



2014 ANNUAL REPORT

Business & Responsibility Commitment





GSF, A DIFFERENT GROUP



gsf.fr

“ Proximity to drive performance ”

In 2014, the GSF Group posted growth of 4.4% with improved profit.

This performance, which is in contrast to the still-challenging economic environment by which some of the Group's customers were hard hit, is the result of efficient sales dynamics that stay true to our guiding values.

The most important of these is proximity – with our network of 111 sites across France, we remain close to our clients, to anticipate and meet their needs promptly. This approach is the hallmark of GSF – one that continues to prove its worth.

Our Group is forever on the move. We constantly innovate and explore new areas to leverage growth. Our entering the nuclear sector in 2014 and the development of our delegated waste management services testify to this fact.

What makes us different is also the involvement of our men and women – all deeply-committed employees without whom none of this would be possible. They avail of respectful working conditions, day after day, in which they do quality, eco-friendly work.

We are pursuing our CSR programme in line with our commitments towards the Global Compact that we renew every year.

Our profession is undergoing profound changes that put a constant strain on prices and margins. The economic upturn that has been announced cannot alone guarantee our success in the future. I have full confidence in our Group and in our ability to adapt as needed, to rise to commercial and economic challenges, and perpetuate our development.


Chairman and CEO

GROUP MANAGEMENT



Jean Louis NOISIEZ
Chairman and CEO



Partners
of GSF Partenaïres

Thierry CHÉRON
Vice-chairman and Deputy CEO

Marcel ZIEGELMEYER
Managing Director

Marie-Hélène GARENCE
Director, Legal
and Social Affairs

Yves MAGAUD
Finance Director



François LEFORESTIER
Managing Director

Christophe COGNÉE
Managing Director

Gilles MARGALET
Managing Director
Regional Deputy Representative

2014 KEY FIGURES



Set up in 1963 by Jean Louis Noisiez, its Founding Chairman, the GSF Group is one of the leaders in the cleaning and related services sector in France. It employs close to 31,000 people today.

Its expansion within the country is driven by 24 subsidiaries composed of 111 commercial sites. Internationally, its presence is ensured by five subsidiaries established in Europe and on the American continent.

The GSF Group has enjoyed constant growth for over fifty years, backed by its self-reliance and complete financial independence.

Firmly convinced since its inception that a group's strength is also rooted in its corporate social and environmental performance, the Group pursues its proactive CSR programme with determination.

Business and financial performance

Corporate social responsibility (CSR)

(1) Consolidated revenue of the Group.

(2) Change from 2013 (Group).

(3) Growth in revenue (€).

(4) Change in apprenticeship and professionalisation contracts between 2013 and 2014 in France.

Revenue ⁽¹⁾

718.8 million euros

Group's average headcount

30,704 employees

Growth ⁽²⁾

+ 4.4%

Internal cash flow ⁽²⁾

+ 12.4%

International ⁽³⁾

+ 13%
in Great Britain

Disabled persons
employment rate

7.7%

49% of managerial
positions are held
by women

+ 29%
work-study contracts ⁽⁴⁾

25% of subsidiaries have
a work accident
severity rate
lower than 1.5

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A GROUP
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GSF,
A GROUP
ON THE MOVE

In the still uncertain economic climate and a highly competitive environment, the commercial successes of the GSF Group demonstrate its ability to adapt and once again confirm the priority given to quality and innovation.





Commercial activity: STRONG MOMENTUM, ASSERTIVE STRATEGY

The GSF Group capitalises on its strengths to foster its growth. As it cannot depend on an economic upturn as yet, it relies more than ever on its strategy reflecting the actual situation in the field, and on the beliefs it staunchly upholds.

The advantages of a **solid territorial anchor**

Since its inception in 1963, the GSF Group has adopted an organisation that allows it to operate close to its clients. The Group already had twelve sites in 1970 and created ten subsidiaries across France by 1975.

Expanding year after year, at end-2014, it had grown to twenty four subsidiaries with 111 sites across France, and five subsidiaries abroad.

Full-fledged stakeholders in community life

With its local presence, the Group has in-depth knowledge of the regional economy and its stakeholders. Firmly anchored in their region, the Group's subsidiaries participate actively in local life, not only from the economic standpoint but also in the social and community activities. As members of regional or local professional networks and organisations (such as Medef, ARSEG, and CJD (Centre for young company heads), etc.), they participate in work groups centred on the local activity, they play an active role in the region in which they operate and add to their knowledge of the local fabric. They are recruited locally and may be several hundred in number in certain subsidiaries, boosting regional employment figures.

Also, the GSF Group has always taken a part in the cultural and sports events in regions. Throughout the year, we support or participate in various events with our clients.



In 2014, two of the Group's subsidiaries joined the initiative to promote regional brands.

GSF Celtus became a member of the **Produit en Bretagne** (produced in Bretagne) brand that groups together 300 companies in five regional divisions of Bretagne to promote the know-how of that region.

At the other end of France, **GSF Saturne** became a partner in **Marque Alsace** started in 2011, on the initiative of the regional council body to foster Alsace's identity and economy.

111 sites
in France

24 subsidiaries
in France

CULTURAL AND SPORTS EVENTS, FRIENDLY MEET-UPS...

Enghien-les-Bains jazz festival

In June, GSF took part in the 15th edition of this festival that brings together the most talented of artists for five jazz-filled days.



20 years of participation

in the *La Folle Journée de Nantes* music festival.



Show jumping

The GSF group was partner to prestigious show jumping competition at Bourg-en-Bresse in May and at Cannes in June 2014.

Shared challenge

Since 2006, about a hundred of the Group's clients club up with the Group's employees to take on the famed *Défi du Ventoux* challenge.

“ Above all, such events are privileged meeting points with our clients to share GSF Group's human values with them.

As with our actions in our core business, these moments of fellowship also demonstrate our organisation and our professional approach. ”

Jean-François Bennetot
Director, Communication Department



BRETAGNE - PAYS DE LA LOIRE



Wellspring of specific know-how

The economic specificities of each region enabled us to develop sector-specific competencies

that are often highly advanced. In the west of France where the agrofood industry is predominant, GSF Celtus and GSF Auriga have become true specialists in the field. These two companies, which cover the Bretagne and Pays de la Loire regions respectively, account for half of the revenue generated by the agrofood industry in France.

Agrofood made for over 35% of the overall business of GSF Celtus in 2014 (11% for the Group at the national level) and represents its biggest clients, including the biggest name in the meat industry. GSF employs over a hundred people in certain sites.

GSF Auriga's operations in agrofood are even more predominant, generating over 48% of its revenue in 2014. The subsidiary has several long-standing clients such as Charal.

Since the first contract was signed in 1976, we have built a quality partnership over the years with Charal, the leading brand of beef in France (subsidiary of Groupe Bigard, a European leader in the meat industry).

Subsidiaries with the biggest operations in the agrofood industry in France

2014 revenue in that segment

GSF subsidiary	Amount for the subsidiary (thousand euros)	% of GSF's national revenue in the segment	% of the subsidiary's total revenue
GSF Celtus	18,564	25.1	35.3
GSF Auriga	13,677	18.5	48.1
GSF Atlantis	7,114	9.6	18.1





- ① Bacteriological inspection in an agrofood processing unit
- ② GSF cleaner working at the Danone Produits Frais premises in Saint-Ouen (Seine-Saint-Denis)



ILE-DE-FRANCE



Another geographical region with a dominant sector: Ile-de-France. This region brought many principals from the tertiary sector to the GSF Group, and accounted for 40% of the Group's national revenue in 2014. The high concentration of offices and head offices in the capital make for particularly brisk operations in this segment. For GSF Trévisé that is established within the city of Paris, this client segment represents up to 85% of its business volume.

On the whole, in 2014, the tertiary sector accounted for 43.4% of the revenue generated by all seven subsidiaries in the Ile-de-France region⁽¹⁾ and for 40% of new revenue acquired during the year.

(1) Including: GSF Aéro, GSF Airport, GSF Ariès, GSF Atlas, GSF Concorde, GSF Grande Arche and GSF Trévisé.

CANADA



The GSF subsidiaries established outside France also offer expertise in the specificities of their market, which may be useful to other companies of the Group. GSF Canada has built up considerable expertise in managing and implementing related services it offers, particularly in the snow removal field.

The Ile-de-France region represents

40%

of the national revenue in the tertiary sector

Agrofood accounts for

48%

of the revenue generated by GSF Auriga and 35% of that of GSF Celtus

Subsidiaries with the biggest operations in the tertiary sector in France

2014 revenue in that segment

GSF subsidiary	Amount for the subsidiary (thousand euros)	% of GSF's national revenue in the segment	% of the subsidiary's total revenue
GSF Grande Arche	23,149	12.9	58.2
GSF Trévisé	22,251	12.4	85.1
GSF Atlas	12,139	6.8	35.2



Widely-shared success

Local operations and ground knowledge contribute sizeably to winning and retaining sales markets.

Client loyalty in France in 2014 stood at 93.2%, as seen in the regular renewal of contracts and the enlarged scope of duties entrusted at each renewal. Sound knowledge of the environment and the presence of local stakeholders also make sales initiatives easier by conferring visibility and allowing better interaction.

Given that several business sectors are in difficult times, it is remarkable

that the Group signed a total of 908 new contracts in France in 2014 (compared to 849 in 2013), for an amount that rose by 7% compared to the previous year, and won more than 125 clients across the territory. The average length of the contracts has also increased marginally, and contracts generating annual revenue of over €180,000 represent 52% of the business won, as opposed to 51% in 2013.

Successful entry into the nuclear sector

One of the Group's success stories is the first service contract signed with EDF for a nuclear power plant. GSF Energia, the unit dedicated to the nuclear sector created in 2012, manages this contract relating to the Dampierre nuclear power plant in the Loiret region.

EDF has entrusted the GSF Group with the cleaning services for all industrial facilities in the conventional zone (engine room) and in the nuclear zone (reactor building), as well as with the operation and management of the laundry facility. With this contract, GSF also added to its competencies by becoming a co-contractor for nuclear logistics services, and transport and supply store management. The contract took effect on 1 January 2015 and led to the opening of a technical site.



Jérôme Nussbaumer
Director of Operations, GSF Energia

“ We are structured to adapt to the variations in the operation of the power plant, especially during unit outages where the staff is almost doubled. In addition to our having operators who are dedicated exclusively to the nuclear sector, in order to ensure the safety of the facilities, we also have additional staff provided by our regional subsidiaries established in the vicinity. This personnel is qualified and fully trained in our best practices. Our local management team is present on the site and the safety of our operators remains one of our prime concerns. Our strength lies in our organisation! ”

① Truck driver at the Sevelnord site in Lieu-Saint-Amand (Nord region)

② GSF cleaner at work during the day

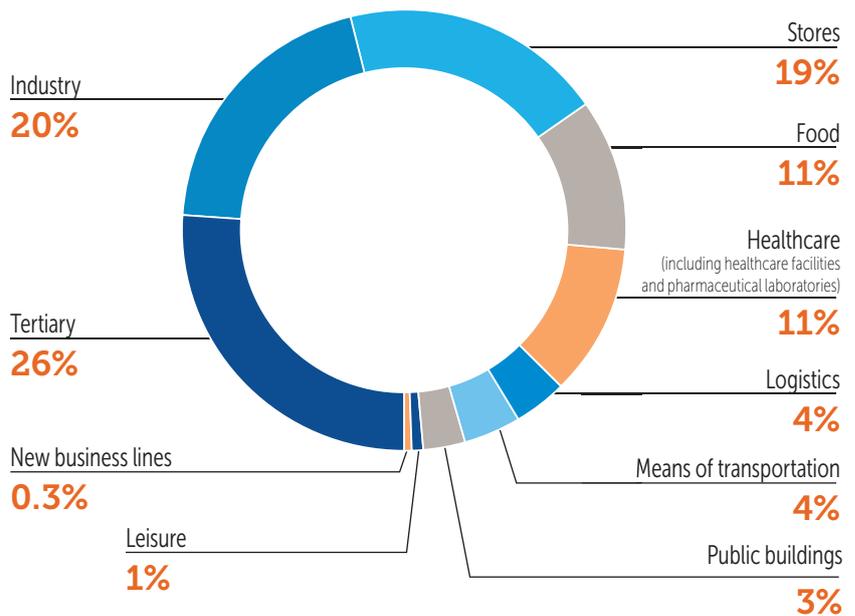


Client loyalty rate in France:

93,2 %

126
new clients in France

Sector-based distribution of the new contracts signed in 2014
(as a% of new revenue)



The tertiary and industrial sector lead the group

Clients from the tertiary sector were on the whole the biggest source of new contracts in 2014. They comprise highly diverse entities including social welfare or mutual insurance groups, media, and companies operating in the leisure industry. The business volume from these contracts represents 26% of the total revenue obtained in the year by the Group in France.

Although neither the industrial production index nor the industrial confidence index⁽¹⁾ fared better on the whole in 2014, 20% of the value of the contracts obtained by the Group in 2014 were from the industrial sector. In addition to the Dampierre nuclear power plant, the regional daily press group *Le Progrès*, a subsidiary of GDF Suez, and two major companies in the glass industry are among the companies who joined GSF's client base during the year.

908
new contracts in France

Industry accounts for

20 %

of the value of the contracts won by the Group in 2014

(1) Business climate index calculated by INSEE.



GSF ENTRUSTED WITH LONDON CITY AIRPORT MAINTENANCE

Airport services contract signing for London City Airport

Left to right:
Shane Wheeler-Osman, Managing Director, GSF London
David Brown, Operations Director, GSF London
Darren Grover, Chief Operating Officer, London City Airport



International business is brisk

The Group's operations also expanded outside of France, within the five subsidiaries operating in Europe and North America and, for European consultations, through European Customer Synergy (ECS), a partner of the GSF Group.

In the United States, GSF USA has won new clients and obtained the renewal of major contracts such as the one for the large retail group, Sears. In Canada, new contracts were signed in the services and education segments which, along with industry, remain the best-represented fields of the clients.

