

We have strong core values

Our core values are at the heart of our approach. Training on procedures and policies, such as the Securitas Values and Ethics Code, helps us uphold these values and guide employees in their daily work.



Securitas strives to have the best team in the security services industry. This team is guided by a common set of core values related to our way of working and how we manage and operate our client relationships – Integrity, Vigilance and Helpfulness. We have a flat, non-hierarchical organization that fosters an environment of openness, accessibility and empowerment.

CLIENT RELATIONS

Client focus and engagement are crucial in order to gain trust in our offering, our brand and the way we work. Despite our large global presence, clients can expect a similar way of working, approach and company culture anywhere in the world. Having in-depth knowledge and understanding of our clients' needs and their industry-specific challenges helps us provide clients with optimal and cost-effective security solutions. Our 91-percent client retention rate proves that client satisfaction is high.

Securitas is a member of local and international industry organizations, such as the International Security Lige, that play a vital

role in defining and establishing a framework for high ethical and professional standards in the private security industry. Securitas has also been a signatory of the United Nations Global Compact since 2015. Our emphasis on employee safety and fair labor practices and wages also helps ensure that we are meeting the sustainability requirements of our clients.

ETHICAL BUSINESS PRACTICES

We conduct our business within the framework of the laws and regulations of the countries where we operate, and in accordance with international conventions such as the United Nations Universal Declaration of Human Rights, the ILO's Declaration on Fundamental Principles and Rights at Work and the OECD's Guidelines for Multinational Enterprises. Our core values form the foundation for the entire company when it comes to our high ethical standards and responsibilities, and Securitas' Toolbox management model conveys our corporate culture.

All employees and business partners must comply with Securitas' Value and Ethics Code and other key policies, which



set the minimum requirements to ensure compliance with applicable local and extraterritorial laws. We have zero tolerance for all forms of bribery and corruption, and relevant managers and administrative staff are required to complete a detailed e-learning course on our anti-corruption policy. All of our employees are trained in Securitas' Values and Ethics Code. We also have training requirements for other key policies.

Securitas encourages all employees to report incidents of non-compliance with Securitas' Values and Ethics Code or any irregularities that they encounter in their work. This can be done through various channels, for example the Group's Securitas Integrity Line reporting system, which is publicly available at www.securitasintegrity.com.

LONG-TERM PROFITABLE GROWTH

Our culture is based on values, ownership and long-term achievement, and we share a great sense of responsibility towards our clients and a commitment to delivering high-quality services.

Sustainability is well integrated into our operations, which we believe will help secure long-term and profitable growth, especially as we see an increasing emphasis on ethics and compliance among our clients. At the same time, we are aware of certain risks that can affect our long-term growth. These include restrictions on private security companies operating in a certain market, increased insourcing of security services and diminished confidence in private security companies.