CSR points-of-contact in each business unit, will take place quarterly.**

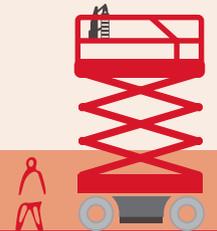
Lastly, to involve all employees, who are the main actors of our CSR policy via their everyday activities, **CSR goals are set as part of yearly appraisals**, and a week dedicated to raising collective awareness of CSR takes place yearly.

# 3 - LOXAM in France Review of 2020



## A FEW KEY FIGURES

	2018	2019	2020
Number of Loxam branches in France	547	500	<b>489</b>
Number of items of equipment available for hire	195,566	195,286	<b>187,000</b>
Number of employees	4,319	4,435	<b>4,386</b>
Turnover for France (in € million)	884	924	<b>803</b>
France turnover as a proportion of Group turnover	60%	49%	<b>40%</b>



AGILITY AND INNOVATION  
TO MEET THE CHALLENGES  
OF 2020

**OLIVIER GRISEZ**  
Managing Director France  
Generalist Business Unit

## 3.1 Introduction

### a. A word from our Managing Director Generalist Business Unit

Throughout 2020, Loxam France displayed great agility to guarantee service continuity for our customers. In particular, Loxam was a pioneer in meeting the basic needs from the very start of the health crisis. We also innovated by implementing, in record time, suitable measures to rise to the challenges that emerged due to the public 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 (ESFDA), 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 our sites;

**In terms of the environment**, we launched our new range of equipment, LOXGREEN, with alternative powertrains 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 fulfilled 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!

## 3.2 Make our widespread establishment an opportunity for Communities



COMMITMENT N°1

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

### OUR MAIN 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 Operating Officer  
France

"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, and to take part, as far as possible, in maintaining business. It is now up to us to accompany the roadmap out of the crisis and to play an active part in the recovery."

### a. Take action to develop the local economy

#### HOW WE OPERATE

##### OUR BUSINESS REVOLVES AROUND A DENSE NETWORK OF BRANCHES OPEN TO ALL THE STAKEHOLDERS IN THE COUNTRY:

companies, local authorities, private companies of all sizes, non-governmental organisations, young people, jobseekers, etc. We strive to leave genuine room for manoeuvre to our branches, both in terms of recruitment and in the use of local suppliers for certain services (logistics, equipment repair, other site services, etc.) to guarantee a special and close relationship and excellent service quality.

Loxam is a major direct employer. Through its use of external services, it is estimated that approximately three full-time equivalents (FTE) jobs are maintained in the communities in which Loxam operates. Loxam is particularly proud to provide these regional jobs in line with our circular economy model.

#### A FEW ACHIEVEMENTS IN 2020

##### A COMMITMENT TO REBUILD THE ROYA VALLEY

In September, unprecedented flooding caused damage to some 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 reconstruction 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!

"I would like to thank you for your support following the storms and flooding which hit our village hard at the beginning of October this year. We are extremely grateful to you for providing us with the site shelters for the use of our technical departments. We were deeply touched by your solidarity and generosity, together with the mobilisation of your teams."

**SÉBASTIEN OLHARAN**  
Mayor of Breil-sur-Roya

#### KEY FIGURES

	2020
Proportion of equipment manufactured or assembled in France (in volume of procurement)	50%
Number of small and medium-size enterprises among our suppliers (in proportion of procurement)	30%

##### 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 development. 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, whenever we have the opportunity, into new branches in high-stakes areas.



## b. Offer a local customer service that is improved each day

### HOW WE OPERATE

#### PROVIDING A HIGH QUALITY CUSTOMER SERVICE IS OUR PRIORITY

This is borne out by our commitment to a continuous improvement approach, which can be measured in particular by our Net Promoter Score. This commitment to serving our clients revolves around two pillars:

**Close relationship** through our network of branches which is closely attuned to customer needs, and a genuine relationship of trust between our teams and our partners;

**An increasingly digitalised service** through the deployment of an omni-channel dematerialised journey offering availability 24 hours a day, seven days a week, notably thanks to:

- Our online portal, My Loxam, which today offers payment options;
- A single hotline, LoxCall.

This digital transformation is rooted in how we work to optimise our chain value. The many discussions that we have with our clients help us act upon their expectations and conduct a constant policy of collaborative innovation.

### KEY FIGURES

	2018	2019	2020
Net Promoter Score	37	45.7	<b>60.4</b>
Number of paperless invoices issued		902,000	<b>1,030,000</b>

This year, we hit both our targets that were set for this commitment, with a higher NPS year-on-year and a number of paperless invoices in excess of 1 million, the target set for 2020.

### A FEW ACHIEVEMENTS IN 2020

#### 2020, AN ACCELERATION OF DIGITALISATION

Following on from the work undertaken in 2018 to make the customer journey seamless by offering an increasingly digitalised environment thanks to our online portal MyLoxam, we continued the developments in 2020, notably, to meet the challenges arising from the public health crisis and avoid contact as far as possible, by deploying a remote payment system. Furthermore, we introduced an algorithm to enable our customers to automatically place their order in the branch closest to their work site.

#### FOUR IN A ROW!



Customer satisfaction is a reality at Loxam, and it is rewarded! For the fourth year running, we received the "Customer Service of the Year" award (*Élu Service Client de l'Année*) in the equipment rental category.

## c. Contribute to the general interest

### HOW WE OPERATE

#### OUR IMPACT ON COMMUNITIES DOES NOT STOP AT THE DOORS OF OUR BRANCHES

It is our belief that companies must play a positive role in society, everywhere in France and through initiatives sponsored by all our network, we support actions that have a social, community and environmental benefit.

#### Two themes that structure our corporate patronage policy:

**the development of a professional culture** (teaching, apprenticeships, etc.) and **the preservation of heritage**.

Furthermore, we conduct occasional actions on a range of themes such as environment, gender equality, sport, health, etc.

### KEY FIGURES

Our indicators relating to our contribution to the general interest are available on request.



"Nowadays, companies have an essential role to play in responding to challenges faced by society. It is no longer enough to simply be an economic player: organisations must make commitments, making their actions meaningful. This is what we do

in our everyday work by considering the needs of each of our stakeholders and responding as effectively as possible."

#### SYLVIE PASSAT

Corporate and Internal Communications Manager

### A FEW ACHIEVEMENTS IN 2020

#### 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 challenging circumstances.

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 works of art.

"We are very grateful to Loxam and its chairman for rallying round to help restore Notre-Dame de Paris."

#### JEAN-LOUIS GEORGELIN

Army General responsible for coordinating reconstruction



## LOXAM IN FRANCE - REVIEW OF 2020

### ACTIONS IN AID OF HERITAGE ALL OVER THE COUNTRY

Our commitment does not, however, stop at the gates of Paris. Initiatives can be found all over the country, and in particular in Provence where our teams contributed to the restoration of Château de La Barben in the Rocher Mistral Cultural and Natural Park.



"This cooperation with Loxam has a real meaning for Rocher Mistral in several ways. Firstly, it is our opportunity to find an all-round logistics partner for all the daily needs of the project. Secondly, we are particularly keen, in our two companies, to work with local firms. This is a key point for us."

**NICOLAS DE GOURCY**

Coordination officer, Rocher Mistral

### TROPHÉE ANDROS - AN ELECTRIC VICTORY!

Once again this year, we were a partner of the Andros e-Trophy. With the all-electric Loxam x YOKOHAMA car, our driver Clémentine Lhoste signed up once more for this new edition, and was rewarded with a win!



### WORLDSKILLS - OUR SUPPORT CONTINUES... REMOTELY!



For the 46<sup>th</sup> edition of the WorldSkills competition, the largest trade skills competition in the world open to young professionals, we signed a partnership agreement with WorldSkills France. This partnership allows Loxam to support an event with global reach that has become a must-attend event for companies wishing to highlight their know-how and support the talents of the future, by providing them with the necessary equipment for the regional and national heats.

"The competition WorldSkills Lyon 2023 is an opportunity for France and its companies to come together to shine a light on vocational training and meet the need for qualified personnel. This WorldSkills competition is a fantastic observatory in terms of skills and vocational training which deserves to be supported. It is a perfect lever for our new partner Loxam and its human resource policy."

