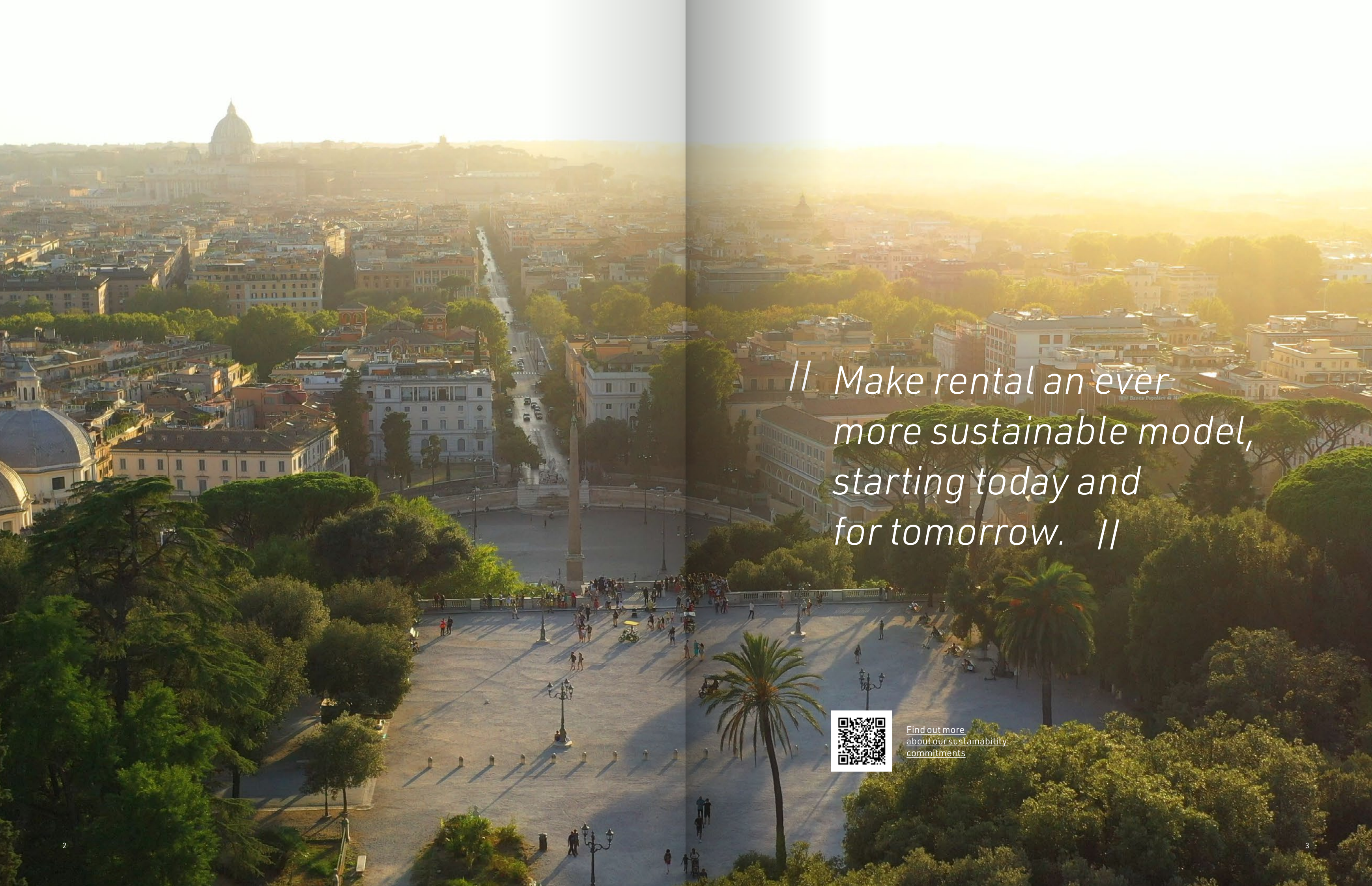




COMMIT
TODAY FOR TOMORROW

2021
**NON-FINANCIAL PERFORMANCE
STATEMENT**





*// Make rental an ever-
more sustainable model,
starting today and
for tomorrow. //*



[Find out more
about our sustainability
commitments](#)

This document is the Loxam Group's non-financial performance statement (NFPS) report for the 2021 financial year. While it does not fall under the scope of the NFRD (Non-Financial Reporting Directive), this report is structured in accordance with the directive's requirements with regard to Non-Financial Reporting Statement.

Loxam has voluntarily had this document audited by an Independent Third Party Body in order to verify the compliance and sincerity of the matters reported.

Our CSR strategy applies to all our business units. However, the performance indicators provided in this report cover, for the first time and unless otherwise stated:

- the entirety of the Group perimeter for the data in the introduction to this report relating to our organisation (business model, governance, etc.) and our sustainability strategy
- the entirety of the Group for employment and society-focussed data, with the exception of several business units listed in the annex (>95% of headcount covered)
- a perimeter limited to 7 countries, as regards environmental data, and notably carbon footprint data. These countries account for more than 80% of the Group's turnover. They are listed in the annex.



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FROM OUR PRESIDENT

GÉRARD DÉPREZ
President of the Loxam Group



Commit for tomorrow

// A company can no longer be judged solely by its commercial and financial performance. A company is expected to avoid a predatory attitude towards its environment and its stakeholders. Better still, it must be exemplary and contribute positively to improving the living conditions of its employees, promoting diversity as a factor of prosperity, and minimising the ecological footprint generated by its business activities.

This awareness of the role that each person can play in improving non-financial performance has accelerated in recent years, particularly during the Covid pandemic, which «destabilised» our previous references and practices. Today, within the Loxam Group, enthusiasm for the role that each person can play has spread to all our countries, all our departments and all our staff.

In a Group as decentralised as ours, safety initiatives, such as the organisation of conferences with third parties, have mushroomed in each country. Funding for projects to promote new energy or the use of new equipment has been encouraged. Initiatives to improve working conditions and the quality of life at work have spread throughout the Group.

Better still, everyone is keen to benchmark themselves against best practice. This is how the Group can take pride in being at the top of the rankings of certification bodies.

Loxam is undergoing a transformation in the role of its employee-citizens on a scale equal to that of its digital transformation.

We still have a long way to go to achieve the ideal we aspire to. But as we measure our progress year after year, we will not lose sight of our objectives, which we have desired to be ambitious in order to be binding. This requirement that we have in terms of social and societal responsibility is ultimately a guarantee of the durability and attractiveness of our company.

For 2022, we want to open up our Group more to cooperation with other companies, both to enrich our practices and for the benefits we can obtain collectively. The key moment for us internally will be our Group convention, which will highlight our CSR projects and achievements, as well as the work and dedication of our employees who are committing their energy today for a better world tomorrow.

//

GÉRARD DÉPREZ
President of the Loxam Group

FROM OUR GROUP MANAGING DIRECTOR

STÉPHANE HÉNON
Group Managing Director



// *We now have a global vision of our CSR performance on the scale of the Group, the essential starting point from which to set targets and stimulate experience sharing.*

In 2021, our teams in all our business units worked hard to standardise and consolidate the performance indicators for all our major CSR commitments (safety, employee development, quality of life at work, environment, etc.). We now have a global vision of our CSR performance. This was an essential task for us, so that we can measure the impact of our actions across the Group, set targets and encourage the sharing of good practice.

Another major marker for 2021 is our strong and binding commitment to reducing our greenhouse gas emissions. We want to go beyond the natural trend. This has many implications, both in terms of investments and the way in which our employees address these issues at all levels of the company. We are therefore working in parallel on a number of projects. For example, to reduce our direct emissions, we are deploying a plan to renovate our buildings, modify electrical infrastructure in our facilities

and convert our internal vehicle fleet. On this last point, we are going to move quickly, while remaining aware of the constraints linked to the speed of development of public charging infrastructure. As for our equipment suppliers, we are strongly encouraging them to speed up the development of low-emission equipment. We buy and test all new equipment as soon as it is released. We also carry out major advocacy actions and promote these solutions strongly to our clients (numerous demonstrations, first free trials, etc.). Today, we offer a motivational pricing policy. We have chosen to share the effort to accelerate the momentum.

Thus, on the subject of the environment, we are turning the corner, we have started the process. It will take us many years, but the direction is clear on the greening of the company. We are going to accelerate exchanges internally and with our partners, with the motivation to go ever further, share feedback and replicate

best practices. We will very soon have a LoxGreen / Ramigreen offering at European level, with branches in all the major European capitals.

Finally, I would highlight a third strong marker for 2021: our Great Place To Work® ambition. Few companies of our size undertake this approach on such a large scale (all our business units). We could simply monitor our HR indicators, but we wanted to go further in this area too. We listen carefully to the voice of our employees, so that we can constantly improve the quality of life at work. The results of this first survey, with 19 of our 30 business units certified, are very encouraging. However, the goal is clear: to extend this label to all our entities.

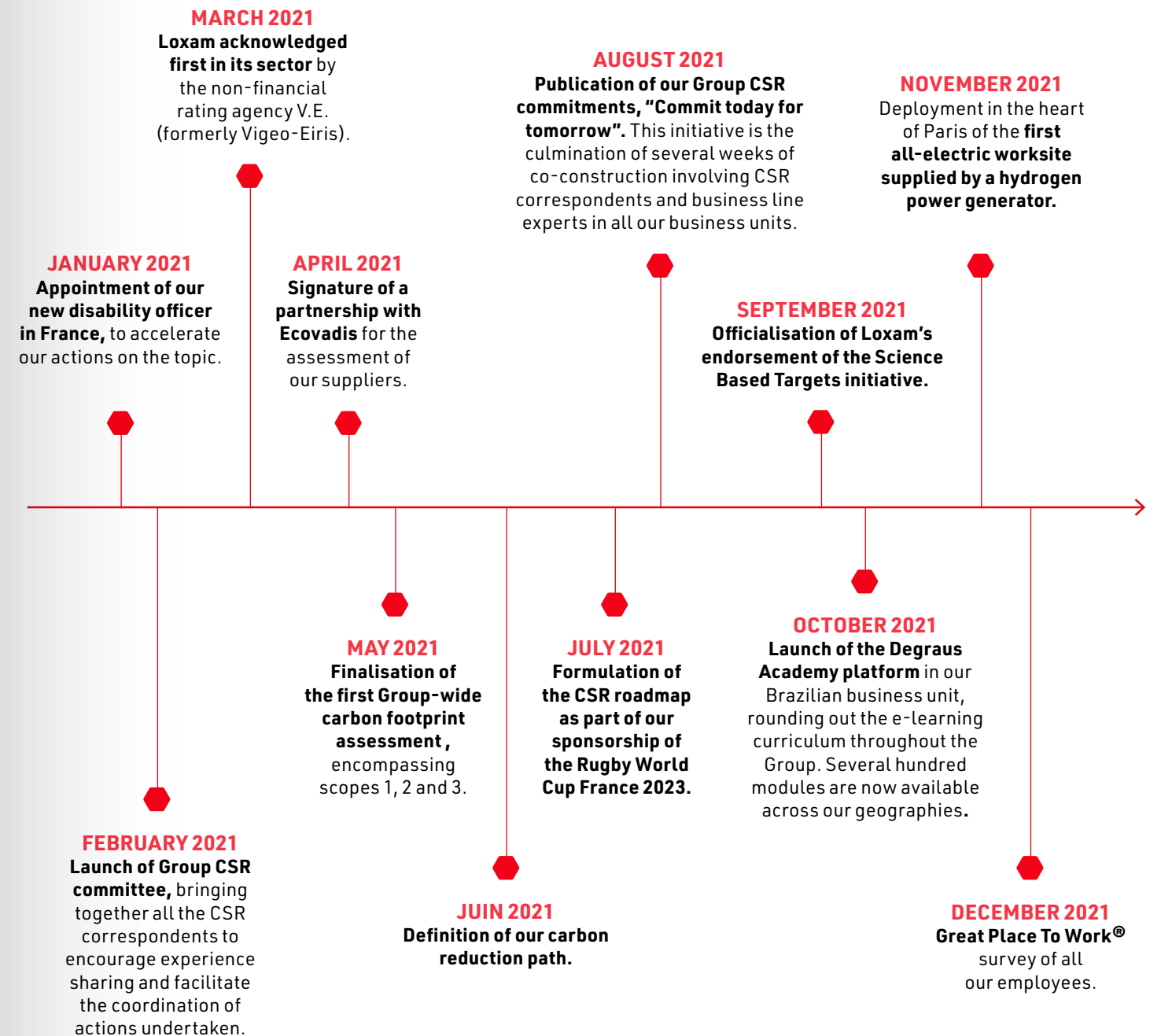
STÉPHANE HÉNON
Group Managing Director

//

OUR 2021 HIGHLIGHTS



A LOOK BACK ON AN INITIATIVE-PACKED YEAR



2021 IN A FEW FIGURES

The data below corresponds to the indicators for the consolidation scope described in this report's introduction. The excluded entities are listed in the annexes.

PEOPLE



11,016
Employees



19%
Female employees



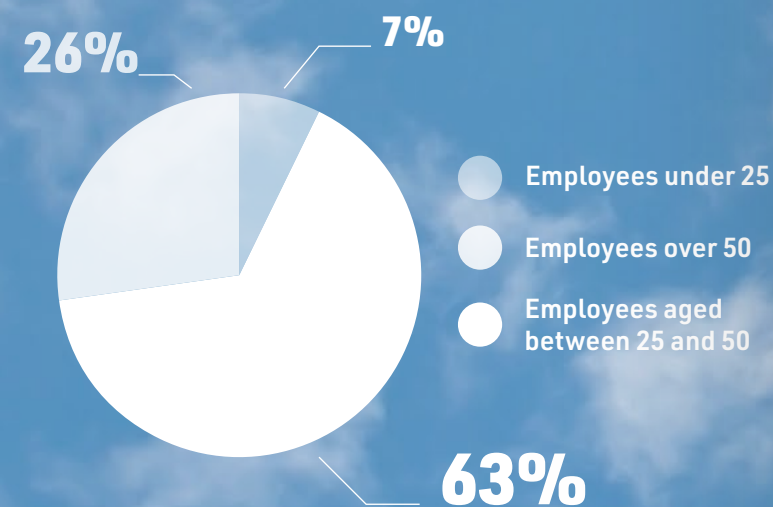
14.4
Workplace accident
frequency rate



100%
of our employees covered by
a measure of their engagement



19 BUs
certified Great Place To Work®



SOCIETY

100% of our employees signed
up to the Group's Code of Ethics

70% of suppliers in
the France perimeter assessed by
Ecovadis (purchasing volume)

FINANCIAL DATA

€2.2 Bn
2021 Group
turnover



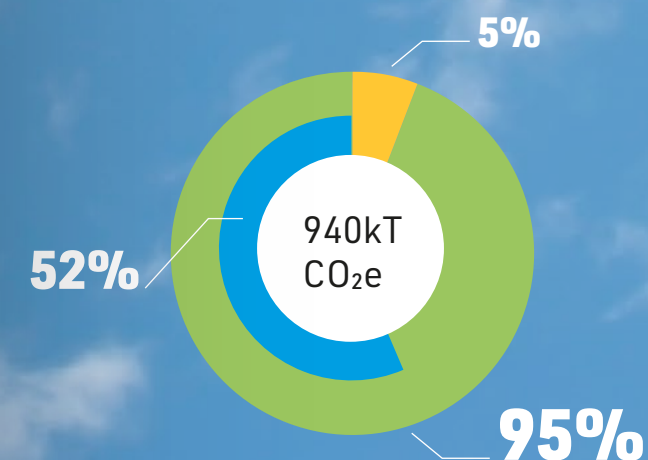
+10%
Growth in turnover
between 2020
and 2021



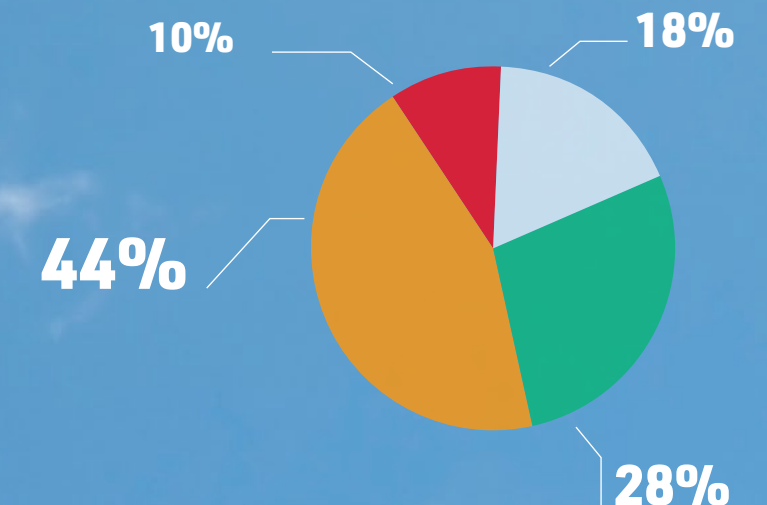
677
Number of internal
and QSE audits
conducted in 2021



ENVIRONMENT



- Scopes 1 and 2
- Scope 3
- Use of our equipment by our clients



- Equipment without an engine or motor
- Equipment with low or zero greenhouse gas emissions at point of use
- Equipment meeting the latest European standard, Stage V
- Equipment with petrol or diesel engines

An aerial photograph of a modern glass skyscraper. The building's facade is highly reflective, mirroring the surrounding urban environment, including other buildings and the sky. The sun is visible in the upper right corner, creating a bright lens flare. In the foreground, there are lush green trees and a paved area with some parked vehicles. The overall scene is a mix of urban architecture and nature.

OUR ORGANISATION

OUR BUSINESS MODEL

Loxam's business model is based on a close relationship with its clients through mainly short-term rental contracts. Our branches are at the heart of our operations. They manage local commercial relations and have a fleet of equipment which they maintain.

In addition, our network is made up of two distinct divisions:

- a set of generalist branches, offering a diverse range of equipment to meet our clients' most frequent needs,
- a set of specialist branches, bringing together specialised equipment and trade experts to meet the specific needs of our clients (powered access, temporary power, modular shelters, events, etc.).

Finally, one of the Group's specificities is the manufacture of wooden modules, in our factory in Estonia, to meet the needs of the Nordic markets.

EUROPE'S LEADING RENTAL COMPANY AND NO. 4 WORLDWIDE



OUR CHALLENGES

Be the **leader** in sustainable rental

Decarbonise our activities

Accelerate in digital development

OUR DNA

VISION

Offer **safe, sustainable** and **efficient** solutions to make equipment rental a natural choice.