In the United Kingdom, GSF was entrusted with the maintenance of London City Airport. In Spain, the Group's contract was renewed by Federal-Mogul, the break manufacturer for the automotive industry.



A European partnership

European Customer Synergy SA (ECS) covers 38 countries today and is the sole entry point for clients operating in several countries who seek a consistent and efficient solution for multi-country multi-services. The organisation brings together seventeen European partners who demand the same quality and service standards. During the year 2014, it conducted an active canvassing campaign and participated in several international events to make itself known. It attended the *European Facility Management Conference* in June in Berlin and the Office property trade fair *Expo Real Munich* in October.



A Group with strong beliefs

More than ever before, the GSF Group upholds its values and beliefs, convinced that they are the lasting foundations for its clients' respect and the Group's long life.

Priority to quality

As business negotiations get increasingly fierce and winning clients requires more and more efforts, the temptation to buckle under price pressures is high. The Group makes every effort to offer its clients the most cost-effective solutions, and has always maintained fair prices. It refuses to offer rates that it knows are incompatible for maintaining quality of service, which has always been its top priority.

Although this stance may occasionally prevent the Group from winning certain contracts, or from retaining certain clients, its conviction is reinforced – and such cases are not uncommon – when the very same clients come back. Its professional demeanour and exacting approach sets it apart.

Development centred on its businesses and its clients

The GSF Group's identity and distinctive feature also lie in its resolution to hinge its development on its business lines - cleaning and related services. This policy that is incessantly enhanced through innovations, has allowed the Group to build solid expertise.

GSF's clients are fully aware that they can count on the Group's staff that is heedful and attentive to their needs. This company culture that favours the relationship with the client is upheld by the manner in which the Group's sites are expanded. The Group makes it a point to keep its structures human-sized, making for greater proximity to its clients. Clients appreciate this organisation which sets GSF apart in its sector

of activity. They are aware of the readiness and commitment of the 445 inspectors who oversee the quality of the services.



Éric Claquin,
Regional Director, Managing Director
GSF Grande Arche

“ One of the strengths of the GSF Group lies in its unparalleled middle management in its area of business. ”



Organic growth

Another characteristic of GSF is its deliberate choice of organic growth to expand in France, without resorting to external growth. Its capitalistic and financial independence gives it the leeway it needs to make its own decisions as it deems fit to overcome crises or to ensure its growth.



Vincent Ré
Deputy Director
of In-house Promotion

“ In-house promotion is a founding value of our Group that is committed to its employees’ development in a lasting relationship based on trust. It has oriented GSF’s management since it was founded by Jean Louis Noisiez, its Chairman. A considerable number of our managers have worked their way up from ground jobs – this is the case for two-thirds of the managerial positions in our subsidiaries in France. ”

The human asset

The GSF Group has always underscored the importance of human relations, and this is not only because it operates in a sector where employees are the essential component of development. It also places emphasis on their working conditions and training⁽¹⁾.



Management assistants play a key role for both employees and clients.



GSF ON-LINE UNIVERSITY, E-LEARNING DEDICATED TO OUR EMPLOYEES' BENEFIT



Since its creation, GSF has always given precedence to in-house promotion and the development of career paths within the Group. In this connection, special attention was given to enhancing the assistant's job in 2014 with extended responsibilities. The 15 management assistants and 205 site assistants have a major role to play in keeping the cogwheels of the Group's organisation running smoothly, with both the employees and the clients. These women were given training to take full advantage of the changes that have occurred in the technological and computer fields, and to grow their knowledge in the areas of business management, human resources and various administrative tasks.

The year 2014 was also marked by the creation of the on-line GSF University to develop e-learning courses – a flexible and off-site method of training.

(1) For more information on these topics, see pages 38 to 45 of the report.



Fondation GSF Jean Louis Noisiez: close-knit ties between GSF's history and medical patronage.

Fondation GSF Jean Louis Noisiez, a non-profit organisation set up in 2008, also testifies to the Group's keen interest in the human being and mutual support.

It is dedicated to the outpatient treatment of people with Alzheimer's disease and receives about 24 patients on an average each day that represent an average occupancy rate of 96%.

It employs a multi-disciplinary team of twelve employees and fosters research by funding studies and establishing partnerships.



In September 2014, the Fondation participated in the World Alzheimer Day, and in October, it collaborated to create MAM – an association to promote research on mnemotherapy, a non-drug treatment for the disease.

The facility should be enlarged to accommodate 30 persons by end-2018.

Further
information



Innovation & quality: CONTINUOUS ADVANCES TO PREPARE FOR TOMORROW

The GSF Group's impetus does not stem solely from its winning new clients. Its sales dynamics is spurred by a dynamics of progress to keep in step with all the changes and to foresee the needs of the market.

Trends confirmed

For many years now, the world of cleaning, and more generally the world of services, has been undergoing a profound change whose impacts are worsened due to the economic climate.

Increased outsourcing of services

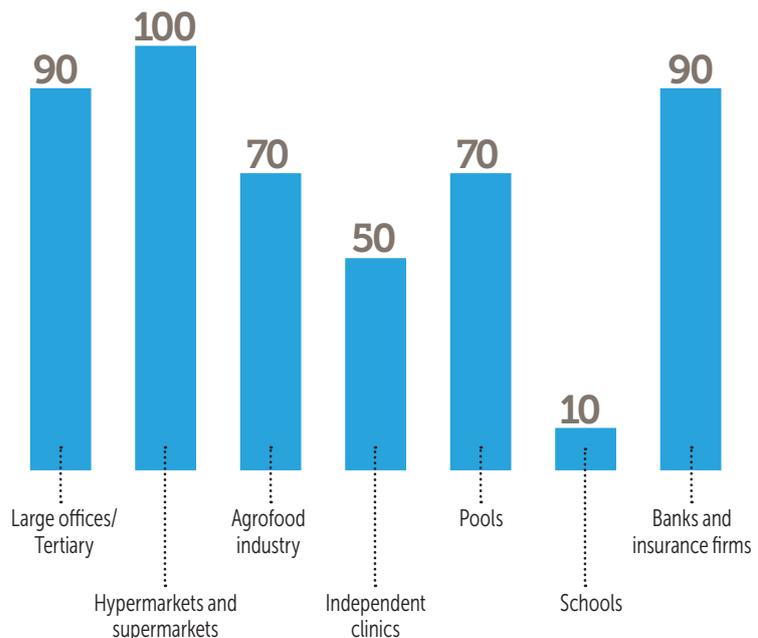
There has been a growing trend for several years to increasingly resort to externalisation, to the benefit of service providers. In a move to cut costs and optimise their organisation, principals are entrusting their cleaning to specialised companies.

The externalisation trend can be expected to continue as, according to the Federation of cleaning companies, only about 60% of potential clients had outsourced their cleaning in 2012⁽¹⁾.

The rate of externalisation varies considerably depending on the sector – while it is already 100% for hypermarkets and 90% banks

and insurance firms, at present only 10% of schools and no more than 30% of independent hotels have taken the step.

Externalisation rate of cleaning services in France (%)



(1) Forward study of the cleaning and related services sector, May 2013.

Source: MSI study on Cleaning and related services market in France, May 2013 (2012 data).



100% EXTERNALISATION OF CLEANING SERVICES BY HYPERMARKETS

by their general services, they are in need of facility management operators. These operators offer to take full charge of all the services required by the companies. They entrust a part of the services to specialised entities such as the GSF Group thus becoming its point of contact instead of the client company, in a very different, more complex relationship.

There are several of these players in the United Kingdom and North America. In 2014, they represented close to 50% of the revenue of GSF Canada. In France where the trend developed later, their numbers are increasing, bringing stiff competition. Their revenue was estimated at €5 billion in 2011, with an expected growth of 55% between 2012 and 2016⁽²⁾.

Given its expertise and profile, the GSF Group stands out as a preferred partner for the main players in this sector – a major growth lever for the group; the revenue from clients of this type has increased six-fold between 2008 and 2014 where it reached €25 million.

(2) Data published by Cabinet MSI.

Grouped purchasing process

Again with the objective of rationalising costs and methods, the manner in which tendering processes are conducted is also changing. There is a definite tendency towards bulk buying, based on an increasingly formalised rationale. Clients want to have a single regional or national service provider, or a consortium of providers selected on the basis of standardised criteria.

For GSF's clients, this means not only transferring the responsibility of buying to a purchasing department, but also turning to a group purchasing organisation to pool and reduce costs. These major markets open up opportunities and new paths of development for a group like GSF, whose size and reputation step up its appeal. They however increase the pressure on prices and require the Group to adapt its way of working.

Development of facility management

Given the decision made by certain major companies to focus on their core business while outsourcing all or a part of the services that were previously handled



50%

of GSF Canada's revenue stems from facility management

25 million euros

in revenue generated by facility management operators in 2014



Gilles Margalet
Managing Director
Deputy Representative

" GSF is a Group that is forever on the move, constantly winning over new markets where we must respond to our clients' challenges with innovation and creativity. It is then that our values find their full expression. "

The concepts of quality and cleanliness are continually improved upon

For a service company, quality is a priority. The concept of quality has been enhanced continuously with several standards and certifications attesting to the expertise in the various processes.

A HEALTHCARE TECHNICAL PLATFORM FOR TRAINING IN HOSPITAL SERVICES

At present, principals not only expect an excellent level of quality from a company such as GSF, they also require it to incorporate the corporate social and environmental dimension to match their own CSR policy.

The idea of cleanliness has also changed, integrating the concepts of hygiene and bacteriological safety. Given these aspirations expressed by clients and the considerably tighter regulations regarding hygiene, the Group had to make substantial efforts to adapt its methods, equipment, products and training courses.

As a prominent player in the healthcare sector, the GSF Group made every effort to train its staff accordingly. It notably uses a clean room, and has set up a full-blown technical platform last year for its staff to gain hands-on experience in working in a hospital room or operating theatre.

Alerts such as the one for the H1N1 flu in 2009-2010 or the Ebola virus in 2014 further step up the concern over public health security.



GSF GROUP EDUCATIONAL CENTRE IN VALLAURIS (ALPES-MARITIMES).



EBOLA VIRUS UNDER HIGH SCRUTINY!

The Ebola virus outbreak led the GSF Group to re-activate its Pandemic Vigilance cell in 2014 in order to define working methods, suitable products and protective equipment to work in places such as planes or healthcare facilities.

Need to incorporate the market changes

With the new context come new demands – flexibility is a must for the Group to adapt to the changes and capitalise on them.

Adaptable organisation

The Key Accounts Department, set up by the GSF Group in the year 2000 itself, meets the major principals' demand for a dedicated contact person and comprehensive management. At end-2014, it catered to 64 national or international accounts. Their numbers have increased by 20% in five years and the related revenue has grown by 77%. In 2014, they represented 29.6% of the total revenue in France. The management of these clients is centralised, and backed by the Production support business unit, in order to maintain the same values and processes of the Group despite the diverse companies involved.

This Key Accounts Department also handles European calls for tender. In 2014, a cell dedicated to facility management clients was added to cater to the rise in this type of clients.

The new market requirements also call for the Group to adjust its commercial offering which, owing to the more complex selection process, has become more elaborate with greater emphasis on CSR criteria and innovation. The services are implemented using more sophisticated tools that allow a more detailed and

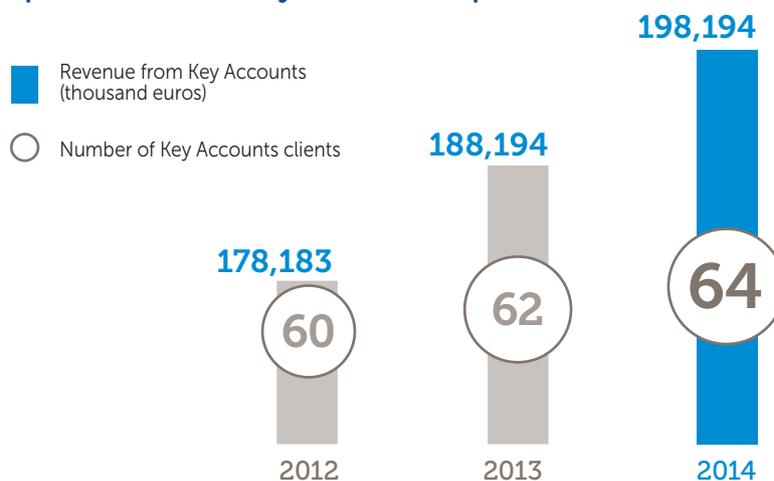
comprehensive monitoring to measure the quality of the service.

The new working methods of the principals, and notably public bodies, also require providers to be on an approved list to gain access to certain calls for tender. The Group has followed this policy successfully for some years now, chiefly in the healthcare area

in which it is an approved provider for RESAH IDF, the hospital procurement group for the Ile-de-France region and for Uni.H.A. The Group was approved for both lists in 2014 – one in the area of distribution for Système U, and the other for public procurement with the public group purchasing organisation, UGAP.



Operations of the Key Accounts Department





RELATED SERVICES ARE EXPANDING TO MEET CLIENTS' NEEDS

Ramp-up of related services

The GSF Group also caters to its clients by enlarging its offering for those of them who wish to broaden the scope of the services they entrust to it. In order to satisfy their various requirements, the Group has set up an entire strategy to hone its competencies in related services. These accounted for €36 million in revenue in 2014, up 7.5% compared to 2013.

The main areas covered are logistics and handling (35% of the business volume in 2014), waste management (18%), preparation of vehicles (9%), building maintenance (6%) and baggage management (6%).

The Group is getting stronger in delegated waste management, an area that has become an environmental and economic challenge for companies. Convinced of the Group's sound understanding of their concerns and of its expertise, a number of clients has entrusted the Group with this task. Their expectations include the optimised organisation of the service in compliance with the regulations, as well as traceability and reporting of operations.