**MICHEL GUISEMBERT**

President of WorldSkills France.

### RESTOS DU CŒUR, LOGISTICAL SUPPORT FOR THE ORGANISATION OF CONCERTS

For the past several years, our subsidiary Loxam Event has maintained close ties with the food bank charity Les Restos du Cœur. We are proud to have once again in 2020 provided our support for the organisation of the charity's gigs. Our teams accompanied the crew ("les Enfoirés") in setting up the structures for this show by providing part of necessary equipment.



## 3.3 Guarantee safety, anytime and anywhere



COMMITMENT N°2

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

### OUR MAIN PRIORITIES

**Safeguard our employees' safety** with targeted training and awareness actions, the continuous improvement of working tools and infrastructure and hands-on support by managers;

**Innovate to offer ever safer equipment** by encouraging collaboration between Loxam, our customers and our suppliers;

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



**LOUBNA BONNEROY**  
Directrice supply chain

"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. Our ambitions in the area of improving the working conditions of our employees, clients and external partners have encouraged us to go even further to make safety a priority anytime and anywhere."

**FOCUS**

## OUR ORGANISATION TO COORDINATE OUR SAFETY POLICY

**We seek to have a safety policy aimed at everyone.**

Our policy encompasses all our stakeholders. Its efficiency is guaranteed through regularly monitoring indicators which relate to both the supervision and the achievement delivery of preventive action plans, the deployment of training and support programmes and the variation in accident and incident report feedback indicators. These results are regularly reviewed by the executive committee and the management committees. All our branches hold ISO 45001 certification and have a dashboard dedicated to safety. This illustrates the commitment of each manager to continually improve the performances of their branch by taking into account the expectations of their employees, legal requirements and operational constraints. Internal control

mechanisms ensure that each employee can receive specific training to enable them to work safely, that the equipment used is regularly checked and remains compliant with standards, and that each employee has the protective equipment required for their work. The HSE department tasked with the implementation of the policy among all the employees, defining action plans and the continuous improvement approach, ensures that the programme is operational and effective in the long term. A national safety committee convenes every week to identify the best practices and the lessons to be learned from feedback on the ground. Through close collaboration between the general management, employee representatives, the HR Department and the HSE department, the company can constantly adjust action plans and priorities.

### a. To guarantee the safety of our employees

## HOW WE OPERATE

### TO GUARANTEE THE SAFETY OF OUR EMPLOYEES, OUR SAFETY POLICY IS BASED ON:

**A robust process** for the welcoming and induction of new employees. From the first day, the branch manager explains to all new arrivals the safety principles and right attitudes to adopt in terms of wearing PPE.

**The provision of equipment** to all, renewed as frequently as necessary so as to enable our PPE to be used in compliance with the legal safety standards in force;

**User-friendly work tools**, suited to the tasks to be performed;

**Clear work procedures** enabling people to work in total safety;

**The continuous training** of employees in machinery use, working rules and safety rules applicable in branches, on the road and on our clients' worksites;

**An assessment** by each of our branches of occupational risks, translated into local action plans to continuously improve our employees' and our subcontractors' working conditions;

**The formulation of a risk prevention** plan for each of our duties on the worksites of our clients;

**Periodical technical inspections** performed by trusted and certified third-party technicians. Each item of equipment on which an observation has been made is removed from use until the necessary repair work has been carried out to remedy the problem, whether it is major or minor;

**Quarter hour safety meetings:** once a month, in every branch, a quarter of an hour is given over to discussions on safety issues to provide information, raise awareness and receive feedback;

**Dedicated communication**, revolving around the slogan "Safety, Anytime and Anywhere", the "Safety Essentials" and safety news flashes to inform people of at-risk situations and widely circulate feedback on the use of our equipment;

**Partnerships established:** International Powered Access Federation (IPAF), OPPBTP (French building and public works accident prevention body).

**Our safety policy is aimed at all people present on our premises. Consequently, our subcontractors are required to sign the rules that we lay down and are also made aware of them.**

Safety protocols are furthermore required of all subcontractors (refuelling, cleaning, etc.) who work on our premises, in particular for our subcontractors tasked with transport.

"As part of our occupational safety continuous improvement approach, Loxam has earned ISO 45001 certification for all its branches in France and in most of our international business units. In France, the continuation of our commitment to health and safety is borne out in the MASE certification of the Loxam Power network (15 branches) and a selection of other branches in the Loxam Access and Rental networks located near to major industrial regions. Throughout the Covid-19 pandemic, Loxam continued to pursue and reinforce its health protection actions, in particular with the general deployment of a hygiene and health plan for all its rental branches and headquarters."

**THIERRY MICHEL**  
HSE Manager, Specialists BU

## AN EXAMPLE OF AN ACHIEVEMENT IN 2020

### SIGNATURE OF THE "7 COMMITMENTS FOR SAFER ROADS" CHARTER

Road traffic accidents are the leading cause of work-related deaths. In 2020, we signed the French road safety agency's "Seven commitments for safer roads". By doing so, we have joined 1,500 other companies, totalling more than 3 million employees, to have made their pledge on this issue.



## KEY FIGURES

	2018	2019	2020
Workplace accident frequency rate <i>The frequency rate is the total number of accidents (in the workplace) divided by the number of hours exposed to risk, multiplied by 1,000,000.</i>	27	24.13	<b>21.18</b>
Workplace accident severity rate <i>The severity rates is the number of calendar days actually lost due to workplace accidents divided by the number of hours exposed to risk, multiplied by 1,000.</i>	1.3	1.09	<b>1.21</b>

Once again this year, our frequency rate is down by more than 10%, a distinct improvement compared with last year with a result approximately 33% below the average in our sector and substantially below the target that we had previously set of below 30 for the period from 2019-2021.

The increase in our severity rate, which we regret, is correlated to lost time for some of our employees due to complications arising several years after the accident. As a reminder, the sector average stands at around 2.1.

## b. Innovate to provide ever safer equipment

### HOW WE OPERATE

**AS A KEY TO THE SUCCESS OF OUR ACTIONS, WE WISH TO OFFER EVER SAFER AND MORE RELIABLE EQUIPMENT.**

Our leadership requires of us that we lead by example and accompany all our partners by implementing a policy of collaborative innovation. **We are committed to a process of co-development of our equipment with our suppliers.** If we detect new equipment needs, we suggest to manufacturers that they incorporate new options. When requested by our suppliers, we place our user experience at their disposal to improve their machines.

### A FEW ACHIEVEMENTS IN 2020

#### DELIVERIES IN TOTAL SAFETY!

**Innovation in equipment also extends to the machines that we use. One example of this is the deployment of new delivery trucks fitted with the latest safety innovations, such as:**

Redesigned **safety ramps**;

**A foldaway walkway** with handrail, activated by hydraulic cylinders;

**An increased number of flashing** lights all around the truck;

**An approach radar** on the deck which is active during equipment loading.

To date, 15% of our fleet has been replaced. This initiative will continue during 2021.



#### PREDICTIVE MAINTENANCE ALSO LIES AT THE HEART OF WHAT WE DO, IN PARTICULAR THANKS TO:

**The training of our fleet managers** (a 10 point procedure drafted by our in-house experts from supplier data);

**On-board electronics** to allow communication between the machine and our coordination and supervision tools. We are currently deploying sensors on all our machines to benefit from accurate user data, and capitalising on data science to make our fleet more reliable and increase the safety of our equipment.

#### A CO-CONSTRUCTION APPROACH FOR EVEN SAFER EQUIPMENT

We strongly believe that innovation must be collaborative in order to propose equipment that meets our customers' needs and offers more and more safety.

Thanks to a collaboration between Bouygues Construction, Loxam and Manitou, we now propose a safety pack, "LoxSafe", deployed on our telescopic handlers, to help reduce common and potentially serious accidents. If a dangerous situation is detected (not wearing the seatbelt, 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.

"We worked hand-in-hand with the Loxam Group to give users this safety."