VALUES

Sense of **service**, desire for **continuous improvement**, ability to **innovate**

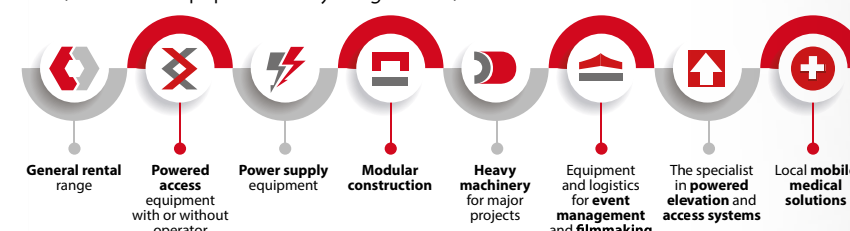
OUR ASSETS

COMMITTED AND SKILLED TEAMS

- **11,000+** EMPLOYEES
- Training programme

AN EQUIPMENT FLEET OF 650,000 MACHINES

- Unrivalled depth and width of range
- Systematic check-up of all equipment between every rental
- Consideration for the entire life cycle of each machine (in-house equipment recycling centre)



GLOBAL PRESENCE, LOCAL PROXIMITY

4 CONTINENTS **30** COUNTRIES **1,000+** BRANCHES

RENOWNED BRANDS IN ALL GEOGRAPHIES



A PROVEN ORGANISATION

- Rigorous processes
- Trade-specific expertise

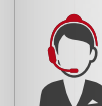
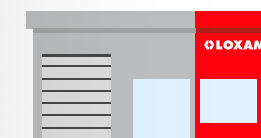


OUR ACTIVITIES

WE ALWAYS OFFER THE MOST APPROPRIATE SERVICE



SUPPLIERS



LOXCALL



MYLOXAM



TEAMS



CORNERS

Offer a service proposition catering to the needs of all clients, whatever the sector or size of their company.



BUILDING



INDUSTRY



EVENT
MANAGEMENT



LOCAL
AUTHORITIES



TRADESMEN



PERSONAL
CUSTOMERS

VALUE CREATED IN 2021

ECONOMIC AND FINANCIAL

€2Bn+ TURNOVER

SERVICE QUALITY

- Voted Customer Service of the Year (ESCEA) for 5th year running
- Net Promoter Score

HUMAN

- Annual employee training plan
- Career management
- Promotion of diversity

ENVIRONMENTAL

- Yearly increase of our CAPEX in low-emission equipment
- Committed to a carbon trajectory

SOCIETAL

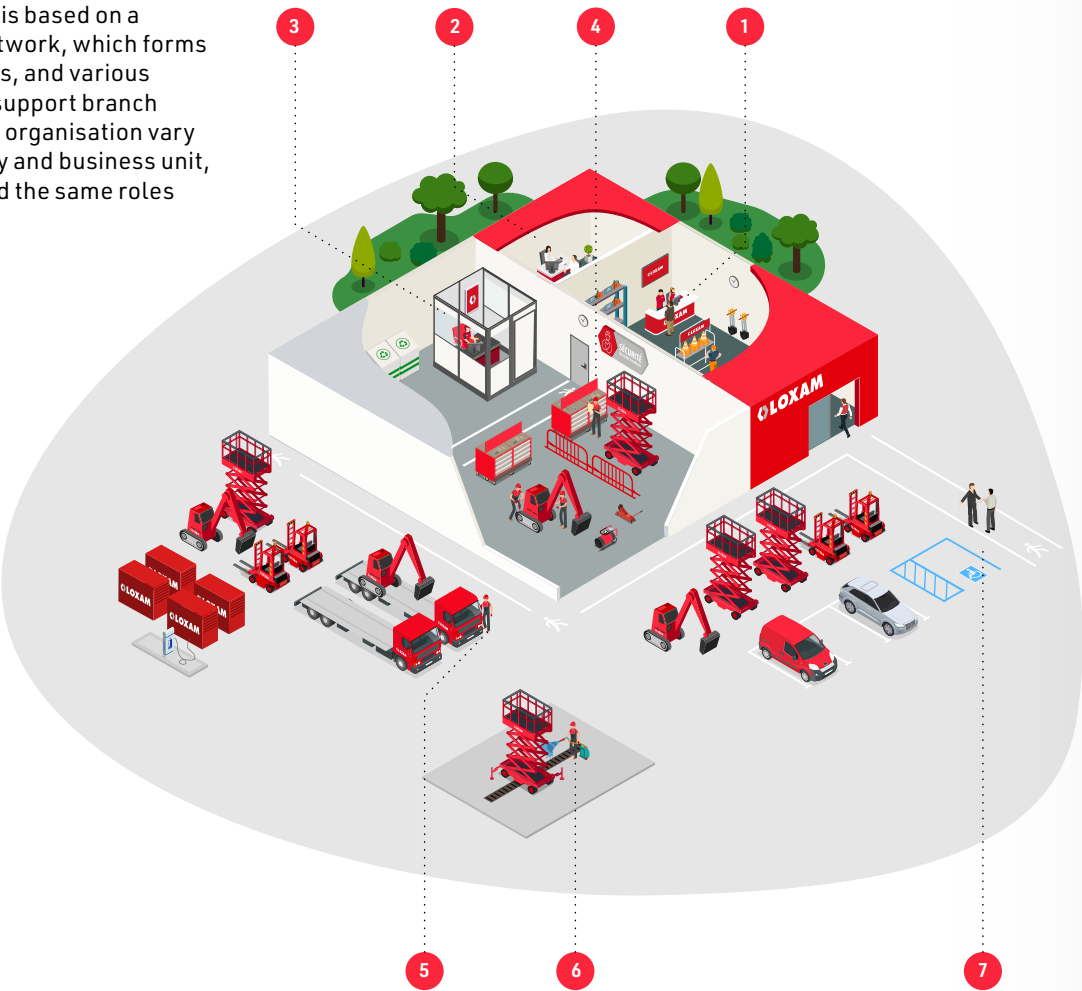
- Responsible purchasing policy
- Ethical and responsible relations: training, supplier assessment
- Involvement in philanthropic initiatives (corporate patronage)



Find out more about our business model

OUR DIFFERENT JOB AREAS

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.



Hire manager

As the main point of contact for customers, organises the activity, answers phone calls, etc. Manages daily equipment transport, rental quotes, billing and aftersales services.



Branch manager

Manages the profit centre, human resources and equipment with a view to developing business while meeting quantified and qualitative goals.



Foreman

Ensures all rental equipment is in good condition (technical, safety, presentability). Manages their workshop (administration and maintenance budget) and technical teams, ensuring safety and regulatory compliance.



Mechanic

Ensures equipment is in good condition (technical, safety, presentability), maintains the equipment fleet and carries out on-site repairs.



Driver

Transports and handles equipment on clients' premises, in accordance with delivery times, service quality and safety standards.



Fleet manager

Ensures equipment on offer is in good condition, hands over equipment to customers, and inspects, cleans and stores away equipment on return.



Sales executive

Tasked with developing the branch by ensuring customer loyalty and diversifying the client base by prospecting for customers.

OUR STAKEHOLDERS

Loxam lies at the centre of an ecosystem that we want to stimulate so that we can move forward collectively. Our social responsibility approach is part of a co-innovation drive with our main stakeholders listed below.

	Key stakes	Main exchanges
EMPLOYEES	Health and Safety Development Quality of life at work Social dialogue Diversity and Inclusion Data protection	Dialogue with staff representatives Annual career interviews Employee survey
CUSTOMERS	Safety Collaborative innovation Energy efficiency Business ethics Data protection	Satisfaction survey Net Promoter Score Co-innovation workshops Safety and Environment Meetings
SUPPLIERS	Collaborative innovation Business ethics Responsible procurement	Equipment Testing Days Specifications Days Safety and Environment Meetings Audits
SUBCONTRACTORS	Safety Business ethics Responsible procurement	Training Safety and Environment Meetings
INVESTORS	Governance Transparency and dialogue Environmental impact	Quarterly investor conferences Annual investor roadshows
CIVIL SOCIETY	Contribution to society Community development Circular economy Environmental impact	Official communications Social media and websites

OUR GOVERNANCE AND AUDIT ORGANISATION

Our governance bodies

Loxam has opened its share capital to its senior executives and employees via an employee mutual fund (FCPE) to associate them with its development, which also requires it to be exemplary in terms of business conduct. Some of Loxam's managers and former managers are also associates of Loxam.

Currently, our company's share capital is divided up between family shareholders and a shareholder fund made up of active and retired executives, representing around 200 direct investors.

Furthermore, employees benefit from the Group's performance through a performance-related bonus scheme

together with certain variable remuneration arrangements linked to collective results. Mechanisms for the distribution of this remuneration varies between countries depending on local management practices and the country's legal provisions.

Loxam adapts its governance to reflect the growth of its operations. The composition of the different governance and management committees within the Group reflects the diversity of our employees' backgrounds.

Our committees contribute to the deployment of a transparent and robust governance throughout the Group. Before each committee meeting, an agenda and

institutional reporting items (financial results, safety reports, etc.) are circulated to all participants. Minutes are taken at each meeting of each body.

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



STRATEGY COMMITTEE (EQUIVALENT TO THE BOARD OF DIRECTORS)

The Loxam SAS strategy committee is the equivalent of Loxam's board of directors. It advises Loxam's President on the Group's development strategy. It is a genuine body of governance and dialogue.

Composition: 9 members, including the Group's President and its Managing Director, and independent members. On the President's recommendation, shareholders elect members at the annual shareholder meeting. They serve a renewable three-year term.

Female Board members: 2 (22%)
Independent Board members: 5 (56%)
Frequency: Quarterly

AUDIT COMMITTEE

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.

Composition:
Three members, two of which are independent

Frequency:
At least twice a year

ETHICS COMMITTEE

The ethics committee is a sub-committee of the strategy committee. It is responsible for verifying correct implementation of the whistleblowing procedure, and for making sure that reports are appropriately dealt with.

Composition: One of the independent members of the strategy committee and the Loxam Group's ethics advisor.

Frequency: Twice a year

OUR ORGANISATION IN 2022

MANAGEMENT BOARD (AT BUSINESS UNIT LEVEL)

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 each entity. 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.

Composition, female members, nationalities:
Variable depending on the business unit

Frequency:
Generally weekly

EXECUTIVE COMMITTEE

The executive committee is made up of directors of the operating divisions. It is the collegial body that manages and steers Loxam's strategy. This committee is responsible for implementing the Group's strategy while ensuring cohesion across the Group, which is made up of decentralised 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 escalated to the member in charge of the issue.

Composition: Eight members: the President, Group Managing Director, the four Division Executive Directors, the CFO and the Group Strategy and Development Director.

Female members: 1 (12.5%)
Nationalities: 3
Frequency: Every two months (6 times a year)

REMUNERATION AND APPOINTMENT COMMITTEE

This sub-committee of the strategy committee is responsible for reviewing the remuneration and appointments of the Group's senior executives.

Composition: Four members including the President and at least one independent member

Frequency: At least once a year.

Our CSR governance

In response to the Group's new dimension and to give structure to the management of its cross-Group activities, at the end of 2020 Loxam formulated a new CSR organisation:

- **A Group CSR department** to guarantee the policy in all business units, co-ordinate the subject within the Group, measure performance for the purposes of non-financial reporting and external communication. It also supports the operational divisions depending on their requirements and level of maturity. The Group CSR department reports to the Group Strategy & Development Department, whose director sits on the executive committee.
- **A CSR Department or correspondents in each business unit**, responsible for drawing up the operational action plan for all the Group's CSR pillars and for the practical 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 correspondents in each business unit, take place quarterly. The committee guarantees the appropriate deployment of the Group's strategy, monitors action plans and shares experience.

In addition, to engage our employees in our CSR policy, we organise training courses and awareness initiatives. CSR weeks are also organised in certain business units.

CSR WEEKS TO RAISE
EMPLOYEE AWARENESS

Organised in France and the United Kingdom, the CSR week is a way of raising employee awareness to sustainability topics. Several activities are organised, offering everyone the chance to test their knowledge or learn new things in an entertaining format.

A CSR challenge was also held in France to allow volunteering branches to put forward an initiative in four categories: People, Business, Environment and Society. With 119 entries submitted, the initiative met with resounding success, mobilising employees and their creativity and making them ambassadors for sustainability at Loxam!



Our auditing organisation,
spearheading our continuous
improvement approach

Audits are ingrained in Loxam's corporate culture. All operations are now covered by our auditing system and enable all our risks to be accurately tracked. Far from being seen as holding us back, on the contrary, the company and its employees see audits as opportunities to constantly improve and excel.

Different types of audits are undertaken each year, whether entrusted to external companies or conducted internally (Quality, Safety, Environment and internal audits). Three pillars ensure the efficacy of the audit procedure:

- robust procedures based on comprehensive and appropriate tools,
- advanced training for employees in charge of carrying out internal audits,
- an ambitious annual auditing programme to ensure Loxam's processes are followed and that the internal control system works appropriately. All Loxam's sites are thus prepared to receive all types of audits, at least once every two years.

Our external auditing organisation

Loxam continuously welcomes external teams to undertake:

- financial and accounting audits by the statutory auditors, carried out every year to certify the regularity and accuracy of accounts in line with accounting rules and principles,
- non-financial audits by an independent third party body to certify the conformity and sincerity of our non-financial performance statement,
- audits for mandatory equipment inspection, are a voluntary approach by Loxam which can also be carried out by in-house teams,

- certification audits such as ISO, MASE, ESCDA (Customer Service of the Year), etc.,
- Ad-hoc audits for specific assignments, for example identified as part of risk mapping,
- Audits conducted by certain clients.

Our internal auditing organisation

Our internal auditing system is well structured. It allows for company-wide control, based on risk mapping, of all operational, financial and non-financial matters throughout the value chain. All Loxam sites undergo an internal and/or external QSE audit at least every two years. The Loxam Group's internal auditing mechanism is based on two main types of audit:

- **Quality, Safety and Environment audits**, carried out by our teams, who check the branch's compliance with Loxam procedures based on a detailed checklist of criteria,
- **internal audits**, conducted by our in-house team of auditing professionals. The internal audit teams carry out these checks independently based on a list of pre-defined criteria that assess whether procedures are properly followed and check whether controls are effective, in particular in the area of ethics. Cross-disciplinary or process audits are also conducted and include the risks identified in our Group risk mapping.

OUR INTERNAL
AUDITING
ORGANISATION
IN A FEW FIGURES:

500
NUMBER OF
INTERNAL AUDITS

177
NUMBER OF
QSE AUDITS



OUR SUSTAINABILITY STRATEGY

NON-FINANCIAL RISKS AND OPPORTUNITIES

Our CSR strategy is based on a precise analysis of our main non-financial risks and opportunities identified from materiality analyses. In 2021, as part of our work to structure our CSR ambitions on a Group-wide scale, we consolidated and summarised the materiality analyses that already existed, which were the following :

- at Loxam Group level in 2018, prior to the acquisition of Ramirent,
- by Ramirent on its own perimeter before the acquisition,
- by Loxam Hune (Spain and Portugal) in 2019, as part of its Non-Financial Reporting Statement.

This consolidation - performed by the members of the Group CSR committee, supported by an independent consulting firm - This work led to the identification of Loxam's key issues and challenges.

The analysis of our non-financial risks is an integral part of our Group risk management process. These are incorporated into our global risk map and reviewed each time it is updated, on average every year.

Pillars of our non-financial challenges

Pillar	Challenge	Materiality for Loxam	Stakeholders concerned	Section of the report describing our policy
Cross-Group	Governance	The decentralisation of our business model requires that a structured governance be implemented to ensure that our CSR ambitions are properly deployed and monitor our performance.	Employees Clients Subcontractors Suppliers Civil society	Our governance
People	Appeal and engagement	As a service company, with extremely high quality standards, the appeal and retention of our talent constitute a key issue, in particular in certain positions in which there is a shortfall of supply (drivers, mechanics, etc.).	Employees	Contribute to the development of our people
	Health and well-being	As an employer, we must pay constant attention to the health and well-being of our employees, which will have a major impact on the service quality delivered and on our employer brand.	Employees	Contribute to the development of our people
	Development	Enabling our employees to develop is a major opportunity that will help us drive our employer brand and retain our people.	Employees	Contribute to the development of our people
	Safety	As part of their activities, and in particular near our equipment, our stakeholders work in conditions that are often difficult and exposed to many hazards.	Employees Clients Subcontractors	Guarantee safety, anytime and anywhere

Pillar	Challenge	Materiality for Loxam	Stakeholders concerned	Section of the report describing our policy
Environment	Direct environmental impact	Our branches and the circulation of our commercial vehicles, call-out vans and trucks have a daily impact on the environment (energy and water consumption, greenhouse gas emissions, waste, accidental pollution).	Employees Subcontractors Civil society	Reduce our direct environmental impact
	Climate change	Manufacturing, transporting and using our equipment have a major impact on climate change. Engaging in the transition of our equipment fleet is the opportunity and the condition to be able to continue to operate tomorrow.	Employees Clients Subcontractors Suppliers	Offer low-carbon options
	Circular economy	Through our activity in equipment rental, we naturally lie at the heart of the circular economy, which gives us a genuine opportunity to harness in the environmental field.	Civil society	Provide sustainable solutions
Society	Diversity and inclusion	Our industrial environment, in which job disciplines are both physical and technical, means that we encounter difficulties with regard to diversity and inclusion (recruiting women, people with disabilities, people over 50, etc.).	Employees Civil society	Promote diversity
	Business ethics	As a service company with a very decentralised model, possible fraudulent and corrupt practices that contravene our ethical practices constitute a risk that must be addressed.	Clients Suppliers	Guarantee ethical and responsible relations
	Control of supply chain	Under our duty of vigilance, controlling our supply chain is essential and this must be supported by a responsible purchasing policy to bring all our suppliers onboard with us around positive impact practices.	Suppliers	Guarantee ethical and responsible relations
	Data protection	With cybercrime on the increase, protecting commercial and personal data is a key challenge. The requirements of the GDPR must also be complied with.	Employees Clients Suppliers	Guarantee ethical and responsible relations
	Community development	Through our network of more than 1000 branches established in local communities, we have an opportunity to contribute to local development and increase the visibility of the Loxam brand.	Civil society	regional development

OUR COMMITMENTS

In 2021, we drew up a set of shared ambitions across all our geographies. These ambitions revolve around the three previously stated pillars (People, Society, Environment) and three levels of action:

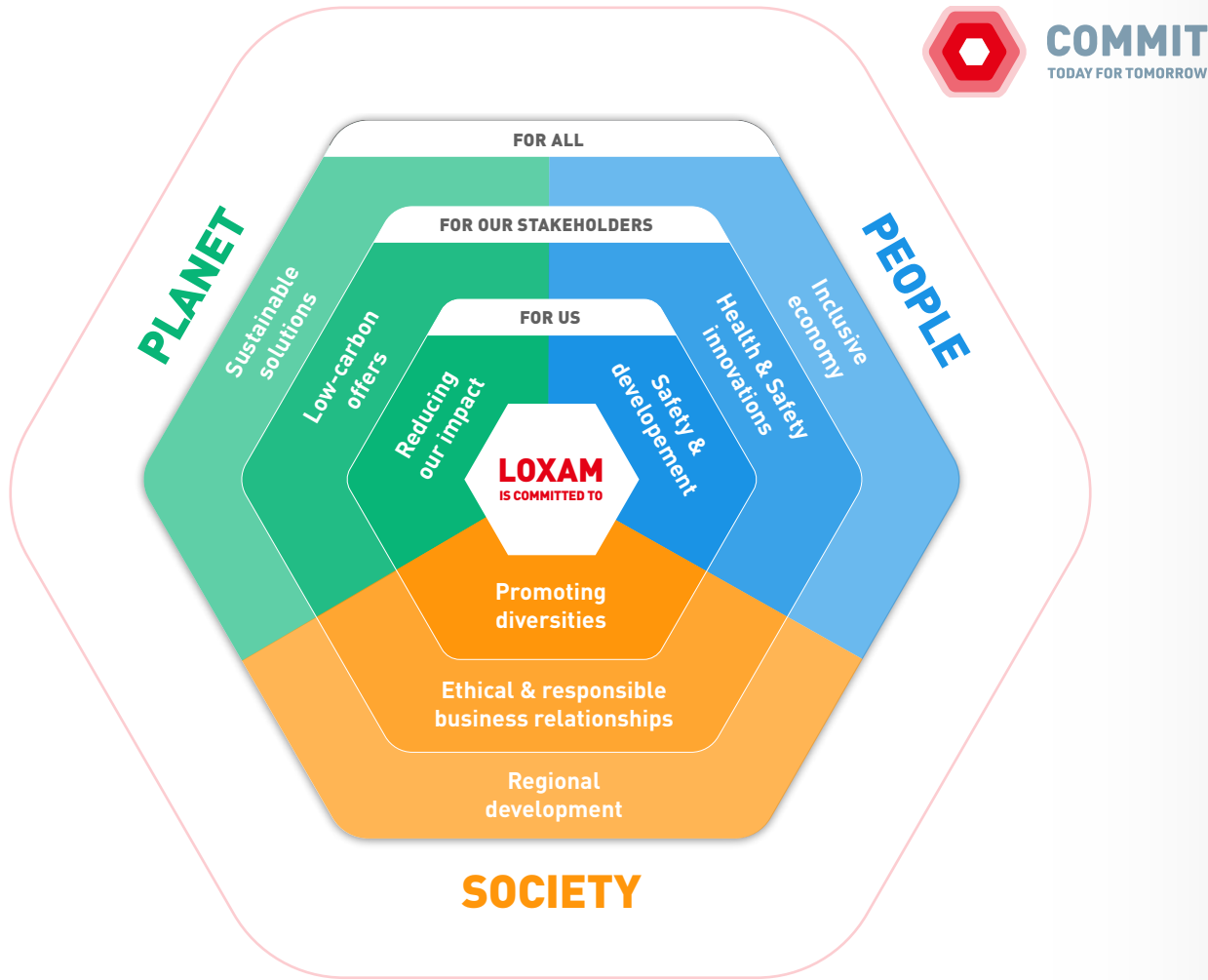
- **"for us"** refers to the actions we take internally, with all our employees, for which we are directly accountable;
- **"for our partners"** defines the actions that we take jointly with our clients and suppliers;
- **"for everyone"** outlines the set of society-focussed actions that we lead to increase the Loxam Group's positive impact on society.

Performance indicators have been defined for the first two circles of the strategy in order to help coordinate the actions. These are listed in the annexes.

Our approach "Commit today for tomorrow" aims by 2025 to increase our positive impact on people, the environment and society.

In practice, this means:

- **for our employees:** enabling every person to develop, objectively and without discrimination, while guaranteeing safety anytime and anywhere;
- **for our partners:** working to achieve shared success based on trust, collaboration, and innovation in favour of safer and more sustainable equipment;
- **for everyone:** encouraging people to hire their equipment and capitalising on our local presence in communities to foster the development of ecosystems.



OUR COMMITMENTS CERTIFIED, EVALUATED AND REWARDED

Our certifications



Our corporate culture has always indisputably been focused on customer satisfaction. We backed this up by earning our first ISO 9001 certification in 1997.
Perimeter certified: all business units in the reporting scope.



In 2010, we became the first rental firm in the world to demonstrate our ambition to enter into an ISO 14001-certified environmental approach. Following an in-depth environmental analysis of each of our branches, we conducted targeted actions to control our SEA (significant environmental aspects) such as improving the way we operate our wash bays, removing buried fuel oil tanks, dealing with emergencies, improving storage of hydrocarbons, etc. This commitment today remains at the heart of our sustainability strategy.
Perimeter certified: all business units in the reporting scope except RapidAccess, Loxam Ireland, Degraus (Brazil), and Loxam Piattaforme Aeree (Italy).



In 2015, Loxam was the first rental company in the world to obtain level 3 in the ISO 26000 standard. 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, illustrating a high performance in terms of considering the impact of our activities on society, the environment, our ecosystem, 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.
Perimeter certified: France



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.
Perimeter certified: all business units in the reporting scope except RapidAccess, Loxam Ireland, Degraus (Brazil), and Loxam Piattaforme Aeree (Italy).



This certification enables us to operate on high-risk sites, such as SEVESO sites.
Perimeter certified: France Power subsidiary (power generators, air compressors, cooling generators, etc.), some Access branches, our powered access business unit, and some branches in the generalist network.



At the end of 2021, we earned ISO 27001 certification. Obtaining this certification demonstrates that so-called sensitive data, such as financial data, intellectual property documents, personnel data or information from third parties, is treated securely.
Perimeter certified: our Powered Access Division business units in the United Kingdom and the Middle East.

Our evaluations

The Loxam Group is assessed by several non-financial rating bodies across the whole of its business scope.
On each occasion we rank among the best in our sector.

Assessing the maturity of CSR strategy, governance, organisation and performance of a company on social, environmental and ethics-related topics, V.E. (Vigeo-Eiris) awards a mark out of 100 to the companies it assesses.

Mark: 47/100 equating to limited maturity in terms of CSR policy. It should be noted that very few companies have a maturity level qualified as high (>50/100).



Once again, we received the EcoVadis Gold rating which demonstrates the relevance of our sustainability policy. The EcoVadis rating studies the impacts of our activities in the following areas: the environment, society & human rights, ethics and responsible procurement.

With the Gold rating, Loxam registers a score that is higher than 95% of the companies audited by EcoVadis. This reward recognises Loxam's ongoing efforts and its employees' commitment to all CSR issues.

This evaluation certifies the level of residual risk of a company on the social, environmental and ethical themes. Sustainalytics defines risk levels according to business sectors, and assesses the way in which a company manages these risks.

Mark: 13.8/50. Here, Loxam ranks among the best performances of all the companies assessed, and has the best performance in the sector.



19 of our business units are certified as a Great Place To Work®

For the first year, Loxam responded to the full CDP questionnaire on the subject of climate change. A committee of experts assessed the company's governance, risk analysis methods, carbon footprint, emission reduction commitment and climate policy tracking system.

Grade: B on a scale from F to A.



Our awards



For the fifth consecutive year, our business unit in France earned the "Élu Service Client De l'Année" ("Voted best customer service of the year") award in the equipment rental category.

Our business unit in Spain earned "Empresa Familiar Responsable / EFR" certification (Responsible Family Enterprise) from the Spanish foundation "Más familia". This label is based on an audit conducted on the general working conditions in the subsidiary, and interviews with 10% of the Loxam Hune workforce. It offers proof that Loxam Hune cares about the wellbeing of its employees.



For the 12th year running, our business unit in the United Kingdom received the "RoSPA President's Gold Award" for demonstrating outstanding standards in occupational health and safety.

Established in 1956 by the Royal Society for the Prevention of Accidents (RoSPA), the award scheme is designed to celebrate the achievements of businesses that show continuous commitment to accident and ill-health prevention. It is one of the most prestigious and highly-acclaimed schemes in the world, with nearly 2000 entrants each year, covering more than seven million employees. This accolade is the longest-running in the United Kingdom in the area of occupational health and safety.

Luis Angel Salas Manrique, Director of our Spanish subsidiary Loxam Hune, was voted Rental Person of the Year at the 2021 European Rental Awards organised by the European Rental Association in September 2021.

"This award belongs to my whole team for the great effort made during the COVID crisis in 2020 and for the achievement of important milestones in spite of the circumstances."
Luis Angel Salas, CEO Loxam Hune



Our British business unit and its training team were distinguished twice at the IAPA (International Awards for Powered Access) ceremony: Contribution to Safe Working at Height, and IPAF Training Instructor of the Year for our employee Phil Draydon.

OUR ACHIEVEMENTS IN 2021

1ST PILLAR PEOPLE, AT THE HEART OF OUR PRIORITIES

CONVERGING VIEWS



Paul Rankin
Managing Director, Loxam PAD
et Luis Angel Salas
CEO, Loxam Hume

In this period of instability (a global pandemic, jobs with a shortfall of supply, etc.), how can we maintain a good level of appeal and retain our talent?

Luis Angel Salas: To retain our talent, we took several actions last year and during the pandemic. We decided not to telework in Spain and did not close any branches, but increased flexibility to allow our employees to adapt. We deployed multiple communication campaigns to keep our employees informed of what was being done and how the pandemic was unfolding. Our training sessions were transformed into modules that could be followed remotely, and we stayed close to all our employees to check on their health. We were certified Great Place To Work® and "Responsible Family Enterprise", which are proof of our attractiveness and the good working atmosphere of our company. Our annual convention also allowed each employee to meet and share a moment of conviviality.

We are proud to be Great Place To Work® and "Responsible Family Enterprise", validating our attractiveness.

Paul Rankin: As far as we are concerned, in the UK, our main goal is actually to hold on to our talent, before looking to attract new blood. Our employees were under a lot of pressure during the pandemic. Some were able to work from home, but others, such as drivers, could not. It was very important to stay attentive to our employees, to be able to satisfy their expectations and requests. The Great Place to Work® survey was a very good starting point to understand where we were at. It helped us communicate with our employees. We also focused on training, especially through the "Hey... you okay?" campaign dedicated to protecting mental health. We wanted to make sure that our employees had the right support.

With regard to safety, what are your most recent initiatives?

P.R.: Safety is a priority for us: it is the basis of our value proposition. We want to also be a leader in this area. All members of the management committee are committed to conducting at least two safety audits per month. We have set ambitious targets for reporting hazardous situations, which are then cascaded throughout the organization, to help prevent accidents and share best practices. We also highlight positive observations to encourage our employees to adopt the right approach.

We want to make sure that our employees fully understand the importance of safety for the company.

L.A.S.: In our business unit, some measures were reinforced, such as the involvement of the leadership team. Each accident must now be reported to me. I personally review them to find solutions and communicate them to the teams. The method is proving to be successful, as demonstrated by the decrease in work-related accidents.

What is your outlook for 2022?

L.A.S.: In 2022, we are focusing on ways to improve our services and their effectiveness for our clients, for example through digitalization. But we will also concentrate on our growth and profitability.

P.R.: We have three main focus areas in 2022: developing management and leadership, improving the reliability of our machines through our investments in digital platforms, and controlling inflation and price increases.

CONTRIBUTE TO THE DEVELOPMENT OF OUR PEOPLE

Our commitment in 3 words

EMPLOYABILITY
RETENTION
ATTENTIVENESS

The appeal, development and retention of our talent constitute a key issue for all our business units; notably in certain technical positions in which there is a shortfall of supply today. Our policy revolves around three key notions.

Employability. We support our employees from their onboarding until their departure from the company, by deploying the appropriate appraisal, advancement processes and training curricula.

Retention. We aim to guarantee jobs in the long term, associate employees with the financial results of the company and seek to promote quality of life at work.

Attentiveness. We promote social dialogue in every country in which we operate, and we make our managers aware of the importance of annual appraisals with each of our employees. We regularly conduct employee satisfaction and engagement surveys.

How we operate

At Loxam, we derive our strength from our employees. The way in which we operate is structured around three pillars: taking action to develop our employees, promoting quality of life at work and encouraging social dialogue.

Employee development

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

We have deployed a system that applies to all employees through the following initiatives:

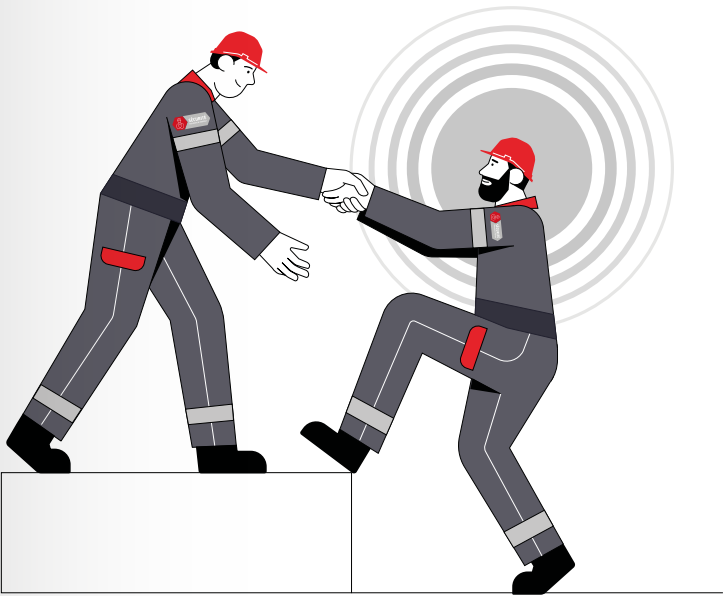
Onboarding courses

To share a common foundation of values and welcome new talent to the firm, onboarding courses ranging in length from a few days to several weeks are planned in all our countries on the arrival of new hires. This offers a true immersion at the heart of our activity as a rental

company, enabling them to discover how we work and the various job disciplines, sometimes even across several countries.

A career management process

Each employee is required to have an annual performance appraisal with their manager. This provides an opportunity to review the past year's performance and express expectations and wishes for the coming year. Training needs for the following year are then identified, allowing our employees to develop their knowledge continuously. Some business units go even further by systematically holding reverse appraisals or twice-yearly interviews, like in our Spanish subsidiary, where all our managers are assessed every year by their team members. In our Ramirent subsidiary, all managers are invited to conduct a mid-year interview with their employees before the summer break.



Training roadmaps

We offer all our employees a full series of training courses suited to their position. Some business units go even further. For example, in France and Spain, our mechanics' skills are assessed before the interview, to identify any gaps between the expected skills and those acquired. They are then offered a personalised training plan after the interview, giving them the opportunity to develop new skills!

A training system

Our organisation revolves around training centres in our branches or head offices, and e-learning content available online in all our countries. In Bagneux (France), our training centre has welcomed several hundred employees every year since 2008, introducing them to our culture and helping them update their knowledge. Organised in different spaces, the centre is split into several workshops. From the operation of our equipment for mechanics, to tool presentations for our sales staff, all our professions are represented.

Recognition of performance and effort made

To reward our employees and support them in their development, we give precedence to internal promotion. In so doing, we show our trust in them and our attentiveness to their career plans.



WHAT OUR PEOPLE SAY

"The success of our company depends on how our employees are developed and cared for. In 2021 we contributed to our employees' development through initiatives such as the launch of our new eLearning platform called RamiLearn, the continuous development of our managers with the "Managers toolbox", and our participation in the Great Place To Work® survey."

Anne Luondopää
HR Director, Ramirent

Encouraging social dialogue

As a highly decentralised company with more than 1,000 branches around the world, listening to our employees is an essential part of our social policy. Despite the differences in regulations in the 30 countries where we operate, we make sure to encourage social dialogue through staff representation bodies and opportunities for discussion throughout the year.

Our commitment is fully in line with the principles of the UN Global Compact and complies with the conventions of the International Labour Organisation (ILO). We furthermore take care to respect several principles for our employee representatives: freedom of movement, provision of means of communication with employees, time dedicated to their mandate, etc.

We naturally pay close attention to compliance with the legal frameworks in force in the countries where we operate. For example, in France, the works council (CSE) is our main body for promoting social dialogue. The members of the CSE – a committee comprising the HR director and an elected staff delegation – benefit from 38 hours of representation time per month and are consulted several times a year on three

theme-based issues: strategic orientations, economic and financial situation, and company social policy. Minutes are systematically taken at the meetings of the staff representative bodies.

Promoting quality of life at work

We strongly believe that Loxam's employees are its core strength and make the company tick every day. We therefore strive to provide a healthy and fulfilling working environment, through a set of initiatives:

Formalisation of quality of work life agreements

Whether a legal requirement or a voluntary decision by some of our business units, we encourage the formalisation of agreements or charters relating to the quality of life in the workplace. Among the most recent examples are work-life balance and the promotion of teleworking.

Supporting employee well-being

This initiative is designed to drive the motivation and performance of our teams and develop a strong sense of belonging. For example, our UK subsidiary is continuing its efforts to protect the mental health of our employees by training all our managers to detect signs of stress

or fatigue.

