

# Our security officers matter most

We believe that future market leadership is about having the strongest presence in the market combined with the ability to capture, analyze and respond to rich data. While technology is becoming increasingly important in the security industry, we also fully recognize the value of our security officers and their collective competence. They are the foundation of Securitas' operations. They remain our most valuable asset, and they also provide us with strength through their sheer numbers – 340 000 employees, located in 58 countries around the world.

## FAIR WAGES AND WORK ENVIRONMENT

Securitas aims to be the employer of choice in an industry where employee turnover is high in some countries. We want to attract and retain people who share our values and can provide the best client service in the market. By offering fair wages and ensuring a good work environment, we can attract the best and most engaged talent in the industry.

It is important for us to offer fair wages wherever we operate in the world in order to have the highest caliber of staff. In the UK, for example, Securitas works closely with the Living Wage Foundation to end low pay in the lowest paid service sectors. Securitas UK offers a "Living Wage" option to all prospective and current clients in the hope that more people will appreciate the benefits.

We also prioritize good working conditions in our many diverse markets and are involved in discussions with clients, unions and industry associations, for example the National Association of Security Companies (NASCO) in the US. These are all important stakeholders for improving workers' conditions across markets.

It is equally important that we ensure good working conditions for our employees when they are on assignments at client sites. Prior to accepting a contract, we evaluate the working conditions at the client site to ensure decent practices and a healthy working environment. If we see that conditions are inadequate, or we cannot come to a mutual agreement on how to improve, we will not accept the assignment.

## WORKING TOGETHER

Dialog with unions is crucial for strong employee relations. Securitas has entered into a global framework agreement with UNI Global Union and the Swedish Transport Workers' Association. UNI represents more than 20 million workers from over 900 trade unions in skills and services sectors, including security services. We also have a framework agreement with the European Workers' Council (EWC) in our European division.

In countries where Securitas does not have collective bargaining agreements or union representation, we encourage other ways of maintaining open dialog with our employees, including workplace meetings, employee ombudsmen, call centers, and channels for reporting concerns, such as the Securitas Integrity Line.

## INCLUSION AND NON-DISCRIMINATORY PRACTICES

Securitas is firmly committed to non-discriminatory practices and equal opportunity for everyone. One of our challenges is to increase gender diversity in a male-dominated industry. This is a growing priority for both Securitas and our stakeholders and we are working to achieve a better balance.

For more than a decade, Securitas in Latin America has been working on inclusion by employing people with disabilities. In Colombia, we carry out our inclusive employment initiatives in alliance with the Arcángel Foundation, dedicated to improving the rights of people with disabilities. Other operations in the Security Services Ibero-America division have joined this initiative as well. In 2018, the division had 249 disabled employees.

## OCCUPATIONAL HEALTH AND SAFETY

Securitas makes extensive efforts to ensure the health and safety of its security officers. Our security officers are trained not only to protect themselves, but also to help others while on assignment, for example by performing first aid and CPR as well as ensuring fire safety. Health and safety aspects can vary depending on the assignment, and client sites are therefore assessed from a health and safety perspective. Security officers receive training, instruction and equipment in line with the assignment. In many countries, the security officers are trained at least annually, and often even quarterly.

We work actively with occupational health and safety issues in all countries, for example through formal health and safety committees that meet regularly. 19 countries of operation have received OHSAS 18001/ISO 45001 certification. An important part of our risk assessment revolves around safety issues. Most of our operations have a "near-miss" reporting system, which helps us identify and scope out safety hazards. Our learnings from our approach have also become part of the services we offer our clients.