#### BENJAMIN GARROUER

Manitou Sales Division

"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,

Equipment Director  
Bouygues Construction

## KEY FIGURE

The success of this work stream is measured by the online publication, at least every two months, or safety news flashes, the increase in the number

of equipment user videos (currently around 60) and the annual organisation of the Safety Meetings

## c. Support our clients in developing a safety culture

### HOW WE OPERATE

#### THE SAFE USE OF OUR EQUIPMENT BY OUR CLIENTS IS THE THIRD STRAND OF OUR SAFETY POLICY. TO DO SO, WE IMPLEMENT

A wide range of awareness initiatives, such as:

**Clear safety information** on all our machines with instructions for use for all our equipment and safety pictograms;

**Safety recommendations posted** in our branches;

**A website dedicated to safety news flashes** for our clients and employees. These bulletins help to inform people of any at-risk situations when using our equipment if conditions are not safe. The aim is to disseminate as widely as possible feedback on the use of our equipment and help users detect at-risk or dangerous situations. Our employees and clients are therefore better informed and more capable of using our equipment in the best possible conditions;

**An application, LoxDoc**, through which to consult the technical documentation of an item of equipment and user videos, also available on the company's YouTube channel (<https://www.youtube.com/user/LoxamCorporate>);

**Increasing use of IOT** to reinforce the safety of our equipment. One of example of this is an electronic badge giving access to our equipment, deployed among certain clients by our Loxam Access business unit, which only allows the machine to be started up by a person holding the required up-to-date safety clearances;

**Events** to generate meetings between all our stakeholders in order to trigger a proactive and collaborative approach to improve safety at Loxam.

"Improving the safety of our clients on their worksite is a permanent priority at Loxam. To do so, we lead a continuous innovation approach, which this year translated into the co-design of the LoxSafe solution. Once a year, during our Safety Meetings, we bring together our ecosystem so as to share best practices, present the latest innovations and collectively make progress around this priority subject."



**PIERRE-YVES RALLET**  
Marketing and  
Sales Director

## AN EXAMPLE OF AN ACHIEVEMENT IN 2020

### SAFETY MEETINGS, VERY POSITIVE RESULTS AGAIN

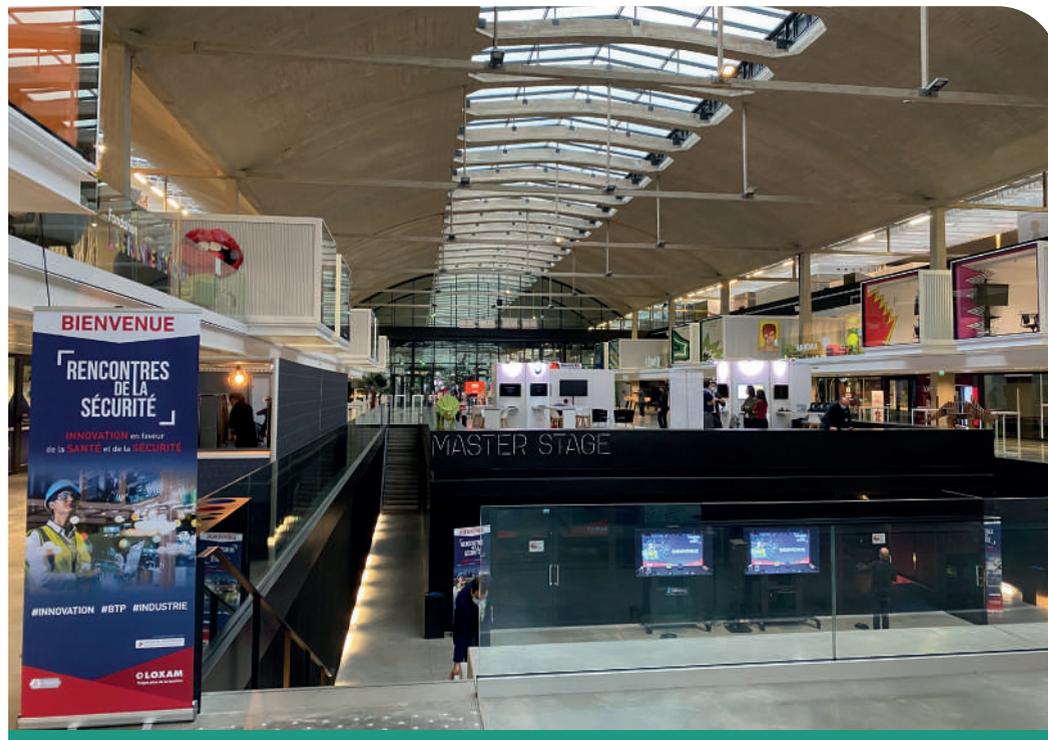
As part of the third edition of our Safety Meetings, we brought our ecosystem together around two major subjects: innovation and safety linked to equipment use. Over the space of a day, our partners, employees, customers, suppliers and construction and industry players all came together at Station F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

## OPPBTP

"The Loxam Group put safety at the forefront of everything they do. From keeping their people safe and giving them a good safe working environment to flourish in to keeping their customers safe by offering the latest plant and access equipment along with their unrivalled selection of safety enhancing attachments. Safety is driven into all employees from the top down. As a very active IPAF member, Loxam are responsible for training more MEWP operators each year than any other company in the World thus making the Powered access industry a safer place."

PETER DOUGLAS

CEO, IPAF (International Powered Access Federation)



## 3.4 Take action to protect the environment

COMMITMENT N°3

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 MAIN PRIORITIES

**Reduce consumption of our resources on our sites** through ISO 14001-certified environmental management, actions concerning our buildings and wash bays 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 internal combustion engines or those that can run on 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."

FOCUS

OUR ORGANISATION

OUR ORGANISATION FOR A CROSS-GROUP AND DURABLE ENVIRONMENT POLICY

Our environment policy applies across the group and is rolled out along our entire value chain. All our sites hold ISO 14001 certification. The effectiveness of our policy is guaranteed by regular performance indicators. These results are directly monitored by the executive committee and the management committee. Each branch has an environmental action plan and must follow very stringent procedures to control their environmental impact, in particular in wash bays and recycling. The HSE department is tasked with coordinating the policy among all employees for site environmental management. The environmental impact of our equipment is managed by our equipment department.

OUR POLICY IS BASED ON THE COMMITMENT OF ALL:

**Our employees** through awareness and the digitisation of their activities;

**Our suppliers**, through our responsible procurement charter and collaborative innovation;

**Our clients** by the provision of equipment used data to measure environmental impact, and the digitalisation of our interaction (invoices, bookings, etc.);

**Our partners**, and in particular ERA (the European Rental Association) to promote equipment rental and positive impact practices in the environmental field.

"We are delighted to have assisted Loxam in calculating its greenhouse gas emissions across its entire value chain, together with the emissions avoided thanks to their low-carbon products and services. In their desire to see themselves as artisans of French carbon neutrality, Loxam's teams also wished to set themselves an emission reduction target that is compatible with French ambitions, and have begun to formulate an ambitious action plan to attain this target."

CÉSAR DUGAST, Consultant at Carbone4

BUILDING ON OUR CARBON FOOTPRINT TO SHAPE A CREDIBLE PATHWAY

Our model, founded on equipment hire, helps to achieve a lower carbon footprint by its very essence. In 2020, we conducted an exhaustive carbon footprint audit to measure our direct and indirect emissions on Scopes 1, 2 and 3 upstream and downstream, with support from the consultancy Carbone 4.