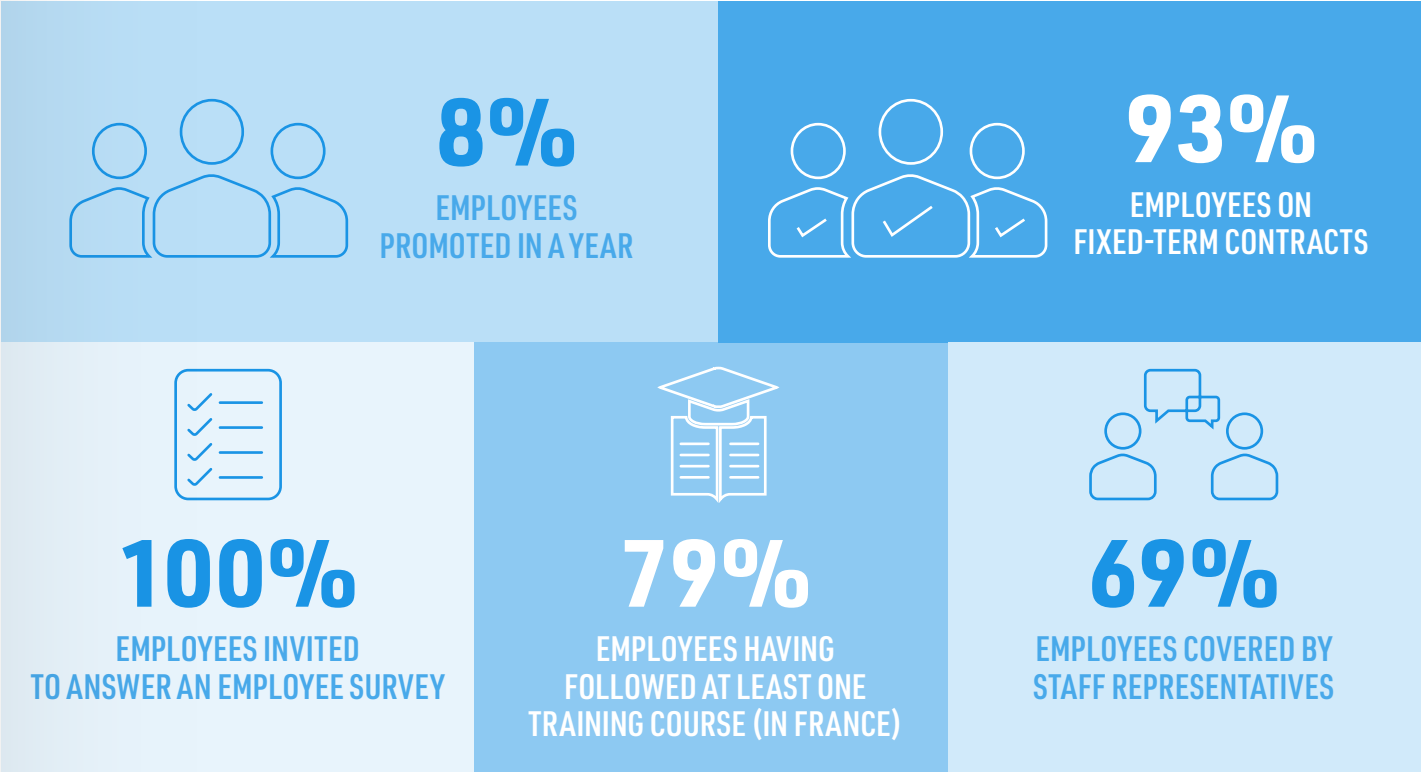
Listening to our employees

On a regular basis we conduct surveys to gauge the opinions of our employees and the social climate among all our teams. We do this with the help of the organisation "Great Place to Work®" to run entirely anonymous surveys. In 2021, all our employees were invited to answer a full "Trust Index" questionnaire (see under "A few initiatives").

Recognition of our employees

We run Awards competitions in many business units to acknowledge individual and collective performance.

Key figures



A HEALTHCARE PLAN IN OUR BRAZILIAN BUSINESS UNIT

In Brazil, well-being at work also takes into account health-related issues. As the public system does not cover all the needs of employees, Loxam Degraus has set up a health plan, allowing employees to benefit from a decent healthcare system. Thanks to this scheme, our employees no longer have to worry about whether they can afford healthcare.

A few initiatives

Group - Digitalisation of our training courses

The digitisation of our training courses gathered pace in 2021. Throughout the Loxam Group, employees now have access to digital training materials enabling them to acquire new knowledge and increase the number of training courses followed. From Ramilearn (Ramirent) to Degraus University (Brazil), these courses cover a variety of subjects, from management to ethics and safety. Individual progress monitoring is also available, allowing each person to adjust their training course and to go into greater depth.

A few examples in more detail

Nordic countries – Ramischool
In 2021, Ramischool in Finland, Sweden and Norway conducted a total of 1,722 training courses for 14,781 people (employees and customers), making the construction industry a safer place. Ramischool provided about 50 different types of training modules to clients (use of mobile elevating work platforms, fall protection, lift safety, certificate for working in high temperature conditions, etc.).

Brazil – Degraus University
Since October 2021, the Degraus University platform, has been offering training in the form of a board game on various theme-based subjects, such as safety. Employees can create an avatar and are ranked according to their performance - combining learning with enjoyment as they aim for the top spot.

“Initially, I had not paid much attention to the Degraus University platform. However, when I logged in, I realised how important this tool is for our intellectual, ethical and professional development.”
Stepan Saulo Souza, Technical Supervisor, Recife branch.

“The University creates synergy and empathy among the company employees, improving our work quality and allowing a better understanding about the jobs of other colleagues.”
Daiana Maria, Saleswomen, Guarulhos Agency

France and historical business units (Germany, Belgium, Denmark, the Netherlands, etc.)
Employees have access to a range of educational content: 250 e-learning modules on topics related to sales,

management, stress and conflict management, ethics, employee integration, office software, etc. We will continue this dynamic in 2022 with new projects such as knowledge of our equipment, a toolbox on different themes such as “offering employees a better welcome”, “successfully conducting a recruitment interview” or “succeeding in the role as onboarding officer.”

An array of initiatives to improve quality of life at work

We encourage all our teams to take every step to promote quality of life in the workplace, camaraderie, well-being and unity.

This has led to many highly successful initiatives, including the following:

Promoting sport and physical exercise
Throughout the Group, the number of sporting initiatives increased in 2021. From games of football or touch rugby organised near our offices in Paris to running sessions for our Danish colleagues, these moments of togetherness contribute to cooperation and a good working atmosphere in our teams.

Our Dutch teams went even further, with the Loxfit programme, offering Loxam-branded running and cycling kit at discounted prices.

The “Ensemble au Cap” scheme
The pandemic severely tested our social interactions. In response, at Group headquarters, an approach was developed to give meaning to the return to work in the office and encourage solidarity and mutual aid. An action plan initiated by the HR and internal communication departments was drawn up. It is based on exchanges (monthly participatory workshop on a theme led by an employee, random lunches, etc.), sports (introduction to touch rugby) and community involvement (support for charities).

GREAT PLACE TO WORK®
– 19 BUSINESS UNITS CERTIFIED!



We offered our employees the chance to have their say through a “Trust Index” survey conducted by an external partner, “Great Place To Work®”, an acknowledged reference in quality of life at work.

This consultation, comprising 71 questions divided into five main themes (credibility of management, respect from management, fairness, pride and camaraderie) was conducted in our 30 countries.

We can observe significantly better results since the last survey, conducted in 2018 in the 21 countries in which the Group operated at the time. Nineteen of our business units received certification at the end of 2021, indicating that they each received an approval rating above 65% in all the criteria assessed.

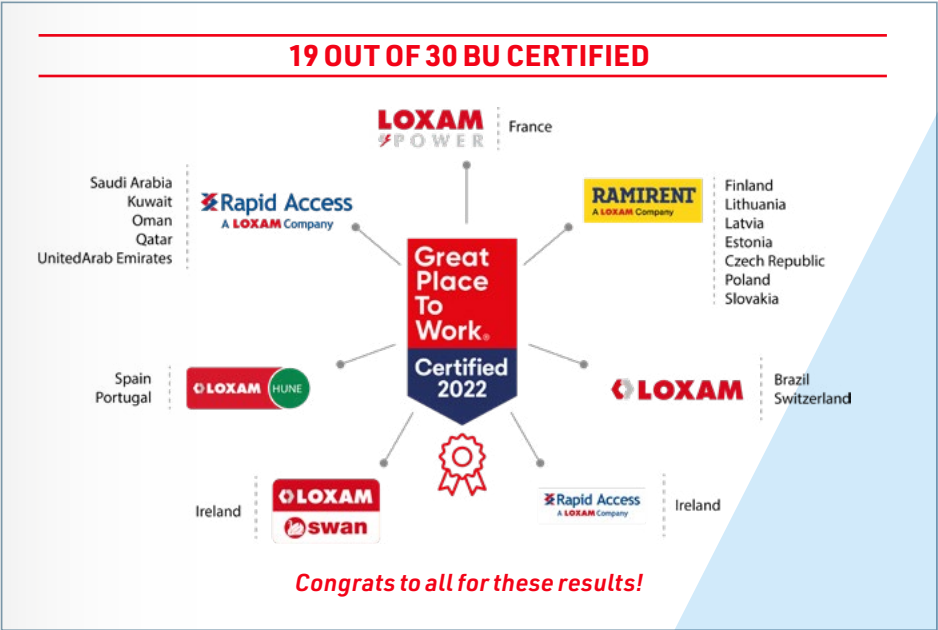
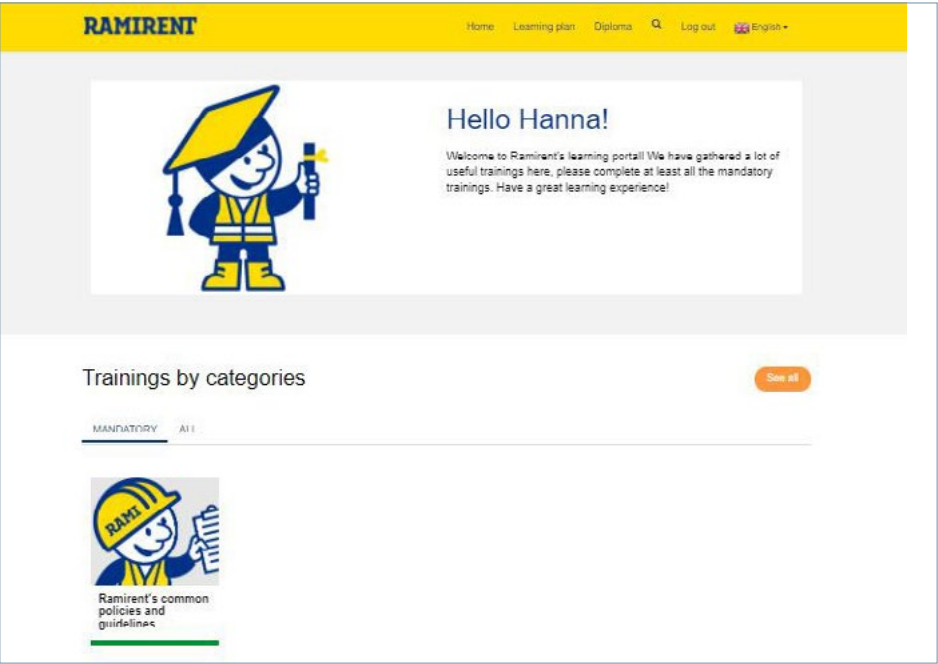
Following the publication of the results, action plans will be drawn up in each country to address the topics which received the lowest ratings and aim to earn “Great Place to Work®” certification at the next survey.



WHAT OUR
EMPLOYEES SAY

“I am proud to work for a company certified Great Place To Work®. What does that mean to me? That I come to work every day with a smile on my face. The company allows me to work in a friendly environment and I feel I can reach my goals with the support of my colleagues. This is reflected in a friendly atmosphere, even under difficult conditions such as a pandemic. A sense of unity among employees, regular communication at all levels and numerous initiatives strengthen employee engagement.”

Magdalena Kurek
Branch manager,
Ramirent Poland



GUARANTEE SAFETY, ANYTIME AND ANYWHERE

Our commitment in 3 words

EXEMPLARITY
RIGOUR
TRAINING

Through our activity of temporarily supplying professional equipment, our employees, subcontractors and clients are faced with several at-risk situations which should be anticipated to guarantee their protection. It is a commitment on which we never compromise, and which revolves around three values:

Exemplarity by everyone and for everyone. All the safety basics must be known and shared by everyone. Abiding by these principles is essential.

Rigour in our processes. Our Group-wide ISO45001 certification offers evidence of our organisation. Each business unit must have a management system in place which enables information and incidents to be reported and followed up.

Training and equipment. All our employees must receive regular training in safety. We provide them with the necessary personal and collective protective equipment, and adapt the workstations to their needs.

How we operate

Our organisation

We seek to have a safety policy aimed at everyone. Its efficiency is guaranteed through regular monitoring indicators which relate to the supervision of the delivery of preventive action plans, the deployment of training and support programmes and the change in accident and incident report indicators. These results are regularly reviewed by the executive committee and the management committees.

In all our business units, a safety committee made up of representatives of the general management, human resources and the HSE department meets at least once a month to review the indicators and action plans. The HSE correspondents in each unit are tasked with implementing the policy among all employees, drawing up action plans and establishing the continuous improvement policy. They ensure that the programme is effective in the long term.

Some business units go further. In France, a safety committee gathers once a week in the presence of the HSE department, the HR department and operational divisions to discuss all the incidents reported, analyse them and decide upon corrective actions.

Our actions to develop a safety culture

To guarantee the safety of our employees anytime and anywhere, we make a point of instilling a safety culture which advocates an exemplary attitude from everyone and for everyone, thanks to the continuous training of employees from their arrival in the company, and the application of rigorous processes in all situations.

A robust onboarding process for new employees

In the first days following their arrival, each new hire is taught the safety principles and best practices with regard to wearing PPE.



Monthly awareness raising

Organised at least once a month in all the Group's branches in the form of a quarter-hour briefing, these meetings constitute a moment for discussion and feedback dedicated to safety. In our Brazilian subsidiary, where safety legislation is particularly strict, a quarter hour meeting is even organised once a week.

Continuous training of our employees

On their arrival and at regular intervals throughout their career, our employees are given training in the Group's equipment and working procedures and in the safety rules applicable on our premises, on the road and on our client's sites. In some of our business units such as Switzerland and Belgium, we have also taken the step of training our employees in lifesaving techniques.

Dedicated communication

Revolving around the slogan 'Safety, anytime and anywhere', this communication includes safety news flashes published on all the Group's networks to inform people about at-risk situations and more widely circulate feedback on the use of our equipment. Adapted to the circumstances of each country in which we operate, safety-related communication helps raise awareness among employees and reinforce prevention. In Italy, a document entitled 'Could happen to you' is circulated after every accident, to enable employees to understand the causes and prevent it from happening again. In Denmark, all our drivers and subcontractors have a mobile application containing all the safety instructions to be complied with.

Prevention initiatives on safety

These are organised throughout the year in our various business units. In Central Europe, our Ramirent business units held five safety days last year (one per hub).

Close cooperation with our suppliers on the use of our equipment

Our branches organise multiple meetings to train our employees. Some of our business units have even dedicated special events to the subject. For example:

- **In Brazil**
Over the space of a day, our sales representatives and technicians take part in "commercial training sessions". They talk to our suppliers about the new features of the machines, especially with regard to safety, in the aim of escalating best practices.
- **In the United Kingdom**
Once a year, a Health and Safety Week is organised. It is dedicated to supplier visits, training courses and quizzes dealing with topics such as trips and falls, vehicle safety or musculoskeletal disorders. Each employee is allowed to sign up to the activities of interest to them.



WHAT OUR PEOPLE SAY

"In 2021 we launched a Group-wide project to support the long-term continuous safety improvement process in all our countries. The purpose is to set some concrete and effective local-level actions to improve the safety of our working environment and working methods. We also launched cooperation practices between Loxam business units to share the lessons learned."

Sampo Sipari

Safety and CSR Manager,
Ramirent

Rigorous processes on all our sites

All our business units have a safety management system based on four processes and operating principles:

- **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,
- **clear working procedures**, such as descriptions provided for each workstation in the branch setting out the safety rules to observe and the right reflexes to adopt in the event of a problem,
- **specific fittings**, with work tools that are convenient to use and suited to the jobs in hand for each workstation.
- **the provision of appropriate personal protective equipment** meeting the latest standards, to protect our employees and guarantee their safety in all circumstances. From the mandatory wearing of PPE in workshops to wearing a harness when working at height, we make every effort to guarantee their safety, anytime and anywhere. In Italy, our teams have gone so far as to install defibrillators in most of its branches.

A few initiatives

Ramirent – A reduction in frequency rate between 2017 and 2020: Target 0

The goal at Ramirent is clear: to be a safe working environment. We sincerely believe that all accidents can be avoided with the right attitude and competency.

The two most important elements of Ramirent's safety culture are visible safety leadership and the involvement of all employees, including contractors, in the everyday effort. The actions carried out to achieve this goal include monthly meetings and "safety markets" organised in branches to detect hazardous situations.

In 2021, we achieved a record reduction in personal injury accidents among employees and subcontractors. This example shows the rest of the Group that this level is achievable, and that success is down to how our employees choose to act.

France - The 7 Zero Tolerance principles (#)

To widely (re)disseminate the basics of safety, we launched the 7# Zero Tolerance in 2021. Whether reiterate the obligation to wear PPE, the rules for securing equipment or complying with weight lifting limits, our employees were reminded of seven fundamental rules, and were collectively invited to lead by example to reduce major incidents.



Key figures



Fall protection for worksite barriers

In 2021, the weekly safety committee in France identified a recurring accident caused by worksite barriers which regularly fell onto employees during handling operations. Following several weeks of research and investigation by the technical HSE teams and social partners, an anti-fall device fixed to the top of the barrier was devised.

The solution, which has now been deployed in all French branches, is a worthy example of co-innovation.

"Through our desire to constantly improve health and safety, in 2021 we launched weekly safety committees bringing together all the members necessary for our prevention."

These committees enable us to be very reactive in analysing events and to take quick, simple and effective action, such as introducing a fall protection system for site barriers."

Nicolas Lefevre
HSE Director, Loxam France



INNOVATE FOR OUR CLIENTS' SAFETY

Our commitment in 2 words

EDUCATION INNOVATION

As a service company at the heart of the sharing economy, it is our duty to support our partners, clients and suppliers in promoting a genuine safety culture, while continuing to innovate with a view to offering them ever safer equipment.

This commitment revolves around two values:

Education. We raise our partners' awareness through the implementation of communication initiatives, training and meetings in all our countries.

Innovation. We work every year with our clients and suppliers to improve the safety of our equipment. We do so by testing new equipment, specifying certain requirements in a co-innovation approach, and supplying documented returns on experience.

How we operate

Our actions fall into two categories: the safety of our equipment and the promotion of a safety culture for our partners.

Ever safer equipment

To guarantee the safety of our equipment, we lead many initiatives across the Group:

A rigorous process for the maintenance of our equipment.

In all our business units, our equipment is checked on its return by our qualified technicians. Our fleet managers are trained, and have a checklist tailored to the type of equipment. Each item of equipment found to be defective is removed from stock until the repair has been performed, regardless of whether it is major or minor. Many maintenance operations are carried out directly by our mechanics in-branch. Periodic general inspections are carried out internally or by duly authorised third-party technicians.

Increasing use of IoT (Internet of Things)

We are currently deploying sensors on all our equipment, in order to collect accurate

usage data and capitalise on these indicators to make our fleet more reliable. The IoT provides greater visibility of equipment performance, access control and location in real time, ensuring safe and controlled use. In our UK business unit, over 90% of our fleet is equipped with connected trackers.

Co-innovation with our suppliers and clients

Our position as a leader requires us to lead by example and support all our partners by implementing a policy of collaborative innovation. We are committed to a process of co-development of our equipment with our clients and suppliers. In several business units (France, Loxam Hune, Ramirent, PAD), we run co-innovation actions with our clients (workshops, joint specifications). In France, for example, the LoxSafe initiative aims to offer safety packs on some of our equipment. In 2020, the initiative led to the development of a connected telehandler, the result of a collaboration between Bouygues Construction, Loxam and Manitou, and to its deployment in 2021.