36 million
euros
of revenue generated
in related services

50%
of the related
services business
conducted in the
industrial segment



Half of the related services business (50% of the revenue) is conducted in the industrial segment. The scope of the work often changes during the contract period in tune to the client's needs. FedEx, a client and partner of the Group since 2006, extended the scope of its contract to include the management of green spaces in 2011. It entrusted GSF with waste management in 2008, and then waste segregation in 2014 in its European hub at the Roissy CDG airport.



DELEGATED WASTE MANAGEMENT

Several major delegated waste management contracts were signed in 2014. The most representative one relates to the **pharmaceutical group Servier** that handed over the entire waste management of its head office in Suresnes (Hauts-de-Seine) to GSF.



Diversity to stimulate progress

The diversity of the GSF Group's client base stimulates and expands innovation opportunities.

The role of innovation becomes amplified in times of economic crisis. The development of companies, which is no longer driven by economic growth, then relies for the most part on their ability to innovate to bring added value to their offering and be a cut above their competitors. When responding to a study on innovation by PricewaterhouseCoopers, 93% of deciders said that they considered organic growth through innovation to be the main growth lever for companies in the five years to come⁽¹⁾.



Florent Miguet
Pharmacist, Research and Development Department

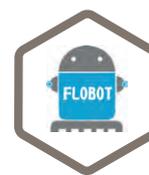
“ The pharmacists of the Research & Development Department participate in the X44B standardisation works on “clean room technology” conducted by AFNOR and a multi-disciplinary group.

The GSF Group's contribution to the procedure for contamination control is decisive. ”

Expertise to serve the profession

Through its Research & Development Department, the Group participates at the national and European levels in the dynamics of innovation and progress to facilitate technological or environmental breakthroughs in the cleaning business.

It took part in the works conducted in France by EHDEDG, the *European Hygienic Engineering and Design Group* – of which the GSF Group is administrator – that issues hygiene recommendations for the designing of equipment and facilities in the agrofood industry. In September 2014, it participated in the day organised by the Hydreos competitiveness unit in Alsace-Lorraine aimed at promoting innovation in the water business, to talk about its approach to hygiene and the optimisation of the cleaning process.



CLEANING ROBOT

Since end-2014, the Group has been working alongside several European companies in the “Flobot” project to design a fully-automated cleaning robot.

This study is subsidised by the European Union and should take three years. The Lyon Saint-Exupéry airport site maintained by GSF has been chosen for testing.

(1) The *Innovate for faster growth* study conducted with 1,757 deciders in over 25 countries, September 2013.



**GSF CELTUS
EXPERTISE
HANDLED DOWN
TO GSF MERCURE
FOR CLEANING
THE ROTARY
PRINTING
MACHINE OF
THE DAILY
NEWSPAPER,
LE PROGRÈS,
IN THE LYON
REGION**



Mutual enrichment

Each client site has its specificities, its constraints and its own requirements. Working in premises that are so starkly different such as a hospital, a chocolate factory, a nuclear power plant, a circus or a slaughterhouse is an opportunity to experience varied situations and handle a wide range of materials.

Each specific case calls for a different response. This search for solutions make for close-knit collaboration between the GSF teams working on site – as they are best placed to assess the requirements – and the Research & Development and the Purchasing departments located at the Group's administrative head office. Among the various cases being studied, we have, for instance, the ongoing study on the cleaning of the packaging rooms for the milk industry: this type of operation is carried out in an ISO 5-class clean room environment and requires specific precautions and a high level of expertise.

There is also a productive interaction between the regional companies of the Group where the solutions to the issues found by a company add to the solutions sought by another, through the organised sharing of skills and good practices, thus saving time and energy to the client's benefit.

It was thus that the expertise acquired by GSF Celtus in cleaning the rotary printing machines of the daily newspaper *Ouest France* was transferred to GSF Mercure and won over the daily newspaper *Le Progrès* in the Lyon region. Likewise, subsidiaries whose client typology has made them proficient in a particular sector are often capable of supporting and advising other subsidiaries that are less familiar with that business.

Crucial meeting points

Publications as well as formal and informal meet-ups make these exchanges easier. The *Particip'Agro* event plays this role in the agrofood sector; its three editions brought together the lead hands of GSF Auriga, GSF Ariane, GSF Celtus and GSF Saturne in 2014.

Professional events are also an occasion to identify needs and paths of progress. In 2014, the Group participated in CFIA – the trade show of suppliers to the agrofood industry – in February in Rennes, the Santé Autonomie trade show in May in Paris, the Nukléa trade show of the nuclear industry held in October in Grenoble, and the meeting of professionals in the work environment and purchasing, *Workplace meetings*, held in November in Cannes.



ALL OF THE GROUP'S INSPECTORS TO BE EQUIPPED WITH TABLETS IN 2016

Continually-improved equipment

The Group's employees who work on the clients' sites are well-trained and must also be well-equipped. Perfectly-suited equipment and highly-efficient, eco-friendly products, health and safety of operators are the required conditions to obtain results that match up to GSF and its clients' expectations.

The purchasing of this equipment is highly important in a cleaning company. The Purchasing Department selects it with utmost care, in terms of quality, its compliance with safety standards, and costs. Nearly 7,000 machines, 4,000 trolleys, 92,000 work clothes, 8 million pieces of personal protection equipment, or 5.7 million litres of products are notably included in the list of purchases in 2014. There is a constant search for equipment

and products, which are frequently revised in line with innovations and regulations.

Increasingly sophisticated management and monitoring tools

In 2014, the Group continued with the computerisation and digitisation of its process. It continued to roll out its paperless invoicing procedure. This has been set up with two national clients and represents 5% of the Group's overall invoicing in France at the end of the year.

The programme for digital equipment on the field was stepped up with the Group's objective to equip all of its inspectors with tablets by the year 2016. They are used to monitor the services, for traceability, to draw up estimates or for relations within the Group.

They make for greater responsiveness and quality of service, and help optimise client relations and productivity.

In the field of personnel administration, there have been new developments in the HR Access system. It has incorporated the standard for the paperless reporting of social data (called N4DS), and the paperless employer certificate. Business intelligence tools have been added to facilitate payroll and personnel administration reviews. The next step will be the adoption of the new nominative social reporting (DSN) that, as of 2016, will become mandatory in place of the various social reports filed at present.



Close to
60 million
euros

in products
and equipment
purchased in 2014

CORPORATE SOCIAL
RESPONSIBILITY (CSR)

GSF, A RESPONSIBLE GROUP





CSR AT THE CORE OF THE GROUP'S STRATEGY

Corporate social responsibility (CSR) is at the core of GSF's strategy, contributing to the performance of the Group with locally-anchored actions.

Vision of the GSF Group

A company like GSF, whose operations are as local as possible, shoulders responsibility that has four dimensions.

STAKES

10 OBJECTIVES



By integrating CSR in its organisation, the Group can adapt its operations according to the local social and economic context. The continuous improvement process implemented since 2010 denotes the requirement to compare GSF's business practices against those of the sector.

As regards CSR, the GSF Group's business in France and the Principality of Monaco in 111 sites come within the scope of this report. The subsidiaries in Spain, the United States, Canada and the United Kingdom implement their own procedures using the framework given by the Group. Each of these entities remains the contractor of its procedure and adapts the same to its level of maturity.

Three campaigns to collect indicators are conducted each year, testifying to the due attention given to this topic at GSF. The last campaign serves to consolidate the indicators shown in this document. The period for annual reporting is the calendar year, as is the case in this 2014 report, from 1 January to 31 December.

CSR governance at GSF

A steering committee chaired by the General Management, of which all the operations directors are members, defines the CSR actions and manages their overall monitoring.



The Group's CSR results



Network France
WE SUPPORT



71/100

EcoVadis
grade in 2015

Ten years ago, in keeping with the commitment of its Founding Chairman, the GSF Group joined the UN Global Compact. Much progress has been made since - an encouragement for the teams to continue their efforts in this field.

The UN Global Compact created the "GC Advanced" qualification grade for communications on progress (COP) published annually by the companies who commit to this initiative. Based on the external rating by qualified persons in the

participating companies, GSF has kept its "GC Advanced" distinction for the second year running. At 31 December 2014, thirty five French companies had joined this initiative. GSF participates in proposal and reflection groups with them.

As a supplier and partner to major international groups, GSF receives queries from its clients very often. To provide them with objective and pertinent information, since 2012, the GSF Group subjects its CSR procedure to voluntary assessment by

Major CSR dates of the GSF Group



2005

➤ JOINED
THE UN GLOBAL
COMPACT



2011

➤ CSR PROGRAMME
CREATED





EcoVadis. In 2015, it was given the “Gold” rating, one of the best ratings in its business sector. EcoVadis is the first platform for the accreditation and assessment of the suppliers in CSR matters. It applies and analyses twenty one criteria classified into four themes: environment, social, business ethics and responsible purchasing. The methodology and criteria are based on international CSR standards such as the UN Global Compact, the Global Reporting Initiative (GRI) and ISO 26000.

Managing and coordinating a CSR procedure on a daily basis with the involvement of all the employees is a protracted undertaking that must be considered over the long term. It requires running a programme while innovating with new initiatives that are drivers of progress. GSF's signing the Diversity Charter in October 2014 is yet another of its commitments that will build momentum around this topic that is shared by one and all. The Diversity Charter is a moral commitment text that urges signatory companies to guarantee the promotion and respect for diversity among their employees.

2012

- 1ST CSR REPORT WRITTEN
- MEMBER OF COMITÉ 21
- 1ST ECOVADIS RATING (61/100)

GC ADVANCED LEVEL

2013

- COP QUALIFIED AS ADVANCED BY THE GLOBAL COMPACT



2014

- 1ST INTEGRATED REPORT PUBLISHED
- 68/100 RATING BY ECOVADIS
- DIVERSITY CHARTER SIGNED

CONSIDERATION FOR ALL OUR EMPLOYEES

Commitment towards diversity

90

nationalities present
within GSF

7.7%

disabled persons
employment rate

80%

of sites complying with
the legal requirement of 6%

**GSF's 29,036 employees⁽¹⁾
in France and
the Principality of Monaco
is its main asset.**

**GSF makes every effort to
preserve their health and
ensure their safety
at work, grow their skills
and promote their
integration.**

Keenly aware that the cleaning profession is a driver for integration of one and all, without distinction of gender, qualification, nationality or origin, be it social or ethnic, each manager of the Group undertakes to treat every person with the same consideration.

In order to validate GSF's commitment to diversity, and involve all the managers, the Group signed the Diversity Charter in October 2014, during the tenth year celebration of the Charter, in the presence of the Minister for Labour, Employment, Vocational training and Social dialogue.

The major dimensions of the diversity policy applied by the GSF Group are as follows: contribute to the employment of disabled persons, educate the young generation about its business sector

and take an active part in their integration, notably through apprenticeship and professionalisation contracts and the innovation competition, *Tremplins GSF*.



Julien Pécicand, Site Manager of GSF Grande Arche
signing the Diversity Charter



Eugenio Cunha
Regional Director, GSF Tréville

“ We at GSF believe that difference is a quality as we ourselves endeavour to be different. In the Paris Ile-de-France region, most of our employees are of foreign origin. Our capacity to adapt makes their interaction easier. Our professions contribute towards the integration of one and all, notably by their learning the French language. Each person has the same opportunities as is seen in the uncommon and diverse career paths of our managers. Competency alone is of importance – it has no gender or origin, nor is it related to a person's disability. ”

(1) At 31 December 2014

Contributing towards the employment of disabled persons

For several years, the GSF Group reports a disabled persons employment rate exceeding the legal obligation of 6%, and increasing steadily, faster than the pace observed in the profession (5% in 2014, according to FEP). This indicator does not include the handicapped persons in ESATs (organisations providing sheltered employment of disabled workers) that GSF may be called upon to manage in its clients' premises and at their request. The actions conducted to promote employment of disabled workers are both efficient and long-standing. Going beyond the partnerships established with *Agefiph Cap Emploi, Hanploi...*, the Group strives to make these actions a part of its continued action.

To this end, training and outreach actions are conducted for the managerial team. The latest training programme dealt with how to "Promote the accommodation, recruiting and integration of a disabled worker". The purpose of this module was to define disability and give advice on recruiting, accommodating and integrating persons who are in such a situation. In autumn, the GSF Group received the wheelchair tennis player Yoann Quilliou who is sponsored financially by GSF in Sophia Antipolis, to

help him continue his high-level sports career and participate in national and international competitions. This meeting with the managerial team was an opportunity to exchange views at the conference that followed, and to better understand how to integrate disability at all levels of GSF's organisation.

To promote the integration of disabled workers, a mentor may be appointed to follow the disabled

worker throughout his or her professional life, not only in terms of work but also in relational or organisational matters with the company. Needless to say, this is done with the employee's consent. The mentors proposed are volunteers who have been in the Group for at least five years. The values of proximity and respect that are upheld by GSF are thus reflected in the Group's organisation.



Yoann Quilliou, wheelchair athlete sponsored by GSF since 2013, is set on his goal – qualify for the Rio de Janeiro Paralympics in 2016.



“ Mentoring helps establish a link, a relationship of trust... ”

Educate the youth about the business sector and play an active part in their integration

In 2014, GSF crossed a major milestone with the fifth edition of "Tremplins GSF", a competition to bring students closer to the corporate world.

Each year, new institutions that offer degrees in the environmental services business or the nuclear environment (BTS or Bachelors) have joined this initiative, thus creating a regional proximity network. The diverse nature of the academic paths of the ninety six

students brought forth innovative proposals such as educational game projects to be used as training material, working clothes, etc.

These are genuine experiments conducted with the GSF staff rallied to lead the students and their teachers to success.

Several of the contestants joined GSF as employees or work-study trainees, which illustrates the spirit of the Tremplins competition. The Group gives them the means to accomplish their professional projects.

The Tremplins is just one component of a more ambitious policy to promote the training and employability of young people, which brings more and more people together year after year through professionalisation and apprenticeship contracts. This initiative would not be possible without the Group's existing staff whose expertise is recognised and who can pass on their knowledge and share their experience of the corporate world.