CO<sub>2</sub>e: 590KT  
6% direct emissions  
94% indirect emissions

Building on this research, we are in the process of establishing an action plan for our main sources of emissions with the goal of shaping an ambitious but credible reduction pathway which adheres to the goals of the Paris Climate Agreement. We are demonstrating a genuine commitment to carbon neutrality for our direct emissions and a significant reduction of our Scope 3 emissions (use of our equipment). The pathway to be adopted will be validated in 2021 and presented for group-wide adoption. We are currently conducting our carbon footprint assessment, according to the model defined by Carbone4, across all our business units.

a. Reduce consumption of our resources on our sites

HOW WE OPERATE

OUR NETWORK ORGANISATION, WITH 500 SITES IN FRANCE, REQUIRES THAT WE IMPLEMENT A STRICT ENVIRONMENTAL MANAGEMENT SYSTEM TO OPTIMISE THE REDUCTION OF OUR ENVIRONMENTAL IMPACT

To do so, we make commitments to the introduction of:

**Environment management** plans in 100% of branches to make our employees more accountable for lighting, water, electricity and paper consumption and recycling;

**The accurate monitoring** of our consumption, on the scale of each branch;

**Measures to reduce water consumption** with continuous innovation in wash bays, notably increasing the deployment of systems to recover used water and operate in a closed circuit;

**Actions to reduce electricity consumption** by systematically replacing incandescent light bulbs by LEDs, the optimisation of heating systems (heat pumps, etc.), and the use of renewable energy through our supply contracts;

**The responsible management of our waste** by sorting and recycling the main materials used on our sites;

**The management of all our electronic waste** through "REP" channels, in partnership with Recyclum;

**A system to process all effluents**, in particular oil and grease;

**Systematic decontamination operation** when leaving a location.

KEY FIGURES

	2019	2020
Water consumption on our premises (L)	183,727	172,253
Electricity consumption on our premises (kWh)	22,757,788	18,978,810
Natural gas consumption (kWh)	8,331,175	6,587,514
Fuel oil consumption for premises heating (L)	137,060	177,064
Fuel consumption (L)	9,025,161	8,938,358
Production of ordinary industrial waste (T)	1179	941
Production of hazardous industrial waste (T)	916	747

The drop in our 2020 indicators reflects our commitment to reduce our consumption, but also the effects of the Covid-19 crisis. With regard to our

waste production, this is an aggregate of the waste produced by our branches, our warehouse and our equipment recycling centre.

## A FEW ACHIEVEMENTS IN 2020

### 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 very environmentally efficient (BREEAM "Very Good" rating) has a greening programme with a garden and planted terrace in the process of being developed.

In all, some 1,062 m<sup>2</sup> of planted areas surround our new head office! In addition, our building is fitted with a gas-powered back-up generator made by the Italian firm Pramac, offering an environmentally friendly backup solution in the event of a power outage



### SIGNING OF A 100% RENEWABLE GAS CONTRACT

#### Our branches are going green!

From 1 January 2022, all our gas-heated sites will be fully supplied with biomethane\*, produced in France.

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

80%

Reduction in our heating emissions for our gas-heated premises

"Using renewable energy is today a systematically preferred option whenever we renew our energy supply contracts."

ANNE-MARIE GRAIGNIC

Facility Management  
Purchasing Manager

### REUSING WASTEWATER TO WASH OUR EQUIPMENT: AN INITIATIVE BY OUR LOXAM TP BRANCH!

In 2020, our Loxam TP branch in Marseille undertook substantial improvement works to build two new wash bays: the first one for mud and sludge removal and a second for in-depth cleaning. Using a central gutter and an enclosure system on either side of the area, all the wastewater is recovered, decanted using a four-tank system, and reused.

This is expected to deliver 50% water savings in this branch, in addition to an improvement in washing efficiency thanks to higher pressure... Another source of satisfaction for our clients!



## b. Optimise our transport logistics

### HOW WE OPERATE

**THE TRANSPORTATION OF OUR EQUIPMENT ACCOUNTS FOR APPROXIMATELY 8% OF OUR TOTAL CARBON FOOTPRINT IN FRANCE. THIS EMISSION SOURCE IS THEREFORE AN IMPORTANT LEVER FOR ACTION.**

Optimising our transport logistics revolves around several principles:

**A geographically interlinked network** which means that our equipment will never travel more than 30 km on average between the point of departure and the point of arrival;

**The deployment in large cities of regional logistics centres (RLCs)** to pool equipment delivery and pickup rounds. Today, we have eight regional logistics centres in France, and the model is in the process of being exported among our international business units;

**The optimisation of our drivers' itineraries** through the real-time updating of delivery rounds thanks to our application LoxDelivery;

**The gradual replacement of our fleet** by low-emission vehicles (gas-powered trucks);

**All our drivers**, whether employees or subcontractors, receiving training in eco-driving techniques.

### KEY FIGURES

	2018	2019	2020
Average "round-trip" distance travelled by equipment item in our RLCs	24.63	24.15	<b>23.94</b>

This figure illustrates the effectiveness of our RLC model in large French cities, and the expected benefits of exporting it to other European city regions.

### AN EXAMPLE OF AN ACHIEVEMENT IN 2020

#### GAS-FUELLED TRUCKS TO DELIVER OUR EQUIPMENT

Reducing the environmental impact of the delivery of our equipment entails replacing our fleet of trucks by lorries running on alternative energy, and particularly gas. Quieter and less polluting, the deployment of these new vehicles, used in major cities to reduce disturbances, will continue and accelerate in 2021 and the forthcoming years.



### c. Offer our clients environmentally-friendly equipment

#### HOW WE OPERATE

**WITH NEARLY 200,000 ITEMS OF EQUIPMENT FOR HIRE, THE ENVIRONMENTAL IMPACT FROM THE PRODUCTION, USE AND RECYCLING OF OUR EQUIPMENT REPRESENT BY FAR THE MAJORITY OF OUR EMISSIONS.**

Our equipment is therefore subject to a stringent and ambitious environmental policy throughout its life cycle, through the following initiatives:

**The replacement, each year, of a proportion of our fleet** to achieve a balance between durability and environmental performance. We offer equipment with a long lifespan which is optimised use thanks to regular maintenance between each client;

**The development of our fleet towards low emission equipment.** We are keen to encourage these uses and offer, already today, alternative-energy equipment to our clients to contribute to reducing their direct emissions (see Loxgreen approach in our achievements in 2020);

**A controlled end of life for our equipment** thanks to our recycling centre in Saint Paterne (see focus below) or our reconditioning centre in our Loxam Access business unit which helps extend the lifespan of our high-reach aerial work platforms.

#### FOCUS

##### AN EQUIPMENT RECYCLING CENTRE, UNIQUE IN FRANCE



**In 1981, we decided to open an Equipment Recycling Centre to manage the entire life cycle of all the group's machines.**

**This centre fulfils a specific mission:** optimally process machinery at the end of its life cycle. This policy involves several actions which embody our commitment to resource preservation:

**Repairing our equipment** by sending branches spare parts from reconditioned equipment (representing a total of €6 million in savings thanks to the reuse of spare parts). In this way, we extend the lifespan of our equipment;

**Reconditioning of our obsolete equipment for markets outside Europe.** This enables us to ensure that when we replace our fleet with new machines built to the latest environmental standards, we also organise the responsible disposal of our other equipment;

**Membership of the eco-organisation Recyclum,** in charge of collecting our waste from electrical and electronic equipment (WEEE) for their responsible disposal;

**The systematic processing of our hazardous and non-hazardous industrial waste** (oil, hydrocarbons, polluted water, aerosols, paint, adhesives, silicon, coolants, fuel spillage, etc.).

In 2020, a new service was launched by our centre: battery regeneration. As our fleet contains a growing proportion of electric equipment, battery management has become a key issue. The first tests conducted have produced convincing results, extending the lifespan of regenerated batteries.

### AN EXAMPLE OF AN ACHIEVEMENT IN 2020



#### 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.

"The Eiffage group has chosen to join the 1.5°C pathway of the Paris Agreement in 2021, 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

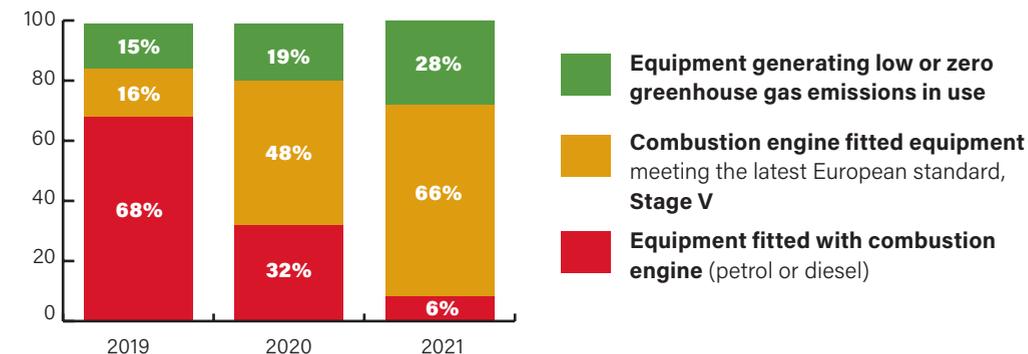
Groupe Eiffage  
Purchasing and Low-Carbon Strategy Manager

"To take action with our clients and promote sustainable development on our planet, we pledge to offer them more environmentally friendly equipment. Loxam therefore offers a range of MEWPs, truck mounts, mini-excavators, loaders, compressors, electric or hybrid-powered lighting masts, brought together under the LoxGreen brand. This equipment offers identical performances to diesel versions and helps to reduce CO<sub>2</sub>e on site to zero."