Supporting our partners in developing a safety culture

The safe use of our equipment by our clients is a major strand of our CSR policy. Several initiatives have been developed to this end.

Clear safety information

Safety pictograms are displayed on our machines, and user manuals are handed to each of our partners when the rental period starts. Explanatory videos presenting the equipment can also be found on the Group's YouTube channel in the event of doubt as to how to use a particular piece of equipment. In several business units (Switzerland, Spain, France, etc.) our teams have begun to affix QR codes to equipment, providing direct access to tips for its use to avoid any incidents. Finally, applications such as Loxdoc, are also made available to some of our partners to allow them to consult the technical documentation of an equipment item and videos on how to use it.

Safety-focussed training

Most of our business units, especially the larger ones (France, Ramirent, Loxam Hune, Denmark, the Netherlands, etc.) provide training for their clients. Today, we even have virtual reality simulators to learn how to use certain items of equipment. In France, in addition to our training centre open to our clients, 30 branches now carry the label of Qualiopi training centres. In the UK, over and beyond the training courses offered, two days of training are organised for the HSE teams of its largest key accounts. A masterclass on aerial work platforms is also organised, with almost 2,500 participants since the beginning of the pandemic.

"Following a series of engagement sessions with Nationwide Platforms, it was decided that we would undertake a face-to-face training and awareness session with the Morgan Sindall SHE Team. This two day event took place at the Nationwide Platforms branch, and included both classroom sessions and hands on session, actually showing the innovations at work. My team found the event to be inciteful and stimulated a number of focussed conversations on future development. The sessions also cemented our working relationship with Nationwide Platforms as an organisation providing high levels of research and development within the construction environment."

Martin Hall

Director for Morgan Sindall Construction.

Risk prevention events

Webinars and gatherings are organised in some of our business units to raise our partners' awareness of safety issues. Once again this year in France, the Safety and Environment Meetings provided an opportunity to take stock of their work, present their innovations and share great opportunities. These Meetings, organised for the fourth consecutive year, were inspired by a similar model deployed for more than 10 years by our UK business unit.

Strengthening partnerships with trade associations

Some of our people hold an executive position in the International Powered Access Federation (IPAF) or the French building industry occupational health and safety agency OPPBTP, such as the Loxam Hune Chief Marketing and Commercial Officer, currently director of IPAF Spain. Our employees take tangible steps to develop best practices in our sector.

Example of QR codes available on some of our equipment



WHAT OUR PEOPLE SAY

"We work closely with our ecosystem to ensure that those working on our equipment are as safe as they possibly can be. We sit on a number of industry groups (IPAF, UK Country Council), and we provide HSE related certified training courses including IPAF, IOSH and PASMA. We also do bespoke training and innovation days for our stakeholders."

Alana Paterson

Head of HSE, Loxam PAD

Key figures



A few initiatives

United Kingdom – IoT to develop digital twins

To learn more about how to use our equipment and adapt it accordingly, our British business unit designs new systems to improve the safety of our aerial work platforms. Having invented multiple warning and sensor systems (obstacles, unattached harness, etc.), our team is now focusing on leveraging data from the IoT. Through a secure platform currently under development, our clients who make the request can now have a digital twin to monitor their worksites (visibility of equipment, fuel levels, usage data, etc.) and safety alerts (number of alarms, etc.).

France – a partnership with Enedis and RTE

This partnership helped draw up an inventory of electrical risks on all our sites. A safety news flash, co-branded by Enedis, RTE and Loxam, was also published for all clients, informing them of the instructions to follow, in particular the Declaration of Intent to Begin Work (DICT in French), which is a legal requirement. Finally, we also gave awareness speeches at several safety meetings on our clients' premises. As a true example of co-construction, this partnership illustrates our desire to contribute to developing a safety culture in our Group and among our clients.

France – Loxamed to accelerate screening and vaccination

In 2021, with the continued spread of the Covid-19 virus, Loxamed continued its mission of providing medical and health support to people and companies. This year was an opportunity to rise to a major public health and logistical challenge through the deployment:

- at Disneyland Paris of a screening centre open to 10 million visitors a year, and a Covid vaccination centre aimed at the 14,000 employees of the park,
- of screening facilities in ski resorts or shopping centres, welcoming 10 million visitors per year,
- of a public health hub in association with the town of Louveciennes and the Île-de-France regional council, offering nasal and saliva RT-PCR and lateral flow tests, remote consultations and vaccination solutions.

In 2022, Loxamed wishes to reinforce its commitment to combating medical deserts, as illustrated by its partnership underway with the Normandy regional council, based on both technological innovation and human support.



PROMOTE AN INCLUSIVE ECONOMY

Our commitment in 2 words

COLLABORATION SUPPORT

We wish to contribute to the inclusion of everyone in society and promote the rental sector to make it attractive to everyone (women, young people excluded from the job market, etc.).

We therefore collaborate with our ecosystem to bring about change in practices through partnerships with schools, vocational integration organisations and our trade associations. We also support organisations working in aid of social inclusion through employment and social development.

How we operate

We encourage all our business units to build strong, long-term partnerships with schools, non-profits, and trade federations to innovate in inclusion. The goal is to reach out to people who may be interested in joining Loxam to give them access to work and facilitate our recruitment of diverse groups.

A few initiatives

Spain: Branch visits to discover jobs in equipment rental

Loxam Hune ran an initiative to enable schoolchildren to discover Loxam's different job areas for a few hours in the form of branch visits. In 2021, about ten visits were organised: an opportunity to discover the world of work and why not spark off a vocation or two?

Brazil: Support for the Eufraten Foundation

We actively contributed to a project aiming to support vulnerable populations and children in Campinas, in the state

of Sao Paulo. In this partnership, Loxam stepped in and provided equipment free of charge to contribute to the conservation of natural areas and the construction of new environments for these vulnerable populations.

"The Eufraten Foundation recognizes and sincerely thanks Loxam Degraus for its important collaboration in the partnership signed for the joint leasing of equipment and tools that will help us clean and preserve the environment, maintain the areas and build new educational environments."
Márcia Midori, member of the board of Eufraten



Belgium – Support to schoolchildren in Burkina Faso

Our support for inclusion and education does not stop at the borders of our business units. In Belgium, our teams chose to pay for a year of schooling for five schoolchildren in Burkina Faso, following the reconstruction of their school.

France – A partnership with the non-profit "La cravate solidaire"

Working closely with vocational integration partners, the non-profit organisation offers jobseekers a chance to prepare for their future job interviews by providing them with an appropriate outfit, together with tips and advice to help them prepare.

This society-focussed aspect was key to Loxam's decision to offer its help. After two weeks of collection organised at Group headquarters, we donated 200kg of clothing. This contribution will go to make up 67 complete outfits for the recipients.

France – Support for apprentices, an investment in the future.



Whether commercial or technical, or in the areas of support functions or management, training to help employees enhance their skills is a key topic for the company. Offering our support to Worldskills France was an obvious choice for us. We continued our commitment in the field of apprentice training based on harnessing know-how, promoting and supporting the talent of the future, in particular in construction professions.

"By joining this 'showcase' event, which aims to shine the spotlight on young talent, we are asserting our commitment to training and block-releases in order to increase skills. It is also a way of promoting the building and public works professions in order to encourage new vocations."

G rard D prez
President of the Loxam Group



WHAT OUR PEOPLE SAY

"Loxam Hune has different partnerships with schools, universities, business schools. We are particularly proud of the "Eleva-T Trainee" programme through which we hire around 6-8 people for various positions (we have four branch managers who came through this programme), and also of our Equality Plan, whose objective is equality of opportunity at all levels for everyone."

Fernando Parrondo Perez
HR Director, Loxam Hune

2ND PILLAR LOXAM, A RESPONSIBLE FIRM WITH LOCAL TIES

CONVERGING VIEWS



Philippe Simonnet
Deputy Managing Director, Specialists France
& **Patrick Bourmaud**
Chief Financial Officer

2021 was the year in which Loxam officially published its vigilance plan. Beyond the regulatory aspect of this plan, how has Loxam organised itself to allow each of its employees and partners to maintain transparent commercial practices?

Patrick Bourmaud: Loxam's policy is to list our suppliers to ensure that we work in compliance with the law, with uniform specifications throughout the network. Trust, rigour and proximity are the three words that define our relationships with our suppliers. For certain activities, such as transport, our suppliers sign a strict annual protocol and are also audited during the year.

Trust, rigour and proximity are the three words that define our relationships with our suppliers.

As for our employees, we make sure that they are aware of our ethical culture through dedicated training modules. Internally, we check the enforcement of these rules through regular audits which may lead to corrective action plans.

Philippe Simonnet: As Patrick mentioned, the roll-out of an ethical culture takes place mainly at branch and network level. The rules are circulated to all employees, be it in terms of recruitment, business or resources. Training is also essential. All ethical problems and dilemmas encountered in the field are passed on to the management. Proximity and communication with the people on the ground are part of the Group's values and the way it operates.

Proximity and communication with the people on the ground are part of the Group's values and the way it operates.

With a network of more than 1,000 branches worldwide, proximity is at the heart of Loxam's business model. In concrete terms, what does this mean for communities?

P.B: Our network of more than 1,000 branches heavily involved in the local economy naturally leads us to work with local stakeholders. Being local primarily means being in step with your economy. This provides us with legitimacy: we are there for our clients in the long-term, which makes our actions credible.

P.S: It also allows us to strengthen our territorial presence by being involved in local events. Another advantage of our 1,000 branches is the mobility they allow, encouraging the sharing of best practices between regions.

What are your priorities for 2022?

P.S: In 2022, we must continue to stay as close as possible to our communities. Our directors are also encouraged to participate in various association meetings to be active in the local economy. We also need to reach out to talent, by going to colleges, to recruit our apprentice technicians for example, and then train them in our professions!

P.B: This year, we will make a point of clearly communicating about our actions in terms of responsible development, particularly with regard to our green equipment, in which public and private contractors are showing a growing interest. In addition to these actions on the ground, we are carrying out third-party assessments as part of French anti-corruption law.

PROMOTE DIVERSITY

Our commitment in 3 words

OBJECTIVITY
PROMOTION
INCLUSION

Embracing all forms of diversity is both a legal requirement and a powerful vector to attract and retain talent. Our policy in favour of diversity revolves around three values.

Objectivity in our recruitment and talent management.

Promotion by offering the same advancement opportunities, irrespective of career path, age, origin or gender.

Inclusion through work, by prioritising local new hires and helping fragile populations into work.

How we operate

Loxam pays particular attention to the culture of inclusion and diversity. By encouraging the employment of young people and senior workers, but also by promoting vocational reintegration, we recruit our talent with objectivity. Because our differences are our strength, we want to give everyone the opportunity to develop alongside us, and we strive to promote gender equality in our job disciplines.

For young people (under-25s)

We favour the employment of block release students in our teams, therefore enabling young people to discover our job disciplines. To do this, our teams all over the world build partnerships with schools, colleges and universities.

For senior employees (over-50s)

For this population that frequently struggles to find work, we offer suitable positions that allow them to fulfil themselves and pass on their expertise and knowledge. In some business units, notably in Belgium, additional days off are given to people

over 50 who are in strenuous jobs.

For gender equality

We want to steer ourselves towards better integration of women in all positions and all levels of the company. In some business units, for example in the Baltic States, certain positions have been adapted to make them more attractive to women.

For vocational integration

Our teams in France continue to partner with the French job centre Pole Emploi and social economy companies to give an opportunity to people with a range of backgrounds, with as a priority the recruitment of people who have been cut off from the job market.

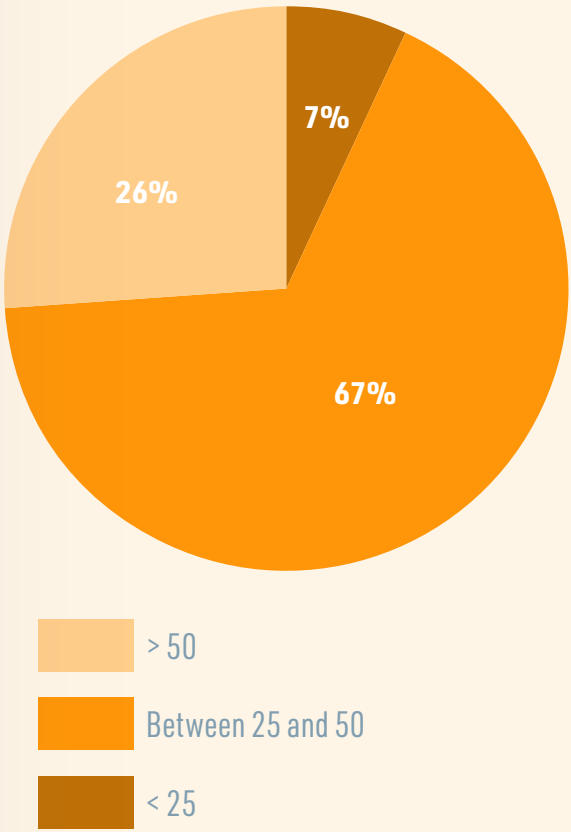
For people with a disability

We adapt our workstations to accommodate people certified 'disabled workers' (RQTH in French). Some of our business units, like France, have a specialist officer in charge of these subjects to make faster progress.



Key figures

Breakdown of workforce by age bracket



343
3%

APPRENTICES
IN THE GROUP



5%
IN FRANCE



19 %

PROPORTION OF FEMALE EMPLOYEES

19 %

PROPORTION OF FEMALE MANAGERS



87

EU GENDER INDEX FRANCE

WHAT OUR PEOPLE SAY

"Diversity is an indisputable asset for Loxam. It promotes innovation, one of our strategic vectors as a leader. It reinforces the culture mix, so important for a Group operating in 30 countries and which continues to expand internationally. It creates a positive dynamic for our employees in our approach as a corporate citizen. So yes, every day we try to take diversity even further."

Nicolas Jonville

HR Director France

A few initiatives

In favor of the employment of under-25s

United Kingdom – The Roger Wickens Engineering Award

The Roger Wickens Engineering Award is organised internally every year with all the engineering apprentices in our UK subsidiary. Held over five days, the challenge gives apprentices the opportunity to test their innovation and teamwork skills.

The challenge in 2021 was to develop a machine that could lift and move around three objects of different weights. The apprentices had three days to finalise their device, made from recycled spare parts from our disused equipment. The final day was spent testing the equipment in a timed obstacle race. In parallel, each team was also tasked with raising funds for Cancer Research UK and the mental health charity Mind.

Finland – Why not spend your summer at Ramirent?

Every year, during the summer holidays, our Finnish subsidiary recruits several summer workers from among the population of young people, students and young graduates. A cooperation group has also been set up to facilitate their integration and develop mutual support. Most of the young people were permanently recruited following this period.

In favor of gender equality

Sweden – A network for our female managers

Our Swedish subsidiary has launched a network for women managers. It offers a chance to study initiatives to achieve better gender equality results, and provide them with the tools to be more successful in both professional and personal environments (training in negotiation, public speaking and presentations, etc). They can also have a mentor to support them throughout their career.

"I really appreciate that Ramirent wants a change in these matters, by taking into account the opinions of women employees. It is my impression that they are willing to change what is needed. I appreciate working for an employer that wants to improve in this area. It's not always the case in other organisations."

Mikaela Johansson, manager of Ramirent School.

In favor of people isolated from the job market

Switzerland – A partnership to get people back into work

Organised by the Office du Travail of the canton of Fribourg, this initiative enables people who have been excluded from the labour market to gradually return to the world of work thanks to periods of several months spent in companies. Several people have been taken on in our branches for work placements, enabling them to discover new jobs and helping them in their personal reconstruction.

"Mindful of its social responsibility, Loxam Switzerland responded favourably to the request of the self-help organisation OSEO in their professional integration scheme. Indeed, there are true professionals hiding behind people who are disadvantaged by temporary or more permanent physical difficulties. We provide them with onboarding courses, allowing them to discover our range of activities in a safe and supervised environment."
Roger Grossniklaus, CEO, Loxam Switzerland.

In favor of people with disabilities

Denmark – A partnership for re-employment

Since 2019, Loxam has been working throughout Denmark with local authorities to bring people with physical and/or mental disabilities into its organisation. This includes people who have been away from the labour market for a long period of time, and/or employees with special needs. In this way, we support society by helping people to find a job or at least to establish a connection with the labour market.

"The partnership with local authorities is a success. We can see real potential in supporting the return to employment of these people. It gives us a lot of energy and satisfaction to be able to help these people who need extra support."
Ulrika Hvelplund, HR Manager, Denmark



Roger Wickens Engineering Award

GUARANTEE ETHICAL AND RESPONSIBLE RELATIONS

Our commitment in 3 words

HONESTY
TRUST
INTEGRITY

With a very decentralised and locally established network, our employees are required to manage multiple commercial relationships with our partners, clients and suppliers. Business ethics is of critical importance to our Group and revolves around three strong values shared by all our people.

Honesty, ethics and transparency in our business dealings, with the healthy management of our contracts, a code of ethics, and ethics training common to all the Group and provided to all our employees.

Relationships of trust with our clients and suppliers to fully control our supply chain, without however dispensing with controls under legal provisions such as "Sapin II" in France and connected with the duty of care.

Integrity, notably in the management of commercial and personal data, in accordance with the General Data Protection Regulation (GDPR).

How we operate

The requirement for high professional ethics throughout our value chain is part of our essence. In particular, it is embodied today by our willingness to adopt a formal supplier evaluation process.

Our organisation

Compliance with all the rules established within Loxam is a key aspect of how we operate to demonstrate true exemplarity. Our Strategy Committee is directly responsible for monitoring compliance with "Sapin II Act" 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.

In 2021, we also formalised our vigilance plan, which will be monitored cross-functionally each year by a dedicated committee. All our procedures for monitoring our tier 0 and tier 1 risks will be reviewed by this body.

Our audit system as described in the introduction to this report bears witness to our attention to compliance with all these principles.

Identical ethical rules for all our business units

Promoting ethical business behaviour is based on a series of measures:

- **the development of an uncompromising Code of Ethics**, in line with national regulations, such as the "Sapin II Act" in France, which prioritises the rules of good business practice to encourage healthy and fair competition,
- **issuing our code of ethics** at the same time as their employment contract to each new hire, together with a short memo describing the whistleblowing procedure,



We have several means of monitoring these principles:

- **specific documents dedicated to responsible purchasing**, notably a purchasing policy in the United Kingdom, a suppliers' code of conduct in the Ramirent business units, a responsible purchasing charter in France, etc,
- **the inclusion of CSR commitments in our contracts**, and in particular in our general purchasing conditions,
- **an evaluation of our strategic suppliers** by the independent platform Ecovadis for Ramirent and France, and business reviews organised annually by our British business unit,
- **site audits** in our Spanish business unit (annual site audits of strategic suppliers) and those of Ramirent (three to five suppliers per sector each year).