“ GSF Aero initiated a structured procedure almost ten years ago to promote the integration of hard-to-place persons by using the professionalisation contract mechanism. Vocational training for young people without educational qualification and retraining for senior workers is a strategy that has resulted in a pool of motivated and eager future employees for the cleaning profession. Some of the lead hands in the subsidiary come from this programme, reflecting the right match between life skills and the know-how acquired in that period, transmitted by the local managers. Long-term partnerships set up with the training centres in the region point to the success of the procedure which has since been extended to other subsidiaries of the Group. ”

Interview with **Chaouki Ouenniche** and **Thierry Deflandre**,
GSF Aero management team





The managers, most of whom have reached their position through in-house promotion, contribute in implementing quality, locally accessible management.



Mobilised for the men and women of the Group

The cleaning sector is one that recruits, one in which 60% of the employees have no degree (FEP data), and one in which employees can develop their career given the various training opportunities in the companies and the wide variety of professions. Given the current economic context and to meet its employees' expectations, GSF continues to strive towards improving the employability of the men and women who make up the social body of the company.

The government has made adjustments to the law on employment protection of 14 June 2013. The new measures implemented on 1 July 2014 notably concerned part-time employment. The minimum work hours per week, fixed after consulting with the branch, was finally changed to sixteen hours per week. The GSF Group takes all the necessary measures to remain in line with these new provisions. During the year 2014,

GSF continued its negotiation policy with labour representatives and signed 56 collective agreements in 2014. They mainly relate to work hours (in terms of both organisation and duration), job and skills planning management (GPEC) and equal opportunity at work.

49% of GSF employees (on its payroll at 31/12/2014) have a length of service of over five years (exceeding the figure for the profession which is 42%), reflecting their good working conditions (management rate and quality, equipment and materials placed at their disposal).

A key component of local management is the inspector, a true manager in charge of managing and coordinating the teams in a sector, and one who stands guarantee for the Group's abiding by its commitments to its clients. At GSF, 22% of these positions are filled by women.



68%

of GSF subsidiaries have a full-time rate that exceeds that of the profession (25%, according to FEP)

56

 collective agreements signed in 2014

49%

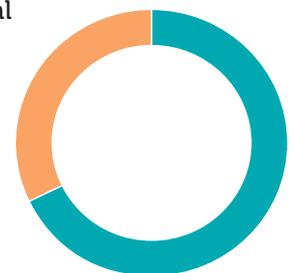
of managerial positions are held by women

Male-female distribution

Clerical

♂
32%

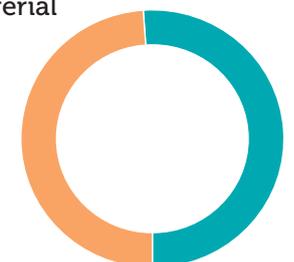
♀
68%



Managerial

♂
51%

♀
49%



Non-stop work

Non-conventional work hours are routine to the cleaning sector. For instance, it is impossible to clean agrofood production facilities when they are in use. However, in the healthcare sector, ongoing work during the day is common.

An increasing number of clients are interested in this approach. In the tertiary sector, certain initiatives have already been implemented for four years with a sizeable experience feedback. "Put the spotlight on the work by GSF's employees", to quote Philippe Amon, Commercial Director at GSF, to the benefit of all the stakeholders.

GSF cleaner at work during the day



MADE-TO-MEASURE TOOL

Since 2014, GSF proposes Eco-box, its multiple waste collection box for segregating office waste.



Business initiative

A partnership approach conducted jointly with GSF staff, the persons in charge of safety, check-in or management of the site was set up since June 2013 in the Orly-Sud airport site. This is a daily meet-up; "Top 5", for 5 minutes, to identify malfunctions and find solutions with the line managers present in the check-in area.

This initiative points to the dedication of the GSF staff and the other provider companies for the quality of service. This solidarity is seen in the considerable improvement of services. Given its success, this procedure will be rolled out in other working areas.

Experience feedback

Backed by a long-standing partnership, GSF Pluton teams working at the headquarters of Norauto and Mobivia Groupe (Lesquin) have, since one year, carried out the cleaning during the day, non-stop.

The CSR procedures of the two groups were clubbed together, in particular around this theme aimed at adapting services to needs. This was accomplished with the efforts put in voluntarily by the site's employees to use the Eco-boxes and to share their working space with the service staff. The staff's working hours were spread out over the day. They were entrusted with new related services.

As they were in direct contact with the users, their services were more visible.

Interview with **Vincent de Felice**, Site Manager of GSF Pluton

Develop the competencies of employees to make them grow while favouring in-house promotion.

The development of employability is a strong point of the GSF Group's policy. The actions conducted to promote the training of all the stakeholders are long-term actions to ensure the safety of staff, processes and, above all, to develop the competencies of the employees.

Several sessions are aimed at obtaining professional qualification certificates (CQP). The skills acquired by the employees are recognised through a national-level diploma.

Each subsidiary adapts its training policy according to the stakes in the region in which it operates and the business sectors of its clients.

Determined to provide the best support to the lead hands in preparing for their CQP (professional qualification certificate), AFPENG (GSF's training provider) organised a coaching day for the inspector-appraisers in GSF Auriga. This novel approach was instrumental in the Group's employees' success.

Their capability to coordinate and conduct the exam was verified – putting the candidates at ease and encouraging them to go beyond the profession they know so well. The honour in obtaining the CQP was shared.

Business expertise

To meet the specific needs of the 350 agrofood sites entrusted to the GSF Group, AFPENG (internal organisation for continuing education of the GSF Group) and the agrofood unit of the Research and Development Department set up a new training programme for agrofood inspectors, fully adapted to the trainees' needs. This new formula is put to practice on the sites to which the inspector is assigned, in the presence of an agrofood engineer.

This individualised training helps to strengthen the skills acquired by the inspectors and to efficiently readjust their practical knowledge.

Workforce distribution

(scope covering France and Monaco, short-term and permanent employees as at 31 December 2014)

	2012	2013	2014	2014 figures for the profession
Service staff	77.1%	77.8%	77.9%	81.5%
Qualified service staff	7.3%	7.0%	6.9%	5.4%
Highly-qualified service staff	2.9%	2.8%	2.7%	3.2%
Managerial	12.7%	12.3%	12.5%	9.9%



445

inspectors providing the local liaison with the clients and the teams

2,269

lead hands in 2014

25,427

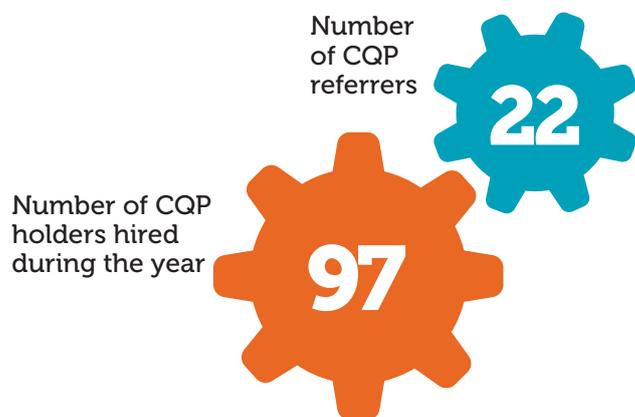
service staff *

RATIO UNSURPASSED IN THE PROFESSION

*Workforce present at 31 December 2014



Professional qualification certificates in 2014



30%

of the training conducted in 2014 dealt with prevention and safety

25%

of subsidiaries have a work accident severity rate lower than the 1.5 Objective fixed by the GSF Group

Training

	2012	2013	2014
Hours of training (excluding individual training leave and professionalisation contracts)	117,926	107,272	110,179
Share of the total wage bill dedicated to training	2.56%	2.46%	2.50%
Number of trainees trained (excluding individual training leave and professionalisation contracts)	8,697	7,341	7,977

These certification initiatives point to the GSF Group's resolve to honour the commitments given to its employees by protecting them and by improving their work conditions, while guaranteeing the quality of service at par with its clients' expectations.

In the profession, musculoskeletal disorders (MSD) have increased by 31% between 2008 and 2012 (source: FEP) calling for priority action by the professional branch. This was also a central theme in the GSF Group where a training campaign was deployed in 2014 on facilitators for the prevention of musculoskeletal disorders (APTMS) with displays showing "I protect my joints!!!"

This initiative demonstrates the GSF Group's commitment towards occupational disease prevention. Sixteen inspectors began the APTMS training in 2014 following the training programme defined by INRS (the French national institute for research and safety) on the prevention of work accidents and occupational disease.

Guarantee health and safety for one and all

The QSE (quality-safety-environment) triple certification based on ISO 9001, ILO OSH 2001, OHSAS 18001 and ISO14001, which the GSF Group was among the first to obtain in 2013, was further extended within the Group to cover 20% of the sites in 2014.

Encouraged by the results of the first batch of certified sites, the efforts put in by the teams are aimed at doubling the number of certified sites in 2015.

Also, 15% of the sites are MASE-certified (Corporate safety improvement guide).

The GSF Group's aim for 2015 is to have one certified APTMS facilitator in each subsidiary, in order to reduce MSDs, limit occupational diseases resulting from joint wear and tear, and ensure better health for its employees today and in the future. The concerned site managers also attended an information day on the risks of MSDs and the role of the APTMS facilitator who is the key person for the identification of risks and the prevention of musculoskeletal disorders. This initiative is also a part of the continuous improvement of work conditions by helping senior employees and training junior employees.

Prevention is indispensable for implementing a strategy for health and safety at the workplace. It aims to prevent situations that are termed "near-accidents" from transforming into accidents on another site, with major human or just material consequences.

In this connection, the GSF Group deployed "OUF" sheets (meaning "Phew!"). When a risk situation arises, the lead hands or inspectors fill an OUF sheet to maintain a trace



record of that situation, escalate the information and find solutions. In 2014, over 100 OUF sheets were filled and entered in the accident database, Acciline. The more these "near-accidents" are examined, the less the likelihood of these accidents' occurring.

Safety is everyone's business; it must be a part of life on the site. For several years, the "safety stock-taking" meetings (*Points Sécurité*) or chats (*Causerie*) are conducted with the team, using handy tools to deal with a safety-related issue rapidly. Materials have been designed to illustrate such situations,

the improvement aspects to be reported, and the action plan to be triggered where appropriate. There are already more than a dozen "*Points Sécurité Causerie*" sheets filled already.

3.12

Rate of contributions payable in connection with work accidents and occupational disease for GSF France in 2014

Health and Safety at the Workplace results in 2014

	2012	2013*	2014*
Work accidents with work stoppage exceeding 24 hours	1,002	957	995
Frequency Number of work accidents with work stoppage for every million hours worked	41.11	38.14	38.59
Severity rate Number of days of absence due to accidents for every thousand hours worked	2.35	2.24	2.47

*Since the 2013 figures, the Safety and Security at Work scope includes GSF SAS.

ECOLOGICAL FOOTPRINT UNDER GOOD CONTROL

Managing environmental performance

The GSF Group's environmental performance is part of the ISO 14001-certification procedure implemented by each subsidiary at the pace they choose. Since 2010, when the first GSF site was ISO 14001-certified, nineteen sites followed suit, of which some have obtained the QSE triple certification. The increase in the number of certified sites shows that the environmental management system which was based on ISO 14001 at the very outset is such that the sites who wish can obtain the certification promptly.

A steering committee facilitates the environmental dynamics for the whole Group, and the sharing of experiences and indicators benefit one and all. The GSF Group also decided to deploy a strategy in 2015 to improve its energy performance based on ISO 50001 to go beyond merely monitoring its energy consumption. Given that the services are conducted at the clients' sites, GSF does not release any information regarding its consumption of materials and water.

Prioritise the use of eco-labelled products

Eco-labelled products are preferred whenever they are compatible with the business sector concerned. Several innovations, after having been tested and referenced by the Purchasing Department and the Research and Development Department, are deployed on the field: microfibre, pre-soaked mops, ionised water, etc. Vacuum cleaners are selected based not only on their power but also their noise level – a criterion that is increasingly applied by companies. The demand for silent equipment is often made by companies established

in buildings that are certified High environmental quality (HQE®) or BREEAM (Building Research Establishment Environmental Assessment Methodology developed by *Building Research Establishment* located in the United Kingdom), which is on the increase, particularly in shopping centres.

The requirements of these standards, in the "operation" mode also relates to air quality. Since two years, the GSF Group has initiated research in this area in order to be able to propose solutions that are innocuous to the occupants of the buildings concerned.



Number of ISO 14001-certified sites



The GSF Group teams who carry out cleaning services at the clients' premises take particular care to include their cleaning actions and procedures in the client's CSR strategy.



Working in partnership with suppliers to the benefit of clients

For several years, GSF asks its suppliers to commit to sustainable development by signing a convention on sustainable development commitment based on the Global Compact criteria. This is a prerequisite to their inclusion in the list of approved suppliers. They are then contacted each year to respond to a questionnaire hosted on the Acesia platform (an AFNOR solution) to learn more about their CSR commitment. This step may be followed by help on improving performance for those who request it.

The traceability and the reliability of the suppliers, who are considered to be partners, step up the confidence in the Group. At a client's request, GSF's Purchasing Department shared its experience in supplier assessment during a meet organised with ARSEG (General services managers association) and CDAF (French purchasing managers association). This lends credence to the process and the interest it arouses in certain clients.



Share of revenue of environmentally-friendly items

40%
2014



Number of employees trained in eco-driving (total)



Average grams of CO₂/km of the GSF Group's vehicle fleet

Utility vehicles

138

2012

135

2013

131

2014

Other vehicle categories

129

2012

129

2013

123

2014

FINANCIAL OVERVIEW

GSF, A SUCCESSFUL GROUP

The financial performance of the GSF Group made new progress in 2014. There has been a remarkable increase in revenue, operating income and net income.



SUSTAINED GROWTH

After crossing the €600 million mark three years ago, GSF Group's revenue crossed the €700 million mark in 2014. It stood at €718.8 million, showing an increase of 4.4% as in the previous year.