STÉPHANE ALDEANO  
National technical manager

### KEY FIGURES

Breakdown of our equipment investment according to their powertrain and environmental impact



## 3.5 Contribute to the development of our people



COMMITMENT N°4

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 MAIN 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.



**NICOLAS JONVILLE**  
Human Resources Director

"This unprecedented crisis made us go back to basics and consider 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, also reinforced the needs for connections, proximity and solidarity between our employees. These are the challenges we rose to in 2020."

### a. Our headcount in figures

	2018	2019	2020
Number of employees	4,319	4,435	4,386
Proportion of employees on open-ended contracts (%)	96	96	96
Proportion of employees on fixed term contracts (%)	1	1	0,7
Proportion of employees on apprenticeships (%)	3	3	3,5
Proportion of employees under 25 (%)	8	8	9
Proportion of employees over 50 (%)	24	25	26
Proportion of women in the workforce (%)	21	22	20
Proportion of women managers (%)	19	18	20
Total proportion of managers (%)	20	20	20
Number of nationalities represented	41	46	48
Staff churn rate (%)	16	16	14
Absenteeism rate (%)	6	5	6

## OUR RH ORGANISATION DEMONSTRATED ITS TRUE RESILIENCE IN 2020

The Covid-19 crisis severely tested our organisations, in particular in human resources, with the implementation within a very short timeframe of homeworking whilst also managing the unprecedented drop in our business, in particular during the first lockdown.

### THE GROUP THEREFORE ADDRESSED MULTIPLE CHALLENGES IN 2020, MOST NOTABLY IN THE AREAS OF:

**Employee health:** as soon as the first lockdown was announced in March, we successfully implemented, within an exceptionally short space of time, a crisis governance system. Then, with the social partners and support departments concerned, we drew up a series of plans which we very quickly adapted to the fast changing environment of this crisis: a business continuity plan in the first instance, then business resumption plans and finally hygiene and safety plans;

**Job protection:** while our business experienced a historical decline, our headcount remained virtually flat by protecting open-ended contract jobs. In spite of an extremely uncertain environment we did not increase our use of fixed-term contracts;

**Initiatives in support of diversity:** although we did not manage to further our policies in favour of diversity as much as we would have liked, we undertook several ambitious steps, particularly:

**in favour of under-25s**, whose population as a proportion of the total work force rose by one percentage point in 2020. We were particularly keen to increase our use of block release training schemes. For the first time, we exceeded the figure of 150 block release trainees, representing a proportion of 3.5% of the headcount.

**In favour of keeping senior workers** (>50 years of age) in employment, with this population also rising by one percentage point during the year, in accordance with our collective bargaining agreements on the subject.

**We also continue to increase the number of nationalities** in our French organisation (+2, rising to 48) and the increase in the percentage of women managers by two percentage points to reach 20%, the same figure as for their male counterparts.

**Proximity & Solidarity:** our crisis management proved to be effective thanks to the deployment of homeworking with an organisation, a first for the company, and to communications which drew on new digital tools allowing us to stay in touch with one another. In the space of a few days, our corporate social network exceeded the bar of 50% of employees connected, and the live videos made by senior executives to communicate with all employees were watched by many employees.

### FINALLY, TWO IMPORTANT ACTIONS DURING THE YEAR CAN ALSO BE HIGHLIGHTED AS A DEMONSTRATION OF THE AGILITY OF OUR POLICY:

**We were very attentive to the most vulnerable among us by creating two hardship funds:** one which was internal through a dedicated budget in the company, the other being external and pooled with our provident fund insurer;

**We launched a new training cycle for our managers** to enable them to be better equipped to understand and fulfil their role with just as high standards, but most importantly, with a caring and considerate attitude.

## b. Take action to develop our employees

### HOW WE OPERATE

Career management is a matter of compliance with employment law, but also aims to support employees in building a consistent employment path.

Our career management system, which applies to 100% of employees, is based on a double consultation: the performance review with managers during an annual interview for the expression of expectations, and the exchange between managers and the RH director to assess and validate the wishes.

### IN OUR COMPANY, SIGNIFICANT IMPORTANCE IS GIVEN TO INTERNAL PROMOTION AND TRAINING. WE BENEFIT FROM A ROBUST TRAINING SYSTEM REVOLVING AROUND:

A dedicated training centre in Bagneux to allow all new employees to discover the corporate culture and update their knowledge throughout their career,

A continuous training system which can work remotely and with classroom sessions, to enable all employees to benefit from training on the Loxam culture, ethical and governance issues, the use of equipment, etc.,

The digitalisation of content to increase the proportion of employees receiving training each year.

We strongly contribute to the careers of our young employees, in particular by contributing to maintaining the proportion of block release trainees in the workforce and developing programs around apprenticeships.

We offer support to possible future Loxamians through partnerships with technical colleges in order to train students and give them privileged access to our job opportunities in our professions.

"For many years, the Loxam Group has conducted a proactive policy to get young people into permanent employment, notably through block release training schemes. We consider that it is our corporate and social duty to offer the opportunity to young people to get into employment by learning a profession. Since 2015, we have constantly increased the number of block release trainees in our headcount, which amounted to 3.5% of the workforce in 2020, despite the year seeing an unprecedented public health crisis. We make genuine efforts to support our young trainees by mobilising on their devoted internal mentors, who take their mission to heart. The aim is that our trainees acquire and develop fundamental skills to bring their career projects to fruition within our company. Block release schemes are therefore a performance factor for the Loxam group."

GABRIELA SERRANO  
HR Division Manager  
Specialists Business Unit

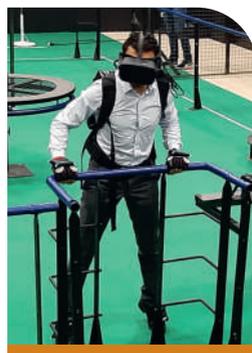


## AN EXAMPLE OF AN ACHIEVEMENT IN 2020

### DEVELOPING 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 seek to update our learning tools. In partnership with the Mallemort training and apprenticeship centre, Other Side, a start-up specialising in immersive reality, and with the support of the Sud Region, we initiated the development of a module integrating immersive virtual reality. Learners are plunged into real-life situations of using our access platforms to adopt the right reflexes for dangerous situations, without taking any risks thanks to this digital twin!

Note: this virtual reality training project is not the only one underway in Loxam France. Initiatives can also be found in our Loxam Access business unit.



"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 of Région Sud

### KEY FIGURES

	2018	2019	2020
Proportion of employees having followed at least one training course (%)	75	83	70
Number of hours of training delivered	56,826	60,625	43,941
Proportion of employees promoted in a year (%)	11	13	8

The drop in the results in the above indicators is due to the Covid-19 crisis period during which it was not possible to run training courses.

### c. Promote quality of life at work and encourage social dialogue

#### HOW WE OPERATE

**OUR ACTIONS ARE BASED ON A FUNCTIONAL LEGAL FRAMEWORK IN COMPLIANCE WITH FRENCH EMPLOYMENT LAW AND THE INTERNATIONAL CONVENTIONS OF THE INTERNATIONAL LABOUR ORGANIZATION (ISO).**

In application of the "Avenir" Act of Parliament, we have overhauled the organisation of our labour relations bodies around the *Comité Social d'Entreprise*. This body is made up of the HR director and an elected staff representative delegation. Members of the CSE have an entitlement of 38 hours of representation per month, freedom of movement, an office provided for them and a means of communication with employees. It is consulted several times a year on three themes: strategic priorities, the economic and financial situation, and the social policy of the company. The working conditions set out by the collective bargaining agreement are verified by the CSE, which also conducts enquiries into workplace accidents. Similarly, the quality of life in the workplace agreements are also regularly negotiated.