Close attention paid to the protection of personal and commercial data

Protecting personal and commercial data is governed by strict procedures in the Group. While national legal requirements vary widely from one business unit to another, we ensure that we protect the integrity of all our data through:

- **ethics training courses**, delivered to all our employees in the form of 12 case studies inspired by real-life situations on subjects such as corruption or harassment. These courses are delivered in all the countries in which we operate. They now exist in digital format,
- **a whistleblowing procedure**, issued to each employee on their arrival. This procedure protects the whistleblower and puts them in direct contact with the ethics correspondent via a dedicated e-mail address or phone number. Available to anyone including external contributors, this procedure can be accessed via the various Loxam Group websites. This whistleblowing system is directly monitored by our Ethics Committee,
- **an audit system** ensuring that all measures are working properly.
- **the security of our information systems** coordinated by our Information System Security Officers,
- **the deployment of an IT user charter in our main business units** (France, Ramirent, United Kingdom, etc.), which is regularly revised to include new best practices in terms of rules and behaviours,
- **a robust procedure** for the monitoring and processing of personal data, in compliance with the General Data Protection Regulation,
- **an ISO 27001 certification process** in certain business units (United Kingdom and the Middle East).

Control of our supply chain thanks to our responsible purchasing approach

We work with our local and global suppliers to provide a service of the highest possible quality. This requirement is based on our desire to control our supply chain from end to end, in particular in terms of compliance with the four principles advocated by the ILO. In signing our charters, our suppliers commit to:

- **respect human rights**. Our suppliers show their commitment to equality of opportunity, the development of social dialogue, the implementation of a health protection system and the preservation of a safe and healthy working environment,
- **respect the environment**. Our suppliers comply with legal requirements that limit the impact of their activities, preventing and reducing environmental risks, and promoting innovation.

WHAT OUR PEOPLE SAY

"To guarantee a trusting working relationship with its partners, Loxam has introduced a Code of Ethics that illustrates to its values. To ensure that it is properly applied, a whistleblowing procedure and a list of ethics correspondents who can receive these reports have been developed in several languages. Loxam has also developed 12 ethical case studies in animated format to raise employees' awareness on the subject."

Cyrille Demigneux
Chief Legal Officer France

Chiffres clés



70%

OF OUR SUPPLIERS ASSESSED
BY OUR PARTNER ECOVADIS
(PURCHASING VOLUME, FRANCE)



100%

OF OUR EMPLOYEES
SIGNED UP TO OUR GROUP
CODE OF ETHICS



48%

OF EMPLOYEES
TRAINED IN
BUSINESS ETHICS

A few initiatives

France and Ramirent –
A partnership with Ecovadis
to evaluate our suppliers

As part of our duty of vigilance, to secure the control of our supply chain as a whole, we have introduced a formal process for the evaluation of our suppliers through the signature of a partnership with Ecovadis. This demonstrates our commitment to reinforcing our responsible procurement strategy with the deployment of an evaluation plan based on our main identified risks and a questionnaire tailored to our sector. Launched in 2020, this partnership was implemented in 2021 and extended to our Ramirent business unit. We now have a shared platform to create synergies in terms of evaluating our suppliers, as most of them are common to all our business units.

Group – Formalisation
of our duty of care

In accordance with the French Act of Parliament of 21 February 2017, we formalised our duty of care in 2021.

This exercise, which mobilised purchasing, HSE and HR representatives from our main business units, was an opportunity to identify the best procedures and practices so as to share them across all our geographies. By setting up a committee dedicated to monitoring our vigilance plan, we aim to multiply synergies in terms of responsible purchasing and get our entire value chain on board around transparent, responsible and sustainable practices.



PROMOTE REGIONAL DEVELOPMENT

Our commitment in 2 words

ESTABLISHMENT CONTRIBUTION

Through our dense network of branches open to all the stakeholders in the community, we have an important role to play to promote regional development, staying true to three values.

Local establishment and proximity to serve growth in communities. We make a point of offering our branches significant leeway for action.

Contribution to the public interest, through corporate philanthropy and donations to non-profits, in particular working in favor of the conservation of architectural construction heritage and certain major causes in society.

How we operate

Local establishment and proximity

With our branch network spread across 30 countries, our activity at the heart of communities contributes to local economic development and every day offers our partners local and high quality customer service founded upon:

- **a relationship of proximity** provided by our teams to be as close as possible to customer needs, illustrated by a genuine relationship of trust with them;
- **significant latitude for action** afforded to our branches, whether in terms of recruitment or for the selection of local suppliers for certain services (logistics, equipment repair, specific local services, etc.). We are particularly proud to contribute to maintaining jobs in all the communities in which we operate, which is a genuine corollary of our circular economy model;

- **an increasingly digitalised service** in all our business units, in particular with the development of online booking platforms.

Contribution to the public interest

Our impact on communities does not stop at the doors of our branches. In line with our belief that companies have an essential role to play in society, we support initiatives throughout our locations offering social, community-based and environmental benefits. Our actions include **partnerships with non-profits and foundations**, standing for causes that we care about, and **initiatives to preserve architectural construction heritage**, as illustrated by our contribution to the reconstruction of Notre Dame Cathedral, in Paris for example.



WHAT OUR PEOPLE SAY

"Rental point locations, selection of our suppliers and our personnel are planned according to the identified needs of our partners through an analysis into regional opportunities to contribute to their development. We need to make sure our suppliers follow the same principles and values as we do and contribute to society in line with our CSR principles."

Heiki Onton

Managing Director, Ramirent Central Europe and Baltics



A few initiatives



France – Inspired by our sponsorship of Rugby World Cup France 2023

We share the values of cohesion, commitment, responsibility, inclusion and conviviality of the Rugby World Cup France 2023. Our partnership with this event is a great opportunity for us to federate our employees and become involved in CSR initiatives that are particularly close to our heart. This is why, in addition to limiting the environmental impact of our operations, we have also pledged to:

- **take part in the Campus 2023 project** by co-designing apprenticeship courses for apprentices who will subsequently join Loxam,
- **make 100% of our employees aware of diversity and inclusion issues** by inviting elite sportspeople – some with disabilities – to speak at team meetings,
- **launch a recruitment channel dedicated to former professional athletes**,
- **allow each employee to experience the Rugby World Cup** and attend one or more matches,
- **offer a social ticketing service**, where 20% of the seats acquired through our partnership will be given to disadvantaged people.

France – Christmas presents for the underprivileged

Our Alsace regional division took part in the "Charity Christmas boxes" initiative run by the charity Solidarité Bas-Rhin. Each box contained a small gift, and the boxes were distributed to the most in need during the holiday season.

Italy – Commitment to combating violence against women

Our Italian business unit organised a lottery thanks to donations of prizes from suppliers and clients. The money collected, augmented by a donation from Loxam Italy, was then passed on to the Women's Network Against Violence.

Denmark, France, Spain – Support to cancer charities

Several of our business units support cancer organisations. For example, in Denmark, every year, a collection is made among employees. The subsidiary then doubles the amount collected, to donate it to the charity. The event, which receives a great deal of media coverage, demonstrates our subsidiary's support for this fight.

In France, many employees took part in the Odyssey, a race organised in aid of the Gustave Roussy Institute, Europe's leading centre for breast cancer.



Romain Ntamack, Loxam ambassador

3RD PILLAR

THE ENVIRONMENT: SETTING A COURSE FOR 2030

CONVERGING VIEWS



Olivier Grisez
Managing director, Rental France
& **Erik Bengtsson**
CEO, Ramirent

2021 was a year of commitments for Loxam. How can we make sure that these commitments are followed up in your business units, which are the most extensive in the Group ?

Olivier Grisez: We are going through a phase of acceleration connected with the market and the crisis we are going through, which will put renewable energies back on the table. We want to be recognised as the sector leader in this area. This means that everyone must take ownership of our product offering and be familiar with it. We have produced documents so that all employees are in a position to offer our clients low-emission equipment.

We offer a carbon footprint calculation service to our largest clients.

Erik Bengtsson: To ensure that these commitments are implemented and understood, we need to make them clear. The CSR committee and the management committees interact with all the local CSR officers, who ensure deployment at branch level. Performance indicators are measured in all countries. They reflect the successful implementation of commitments across all our business units.

And what about our partners, suppliers and customers? What part do they play in this trajectory?

O.G.: The energy transition is an essential differentiating factor for us and our clients. The way events have unfolded in 2022 has reinforced our desire to accelerate our transition. We offer a carbon footprint calculation service to our largest clients. This practice must become a natural reflex at meetings with decision makers. Everyone must be able to make a case for this

equipment. This requires collaboration and peer-to-peer communication. Several operations are underway with our clients to get them involved on these subjects. In particular, an event is planned for June in the French regions to showcase these new products and ranges.

E.B.: We have good conversations with our suppliers and negotiate regularly with them to meet our CSR targets. Their adaptability is an integral part of the evaluation process. We have defined a rating system that allows them to get a better grade if they are in line with our carbon trajectory objectives. Our largest suppliers are therefore aware of CSR issues, while our clients, despite their awareness, still tend to choose the cheapest option.

We have good conversations with our suppliers to meet our CSR targets.

What's in store for 2022?

O.G.: In 2022, we must trigger more cooperation on these subjects. We must assert our position as leader in organisations such as France Hydrogène for example.

E.B.: In 2022 within Ramirent, we are working on the deployment of an automated carbon calculator to provide personalised carbon footprint assessments to our clients. We are also focusing on the energy consumption of our branches and trying to reduce it, for example by installing solar panels, improving existing fittings, etc.

A PROACTIVE ENVIRONMENT POLICY FOR THE LOXAM GROUP

As a rental company, our model is intrinsically low-carbon. According to the European Rental Association (ERA), pooling the use of an item of machinery by a large number of clients, instead of buying it, can help to reduce carbon emissions by between 30% and 50% throughout the equipment's life cycle.

This stance gives rental companies a prime position in the zero carbon transition, but also a duty: to support their clients in the transition of their equipment use pattern, and in a co-innovation approach to progressively define tomorrow's worksites and events.

In this perspective, we took the decision in 2021 to step up our approach in aid of the energy transition by mapping out a voluntary greenhouse gas emissions reduction pathway, founded upon a Group carbon footprint assessment.

First step: measure. A Group-wide carbon footprint assessment

After having carried out a comprehensive carbon assessment in 2020 for France, we went a step further and in 2021 calculated the carbon footprint of seven countries accounting for more than 80% of our turnover, for 2019, 2020 and 2021. We are now carrying out the exercise annually and are gradually extending the scope to our other business units.

Second step: Making a commitment. A proactive carbon trajectory backed up by a scientific framework

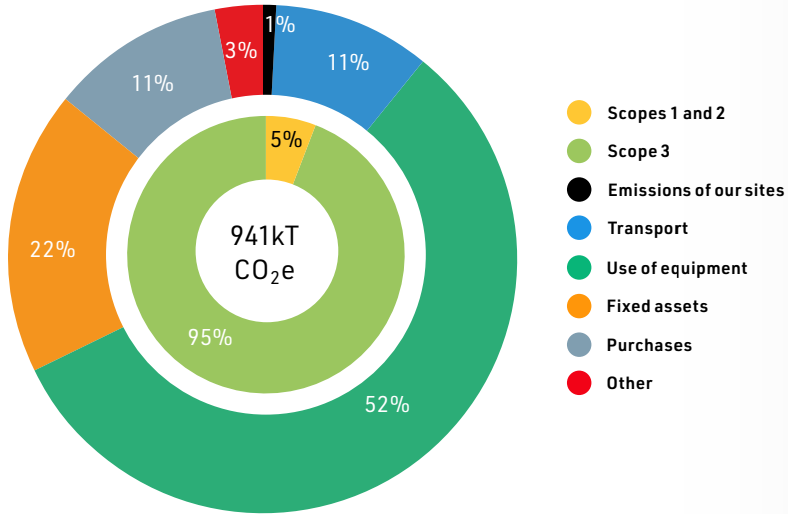
Calculating our Group-wide carbon footprint enabled us to identify our main emission headings. Based on these findings, before announcing a trajectory, we took the time to build our projections for each emissions category, with the support of our internal experts.

Our trajectory aims to cut our direct emissions (scopes 1 and 2) by 50% and our indirect emissions (scope 3) by 30% between now and 2030. In compliance with the Paris Agreement, these targets enable us to contribute to keeping global warming below 1.5°C.

2019 carbon footprint: 950kT CO₂e

2019 is a structurally significant year for the Loxam Group (acquisition of Ramirent, launch of the LoxGreen range), which is why this year has been chosen as our baseline year.

Carbon footprint assessment



ATTENTION PAID TO NEW EUROPEAN DIRECTIVES

We are closely monitoring the ongoing legislative work around the CSRD (Corporate Sustainability Reporting Directive) and the European taxonomy. In particular, we are working with our trade association, the ERA (European Rental Association), to study the impacts and opportunities for our business model at the heart of the circular economy. Once the definitions of the six objectives have been finalised, we will report in accordance with taxonomy guidelines.

Support for the Science-Based Targets initiative

Jointly sponsored by the United Nations Global Compact, the Carbon Disclosure Project (the carbon impact body to which we have been reporting since 2020), the World Resources Institute (WRI) and the World Wide Fund for Nature (WWF), the Science Based Targets initiative promotes the establishment of ambitious climate action trajectories. Our endorsement

illustrates the rigour and credibility of our carbon trajectory, since each submission is reviewed by a committee of scientific experts. Our trajectory is currently undergoing certification.

As our trajectory is intended to be progressive, our goal is to initiate actions between 2022 and 2024 and roll them out on a large scale by 2030. We are currently taking action on all our emissions categories.

Key figures



REDUCE OUR DIRECT ENVIRONMENTAL IMPACT

Our commitment in 4 words

CONTROL
DURABILITY
REUSE
INDIVIDUAL
COMMITMENT

Every day, the activity of our more than 1,000 branches around the world generates a significant consumption of energy resources to heat our premises, use our own vehicles, and operate our wash bays. Maintaining our equipment also generates pollution risks and a significant volume of waste. Finally, the end-of-life of our thousands of pieces of equipment that we decommission each year must be addressed by a dedicated policy for their recovery and recycling.

Our environmental policy revolves around four pillars:

- Controlled use of our resources** through rational consumption (in particular in our wash bays), robust procedures to prevent pollution risks and manage our waste,
- Durability of equipment** by increasing its lifespan and combating obsolescence by prioritising technical overhauls,
- Reuse and recycling of resources**, through our equipment recycling centre and the reuse of spare parts,
- Promotion of individual initiatives**, by making each employee an actor of change.

How we operate

By reducing our consumption of resources on site, optimising our transport logistics and increasing the durability of our equipment, we take steps every day to reduce our direct environmental impact.

Our organisation

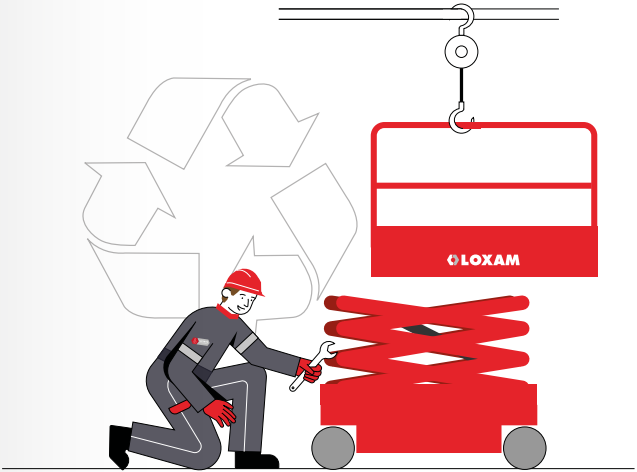
The effectiveness of our environmental policy is monitored through regular performance indicators. These results are directly reviewed by the executive committee and the management committee of our business units. Each branch has an environmental action plan and must follow stringent procedures to control their environmental impact, in particular in wash bays and recycling. HSE correspondents in each of our business units are tasked with coordinating the policy among all

employees. The environmental impact of our equipment is managed by our equipment department.

Actions to reduce our on-site resource consumption

Reducing our consumption is based on:

- implementing environment plans** in our branches,
- monitoring our consumption.** Currently, not all our branches accurately monitor their consumption (electricity, gas, water, etc.). However, all have an action plan to introduce this monitoring and take steps to reduce consumption,
- water saving measures**, with continuous innovation in wash bays (see our initiatives),



- electricity saving actions** (see our initiatives),
- resource management procedures**, notably in our module manufacturing plant in Estonia.

Actions to preserve biodiversity around our facilities and in our operations

Biodiversity is not a material risk in our operations. Our branches are generally located in industrial areas that are already developed (little direct impact from the construction of these sites) and we do not manufacture equipment (no use of raw materials). Nevertheless, we do our utmost best to preserve the biodiversity around our sites and in our operations, through :

- the responsible management of waste:** non-hazardous, hazardous and electronic. We sort and recycle the materials used on our sites. Some business units such as Ramirent in Finland have had an online waste tracking platform since 2014,
- a system to process all effluents**, notably oil and grease. All our branches are fitted with separators and decanters for oils and hydrocarbons, enabling certified bodies to collect this waste efficiently,
- systematic depollution procedures** in the event of a spillage or leak. All our branches are equipped with ready-to-use spill kits,
- the upkeep and preservation of natural spaces** around our sites.

A wooden shelter factory in Estonia

Ramirent Modular Factory was created in 2016 in Estonia to guarantee the stable supply of high-quality shelters. Over the years, the factory has grown and has been extended on several occasions. Today it employs 110 people and covers 12,000 m² of manufacturing surface area, with an annual production capacity of 1,500 shelter units.

"Today, our factory, which uses multiple low-emission technologies, caters to the needs of the Nordic countries. We are now deploying an increasing number of pilot projects throughout the Loxam Group, in particular in France!"

Evelyn Magnus
HSE Director, Ramirent Estonia



WHAT OUR PEOPLE SAY

"To reduce our direct emissions by 50%, it is vital to act on the impact of our transport logistics (eco-driving training, trucks with alternative powertrains, optimisation of delivery rounds), on the infrastructure of our branches and on the conversion of our energy contracts."

Loubna Bonneroy
Supply Chain Director responsible for CSR, Loxam France

Optimisation of our transport logistics

The transportation of our equipment accounts for approximately 10% of the Group's total carbon footprint. We work every day to optimise our transport logistics to reduce its environmental impact. This draws upon:

- **a geographically interlinked network:** in every country in which we operate, our branch network enables our equipment to travel limited distances, automatically reducing their carbon footprint. In many countries (Finland, France, etc.) our equipment does not travel more than 30 km on average from the branch to the customer's site,
- **the deployment of regional logistics centres:** in certain business units, our regional logistics centres help group together equipment delivery and pick-up rounds. We have six centres in France. This model is also being developed in our business units outside France (major European capitals). In Italy, transport is

coordinated at regional level, and rounds are pooled between branches whenever possible,

- **optimising the routes of our drivers:** in some business units (France and Ramirent) we deploy mobile route planning applications. Our Spanish subsidiary Loxam Hune launched an app in 2021 to optimise delivery rounds and calculate their carbon footprint,
- **replacing our fleet's vehicles** (see our initiatives),
- **training our drivers in eco-driving:** training is currently being deployed in some of our business units such as France and Denmark, for our employed and subcontracted drivers. Our trucks are also increasingly equipped with a tracking system to analyse driving behaviour in real time so as to create awareness among drivers.