4.4% increase in France

670 million euros
in revenue

26.7%
of revenue generated
in the tertiary sector

+ 13.8%
for the health sector

The GSF Group's revenue on French territory stood at €670 million in 2014. Its 4.4% increase compared to 2013 is slightly higher than projected, and is sizeable compared to the change in the French gross domestic product (+0.4% in 2014).



Operator in the Robert Ballanger hospital complex site (Alpes-Maritimes)

Same sector-based distribution

The tertiary sector, the industry and large retailers were the best-represented sectors among the 908 new contracts signed in 2014.

In France, the business volume for the year shows a sector-based distribution comparable to that of the previous year. The three best-represented business sectors in the customer base remain the tertiary sector, stores and the industry.

With an increase of 6.9%, the tertiary sector accounted for €179.1 million in revenue, of which it represented 26.7% in France. The business volume generated by stores totalled €127.4 million, up 2.3%. Industry generated revenues of €124.2 million (up 5.7%)

whereas its share of the Group's activity in France remained unchanged at 18.5%.

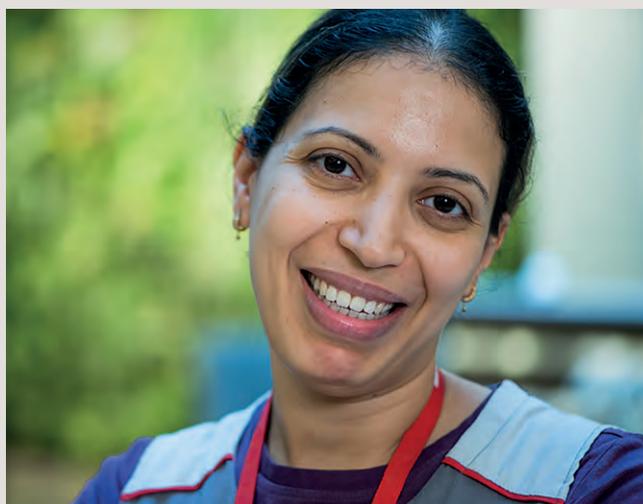
Dynamic healthcare sector

The revenue generated from clients in the healthcare sector, as in 2013, showed the most marked increase among the major areas of operations of the Group. It rose from €46.5 million in 2013 to €52.8 million in 2014, up 13.8%.

Several new contracts have been started, such as those signed with the Robert Ballanger hospital complex in Aulnay-sous-Bois (Seine-Saint-Denis), Avranches-Granville in Manche, or the pharmaceutical group Haupt Pharma in Drôme. Some of these result from the addition to the approved supplier list of the purchasing group RESAH IDF, in 2013.

GSF Group earnings
in thousands of euros

	Revenue	Consolidated net income
2012	659,685	7,778
2013	688,516	22,359
2014	718,771	30,628

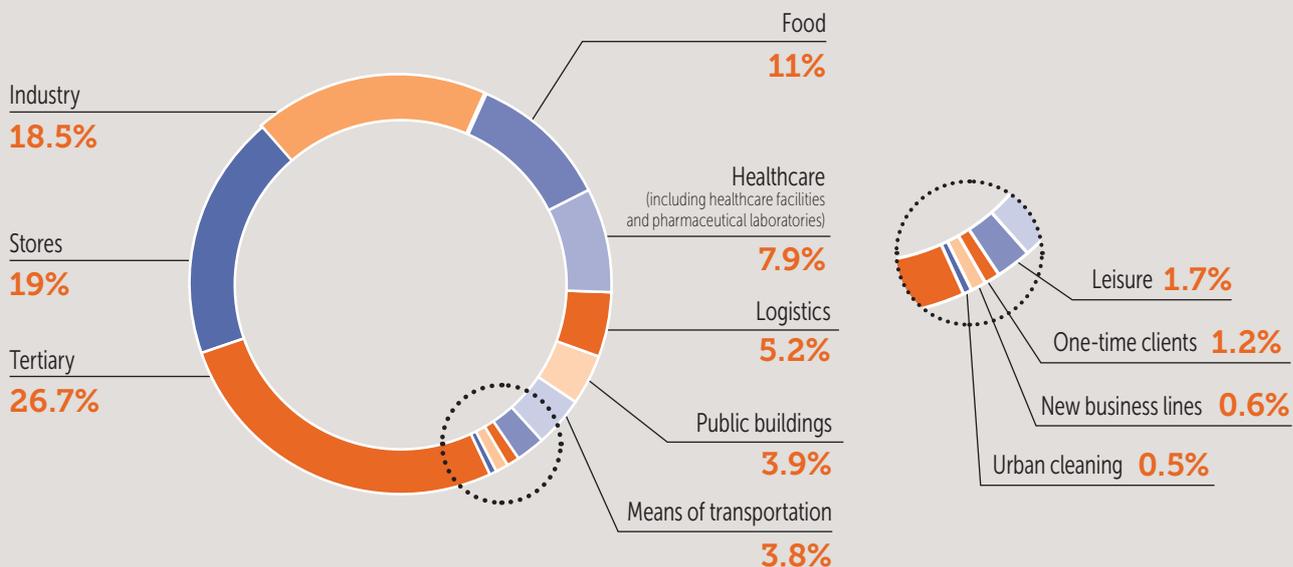


THE TERTIARY SECTOR IS THE BEST-REPRESENTED SECTOR IN 2014



Distribution of revenue by clients' business segment

GSF Group revenue in 2014



The addition to Uni.H.A.'s approved supplier list at end 2012 has also been fruitful – the initial contract with the Hospices Civils de Lyon hospital complex in 2013 was followed by the Group's winning the bid in 2014 for the 100,000 m² of the new regional hospital complex in Orléans, which came into effect on 1 January 2015.

New breakthroughs in the agrofood sector

There has also been a marked growth in the agrofood segment whose revenue exceeded €74 million, compared to €68.2 million in 2013 (up 8.5%). The sector reaped new successes in 2014. Several of these were achieved in the western part

of the country where GSF Celtus won over major players in the frozen food and the meat processing industry. GSF Auriga and GSF Atlantis also continued to expand their client portfolio.

In the other regions of France, GSF Atlas, GSF Neptune and GSF Saturne made significant contributions towards developing business in this segment by signing new contracts or enlarging the scope of on-going contracts. The first signed a major contract with Orly Air Traiteur, the company that supplies meals to several airline companies, while GSF Neptune was chosen by Tereos BENP, a bioethanol, gluten and glucose producer in Seine-Maritime.

Top subsidiaries with the highest growth in France in 2014

GSF subsidiary	2014 revenue in thousand euros	2013 revenue in thousand euros	2014/2013 change
GSF Phocéa	21,790	19,507	+ 11.7%
GSF Atlantis	39,407	35,415	+ 11.3%
GSF Grande Arche	40,485	36,715	+ 10.3%
GSF Mercure	53,915	49,383	+ 9.2%
GSF Athéna	24,465	22,414	+ 9.2%

Three subsidiaries in the €50 million revenue bracket

While the most active subsidiaries in France are the same as in 2013, three of them touched or crossed the €50 million revenue mark for the first time. GSF Mercure leads the trio with a business volume of €53.9 million, followed closely by GSF Celtus (€52.5 million) and GSF Neptune (€49.9 million). The top subsidiaries reporting the highest growth are however very different from the previous year. With an increase in growth of 11.7%, GSF Phocéa

is ahead of the others, posting revenue of €21.8 million. Following close behind are GSF Atlantis and GSF Grande Arche, whose business volumes rose by 11.3% and 10.3%, respectively.

No new subsidiaries were created in 2014 and the number of sites remained unchanged at 111. A new site was opened in Rueil-Malmaison (Hauts-de-Seine) within GSF Grande Arche but another site was closed by GSF Concorde at Roissy-en-France (Val-d'Oise) where the Group still operates two units.

5

subsidiaries abroad:

Canada,
United States,
United Kingdom
(2 subsidiaries),
Spain

Stable contribution from international subsidiaries

Business by the Group's subsidiaries located outside of France generated €48.8 million in 2014, compared to €47 million in 2013. The share of international operations in the total revenue of the Group remains comparable to that of 2013.

Robust growth in Great Britain

International revenue increased by 3.9% overall in euros and was impacted differently by changes in exchange rates. While GSF Canada business progressed by 3.2% in the local currency, it decreased by 2.7% in euros. Conversely, the 7.1% increase in pound sterling in Great Britain translated to a 13% increase in euros.

Strong anchor in the tertiary sector

The United States, which reported business volume of €18.2 million, accounted for 364 clients at end-2014. Their number has increased by more than a quarter in the last three years. Business predominantly stems from the tertiary sector that accounts for nearly 60% of the revenue in 2014, followed by healthcare, industry and education. Of the three sites in the country, GSF Indiana, based in Indianapolis is the biggest and generated 55.2% of the Group's revenue in the United States.

The tertiary sector is again the most prominent in the client base of GSF Canada and generated over half of that subsidiary's business volume in 2014. It is also the leading sector in Great Britain where it represents more than a third of the revenue for the country and close to half of that of the London-based subsidiary, GSF London. However, green space

management is the main business of GSF Sandylight, the other subsidiary of the Group in Great Britain, representing a share of over 31%.

In Barcelona, Spain, GSF has managed to acquire a position of choice with sports clubs; this client base accounts for 38.5% of the revenue in 2014, followed by pharmaceutical laboratories which represent 25.5%.

European Customer Synergy's contribution

European Customer Synergy (ECS), the European grouping of which GSF is a member, is increasingly contributing to the Group's business. It benefited from 10% of the revenue generated by ECS in 2014, which itself increased by nearly 25% compared to 2013. The clients brought to the Group include notably Japanese companies in the glass industry, banking, consumer electronics, a multinational manufacturing convenience goods and an American sports goods distributor. These principals, whose sites and requirements are international, are managed by a dedicated cell with the Key Accounts Department.



3.9%

increase in
international
revenue



A PROFITABLE FINANCIAL YEAR

The Group's operating income rose 30.9% compared to 2013. Net income increased at the same time.

Well-oiled management

28,270

employees in France

2,434

employees abroad

2.5%

of the total wage bill
dedicated to training

Building on a 4.4% rise in revenue, the Group successfully implemented this increase while keeping its operating expenses under control.

Well-maintained staff costs

The GSF Group's average headcount was 30,704 employees in 2014, of which 28,270 were based in France and 2,434 in the subsidiaries abroad.

Staff costs rose from €504.5 million in 2013 to €522.7 million in 2014, up 3.6%. While they occupy a prominent place naturally in a highly labour-intensive sector such as the cleaning sector, their weight in the Group however decreased. This item represented 72.7% of the revenue in 2014, compared to 73.3% in the previous year and over 75% five years ago.

The total amount of compensation excluding expenses stood at

€419.6 million. Their share in the revenue generally tapered down slightly in France, whereas on the international front, it moved up following salary increases. Training represented over €8.8 million, i.e. 2.5% of the total wage bill.

Social security costs changed at a slower pace than the total wage bill, going from €99.2 million in 2013 to €99.8 million in 2014. This moderation is partly a result of the Competitiveness and employment tax credit (CICE) amount received by the Group for the year 2014. While it is not included in the basis for calculating employee profit-sharing, it increased markedly in 2014, reaching €3.3 million compared to €2.3 million in the previous year.



GSF Group headcount in 2014

Average headcount

	Managerial	Clerical	Manual	Total
France	296	1,065	26,909	28,270
International	34	77	2,323	2,434
Total GSF Group	330	1,142	29,232	30,704



“ Vocational training is an essential component of our human resources policy that prioritises in-house promotion. It enables employees to develop throughout their career, grow along with the Group, and keep in step with the changes in the Group. ”

Vincent Ré
Deputy Director of In-house Promotion



Arnault Tzanck institute at Saint-Laurent-du-Var (Alpes-Maritimes).

Increasingly rationalised purchasing

This year again, the purchasing item grew less than the revenue, and was limited to 3.5%. The Purchasing Department continued its efforts at rationalisation, thus narrowing down the number of referenced items. The total number of references retained by the GSF Group shrank from 10,024 in 2007 to 3,346 in 2014, by 66.6%. Concomitantly, the number of chemical products was also reduced considerably and it went from 1,408 to 279 in the same period, representing a decrease of over 80%.

The other operating expenses amounted to nearly €86 million, compared to €82.9 million in 2013.

The change in external charges was contrasted – it was less favourable than abroad. The relative share of certain items such as fuel or insurance decreased, whereas other items such as business travel or laundry services were more onerous.

An amount of €1.6 million was allocated to the sponsorship actions conducted by the Group for over thirty years. This concerns the medical field to the extent of 95%, through the Arnault Tzanck institute and the Fondation GSF Jean Louis Noisiez.



Marie Calautti,
Deputy Director, Purchasing Department

“ Our ambition is maintain our lead, especially as regards our use of eco-friendly procedures, technologies, products and equipment. ”

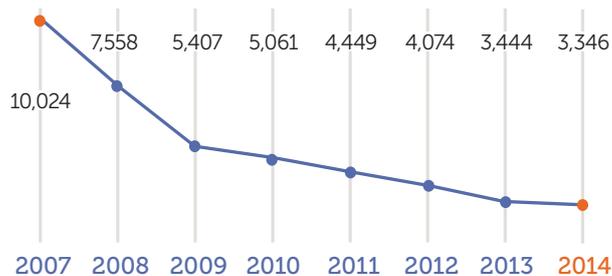


Chemical products:

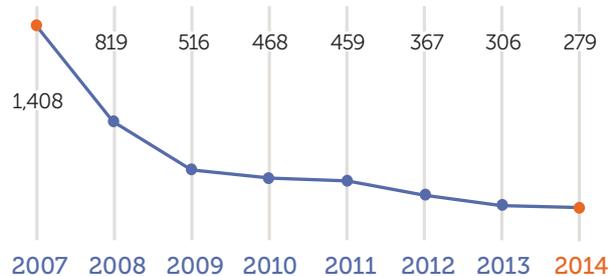
- 80%

references in 7 years

Change in the number of references



Change in the number of chemical products



Tax burden remains stable

The amount of taxes and levies increased in 2014 to €27.6 million overall, compared to €27.3 million in 2013. This increase stems from the application of a flat amount of €3.3 million towards the social solidarity tax (C3S) and, to a lesser extent, by the abolition of the fixed annual tax (IFA).