We strongly believe that Loxam's employees are its core strength and make the company tick every day. We pay particular attention to quality of life in the workplace. We therefore strive to provide a healthy and fulfilling working environment. To guarantee the sharing of a common set of values, induction courses are organised over a duration of between one and three weeks according to their job function.

We are highly attentive to the quality of social dialogue. This is a right to collective negotiation and allows employees to make their claims for continuous improvement of working conditions. Our commitment is fully in line with our adherence to the principles of the UN Global Compact and is in step with the international conventions of the ILO. Thanks to an electronic voting system (which also exists in printed form) for the of staff representative elections, 100% of employees have access to transparent communication. Similarly, the meetings of employee representative bodies are systematically documented, and the minutes made available to all employees.

100%

employees are covered by a collective bargaining agreement.

### KEY FIGURE

	2018	2019	2020
Number of trade unions represented in the CSE	4	4	4

This indicator, which has remained unchanged for several years, bears testament to the balance and quality of social dialogue in our company.

## A FEW ACHIEVEMENTS IN 2020

### DEPLOYMENT OF WORKPLACE: ONE WEEK TO GUARANTEE UNINTERRUPTED CONTACT DURING THE COVID PERIOD



It was unthinkable, in the wake of a lockdown imposed overnight in March, to leave our 4,500 French employees without any news from the company, cut off from one another.

The challenge, therefore, was to find a simple tool accessible to all that meets our organization's need to connect with all its members. And Workplace was the answer!

With the support of the company's top management, a project team (an IT Project Manager, a UX Designer and the Internal Communications Manager) was swiftly formed and mobilized to get the show on the road for everyone's benefit. In the space of a single weekend, the structure was set up, materials created, a coordination approach prepared, and tests carried out for a full-scale rollout the following Monday.

Thanks to Workplace, a Loxamian community was born on the web. This corporate social network proved a fantastic opportunity to maintain the strong bonds that exist in ordinary times between all Loxam's employees. **We were each at home but in the end we were all together!**

At the end of 2020, interest in the solution was still riding high, as demonstrated by the stats: more than 2,500 accounts activated, 2,500 posts, 7,000 comments and no fewer than 28,000 reactions.

### AN AWARDS SYSTEM TO PAY TRIBUTE TO OUR EMPLOYEES' PERFORMANCE, A FIRST!

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



## d. Benefit from the wealth offered by diversity and encourage solidarity

### HOW WE OPERATE

Through its international reach and the diversity of its profiles and disciplines, **Loxam pays particular attention to the culture of openness, diversity and dialogue.** This cultural diversity takes different forms: careers, European and worldwide nationalities, adaptability of positions, employment contracts (block release, interns, etc.).

**Since 2019, we are one of the French signatories of the Diversity Charter (Charte de la Diversité),** a voluntary declaration offered to any employer who so wishes, to act in favour of diversity and go beyond the legal and judicial framework of the fight against discrimination.

**In 2015, we set targets for gender equality to guide our transformation towards better inclusion of women** in all positions in the company, including management and senior executive positions.

We are keen to give opportunities to the most fragile people on the employment market: under 25's, over 50s and acknowledged disabled workers. In 2020, a disability officer was appointed who has the responsibility of rolling out the HR policy for handicap disability across Loxam. This appointment serves as proof of our priority on the subject. Work will also be undertaken in responsible procurement so as to make more use of sheltered work organisations.

**These commitments are part of a culture of professional inclusion, with employment at the heart of this integration culture** (collaborative work with the French job centre Pôle Emploi, training colleges, etc.) to open our company to people with different backgrounds.



"I was truly delighted to accept this new mission. Beyond the meaning and the values around diversity that I share, it is with passion and a sense of responsibility that I intend to lead our actions in the future."

**PHILIPPE MARTIN**  
Human resources manager and disability officer

### KEY FIGURE

	2018	2019	2020
EU Gender Equality Index	83	88	87

## A FEW ACHIEVEMENTS IN 2020

### OUR EMPLOYEES SHOW THEIR PERSONAL COMMITMENT

In parallel with their professional activities, many employees take part in initiatives to promote inclusion either with associations or mentoring. Whether for the employment of young people, to support people with a disability, or other causes in which they believe, the initiatives are many and varied! We are proud of their commitments and we sometimes provide our support to them.

"In parallel to my job, Loxam offers me the opportunity to take part in initiatives to foster inclusion. I am a member of the board of directors of the Club Face Sud Provence and I also volunteer at 100 Chances 100 Emplois (the Schneider Electric Foundation), two organisations which draw on the support of the region's companies and public bodies to prevent and fight against all forms of exclusion, discrimination and poverty. I am particularly fond of initiatives revolving around coaching, mentoring, career advice, recruitment and networking."

**ALEXANDRE BOUXIN**  
Finance and Administration  
Manager Provence region

### GETTING PEOPLE INTO WORK: LOCAL WIN-WIN INITIATIVES

All over France, our managers are committed to integrating people who are often 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 into contact with people 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.

"By supporting a new Loxamian, it is the entire branch team that grows. I take the time to explain our procedures, give them meaning, and facilitate communication within the team. All of this to provide our clients with better service and maintain our NPS of 100%!"

**GUILLAUME REZÉ**  
Branch Manager



"The job simulation period offered to me by Pôle Emploi was decisive: I could realise what expectations Loxam had of me for the job of fleet manager. My workshop manager Jean-Marie took the time to show me all the aspects of the job and helped me learn more about the machines. 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**  
Fleet Manager

## e. Pride of belonging to Loxam

All our commitments to developing our employees have a major goal: generate pride of belonging to Loxam and increasingly move towards meeting our goal of being a "Great Place to Work".

"Working for a group which never stops moving, which is reactive and innovative, is very motivating. I have been with the group for nearly 20 years and am proud to be on this track, in a first-class group!"



**MAGALI  
LE GOFFIC**  
Finance and  
Administration  
Manager Brittany  
region

"I arrived at Loxam in 2005 as a Foreman, and four years later I became Technical Coordinator for Île-de-France: what an exciting career development! The company offers interesting career opportunities to everyone, and this is its strength, as are the cohesion and synergy of departments which lead us straight to success. I'm very proud to work for this Group."



**DAVID BRUWIER**  
Technical  
Coordinator  
for Ile-de-France

"I am very proud to have belonged to a group such as Loxam for more than 20 years! I have been fortunate to discover a "comprehensive discipline" in the areas of technical facilities and services, with the opportunity to progress and meet people who have helped me grow to become National Technical Manager, a position that I have been in for two years now. I particularly appreciate the opportunity to regularly reinvent ourselves."



**NICOLAS  
VERDIÈRE**  
National Technical  
Manager  
Loxam Access



### 3.6 Lead by example with our professional ethics

COMMITMENT N°5

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

#### OUR MAIN PRIORITIES

**Promote professional ethics** with the systemic dissemination of our code of ethics to all new employees, the deployment of a rigorous and confidential whistleblowing procedure also circulated to new hires, and training of all employees.

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

#### ZOOM

### OUR PLAN TO ENSURE COMPLIANCE WITH THE HIGHEST ETHICAL STANDARDS

Compliance with all the established rules within Loxam is a key aspect of how we work to demonstrate true exemplarity.

**Our Strategy Committee is directly responsible for monitoring compliance with principles and procedures.**

Our Ethics Committee, chaired by an independent member of the Strategy Committee, supervises the whistleblowing procedure in order to be fully informed of any reports and the measures taken. Finally, our audit system as described in the introduction to this report, bears witness to our attentiveness to compliance with all these principles.

"Beyond performance, Loxam is committed, at every level of the company, to ensuring that the highest standards of ethics and integrity are upheld. Everything we do incurs our social, societal and environmental responsibility. 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."



**PHILIPPE SIMONNET**  
Managing Director France Specialist Business Units

#### a. Promote professional ethics

#### HOW WE OPERATE

##### PROMOTING PROFESSIONAL ETHICS IS BASED ON SEVERAL MEASURES:

**The development of an uncompromising code of ethics**, compliant with the Sapin II Act and giving priority to good business practice rules to encourage healthy and fair competition. An IT User charter and the Code of ethics are appended to our rules of procedure;

##### The handover of the Code of ethics

to any new hire with their appointment contract. A memo is also distributed to them to give them instant access to the chapters of the code and the whistleblowing procedure.