Maintenance and optimisation of the use of our equipment

Our equipment is managed by a rigorous

policy throughout its lifecycle to extend its lifespan, optimise its use and deal appropriately with its end of life. This involves:

- **the deployment of digital tools** to maximise the use ratio of our equipment and develop predictive maintenance,
- **the annual renewal of part of our equipment fleet** to achieve a balance between durability and environmental performance. We offer equipment with a long lifespan and whose use is optimised thanks to regular maintenance,
- **a controlled end of life** through the reconditioning of our obsolete equipment for overseas markets, the systematic processing of all our industrial waste and, in some cases, the reuse of spare parts,
- **the development of new activities,** in particular battery regeneration, in many business units (Spain, Italy, United Kingdom, France, Ramirent).



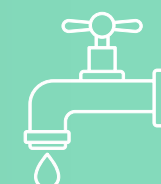
49,538,416 kWh

ELECTRICITY CONSUMPTION



2,994 tons

HAZARDOUS WASTE COLLECTED



53%

HAZARDOUS WASTE RECYCLED



Example of a solar battery pack on a customer worksite in the Netherlands

An equipment recycling centre, unique in France

Back in 1981, we decided to open an Equipment Recycling Centre, where a proportion of machine life cycle management takes place: repairs of our materials by sending branches spare parts from reconditioned equipment, reconditioning of our obsolete equipment, auctioning machines in non-European markets, battery regeneration, etc.

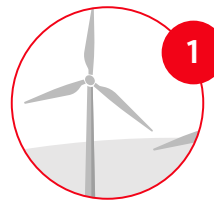
"The Equipment Recycling Centre engages every year in an environmental approach by providing solutions to reduce consumption. For instance, this year we reconditioned 421 modules and washroom units, regenerated 120 battery packs, dismantled and sent to branches more than 8,600 second-hand spare parts, and processed 1,480 tons of ordinary, hazardous and recycled waste."

Jean-Claude Maunoury
Director of equipment recycling centre,
Loxam France



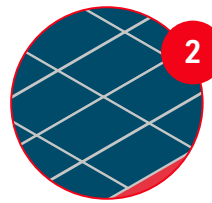
Our main actions to meet our energy transition targets

Although our direct emissions represent only 5% of our total carbon footprint, we have concrete plans to help reduce them. We are currently taking action on all our sites.



Use of renewable energy

We aim to be almost entirely supplied with renewable energy by 2030. In France, all our sites have been running on renewable energy since 1 January 2022.



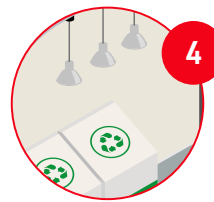
Deployment of solar panels on our buildings' roofs

The installation of solar panels in our branches has been stepped up across all our business units. Each year we study several dozen projects.



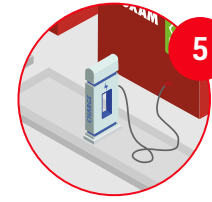
Natural ecosystems around our sites

Given the opportunity, we always preserve the natural spaces around our sites. In 2021, the gardens of our headquarters were landscaped, offering more than 2,000 m² of planted areas at the heart of the La Défense business district.



Improving the energy efficiency of our buildings

We are systematically replacing incandescent light bulbs with energy-efficient LEDs, optimising heating systems (heat pumps, etc.) and deploying movement sensors in low-footfall areas.



Adapting the electrical infrastructure of our branches

The energy transition, and the arrival of electric vehicles and equipment in our fleet, mean that we need to adapt our power supply infrastructure. Our branches now have at least two EV charging points and power supply units to charge our equipment. Several dozen branches are fitted out every year.



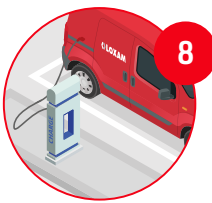
Gas-powered trucks

We purchase trucks running on gas, and are closely examining electric and hydrogen alternatives.



Controlling water consumption in our wash bays

With a marked increase in the number of rainwater or wastewater recovery systems to operate in closed circuits, every year we conduct several innovative actions.



Electric and hybrid vehicles in our internal fleet

We have drawn up a plan to convert 100% of our light vehicle fleet to electric or at least plug-in hybrid alternatives by 2030.



Details of our actions to reduce our direct environmental impact

Improving the energy efficiency of our buildings

We are systematically replacing incandescent light bulbs with energy-efficient LEDs, optimising heating systems (heat pumps, etc.) and deploying sensors in low-traffic areas. We are also introducing zone monitoring systems to track our carbon emissions in detail. In Spain, our business unit is taking advantage of the naturally bright sunshine in its branches by installing windows on the roofs of the workshops to reduce artificial lighting and substantially reduce its electricity consumption.



Deployment of solar panels on our buildings' roofs

The installation of solar panels in our branches has been stepped up across all our business units. Each year we study several dozen projects.

100%
OF THE NEEDS OF OUR MODULE FACTORY IN ESTONIA COVERED BY SOLAR PANELS ON ITS ROOFS.



Use of renewable energy

The inclusion of renewable energy in our supply contracts is at the heart of our strategy. We are aiming to be almost entirely supplied with renewable energy by 2030. Our Spanish, Finnish, British and French business units are at least partially supplied with renewable energy. Wherever possible, we make use of district heating networks, particularly in Sweden and Finland, but also in our headquarters in Paris La Défense.

100%
OF OUR BRANCHES IN FRANCE HAVE BEEN SUPPLIED WITH RENEWABLE ELECTRICITY AND GAS SINCE 1 JANUARY 2022.

Adapting the electrical infrastructure of our branches

The energy transition, and the arrival of electric vehicles and equipment in our fleet, mean that we need to adapt our power supply infrastructure. Our branches now have at least two EV charging points and power supply units to charge our equipment. Finally, the power supply voltage in our branches has also been greatly increased.

More than 30 branches will be fitted with EV charging points in 2022, and all our LoxGreen branches are having their electrical infrastructure adapted to increase their voltage supplied. Group-wide, several dozen branches will be fitted out every year.

Electric and hybrid vehicles in our internal fleet

Converting our vehicle fleet (company cars, vans, trucks), is a genuine issue: as part of our carbon trajectory, we established a plan to convert 100% of our light vehicle fleet to electric or at least plug-in hybrid alternatives by 2030. To date, all our countries except Brazil and the Middle East have begun converting their commercial and utility vehicles.

In the case of our trucks, we are acquiring gas-powered trucks (15 in France in 2022), the only serious alternative available at the present time. We are closely studying electric and hydrogen alternatives.

Controlling water consumption in our wash bays

With a marked increase in the number of rainwater or wastewater recovery systems to operate in closed circuits, every year we conduct several innovative actions. For example:

- our Irish subsidiary, Loxam Swan, began recovering rainwater for its wash bays last year. For each new branch, our teams in Belgium invest in high-pressure equipment,

which consumes less water than the usual models. In Central Europe, around 40 closed circuit washing racks have been installed to reuse waste water,

- in Sweden, our Brunna site has installed its own water treatment plant, saving 2,000 litres of water per working day. In this facility, the water is boiled and condensed and then reused in the wash bays. Finally, the waste heat from this operation has now replaced the diesel normally used to heat the water,

"The Ramirent water purification system was installed in 2019 to comply with requirements on metal discharges from our wash bays, (copper, zinc, etc.). The system treats and recycles the water back to our wash bays. In 2021, we saved approximately 210 m³ of water."

Niklas Blomgren, Supply Manager, Ramirent Sweden

Natural ecosystems around our sites

Given the opportunity, we preserve the natural spaces around our sites. In 2021, the gardens of our headquarters were landscaped, offering more than 2,000 m² of planted areas at the heart of the Paris La Défense business district.



OFFER LOW-CARBON OPTIONS

Our commitment in 2 words

ANTICIPATION SUPPORT

The environmental impact of our fleet of more than 650,000 items of equipment available for hire worldwide is by far our largest source of emissions: more than 50% of our carbon footprint. It is essential to adapt our equipment fleet to anticipate the future needs of our clients, who themselves have made voluntary undertakings and are sometimes constrained by regulations.

Our strategy is based on two factors:

Anticipation to offer the most recent alternatives in terms of both equipment and digital technology to reduce superfluous use (IoT).

Support for sustainable transformation developed by research initiatives and contributing to awareness among our clients.

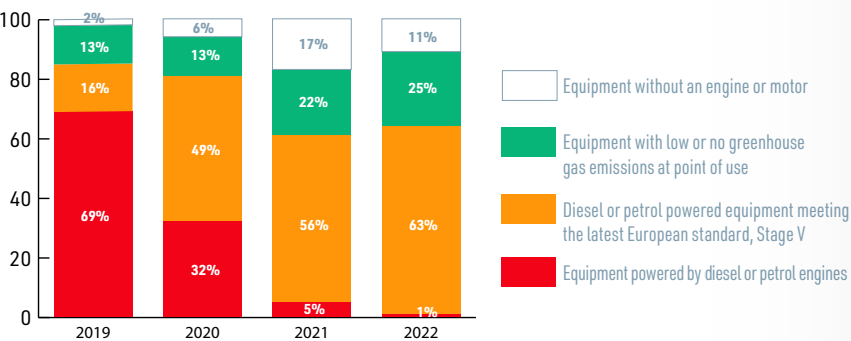
Support for transformation of uses and deployment of low-emission equipment

Heavy investment in the transition of our equipment fleet

With emissions from the use of our equipment accounting for more than 50% of our total carbon footprint, the conversion of our equipment fleet

is the main challenge. We have now defined an investment plan for 2030 with an increasing share of our CAPEX going to low emission equipment.

Investments in France

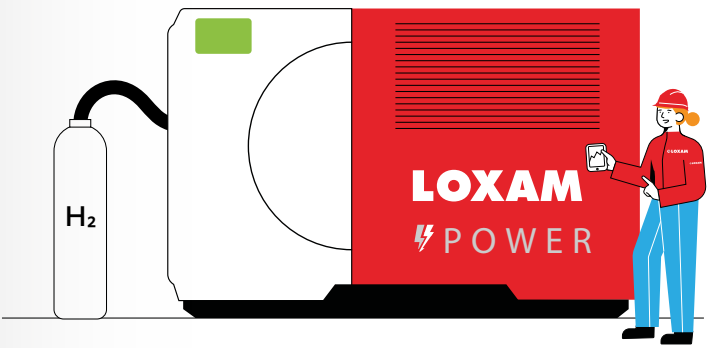


WHAT OUR PEOPLE SAY

"In the equipment and purchasing departments, we are actively working with our suppliers to introduce new sustainable alternatives into our equipment fleets. We want to help our clients reduce their carbon footprint, and we already have many options (electric, hybrid, dual fuel, etc.)."

Miia Kontinen

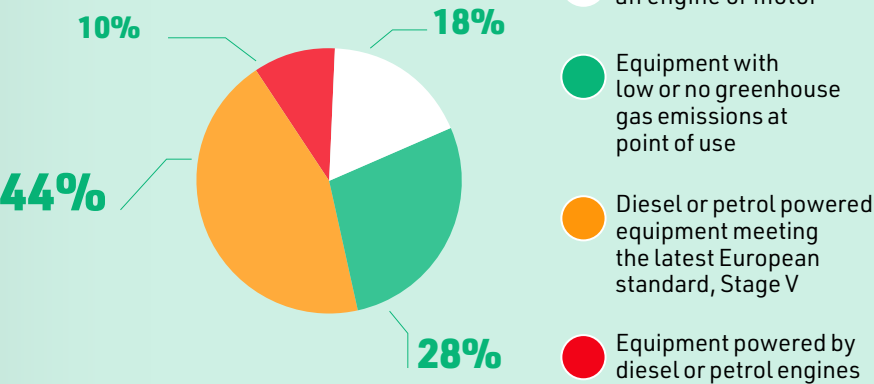
Directrice Achats, Ramirent



A wide range of innovative equipment

To support our clients and the transformation of uses, we want to test as much equipment as possible, provide feedback to our suppliers, improve technologies and participate in the mass development of the most efficient equipment today. Our range of LoxGreen equipment (Ramigreen for our Ramirent business unit), made up of innovative low-emission equipment as an alternative to traditional diesel solutions, is therefore expanding very rapidly.

GROUP CAPEX IN 2021



GROUP TARGET FOR 2025

50%

GREEN INVESTMENTS
(ELECTRICAL, HYBRID, GAS OR HYDROGEN POWERED EQUIPMENT)



Examples of low-emission equipment

Dedicated branches

To support our ambitions and facilitate the training of our employees and clients in the use of our innovative equipment, we have chosen to concentrate the equipment of our LoxGreen range in certain dedicated branches, located in major cities governed by increasingly stringent regulations.

Today, we have 20 LoxGreen branches in France. New openings in the main European capitals are planned for 2022. At Ramirent, in response to the future obligations imposed by certain local authorities, some branches are gradually being converted to offer only low-emission equipment. This is the case in Oslo, for example, where the Ramigreen Alnabru branch recently specialised in green equipment.



Oslo City Hall has announced that the construction sector must become carbon neutral by 2025. With a fleet of equipment that is 75% green, and 98% of its investment channelled into low-carbon equipment, Ramirent Norway wants to assert its leadership on the country's equipment rental market. The Ramirent Alnabru branch is intended to become a genuine hub for the environmental transition, offering low-carbon equipment as well as user training.

New generation worksites

To accompany our clients in changing their uses, we test our new equipment with them every year. All client feedback on our products and services is immediately shared with our suppliers. We also offer low-carbon worksites, using only low-emission equipment. Through these actions, we aim to show them that new alternatives are now possible and that we are ready to support them in their projects.

These experiences confirm our determination to accelerate our low-carbon transition. They show that all

our partners are also ready to take up the challenge and build the worksite models of tomorrow.

Actions undertaken throughout our value chain

Our approach to reducing our indirect emissions is not limited to our clients. We want to get our entire ecosystem on board:

- we work with our suppliers to contribute to the development of new, more environmentally friendly equipment. For example, Loxam Hune helped define a new model of electric platform with our supplier Haulotte. Several employees, including technicians, were involved in this project.
- We ask for commitments from our subcontractors, for example by raising the awareness of equipment transport teams in France of our carbon trajectory.

A few examples of low-carbon worksites

A low-carbon worksite in Paris city centre

At the end of 2021, for a district heating network project in the very centre of Paris, we deployed a comprehensive, 100% electric and hydrogen turnkey solution. Through these alternatives, no combustion engine equipment was used during the works.



- the mass development of a 100kVA hydrogen power generator, developed and used by Energy Observer, the first hydrogen and zero-emission vessel. This is the first hydrogen power generator to be deployed on temporary sites on a standalone basis. Loxam believed in it from the start and bought it when it was still a prototype. After more than a year of testing, this model is now being mass-produced. Dozens of units for all sectors (construction, energy, events, etc.) are now in production.

«The commitment of a rental company as large as LOXAM to the decarbonisation of construction sites and major events is key to democratising the use of hydrogen and demonstrating the maturity of this technology, but also its competitiveness on a backdrop of higher fossil fuel prices. We are delighted that LOXAM has chosen our GEH2® hydrogen power generator solution to support its clients in all sectors in their energy transition.»

Jérémie Lagarrigue, CEO, EoDev



More information on the low-carbon worksite

The solution in detail:

- electric and innovative equipment,
- the provision, for the first time by an equipment rental Group, of a **100 kVA hydrogen power generator**,
- **intelligent and connected management** of electrical power through the use of a battery pack,
- a **turnkey service package**, up to and including the supply of low-carbon hydrogen,
- **clean transport logistics** using a truck running on bioCNG,
- an **emission-free site without the noise** of machine motors or power generators on site,
- a **75% lower overall carbon footprint**,
- a **co-innovation initiative** between suppliers, rental companies, and clients,
- an **accelerator for regulatory discussions and thought** surrounding these new energy sources,

Focus on an example in Denmark

Loxam was selected as a key partner in NCC's largest-ever green building project in Denmark. The project relates to the complete renovation of 503 houses in a low emission approach. Loxam has supplied all the necessary equipment for the project, all of which is part of its LoxGreen range. The project is being implemented under a 4-year contract, and NCC and Loxam have agreed to test all new equipment available and suitable for the project. Feedback has been positive, with widespread employee satisfaction noting the low noise pollution, efficiency of the equipment and lower than expected maintenance costs of the equipment.

Focus on an example in the Netherlands

The LoxGreen range holds high growth potential for Loxam in the Netherlands. To refurbish Europe's oldest parliament building, which today houses the Dutch government, we supplied exclusively low-emission equipment to meet historical city centre building regulations. Lifting equipment, telehandlers, mobile scaffolding, power tools and hybrid generators with photovoltaic panels were all deployed for the next five years, much to the satisfaction of our clients.

PROVIDE SUSTAINABLE SOLUTIONS

Our commitment in a few words

SHARING PARTNERSHIPS

At the heart of the sharing economy, equipment rental is by nature a virtuous practice for the environment. By pooling the use of the same piece of equipment by a large number of clients, we can make the most of our equipment's capacities. Promoting rental as a responsible practice is therefore a real opportunity for our Group.

This is why we wish to strengthen our involvement with trade federations and national institutions to contribute to creating sustainable solutions for whole communities.

How we operate

We encourage each of our business units to work with institutions and trade federations to promote our sector and embed it in local ecosystems. We are very active in the sustainability committee of ERA (European Rental Association), to contribute to the development of the sector.

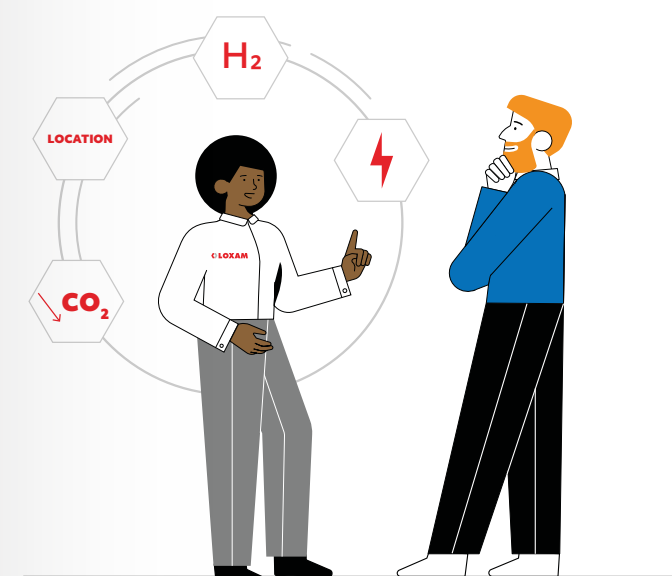
We also ask each of our business units to engage locally with public initiatives or non-profits organisations.