Depreciation and amortisation allowances as well as additions to provisions were also less than in 2013. This item decreased by 6.7% overall, owing entirely to the lower additions to provisions. Of them, the addition to provisions for pension commitments continue to be

affected by the lowering of the discount rate applied (indexed to the interest rate on bonds in the private sector). Some small provisions for risk were also made in 2014.

Consolidated profitability

The above elements resulted in an operating income of €35.6 million compared to €27.2 million in 2013. As in the previous year, this amount is amplified by the Competitiveness and employment tax credit (CICE) amount received by the Group which represents close to 5% of the revenue in 2014, compared to 4% in 2013. With the CICE it receives since

2013, the Group could rebuild its margins that had been considerably eroded by the financial crisis and the sizeable increase in social security charges and taxes. GSF can continue investing, not only in equipment but also in human resources through mentoring and training.

This profitability has increased in France where the operating margin went from 4.3% in 2013 to 5.3% in 2014.

While operations are less favourable in units that are located abroad, the operating income is positive on the whole.

Profits on the rise

The net financial income stood at €0.8 million, against €0.6 million in 2013, with cash flow showing €1.2 million in interest. A non-recurring income of €0.7 million, from various management operations and fixed asset sales proceeds, was also posted.

Income tax increased considerably compared to 2013, even though, after excluding the CICE tax credit from the calculation basis, the income tax burden for the past two years is clearly lower than that of earlier years. An amount of €1 million was

recognised in differed taxes that have increased sharply especially due to retirement packages.

The GSF Group's consolidated net income in the end stood at €30.6 million. With an increase of 37% compared to 2013 (€22.4 million), it has undoubtedly peaked, given the extent of the new tax and social provisions. This performance is destined to be more moderate in the future, given that the Group will need to bear the cost of two new elements – the cost of mandatory mutual health insurance for all employees as

from 1 January 2016 and the cost of the year-end bonus under an agreement signed between the labour representatives and the Federation of cleaning companies (FEP).

Net margin reached 4.3%.

Net income, Group share

30.6 million euros

4.3%
net margin

SOUND AND STABLE FINANCIAL STANDING

With its consistently strong balance sheet, the GSF Group's year-end cash position for 2014 was favourable.

Stronger balance sheet

On the assets side

At nearly €80 million, the amount of fixed assets decreased by 7.1% overall. This pertains to intangible assets as well as property, plant and equipment. PPE amounted to nearly €73 million, compared to €77.5 million in 2013. Their lower numbers are a result of smaller investments in both equipment and property compared to the previous year. Unlike the previous years, this financial year did not have any major structuring projects calling for investment in computer tools.

Current assets include client receivables that increased from €102.8 million in 2013 to €107.9 million in 2014, pointing to a slight increase in the average time to payment from 44.9 days to 45 days.

Other receivables include a sizeable increase of receivables from sundry debtors. This item notably contains the excess prepaid income tax before considering the CICE tax credit and the recoverable VAT on purchases. Differed

taxes increased considerably and totalled €10.4 million euros, as a result of increased pension commitments.

On the liabilities side

The GSF Group's equity rose 44.5% at 31 December 2014, totalling €92.1 million. In addition to the allocation of profit and the payment of €2.9 million in dividends, they include a positive translation adjustment of €0.6 million from the Group's foreign subsidiaries.

The provisions for liabilities and charges increased overall by 7.5% to €27.9 million. This rise results mainly from provisions for contingencies (up 7.7%) and those for pension commitments (up 7.8%).

Borrowings and financial liabilities that rose due to the increase in current bank loans stood at €15.6 million. Tax and social security liabilities increased at a slower pace than revenue, owing to the reduction in URSSAF social security contribution effective in December.

92.1 million euros
in equity

+ 21.7

million euros in cash

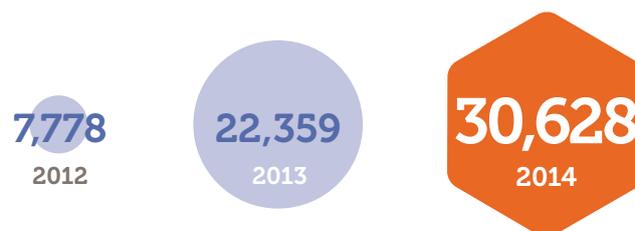
Higher cash flow

The analysis of the statement of cash flows shows an internal cash flow of nearly €56 million. Buoyed by the growth in income in the year 2014, it increased by 12.4% compared to 2013.

Net cash flow from operating activities totalled €44.1 million, up 21.5%. As the volume of investment turned out to be less than in 2013 (€20.3 million as opposed to €25.7 million) and the amount of dividends paid was lower, the change in cash flow for the year 2014 was positive at €21.7 million. After accounting for an exchange effect of €0.4 million, the Group's cash flow net of current bank overdrafts stood at €65.7 million at the end of the financial year. It rose by over 50% compared to the previous year's figure of €43.6 million.

Change in net income and internal cash flow in thousands of euros

Net income



Internal cash flow



THE GROUP'S STRENGTHS TO ADDRESS THE FUTURE

Although the macro-economic environment is showing some signs of recovery, the repercussions of crisis will still be felt for a while, calling for close vigilance. We will explore any promising avenues to take advantage of the upturn.

Perseverance pays off

The GSF Group can rely on a strategy that has shown its relevance. By continuing its development year after year despite the adverse macro-economic conditions, the Group adapted itself and grew without compromising on its long-standing guiding principles, controlling its own destiny.

The strength of genuine financial independence

GSF, a family business, avails of a shareholding structure that guarantees the stability of its capital. With its independence, its cash flow and virtually no debt, it has great flexibility and leeway to finance the development of its business, deciding freely upon the resources it wishes to allocate to it. For example, it would appear that GSF Group's investment is thrice that of the other major players in the industry in the last three financial years.

The Group's financial standing is graded B3 by Banque de France⁽¹⁾ and has received a scope rating of 9 from Coface. It is a true asset and an assurance for these partners.

Advantageous positioning

Seen against the other major players in its business sector, the GSF Group's position appears to validate its strategy. GSF Group is the sole cleaning and related services company to be included in the top 150 most profitable independent companies in France published by L'Expansion⁽²⁾.

Its pace of growth compares favourably with that of the other companies in the profession. According to the Fare Propreté socio-economic observatory on the cleaning industry, in 2014, companies in the cleaning business posted a growth of 1.9% compared to 2013. While it was more marked for smaller companies, growth was even limited to 0.5% for the category of companies with over €20 million in revenue, the category to which GSF belongs⁽³⁾.



Growth rate surpassing that of the market

4.4%

or the GSF Group in France

1.9%

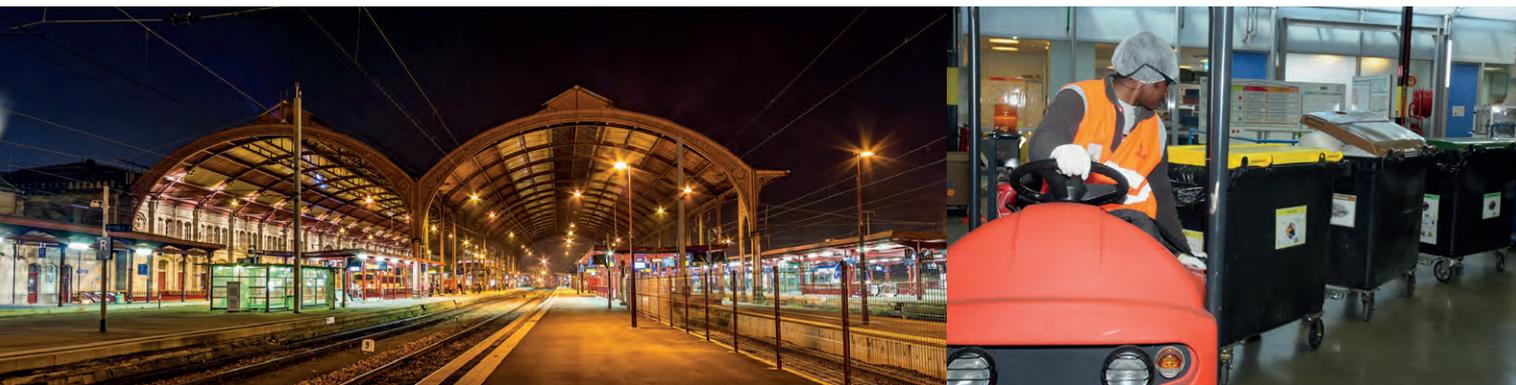
for all the companies in the profession

Source: Cleaning industry business barometer FEP/ Fare Propreté/I+C

(1) The Banque de France rating measures the company's capacity to honour its commitments within three years. The letter corresponds to the level of revenue and the number corresponds to the credit rating on a scale from 3++ for the best possible rating to 9 for the worst.

(2) *Rentabilité : le palmarès 2014 des pépites françaises*, L'Expansion, on the 2014 profitability ranking of the top French companies, Special supplement on entrepreneurs, September 2014 (ranking based on the year 2013).

(3) Source: Barometer FEP/I+C based on a survey of 300 companies, January 2015.



Growth drivers renewed

The economic climate and changing clients' needs call for the constant reorientation of our commercial priorities and require us to adopt new growth drivers to continue our development.

Reinforcement in the field of waste management

In the face of markets that have become difficult or weaker from undergoing several years of crises, business is expected to shrink in areas such as retailing. It will cause the GSF Group's growth to slow down in 2015, estimated at 1.3%. In this context, other sectors will have to step in, and the Group as a whole is rallied to achieve the "Cap 800" objective of €800 million in revenue that it has set for itself.

Besides the nuclear segment which reported its preliminary successes in 2014, the GSF Group has decided to step up its deployment in related services by providing its subsidiaries with the structure and support they need to develop their activity in this field. This approach, based on field experience, is decidedly pragmatic given that the

organisation and the processes are based on identified successful experiences across the territory.

Encouraged by its successes in waste management, the Group has decided to step up its operations in that segment.

A new company in the railways sector

Agrofood, healthcare and industry should also be among the most profitable business segments for the Group in 2015. Major contracts, signed in 2014, will enter into force, such as the one with the Orléans regional hospital complex in the healthcare segment, or the one with the Servier research institute in the tertiary sector, as well as in the airport logistics field.

Other contracts have already started in the beginning of the year 2015. Of these, we can cite

the healthcare segment with the hospital complexes of Strasbourg and Saint-Brieuc, public buildings, hotels at Futuroscope and the Marineland theme park in the Alpes-Maritimes region, and the tertiary sector.

In the transportation segment, a new subsidiary will be created following the qualification received from SNCF. Created on 1 January 2015, GSF Rail Services will be dedicated to the railways sector, and will give the Group the means to efficiently respond to calls to tender in that area of business.

A technical site will also be set up by the Group in Asnières-sur-Seine (Hauts-de-Seine) that the subsidiary GSF Grande Arche will use specifically for serving its client, L'Oréal.

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2014 CONSOLIDATED FINANCIAL STATEMENTS

CONSOLIDATED FINANCIAL POSITION AT 31 DECEMBER

AMOUNTS IN THOUSANDS OF EUROS

BALANCE SHEET – ASSETS	31/12/2014	31/12/2013
NON-CURRENT ASSETS		
Goodwill		
Intangible assets	5,820	7,403
Property, plant & equipment	72,953	77,502
Non-current financial assets	1,186	1,170
Equity-accounted investments		
CURRENT ASSETS		
Inventories and work-in-progress	776	810
Trade and other receivables	107,915	102,802
Other receivables and accruals	44,997	32,558
Transferable securities	5,005	5
Cash and cash equivalents	72,137	50,045
TOTAL ASSETS	310,789	272,295
BALANCE SHEET – LIABILITIES	31/12/2014	31/12/2013
EQUITY (Group share)		
Capital	9,000	9,000
Premiums	984	984
Consolidated reserves	51,510	31,430
Consolidated income	30,628	22,359
Other		
NON-CONTROLLING INTERESTS	1	
PROVISIONS FOR LIABILITIES AND CHARGES	27,870	25,936
LIABILITIES		
Loans and financial debt	15,633	11,549
Trade and other payables	18,213	18,802
Other liabilities and accruals	156,950	152,235
TOTAL LIABILITIES	310,789	272,295

CONSOLIDATED INCOME STATEMENT AT 31 DECEMBER

AMOUNTS IN THOUSANDS OF EUROS

	31/12/2014	%	31/12/2013	%
REVENUE	718,771	100	688,516	100
Other operating income	5,971	0.83	7,626	1.11
Consumables purchased	- 23,968	3.33	- 23,159	3.36
Staff costs	- 522,701	72.72	- 504,459	73.27
Other operating expenses	- 85,952	11.96	- 82,933	12.05
Taxes other than on income or payroll-related	- 27,574	3.84	- 27,348	3.97
Depreciation, amortisation and provisions	- 28,997	4.03	- 31,076	4.51
OPERATING INCOME	35,550	4.95	27,166	3.95
Financial income and expenses	811	0.11	599	0.09
INCOME FROM OPERATIONS OF FULLY CONSOLIDATED COMPANIES	36,361	5.06	27,765	4.03
Exceptional income and expenses	671	0.09	367	0.05
Income tax expense	- 6,403	0.89	- 5,773	0.84
NET INCOME OF FULLY CONSOLIDATED COMPANIES	30,628	4.26	22,359	3.25
Share of equity-accounted entities				
Allowance for goodwill depreciation				
CONSOLIDATED NET INCOME	30,628	4.26	22,359	3.25
Minority interests				
NET INCOME (Group share)	30,628	4.26	22,359	3.25
EARNINGS PER SHARE (in euros)	145		106	

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

SCOPE OF CONSOLIDATION

CONSOLIDATION METHODS

The following companies were consolidated for the first time according to the methods described below:

- the accounts of companies over which GSF has exclusive control, either directly or indirectly, are fully consolidated. Control exists if GSF SAS has the power to govern, directly or indirectly, the operating and financial policies of the entity in order to fully benefit from its activities;
- “significant” companies in which GSF exercises significant influence, for example by holding at least 20% of the voting rights, are accounted for according to the equity method.