**This applies to all our employees**, who all have the code of ethics, which is also published online so as to be easily available;

##### The whistleblowing procedure,

which, as per legal requirements protects whistleblowers, is presented to each employee on their arrival. The whistleblowing procedure places the whistleblower directly in contact with the ethics adviser through a dedicated e-mail address or phone number. The ethics adviser is tasked with examining all the reports made. The whistleblowing procedure is also open to people outside the organisation. It is available on our company's website. In the event that suspicious situations are detected, a third party may directly contact our ethics adviser;

**Ethical training** provided to all of our employees: the communication of ethics principles on arrival in the company during induction, training of employees in 12 case studies delivered to all our

employees and events dedicated to ethics, in particular as part of the CSR week (newsletters, quizzes, etc.);

**A robust procedure** for the monitoring and processing of personal data, in compliance with the General Data Protection Regulation. Today we have a Data Protection Officer and a data-processing register;

**An audit system** which ensures that all measures are correctly deployed;

**A whistleblowing system** overseen by our Ethics Committee, chaired by an independent director who guarantees the correct deployment of our procedures.

"Loxam strives to implement robust operational procedures and support all its employees to embody genuine professional ethics, throughout its value chain. As an independent member of the Strategy Committee and chairman of the Ethics Committee, I verify the appropriate deployment of the procedures set out and the treatment, by the ethics adviser of all whistleblower reports, regularly and directly. I can confirm that the procedures implemented and the monitoring appear to me to be well adapted both to the risks and to the organisation and culture of Loxam, which is the guarantee of their effectiveness."

**OLIVIER DE LA MORINIÈRE**

Independent Member of the Strategy Committee and Chairman of the Ethics Committee

#### KEY FIGURES

	2018	2019	2020
Number of ethical whistleblower reports made	20	20	6
Number of ethics case studies	12	12	12

The significant drop in the number of whistleblowing reports made is partly due to the effects of the Covid crisis.

## LOXAM IN FRANCE - REVIEW OF 2020

### AN EXAMPLE OF AN ACHIEVEMENT IN 2020

#### ETHICAL CASE STUDIES IN MOTION DESIGN!

Ethical behaviour is everybody's business. To train our employees, they are given practical case studies... now in digital format! Every month, as part of their e-learning modules, all our employees will have to study a new case inspired by actual



facts that they may one day come across in person. Combining questions and explanatory videos, these modules are above all educational. They also allow us to ensure that 100% of our employees complete these case studies correctly.

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

#### HOW WE OPERATE

**We work with both our local and worldwide suppliers to offer the highest possible service quality. We show that we have extremely high standards.** Today, we have a responsible procurement charter which applies to all our suppliers, and we organise meetings with them (equipment days, specifications days) to raise their awareness to these issues.

These actions are part of the desire to be capable of controlling our value chain from end to end, notably in terms of compliance with the crucial principles upheld by the ILO: human rights and the fight against corruption and compliance with employment law. We are also particularly attentive to environmental issues.

#### OUR COME SUPPLIERS THEREFORE CONFIRM THEIR COMMITMENT TO:

**Respect for human rights**, equal opportunities, the development of social dialogue, the implementation of a health protection system, and the preservation of a safe and healthy working environment.

**Environmental protection** by complying with legislation, reducing the impact of their activities, preventing and reducing environmental risks and promoting innovation.

Our policy is also based on general purchasing conditions which include CSR criteria. We conduct audits for the listing and assessment of our suppliers according to precise guidelines suited to each procurement category and made up of CSR criteria (certifications, the existence of a sustainable development policy, etc.). A partnership with Ecovadis is currently being

launched to develop the assessment of our main suppliers and initiate a continuous improvement dynamic with them.

### AN EXAMPLE OF AN ACHIEVEMENT IN 2020

#### A PARTNERSHIP WITH ECOVADIS TO EVALUATE OUR SUPPLIERS

## ecovadis

As part of our duty of vigilance, to secure the control of our supply chain as a whole, we wanted to professionalise the evaluation of our suppliers. By signing this partnership with Ecovadis, we are demonstrating our commitment to reinforcing our responsible procurement strategy with the deployment of an evaluation plan based on our main identified risks and a questionnaire for our sector. After working on a questionnaire suited to our sector, we are drawing up the deployment plan which is due for launch in early 2021.

#### KEY FIGURES

	2018	2019	2020
Proportion of our suppliers covered by the responsible procurement charter (in % of procurement volume)	0	100	100
Proportion of our suppliers assessed on CSR criteria (in % of volume)	0	80	80

## 3.7 Our 2021 goals for the French business

**We sincerely hope that 2021 will see the end of the public health crisis. We will be standing by our customers and partners to contribute to the recovery, locally.**

#### ON ALL OF OUR COMMITMENTS, WE WILL CONTINUE OUR ACTION, WITH MAJOR GOALS WHICH WILL INCLUDE:

Continuing to pursue our initiatives to reduce our accident frequency and severity rates;

Accelerating the deployment of our transport vehicles fitted with the latest safety innovations;

Accelerating the deployment of our LoxGreen range;

Continuing to reduce our branches' consumption of electricity and water;

Finalising our emissions reduction pathway to align with the Paris Climate Agreement;

Leading powerful actions to support the inclusion of employees with a disability;

Developing our policy for ever more responsible procurement;

Finally, in the French business, 2020 will see the deployment of a new CSR roadmap applying to the period from 2021 to 2025, with CSR goals to make Loxam France an ever more responsible rental company. This will be further detailed and reported upon in 2021.

## 4 - Loxam worldwide



A DECENTRALISED MODEL, BUT A SHARED CSR PHILOSOPHY

STÉPHANE HÉNON  
Group Managing Director

### ZOOM

#### A CSR APPROACH ACROSS ALL OUR BUSINESS UNI

Across all our subsidiaries, we are convinced of the importance of capitalising on our model based on local establishment and development to deploy tailor-made CSR action plans adapted to the business context, without compromising on our fundamental pillars and objectives.

### 4.1 A word from our 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, particularly in terms of corporate and social responsibility. The initiatives identified today are multiple, with some business units acting as a benchmark.

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 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 want to avoid at all costs making 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.

## 4.2 Ramirent, the leader in its region with a strong CSR commitment



**OUR RAMIRENT BUSINESS UNIT HAS BEEN COMMITTED FOR MANY YEARS TO AN AMBITIOUS SUSTAINABLE DEVELOPMENT POLICY, WITH CLEARLY IDENTIFIED OBJECTIVES, FOUNDED UPON:**

**Purchasing environmentally-friendly equipment**, in terms of eco-design, life cycle management and the promotion of new powertrains.

**Sustainable operating processes** with controlled consumption of resources. Our wooden shelter factory in Estonia, one of the most modern in northern Europe, is a perfect example of this.

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

**Safety and business ethics.** In 2020, Ramirent adopted remarkable improvement measures to reinforce the already solid foundations of our safety culture. All the Ramirent countries are highly committed to the work on safety through the organisations and their involvement in this work has significantly increased.



### ERIK BENGTSSON

Chief Executive Officer Ramirent

"The current global challenges are transforming the rental ecosystem. 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 its pioneers will reap all the economic benefits. In parallel, we will continue to develop the solid foundations of our safety culture, our leadership and employee engagement. This will be supported by a psychologically secure working environment and a diversify group of colleagues. All these aspects guarantee the high quality of services that we supply."

RAMIRENT AT A GLANCE (2020)

LEADER IN ITS REGION

(Operating in 9 Scandinavian and Eastern European countries)

3,000 employees

13%

The proportion of female employees. This indicator is closely monitored in the aim of increasing the proportion of female workers in our headcount, with dedicated action plans in all the countries in which we operate

299

branches



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! Ramirent's employees are strongly committed to their company.