WHAT OUR PEOPLE SAY

"Loxam Hune has been committed for several years to raising awareness on the environment and reducing its negative impact. In 2020 we became the first company in its sector in Spain to calculate and offset its carbon footprint. We also run reduction plans, in particular in recycling, reuse, and the constant renewal of the fleet towards less polluting solutions."

Sara Andrade Garcia

Head of Sales and Marketing, Loxam Hune



A few initiatives

Spain - A partnership with the Green Building Council

As a leading machine rental and powered access company, Loxam Hune, has joined the Green Building Council España (GBCe) with the aim of transforming the construction sector into a circular and sustainable model.

The Green Building Council España is the leading sustainable building organisation in Spain. It is part of the international network of the World Green Building Council (WorldGBC), established in over 70 countries with 36,000 members.

Through this partnership, our business unit is working on the publication of the first report on the state of sustainable construction in Spain, a sector in which change is needed on several fronts.

Finland - signature of the Green Deal

The Green Deal for the machine tool industry is a voluntary agreement between the Federation of Finnish Machine Tool Manufacturers and the Ministry of the Environment to reduce carbon dioxide emissions. The aim of the agreement is to encourage companies in the machine tool industry to find ways of cutting emissions. On behalf of the machine tool industry, Teknisen Kaupan Liitto, which signed the agreement, encourages its member companies to join the agreement and to provide the market with information on all-electric and low-emission machine tools.

By signing up to this Green Deal, our business unit Ramirent aims to set an example and demonstrate that renting low-emission equipment meets the challenges of the circular economy and climate change. It has therefore pledged to increase the proportion of electric wheel loaders and forklift trucks in its hire fleet.

Belgium and Spain - Voluntary carbon offsetting projects

While we give precedence to reducing our greenhouse gas emissions, we also support projects such as for the reforestation of a 4.5 ha plot of land in Spain, and the construction of two hydroelectric power stations in Brazil to help develop renewable energy. In Belgium, our business unit has chosen to support a project to secure drinking water networks in Rwanda, as part of the commitments made by the Port of Brussels, where we have operations. This project will benefit more than 20,000 people.

"Aware of the importance of conserving biodiversity for the survival of ecosystems and the human species, at Loxam Hune we invest in projects supported by the UN to offset our carbon footprint. We contributed to the restoration of a pine forest in Spain after a massive fire in 2016. In addition to carbon offsetting, this project contributes substantially to the conservation of biodiversity in the region and the reduction of soil erosion while helping create local jobs in a community that works in favor of forestry preservation and development."



Susana Amigo Merchan



Coral Muñoz Vila

France - Membership with France Hydrogène



In 2021, tying in with the development of our hydrogen strategy and the acquisition of the first hydrogen power generator from EoDev, Loxam joined the France Hydrogène association. This association works with national and European institutions to support the construction of the industry vertical, particularly in terms of regulations, which are still inadequate.

Thanks to our concrete use cases, we contribute to the drafting of regulations on the temporary use of hydrogen. We are also forming partnerships to help develop these technologies, with the aim of providing a complete service offering.

FROM OUR GROUP STRATEGY AND DEVELOPMENT DIRECTOR



Alice Henault
Group Strategy
& Development
Director

2021 was a year of structure-building for Loxam. The creation of a Group CSR department, the formalisation of our CSR commitments at the heart of our "Commit today for tomorrow" approach, the calculation of the Group's carbon footprint, the launch of our carbon reduction path, which defines our commitments in terms of reducing our greenhouse gas emissions: our activities were many and diverse..

The desire to accelerate and formalise all these actions follows on from our structural acquisitions (Ramirent in 2019, Lavendon in 2017), with teams already committed to CSR initiatives. For Loxam, it is therefore an excellent opportunity to capitalise on the cultures and best practices of each company. It also comes in response to the increasing requests for disclosure from our stakeholders (investors, non-financial rating agencies).

This acceleration is also the result of a widely shared observation. The environmental, social and societal expectations of our stakeholders, and more broadly of civil society, are growing ever stronger. For us, embarking on a CSR approach today means, in line with our historical commitments, preparing a sustainable business model in step with the social and environmental contexts of the communities in which we operate. The challenge for Loxam is now to gain the commitment of its entire ecosystem, first and foremost its employees, in this movement which is no longer simply an option. This is the essence of our approach. It requires the participation of everyone: employees, clients, suppliers and partners, starting today.

Our approach is agile, educational, realistic and credible. This is demonstrated by our support for the Science-Based Targets initiative. It is being built with our employees, on the ground, who are the most likely to find solutions to reduce greenhouse gas emissions on our clients' sites and in our activities, improve safety, and promote the development of an attractive working environment.

To achieve our goal, 2022 is the year for taking ownership. We will support all our business units in raising awareness among their employees and adjusting their own CSR roadmaps. These roadmaps will be in line with the principles set out at Group level. Nevertheless, our business units will retain full autonomy in the definition and deployment of these actions so as to adapt to the realities of each country and region, and yet retain the benefits of sharing best practices.

*" 2022 is the year
for everyone to take
ownership of our
Commit today for
tomorrow approach "*





ANNEXES

OUR PERFORMANCE INDICATORS

Group indicators

Company profile

Indicator	Unit	2020	2021
Loxam Group turnover	€ billion	2	2.2
Year over year change in turnover	%		+10

People

The list of business units excluded from the reporting scope is available in the annexes.

Indicator	Unit	2020	2021
Number of employees	No.	10,595	11,016
Employees on open-ended contracts	%	94	93
Employees having followed at least one training course in year Y	%	No Group-wide consolidation to date	
Employees promoted during the year ⁽¹⁾	%	7	8
Employees having had an annual performance appraisal	%	60	59
Employees covered by an employee survey	%	69	100
Employees covered by staff representatives	%	69	69
Accident frequency rate ⁽²⁾		14.4	14.4
Accident severity rate ⁽³⁾		No Group-wide consolidation to date	
Employees having followed at least one safety training course	%	39	58
Equipment with a user manual	%	100	100
Number of prevention initiatives held with our clients ⁽⁴⁾	No.	125	128
Number of co-innovation actions promoting health and safety conducted with our clients ⁽⁵⁾	No.	11	14

(1) Internal promotion: an internal promotion refers to a career advancement granted inside the company to an employee in terms of hierarchical position (vertical promotion). Geographical and functional mobilities are not included.

(2) Accident frequency rate: the total number of accidents (in the workplace) divided by the number of hours exposed to risk, multiplied by 1,000,000.

(3) Accident severity rate: the number of calendar days actually lost due to workplace accidents divided by the number of hours exposed to risk, multiplied by 1,000.

(4) Prevention initiatives: actions conducted by Loxam on behalf of one or several clients for occupational health and safety training or awareness building purposes. These can take the form of in-person or digital communications. The mandatory training and advice given when handing over equipment is not included.

(5) Co-innovation initiatives: actions conducted by Loxam on behalf of one or several clients in the aim of developing a new product or service to improve occupational health and safety in the rental sector. These actions may for example take the form of collective intelligence workshops, mobilising one or several clients.

Society

The list of business units excluded from the reporting scope is available in the annexes.

Indicator	Unit	2020	2021
Apprentices employed	%	2	3
Employees under 25	%	6	7
Employees over 50	%	26	26
Female employees	%	19	19
Female managers ⁽¹⁾	%	18	19
Employees trained in ethics	%	-	48

Environment

The list of business units included in the environmental reporting scope is available in the annexes.

Indicator	Unit	2019	2020	2021
Carbon footprint – Scope 1	tCO ₂ e	48,196	40,433	44,573
Carbon footprint– Scope 2 (location-based)	tCO ₂ e	6,005	6,157	6,229
Carbon footprint– Scope 2 (market-based)	tCO ₂ e	7,356	7,095	6,979
Carbon footprint – Scope 3	tCO ₂ e	896,019	818,185	889,753
Electricity consumption	kWh	47,642,118	47,493,788	49,538,416
Gas consumption	kWh	12,548,691	11,645,395	12,573,172
District heating consumption	kWh	9,258,000	9,232,656	12,728,480
Fuel consumption	L	16,178,044	14,160,177	15,635,414
Hazardous waste	T	-	-	2,994
Hazardous waste recovered	%	-	-	53

(1) Female managers: the term of manager refers to the ILO convention which defines a managerial employee as a person who has completed higher education studies and a vocational training course, or has experience acknowledged as equivalent, in a scientific, technical or administrative domain, and who, as an employee, exercises functions of a predominantly intellectual nature requiring the application of a high degree of judgement and initiative and involving a relatively high degree of responsibility.

OUR NON-FINANCIAL REPORTING METHODOLOGY

Reporting framework

Due to its legal status, Loxam is not required to comply with the legal obligations on non-financial reporting arising from the French Order n°2017-1180 of 19 July 2017, ratified by article 8 of the Act of Parliament no. 2019-744 of 19 July 2019, and the decree implementing the order, n°2017-1265 of 9 August 2017.

The decision taken by Loxam to follow these non-financial performance statement requirements is therefore a voluntary initiative aiming to provide visibility to its stakeholders.

This report therefore includes:

- **the Loxam Group value creation model.**
This was drawn up from the contributions of various stakeholders in the company, in particular the general management and the finance department;
- **a presentation of the main non-financial risks and challenges** for the Loxam Group, defined following workshops between the Group business units' CSR correspondents and the finance department on the basis of the existing risk mapping and materiality surveys conducted;
- **the CSR / sustainability policy of the Loxam Group,** formalised by the Group CSR department, the business units' CSR correspondents, and disciplinary experts (HSE, Human Resources, Equipment departments, etc.). This policy reflects the Group's CSR approach entitled "Commit today for tomorrow".

Our vigilance plan, produced pursuant to French Act no. n°2017-399 of 27 March 2017 on the duty of vigilance, was drawn up this year. The reporting relating to this plan is included in this CSR report, and the performance indicators are an integral part of the Group's CSR strategy.

This report was proof read in its French version by an independent third party body. The verification work conducted and the conclusions drawn can be obtained by sending a request to the e-mail address rse@loxam.fr. This verification is also part of the voluntary steps taken by the Loxam Group and is not a legal requirement.

Organisation of reporting and continuous improvement

This report sets out the commitments, achievements and projects of the Loxam Group in the field of corporate social and environmental responsibility for the 2021 financial year.

This report required contributions from four key roles:

- the Group CSR department, in charge of collecting qualitative data (holding interviews with business units), consolidating quantitative data, reviewing consistency, writing the report and overseeing auditing activities;
- the CSR correspondents of the business units, responsible within their perimeter for consolidating data, reviewing information, checking for consistency and liaising with the Group CSR department;
- the directors of our business units, tasked with validating the data before it is sent to the Group CSR department;
- the contributors within our business units, disciplinary specialists (HR, HSE, equipment, etc.) tasked with collecting the data in their perimeter of activity.

The indicators and qualitative information are gathered, checked and supplied by the contributors in our various business units and reviewed by the Group CSR department. All the information is checked for consistency and plausibility by the various contributors.

A reporting protocol includes the definition of the different indicators, the tools available and the collection procedures. This protocol was circulated and reviewed by all the contributors prior to the reporting period.

In a continuous improvement approach, work is undertaken every year to improve how data is collected, consolidated and checked for reliability, based on the comments of the various contributors and the independent third party body tasked with reviewing this report.

Principles applied in writing our CSR report

For the drafting of the CSR report, the following principles were applied:

- **pertinence:** the report is pertinent if it enables the Loxam Group to take the right decisions to manage its non-financial risks and conduct its CSR policy;
- **exhaustivity:** the reporting framework is exhaustive if it allows all the Group's non-financial challenges to be addressed;
- **reliability:** the report is reliable if it presents information and conclusions that are comparable in the sector of activity;
- **neutrality:** the report is neutral if it presents results objectively, whether positive or negative;
- **clarity:** the report is clear if the information provided can be understood by all readers of this document.

Reporting scope

Reporting for year Y covers the period from 1 January to 31 December.

To establish the reporting scope, it was decided to use the financial consolidation scope which comprises all the business units of the Loxam Group on 31 December of the reporting year. Nevertheless, only the business units over which Loxam exercises operational control are included in the perimeter.

On the social perimeter, some entities are

excluded for this first year of reporting. They are listed below.

For the environmental perimeter, obtaining data to calculate the carbon footprint is a costly procedure as for today. The list of countries covered is given below. The carbon footprint data includes scopes 1, 2 and 3 (upstream and downstream), in accordance with the requirements of the GHG protocol and the "Bilan carbone" method used by the French agency ADEME.

With regard to changes in the financial consolidation scope,

- the business units excluded from the consolidation scope during the year are excluded from the non-financial reporting,
- the business units that joined the consolidation scope during the reporting year are also excluded from the non-financial reporting.

DETAILS OF REPORTING SCOPE

In this NFPS, the data provided relate to:

- the entirety of the Group for the data in the introduction to this report, relating to our organisation (business model, governance, etc.) and our sustainability strategy;
- the majority of the Group for the employment and society-focussed data (>95% of headcount covered) with the exception of:
 - In the France perimeter: Loxamed;
 - In the Ramirent perimeter: RMR PLC, SSJ, SSC, RentSafe, Ramirent Safe Access, Stavdal AS;
 - In the Powered Access Division perimeter: Rapid Access Holding SPC, Lavendon Group Ltd, Swan Holding, Loxam Access Ltd;
 - In the Loxam Hune perimeter: Pronto Rental (Colombia) and Hune Sico (Saudi Arabia);
 - In the rest of the Group: Loxam Holding A/S (Denmark), AtlasRental (Morocco).
- To note: for the indicators «Employees having received at least one training session in year N» and «Severity rate», only the France scope representing 41% of the Group's workforce is taken into account.
- a perimeter limited to seven countries (France, Spain, Portugal, United Kingdom, Finland, Sweden, Norway), as regards environmental data, and notably carbon footprint data. These countries account for more than 80% of the Group's turnover.

Note: the MaskinSlussen (Sweden) and JM Trykluft A/S (Denmark) business units, acquired by Loxam during 2021, are not included in the scope, in accordance with our reporting protocol.

Our commitment to the United Nations sustainable development goals

As a signatory of the United Nations Global Compact since 2015, our CSR / Sustainability policy fully adheres to the United Nations’ Sustainable Development Goals for 2030.

Axis	Commitment	SDG	
People	Contribute to the development of our people	4 QUALITY EDUCATION	8 DECENT WORK AND ECONOMIC GROWTH
	Guarantee safety, anytime and anywhere	3 GOOD HEALTH AND WELL-BEING	17 PARTNERSHIPS FOR THE GOALS
	Innovate for our clients' safety	3 GOOD HEALTH AND WELL-BEING	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
	Promote an inclusive economy	8 TRAVAIL DÉCENT ET CROISSANCE ÉCONOMIQUE	10 RÉDUISER LES INÉGALITÉS
Environment	Reduce our direct environmental impact	6 CLEAN WATER AND SANITATION	12 RESPONSIBLE CONSUMPTION AND PRODUCTION
	Offer low-carbon options	7 AFFORDABLE AND CLEAN ENERGY	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
	Provide sustainable solutions	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	13 CLIMATE ACTION
Society	Promote diversity	5 GENDER EQUALITY	8 DECENT WORK AND ECONOMIC GROWTH
	Guarantee ethical and responsible relations	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	17 PARTNERSHIPS FOR THE GOALS
	Promote regional development	8 DECENT WORK AND ECONOMIC GROWTH	10 RÉDUISER LES INÉGALITÉS

Our performance indicators

The definitions of the performance indicators described below are based on the principles of the Global Reporting Initiative when these could be found in the standards.

Pillar	Indicator	Unit	Challenge
Economic	Turnover	€billion	Development
People	Number of employees	No.	Appeal and commitment
	Employees on open-ended contracts	%	
	Employees having followed at least one training course in year Y	%	Development
	Employees promoted during the year ⁽¹⁾	%	
	Employees having had an annual performance appraisal	%	
	Employees covered by an employee survey	%	Health and well-being
	Employees covered by staff representatives	%	Social dialogue
	Accident frequency rate ⁽²⁾		Safety
	Accident severity rate ⁽³⁾		
	Employees having followed at least one safety training course	%	
Society	Equipment with a user manual	%	
	Number of prevention initiatives held with our clients ⁽⁴⁾	No.	
	Number of co-innovation actions promoting health and safety conducted with our clients ⁽⁵⁾	No.	
	Apprentices employed	%	Diversity and inclusion
	Employees under 25	%	
	Employees over 50	%	
	Female employees	%	
Environment	Female managers ⁽⁶⁾	%	Business ethics
	Employees trained in ethics	%	
	Carbon footprint – Scope 1	tCO ₂ e	Climate change
	Carbon footprint– Scope 2 (location-based)	tCO ₂ e	
	Carbon footprint– Scope 2 (market-based)	tCO ₂ e	
	Carbon footprint – Scope 3	tCO ₂ e	
	Electricity consumption	Kwh	
	Gas consumption	Kwh	
	District heating consumption	Kwh	
	Fuel consumption	L	
	Hazardous waste	T	Protecting biodiversity
	Hazardous waste recovered	%	

(1) Internal promotion: an internal promotion refers to a career advancement granted inside the company to an employee in terms of hierarchical position (vertical promotion). Geographical and functional mobilities are not included.

(2) Accident frequency rate: the total number of accidents (in the workplace) divided by the number of hours exposed to risk, multiplied by 1,000,000.

(3) Accident severity rate: the number of calendar days actually lost due to workplace accidents divided by the number of hours exposed to risk, multiplied by 1,000.

(4) Prevention initiatives: actions conducted by Loxam on behalf of one or several clients for occupational health and safety training or awareness building purposes. These can take the form of in-person or digital communications. The mandatory training and advice given when handing over equipment is not included.

(5) Co-innovation initiatives: actions conducted by Loxam on behalf of one or several clients in the aim of developing a new product or service to improve occupational health and safety in the rental sector. These actions may for example take the form of collective intelligence workshops, mobilising one or several clients.

(6) Female managers: the term of manager refers to the ILO convention which defines a managerial employee as a person who has completed higher education studies and a vocational training course, or has experience acknowledged as equivalent, in a scientific, technical or administrative domain, and who, as an employee, exercises functions of a predominantly intellectual nature requiring the application of a high degree of judgement and initiative and involving a relatively high degree of responsibility.



Much More than Rental

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