CHANGE IN SCOPE OF CONSOLIDATION

The scope of consolidation has not changed during the period.

ACCOUNTING POLICIES, VALUATION METHODS AND CONSOLIDATION PROCEDURES

The accounting consolidation was prepared in accordance with the regulations in force in France, and specifically CRC Regulation 99-02.

REPORTING DATE

All fully consolidated companies prepared their financial statements at 31 December 2014.

These financial statements were approved on 9 April 2015 by the company Chairman.

CONVERSION METHOD

The accounts of foreign companies are kept in their operating currency. When consolidating the accounts of foreign companies, amounts are converted at the closing rate for balance sheet accounts and at the average rate for management accounts. The cumulative translation adjustment is posted to equity and does not affect earnings. Transactions denominated in foreign currency are translated at the current exchange rate at the time of the transaction. At year-end, foreign currency denominated assets and liabilities are translated at closing exchange rates. Exchange rate differences resulting from the translation of foreign currency transactions are recognised in the income statement.

REVALUATION OF ACCOUNTS

No accounting revaluation has been recorded. Capital reserves resulting from past mergers and similar have been neutralised.

GOODWILL AND VALUATION ADJUSTMENTS

Initial consolidation differences arising on the first-time consolidation of a subsidiary are allocated to specific assets or liabilities within a maximum period of one year. These valuation adjustments then obey

the accounting policies governing the balance sheet items to which they relate and which are defined below. The residual unallocated difference is posted to goodwill. It is amortised over a 10-year period and prorated in the first year. Exceptional impairment losses may be recognised if the outlook and profitability of the subsidiary concerned warrant it.

INTANGIBLE ASSETS

Intangible assets acquired by GSF are recognised at historic cost, less accumulated amortisation and any impairment losses.

Formation expenses are preferably recorded under charges for the period. Goodwill is amortised over its useful life. Goodwill acquired to date consists of the clients of family-owned businesses. For these marginally diversified portfolios, we have opted for amortisation schedules of between five and ten years. Software is amortised on a straight-line basis.

PROPERTY, PLANT & EQUIPMENT

The gross value of property, plant and equipment corresponds to historic cost. This has not been revalued.

If an asset can be split into components with a distinct use or which generate economic benefits at different rates, each component is accounted for and depreciated separately.

Depreciation by subsidiaries on a straight-line basis has been retained. The calculations, which are standard throughout the Group, are based on estimated useful life and the timing of benefits arising from the use of assets or their components. These periods are within the following ranges:

	Period
Buildings:	20-33.33 years
Machinery and equipment:	3-10 years
Vehicles:	3-5 years
Office equipment:	3-6.67 years

The use of leases or similar contracts is marginal. Assets made available to consolidated companies under this type of agreement are not therefore posted to balance sheet assets.

NON-CURRENT FINANCIAL ASSETS

Equity investments in non-consolidated companies are recorded at cost. These are companies over which GSF has no significant control or influence. Where necessary, a provision for impairment is recognised to reflect their value in use. This is measured mainly based on the re-estimated share of net assets and profitability forecasts.

Loans, deposits and other capitalised receivables are measured at nominal value.

INVENTORIES

Inventories are measured at cost. A provision for impairment is booked when the net realisable value is less than the carrying amount.

TRADE AND OTHER RECEIVABLES

Debtors are recorded at nominal value. An impairment loss is recognised when net asset value is less than the carrying amount.

A provision for 50% of the amount is automatically set aside when accounts are more than six months overdue. This is increased to 100% when accounts are more than one year overdue.

INVESTMENT SECURITIES

Investment securities are recognised at cost. They mainly consist of money market SICAV or negotiable certificates of deposit issued by leading financial institutions. We do not hold listed securities. Where the book value falls below the gross value, a provision for impairment is set aside for the difference.

INCOME TAX AND DEFERRED TAXES

Income tax expense corresponds to the amount of tax due from each consolidated tax entity, adjusted by deferred taxes.

Deferred taxes, calculated according to the liability method, originate

from the temporary differences existing between the recognition of income or expenses and their inclusion in future taxable earnings. These differences are understood in the broadest sense.

Deferred tax assets are recognised if they are likely to be used. The tax losses of consolidated companies give rise to the recognition of a deferred tax asset if these can be deferred indefinitely. Deferred tax assets are not recognised on the tax losses of consolidated companies which can be carried forward, unless it is likely that these entities can recover them through the existence of a taxable profit during the period of validity of the deferred tax assets.

The French tax consolidation scheme allows some companies to offset their taxable earnings to calculate overall tax liability, for which the parent company GSF SAS remains solely liable.

INTERCOMPANY TRANSACTIONS

Intercompany accounts and earnings between consolidated companies are eliminated whenever maintaining them could distort the image of the Group given by the consolidated financial statements.

PROVISIONS

A provision is recognised whenever GSF has a present legal or constructive obligation that arises from past events and it is likely that this will result in an outflow of resources. These are estimated based on the most likely scenario.

PENSION COMMITMENTS

Pension commitments are recognised in accordance with CRC Regulation 99-02 and the ANC (French national accounting standards authority) recommendation 2013-02.

Pension commitments concern working employees only.

Our calculations are performed using the projected unit credit method. They are calculated for each individual and the results are then consolidated at Group level. According to this method, the actuarial value of future benefits is

calculated based on the amount of benefits due at the retirement date, based on a projection of salary and length of service at that date, taking into account the discounting factors and the probability of the employee's presence and survival at the retirement date. It represents the single immediate premium which would be necessary to finance the estimated retirement package based on the assumptions indicated below.

The commitment represents the share of this actuarial value of future benefits which is considered relative to past employment with the company before the valuation date. This commitment is calculated by applying to the actuarial value of future benefits the ratio between length of service at the valuation date to length of service at the retirement date. The annual cost of the scheme attributable to the cost of each additional year

of service for each participant is calculated based on the ratio between the actuarial value of benefits due at retirement and the projected length of service at the time of retirement.

The retirement plan assets relating to the retirement package covered by an insurance policy are deducted from the obligation thus calculated.

Actuarial gains or losses are carried on the balance sheet as increases in actuarial liabilities for actuarial gains or decreases in the case of actuarial losses. Their amount is revised to reflect any further actuarial differences that have occurred in the reporting period. The amounts aggregated at the beginning of the period are depreciated.

THE MAIN ASSUMPTIONS MADE WHEN CALCULATING PENSION COMMITMENTS ARE AS FOLLOWS:

Retirement arrangements

- For executives, technicians and supervisors: beginning of retirement after 65 years
- For clerical employees and workers: voluntary retirement

Long-term inflation rate

- 2% p.a.

Discount rate

- 1,50%

Employer contributions

- 51.59% for executives
- 40% for employees

Retirement tax

- 50%
-

EXPLANATIONS ON BALANCE SHEET AND INCOME STATEMENT ITEMS AND THEIR CHANGES

INTANGIBLE ASSETS

■ ANALYSIS OF THE CHANGE IN GROSS INTANGIBLE ASSETS BY NATURE

AMOUNTS IN THOUSANDS OF EUROS	SETUP COSTS	CONCESSIONS, PATENTS, ETC.	GOODWILL	OTHER	TOTAL
BEGINNING OF PERIOD		13,829	7,251	861	21,940
Increases for the period		665			665
Decreases for the period		- 145		- 69	- 214
Transfers		404		- 404	
Impact of changes in scope					
Impact of changes in foreign exchange rates		3	588	49	640
END OF PERIOD		14,755	7,838	437	23,030

■ ANALYSIS OF THE CHANGE IN AMORTISATION OF INTANGIBLE ASSETS BY NATURE

AMOUNTS IN THOUSANDS OF EUROS	SETUP COSTS	CONCESSIONS, PATENTS, ETC.	GOODWILL	OTHER	TOTAL
BEGINNING OF PERIOD		7,226	6,949	363	14,538
Increases		2,181			2,181
Reversals and decreases		- 145			- 145
Transfers					
Impact of changes in scope					
Impact of changes in foreign exchange rates			588	49	637
END OF PERIOD		9,262	7,537	412	17,211

■ ANALYSIS OF INTANGIBLE ASSETS AND THEIR AMORTISATION BY GEOGRAPHICAL REGION

AMOUNTS IN THOUSANDS OF EUROS	GROSS VALUES	DEPRECIATION, AMORTISATION AND PROVISIONS	NET VALUES
France	14,957	- 9,204	5,753
Canada	60		60
Spain	65	- 59	6
United Kingdom	5,821	- 5,821	
United States	2,128	- 2,128	
TOTAL	23,031	- 17,211	5,820

PROPERTY, PLANT & EQUIPMENT

■ ANALYSIS OF THE CHANGE IN GROSS PROPERTY, PLANT AND EQUIPMENT BY NATURE

AMOUNTS IN THOUSANDS OF EUROS	LAND	BUILDINGS	TECHNICAL INSTALLATIONS, PLANT AND MACHINERY	OTHER PROPERTY, PLANT & EQUIPMENT	ASSETS UNDER CONSTRUCTION AND ADVANCES	TOTAL PROPERTY, PLANT & EQUIPMENT
BEGINNING OF PERIOD	2,607	45,828	83,993	61,711	1,900	196,039
Acquisitions and increases		48	12,398	5,883	1,224	19,554
Disposals and decreases			- 9,624	- 2,581		- 12,206
Transfers			1,202	639	- 1,841	
Impact of changes in scope						
Impact of changes in foreign exchange rates	2	25	363	261		653
END OF PERIOD	2,609	45,901	88,333	65,913	1,283	204,040

■ ANALYSIS OF THE CHANGE IN AMORTISATION OF PROPERTY, PLANT AND EQUIPMENT BY NATURE

AMOUNTS IN THOUSANDS OF EUROS	LAND	BUILDINGS	TECHNICAL INSTALLATIONS, PLANT AND MACHINERY	OTHER PROPERTY, PLANT & EQUIPMENT	ASSETS UNDER CONSTRUCTION AND ADVANCES	TOTAL PROPERTY, PLANT & EQUIPMENT
BEGINNING OF PERIOD		20,469	58,589	39,479		118,537
Increases		1,730	14,336	6,982		23,049
Reversals and decreases			- 8,853	- 2,125		- 10,978
Transfers						
Impact of changes in scope						
Impact of changes in foreign exchange rates		3	297	178		479
END OF PERIOD		22,203	64,369	44,515		131,087

■ ANALYSIS OF PROPERTY, PLANT AND EQUIPMENT AND DEPRECIATION BY GEOGRAPHICAL REGION

AMOUNTS IN THOUSANDS OF EUROS	GROSS VALUES	DEPRECIATION, AMORTISATION AND PROVISIONS	NET VALUES
France	195,425	- 125,159	70,266
Canada	2,629	- 1,410	1,218
Spain	418	- 261	157
United Kingdom	1,220	- 891	329
United States	4,348	- 3,366	982
TOTAL	204,040	- 131,087	72,953

NON-CURRENT FINANCIAL ASSETS

■ ANALYSIS OF CHANGE IN GROSS NON-CURRENT FINANCIAL ASSETS BY NATURE

AMOUNTS IN THOUSANDS OF EUROS	EQUITY INVESTMENTS	OTHER CAPITAL ASSETS	TOTAL NON-CURRENT FINANCIAL ASSETS
GROSS VALUE AT BEGINNING OF PERIOD	131	1,054	1,185
Increases for the period		180	180
Decreases for the period	- 91	- 77	- 168
Transfers			
Impact of changes in scope			
Impact of changes in foreign exchange rates		4	4
GROSS VALUE AT END OF PERIOD	40	1,161	1,201
IMPAIRMENT PROVISIONS	- 15		- 15
NET VALUE AT END OF PERIOD	25	1,161	1,186

Other non-current assets mainly consist of deposits and guarantees paid and related amounts.

■ ANALYSIS OF NON-CURRENT FINANCIAL ASSETS AND THEIR PROVISIONS BY GEOGRAPHICAL REGION

AMOUNTS IN THOUSANDS OF EUROS	GROSS VALUES	PROVISIONS	NET VALUES
France	1,001	- 15	986
Canada	154		154
Spain	46		46
United Kingdom			
United States			
TOTAL	1,201	- 15	1,186

■ BREAKDOWN OF NON-CONSOLIDATED EQUITY INVESTMENTS

AMOUNTS IN THOUSANDS OF EUROS	2014	2013
Interests more than 50%		
Interests between 20% and 50%		
Interests less than 20%	40	131
GROSS VALUES	40	131

INVENTORIES

AMOUNTS IN THOUSANDS OF EUROS	2014	2013
Raw materials	776	810
Goods for resale		
GROSS VALUE	776	810
IMPAIRMENT PROVISIONS		
NET VALUE	776	810

OTHER RECEIVABLES

AMOUNTS IN THOUSANDS OF EUROS	2014	2013
Advances and payments on account in respect of orders	637	486
Sundry debtors	32,767	21,920
Accruals	1,212	1,294
Deferred tax assets	10,381	8,858
GROSS VALUE	44,997	32,558
IMPAIRMENT PROVISIONS		
NET VALUE	44,997	32,558

EQUITY

AMOUNTS IN THOUSANDS OF EUROS	CAPITAL	PREMIUMS	CONSOLIDATED RESERVES	NET INCOME (GROUP SHARE)	TOTAL
AT 31/12/2013 BEFORE DISTRIBUTION	9,000	984	31,430	22,359	63,774
Allocation of income			19,499	- 22,359	- 2,860
AT 31/12/2013 AFTER DISTRIBUTION	9,000	984	50,929		60,914
Change in conversion rate adjustments and similar			580		580
Other changes					
Net income, Group share				30,628	30,628
AT 31/12/2014 BEFORE DISTRIBUTION	9,000	984	51,509	30,628	92,122

The share capital of GSF SAS at 31 December 2014 was composed of 211,822 shares with a nominal value of €42.49. No securities have been issued other than shares comprising the share capital. In the absence of instruments offering deferred access to the capital of GSF SAS, net earnings per share is equal to diluted earnings per share. This stood at €144.59. It was calculated by dividing consolidated net income by the weighted average number of shares outstanding at the end of the period.