**LOXAM WORLDWIDE**

**A FEW ACHIEVEMENTS IN 2020**

**RAMIRENT NORWAY: DIVERSITY DRIVES ENGAGEMENT**

One of our objectives at Ramirent is to increase the number of women employees, since their proportion in the rental sector is relatively low compared with many other sectors.

In Norway in particular, we have conducted ambitious initiatives to recruit female employees in order to show that the equipment rental sector is also perfectly suited to them.

Since 2017, Ramirent Norway has worked continuously to improve the diversity of profiles and

more importantly to increase the proportion of female workers in the organisation. In 2017, when the proportion of female workers in the organisation was 8%, Ramirent Norway created a dedicated network to offer them a place for expression and support them to help them stay in the company. This initiative was supported by internal and external awareness campaigns on job opportunities at Ramirent – “It’s not only about machines.” Progress was measured and regularly monitored during management meetings. This initiative has had a positive effect, with a constant increase in the number of female workers.

**RAMIGREEN: AN APPROACH IN AID OF THE ENVIRONMENT**



The “RamiGreen” programme brings together all the green initiatives in progress in our subsidiary. This can be our investment programme to purchase eco-friendly equipment, our projects

to optimise our transport logistics, or initiatives addressed to our customers. For example, we are currently deploying the “Carbon neutral work site” service, a pilot solution used in Finland to calculate the specific carbon footprint of a customer project. We provide our clients with an emissions calculator adapted to their projects. We show them the benefits of our green equipment fleet and our optimised logistics, and we can help them to reach carbon neutrality.

**4.3 LoxamHune, carbon neutrality in its direct emissions**

Our business unit LoxamHune has for many years deployed a structured CSR policy with conclusive results (proportion of female employees, represented nationalities, environmental commitments, etc.). In 2020, LoxamHune signed up to ambitious environmental commitments to achieve carbon neutrality on its direct emissions (see below) thus demonstrating its commitment to the protection of the environment.

**AN EXAMPLE OF AN ACHIEVEMENT IN 2020**

**A CARBON-NEUTRAL APPROACH**



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



**LUIS ANGEL SALAS**  
Chief Executive Officer, LoxamHune

“ 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 in our direct emissions. We are committed to continue reducing our impact each year, to move forward in our ambition to become a 100% sustainable and environmentally-friendly company. ”

**LOXAM HUNE AT A GLANCE (2020)**

**OPERATIONS IN SPAIN AND PORTUGAL**

**642** Employees

**24%** Share of female employees

**20** Nationalities represented

**86%** Share proportion of employees on open-ended contracts

**87%** Employees having followed at least one training course

**51** branches

## 4.4 Focus on several achievements in 2020 in our various business units

In all the countries in which we operate, we wish to offer ever more responsible rental. Whether it be demonstrating our commitment to our community, safety or environmental protection, developing our employees or showing ethical exemplary, a wide array of initiatives can be listed. Below are a few examples of achievements in 2020 which are excellent reflections of our commitments.

### LOXAM UNITED KINGDOM NATIONWIDE PLATFORMS: A PROGRAMME TO DETECT SIGNS OF MENTAL FATIGUE



25%: that's the average number of adults who report signs of mental fatigue during 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 goal: raise awareness of all of our employees to the detection of these problems. Different actions are being deployed, such as a communications 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, our subsidiary has been supporting the mental health charity Mind for two years.

\*Data from the Mind charity

### NATIONWIDE PLATFORMS: A CHALLENGE TO CONTRIBUTE TO THE GENERAL INTEREST

How can you combine occupational health and contribution to the general interest? Our employees in the United Kingdom provided an answer to this question with the challenge "Mind the step". In teams of four, the aim was to climb as many steps as possible, with the number of steps then converted into a donation to one or several charities. Lasting two weeks, this challenge mobilised nearly 200 people, with more than 250,000 steps climbed per week!

£25,000

(approximately €30,000)  
the annual donation target to the Mind charity

### LOXAM BRAZIL - DEGRAUS: A POWERFUL CSR POLICY AND A COMMITMENT TO FIGHT AGAINST CHILD LABOUR



Our business unit in Brazil deploys a global CSR policy with commitments to the different pillars. For example, in the field of social inclusion, several initiatives are conducted to develop apprenticeships, take on female workers and promote them to management positions.

Today, **Degraus has 30% female workers, and 30% of managers are women.**

In the health care area, our business unit pays for a large proportion of our employees' social protection which depends on a private system in Brazil. Degraus also contributes to internal awareness on certain illnesses such as breast or prostate cancer, or depression.

Furthermore, our Brazilian business unit lends its support to the Abrinq foundation as part of the to the "Empresa Amiga da Criança" (Company friend of children) programme. Through this initiative, we support projects

to protect children and teenagers and apprenticeship initiatives to accompany young people in the early years of their career. The fight against child labour is one of our fundamental commitments, throughout our chain of value, regardless of the country in which we operate. This principle is key to our duty of vigilance.



"A good company can be good by obtaining good financial results thanks to a competent and motivated team. It is possible to grow, develop and be profitable. But a company can only be truly great if it makes a difference in the society to which it belongs. This means the local community and the environment, and it is a very powerful lever to attract and retain talent, by generating good humour and engagement on an everyday basis. This is how we can be different and make a commitment to our society, our employees, our suppliers and our clients."

**GUILHERME BOOG**  
Chief Executive Officer, Degraus

### LOXAM ITALY: NEW CSR GOALS



**OUR BUSINESS UNIT IN ITALY HAS ADOPTED NEW CSR AMBITIONS, NOTABLY WITH SUBSTANTIAL COMMITMENTS TO:**

- **Employing young people**, by increasing internship and apprenticeship opportunities,
- **Work-life balance**, by drawing inspiration from feedback from the Covid period,
- **Deploying a new sustainability plan**, focused on green investment, recycling and resource efficiency,
- **Introducing hybrid vehicles** for the commercial car fleet,
- **Accelerating a responsible procurement policy**, in particular aimed at recycled and eco-design products.

"We fully buy into 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 to which we all aspire."



**MARZIA GIUSTO**  
Director, Loxam Italy

## 5. Conclusion

### Accelerating our CSR commitments



**ALICE HÉNAULD**  
Director of Foresight & Development

2020 was a difficult 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 subsidiaries, in France and internationally. Large independent rating agencies, Sustainalytics and Vigeo Eiris, acknowledge 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, the Loxam Group, with its 1,000 offices 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 and 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 in the fields of diversity, training, promotion and safety.

With 11,000 dedicated employees and the determination of senior management, Loxam fully intends to be a driving force and become a reference in its sector for CSR to move forward and guarantee a sustainable and supportive future that protects the environment and is open to all forms of diversity.

2021: AN ACCELERATION  
IN OUR CSR COMMITMENTS

## To find out more

### OUR OTHER PUBLICATIONS

**Our 2020 CSR Report:**

<https://www.loxam.com/publications?lang=en>

**Our code of ethics**

[www.loxam.com/commitments/](http://www.loxam.com/commitments/)

### OUR PUBLIC UNDERTAKINGS

**Diversity Charter:**

[www.chartre-diversite.com/signataires/Loxam/](http://www.chartre-diversite.com/signataires/Loxam/)

**Participant of UN Global Compact:**

[www.unglobalcompact.org/what-is-gc/participants/66601-LOXAM](http://www.unglobalcompact.org/what-is-gc/participants/66601-LOXAM)

### FOLLOW US ONLINE

**Our corporate website:**

[www.loxam.com](http://www.loxam.com)

**Follow us online:**

 GroupeLoxam

 LoxamCorporate

 loxamgroup

 LoxamCorporate



**CONTACT**

**Cédric CONRAD**

**Deputy CSR Director - Loxam Group**

**[csr@loxam.com](mailto:csr@loxam.com)**

Immeuble Le Cap, CS40229 - 8 rue Félix Pyat

92043 Puteaux La Défense Cedex - France

Tel. : +33 (0)1 58 440 400 - Fax: +33 (0)1 58 440 179

[www.loxam.com](http://www.loxam.com)

Loxam - Simplified joint-stock company with capital of €230,818,150

Head Office: 256, rue Nicolas Coatanlem - 56850 CAUDAN - FRANCE

Registered in Lorient under no. 450 776 968

VAT No.: FR 81 450 776 968 - NAF 7732 Z