PROVISIONS FOR LIABILITIES AND CHARGES

AMOUNTS IN THOUSANDS OF EUROS	2014	2013
Provisions for liabilities	4,303	3,995
Provisions for charges	2,722	2,608
Provisions for pension commitments	20,838	19,333
Provisions for deferred taxes	7	
TOTAL	27,870	25,936

LOANS AND FINANCIAL LIABILITIES

Financial liabilities reported in the balance sheet break down as follows:

AMOUNTS IN THOUSANDS OF EUROS	2014	2013
Amounts due to financial institutions	224	290
Sundry liabilities	3,944	4,831
TOTAL BORROWINGS AND SIMILAR DEBTS	4,168	5,122
Bank loans and overdrafts	11,465	6,428
TOTAL BORROWINGS AND FINANCIAL LIABILITIES	15,633	11,549

Bank borrowings are all fixed-rate. Sundry liabilities mainly consist of employee profit-sharing reserves.

Borrowings and similar debts have a residual maturity of:

AMOUNTS IN THOUSANDS OF EUROS	2014	2013
More than five years		
Between one and five years	3,397	3,898
Less than one year	771	1,223
TOTAL	4,168	5,122

By currency, these borrowings and similar debts break down as follows:

AMOUNTS IN THOUSANDS OF EUROS	2014	2013
Euros	3,820	4,914
Canadian dollars	348	208
US dollars		
Pound sterling		
TOTAL	4,168	5,122

OTHER LIABILITIES

AMOUNTS IN THOUSANDS OF EUROS	2014	2013
Advances and payments on account in respect of orders	5	
Tax and social security liabilities	151,048	146,920
Sundry liabilities	5,716	5,240
Accruals	181	73
TOTAL OTHER LIABILITIES	156,950	152,233

FINANCIAL COMMITMENTS

Our company has not given or received any financial commitment.

REVENUE

AMOUNTS IN THOUSANDS OF EUROS

	2014	%	2013	%
France	669,970	93.2	641,565	93.2
Canada	15,645	2.2	16,077	2.3
Spain	3,694	0.5	3,738	0.5
United Kingdom	11,225	1.6	9,935	1.4
United States	18,237	2.5	17,201	2.5
TOTAL	718,771	100	688,516	100

STAFF COSTS AND HEADCOUNT

■ STAFF COSTS

AMOUNTS IN THOUSANDS OF EUROS

	2014	2013
Employee compensation	419,607	402,985
Payroll costs	99,791	99,153
Employee profit-sharing	3,303	2,321
TOTAL	522,701	504,459

The Competitiveness and employment tax credit (CICE) was recognised in social security costs. They show a decrease of €18,088 thousand.

■ HEADCOUNT*

	2014	2013
Managerial	330	315
Clerical	1,142	1,139
Manual	29,232	28,561
TOTAL	30,704	30,015

* Average headcount of the Group during the year

OPERATING INCOME

Operating income by country breaks down as follows:

AMOUNTS IN THOUSANDS OF EUROS

	2014	2013
France	35,286	27,272
Canada	- 48	2
Spain	54	136
United Kingdom	213	- 100
United States	45	- 144
OPERATING INCOME	35,550	27,166

NET FINANCIAL INCOME

AMOUNTS IN THOUSANDS OF EUROS

	2014	2013
Interest income and expenses	806	588
Income from foreign exchange	5	- 8
Other financial income and expenses		19
NET FINANCIAL INCOME	811	599

EXTRAORDINARY INCOME

AMOUNTS IN THOUSANDS OF EUROS

	2014	2013
Income from operations	415	122
Income arising on asset disposal	281	263
Non-recurring provisions	- 25	- 18
EXTRAORDINARY INCOME	671	367

INCOME TAX

■ BREAKDOWN OF INCOME TAX BY TYPE

AMOUNTS IN THOUSANDS OF EUROS

	2014	2013
Tax payable	7,909	6,091
Deferred taxes	- 1,506	- 318
TOTAL	6,403	5,773

■ BREAKDOWN OF DEFERRED TAXES IN THE BALANCE SHEET

AMOUNTS IN THOUSANDS OF EUROS

	2014	2013
Deferred tax assets	10,381	8,858
Deferred tax liabilities	7	

TAX CONSOLIDATION

GSF SAS is the parent company of a tax group within the meaning of Article 223A et seq. of the French General Tax Code. Tax consolidated companies are listed alongside fully consolidated companies.

ABSENCE OF BUSINESS SEGMENTS

The services provided by the Group form a cohesive whole. They are exposed to the same types of risks and returns. Our business is therefore unique and no additional segment reporting is thus necessary.

EVENTS AFTER THE REPORTING PERIOD

We are not aware of any event after the reporting date that might affect the consolidated financial statements.

STATUTORY AUDITORS' FEES

The amount of fees paid to the statutory auditors of the Group's parent company and subsidiaries is €777,642.

LIST OF FULLY-CONSOLIDATED AND TAX-CONSOLIDATED COMPANIES

FULLY-CONSOLIDATED	COUNTRY	INTEREST (%)	CONTROL (%)	SIREN NUMBER	TAX CONSOLIDATION
Ariane 80	France	100.00	100.00	319 598 454	-
GIE Université GSF	France	100.00	100.00	340 102 961	-
Groserfon	France	100.00	100.00	321 352 403	Consolidated
GSF Aéro	France	100.00	100.00	484 145 156	-
GSF Airport	France	100.00	100.00	489 652 412	-
GSF Ariane	France	100.00	100.00	509 646 816	Consolidated
GSF Ariès	France	100.00	100.00	439 117 698	Consolidated
GSF Athéna	France	100.00	100.00	519 022 586	Consolidated
GSF Atlantis	France	100.00	100.00	344 636 477	Consolidated
GSF Atlas	France	100.00	100.00	439 118 449	Consolidated
GSF Auriga	France	100.00	100.00	344 862 362	Consolidated
GSF Celtus	France	100.00	100.00	344 483 003	Consolidated
GSF Concorde	France	100.00	100.00	310 148 119	Consolidated
GSF Energia	France	100.00	100.00	788 650 661	-
GSF Grande Arche	France	100.00	100.00	502 254 881	Consolidated
GSF Jupiter	France	100.00	100.00	967 802 059	Consolidated
GSF Mercure	France	100.00	100.00	308 185 503	Consolidated
GSF Neptune	France	100.00	100.00	306 044 504	Consolidated
GSF Opale	France	100.00	100.00	452 737 976	-
GSF Orion	France	100.00	100.00	344 382 874	Consolidated
GSF Phébus	France	100.00	100.00	537 020 216	Consolidated
GSF Phocéa	France	100.00	100.00	384 983 482	Consolidated
GSF Pluton	France	100.00	100.00	304 349 277	Consolidated
GSF Saturne	France	100.00	100.00	306 795 600	Consolidated
GSF Stella	France	100.00	100.00	502 107 477	Consolidated
GSF Trévisé	France	100.00	100.00	310 827 563	Consolidated
SFR Conseil	France	99.95	99.95	344 106 455	-
Valis Aurélia	France	100.00	100.00	347 869 612	-
GSF Canada	Canada	100.00	100.00	-	-
GSF SPM	Spain	100.00	100.00	-	-
GSF GB Ltd	G.B.	100.00	100.00	-	-
GSF London Ltd	G.B.	100.00	100.00	-	-
L.I.H.	G.B.	100.00	100.00	-	-
GSF Sandylight Ltd	G.B.	100.00	100.00	-	-
Entretien Technique Service	Monaco	99.85	99.85	-	-
GSF USA	United States	100.00	100.00	-	-

CASH FLOW STATEMENT

AMOUNTS IN THOUSANDS OF EUROS	2014	2013
NET INCOME OF FULLY-CONSOLIDATED COMPANIES	30,628	22,359
Depreciation, amortisation and provisions	27,156	28,032
Change in deferred taxes	- 1,510	- 316
Gains on disposals	- 276	- 271
INTERNAL CASH FLOW OF FULLY-CONSOLIDATED COMPANIES	55,998	49,804
Change in inventories	33	- 66
Change in trade receivables	- 5,113	- 9,188
Change in trade payables	664	- 105
Change in other payables and receivables	- 7,452	- 4,114
NET CASH FLOW FROM OPERATING ACTIVITIES (A)	44,131	36,331
Acquisition of fixed assets	- 20,253	- 25,670
Proceeds from the sale of fixed assets	1,596	1,623
Impact of changes in scope		
NET CASH FLOW FROM INVESTING ACTIVITIES (B)	- 18,657	- 24,047
Dividends paid to shareholders of the parent company	- 2,859	- 17,899
Share capital decrease		
Change in minority interests of fully consolidated companies		
Capital increase in cash		
Loan issues and repayments	- 962	- 1,276
NET CASH FLOW FROM FINANCING ACTIVITIES (C)	- 3,821	- 19,175
NET CASH FLOW (A) + (B) + (C)	21,652	- 6,892
Cash flow – opening balance	43,622	50,806
Cash flow – closing balance	65,677	43,622
Impact of fluctuations in foreign exchange rates	- 403	292

STATUTORY AUDITORS' REPORT ON THE CONSOLIDATED FINANCIAL STATEMENTS



KPMG AUDIT SUD-EST
80, route des Lucioles
Sophia Antipolis
06560 VALBONNE

Marc Vigorito
66, rue Saint-Jacques
13006 Marseille

YEAR ENDED 31 DECEMBER 2014

GSF (Groupe Services France) S.A.S.

Registered office:
49, rue de Trévis - 75009 Paris
Share capital: €9,000,000

Dear Madam, Dear Sir,

In accordance with the tasks assigned to us by your annual general meeting, we hereby present our report for the year ended on 31 December 2014 on:

- the audit of the accompanying consolidated financial statements of GSF (Groupe Services France) S.A.S.;
- the basis of our assessment;
- the specific verifications required by law.

The consolidated financial statements were prepared by the chairman. Our role is to express an opinion on these financial statements based on our audit.

Opinion on the consolidated financial statements

We conducted our audit in accordance with the professional standards applicable in France. These standards require that we plan and perform the audit to obtain reasonable assurance that the consolidated financial statements are free of material misstatement. An audit consists of examining, on a random basis or using other selection methods, the evidence supporting the amounts and disclosures contained in the consolidated financial statements. It also consists of assessing the accounting principles used and the significant estimates made, as well as the overall presentation of the financial statements. We believe that the evidence gathered is pertinent and sufficient to serve as a basis for our opinion.

In our opinion, the consolidated financial statements for the year under review give, in accordance with French accounting standards and principles, a true and fair view of the assets and liabilities, financial position and results of operations of the group composed of the persons and entities included in the consolidation.

Basis of the assessment

In accordance with Article L. 823-9 of the French Commercial Code relating to the basis of our assessment, we draw your attention to the following matters:

Your company establishes provisions to cover liabilities and charges, as described in Notes II.M and III.G* to the financial statements. Our audit consisted of assessing the data and assumptions on which these estimates were based, reviewing the calculations performed by the company, comparing the accounting estimates for prior periods with the corresponding actuals and examining the procedures followed by management to approve such estimates.

During our audit, we satisfied ourselves as to the reasonable nature of those estimates.

The assessments we have made are part of our audit of the consolidated financial statements as a whole and have therefore contributed to our opinion expressed in the first part of this report.

Specific verification

In accordance with the professional standards applicable in France, we have also performed the special audit required by law of the disclosures made in the Group's annual report.

We have no qualification to make regarding their fair presentation and consistency with the consolidated financial statements.

Statutory Auditors,
Sophia Antipolis and Marseille,
20 April 2015

Philippe Levert

Marc Vigorito

* These descriptions are given in page 63 and page 68 respectively, of this document

CSR PERFORMANCE INDICATORS

FIELD	INDICATORS	2012	2013	2014	STANDARD	
					*	**
GOVERNANCE	Executives made aware of governance rules including anti-corruption measures	100%	100%	100%	Art. 1-3°-d	SO3
	ISO9001-certified sites	100%	100%	100%	–	–
SOCIAL						
EMPLOYMENT	Total headcount - short-term and permanent employment contracts at 31 December	27,299	28,573	29,036	Art. 1-1°-a	LA1
	Total headcount per status - short-term and permanent employment contracts at 31 December	Service staff 87.3% Lead hands 8% Supervisors 3.7% Executives 1%	Service staff 88% Lead hands 8% Supervisors 4% Executives 1%	Service staff 88% Lead hands 8% Supervisors 3% Executives 1%	–	LA1
	Total headcount - short-term and permanent employment contracts at 31 December	78%	79%	83%	–	LA1
	Employees covered by a collective bargaining agreement	100%	100%	100%	–	LA4
	Workforce paid under work-study contracts in 2014	–	344 contracts (professionalisation) 114 contracts (apprenticeship)	477 contracts (professionalisation) 119 contracts (apprenticeship)	–	–
	Number of work-study contract workers hired at the end of the work-study period	ND	47	86	–	–
	Breakdown of short-term and permanent employees by age-group as at 31 December 2014	7.9% under 25 years 42.8% from 25 to 45 years 49.3% 45 years and above	7.9% under 25 years 42.2% from 25 to 45 years 49.8% 45 years and above	8% under 25 years 57% from 25 to 49 years 35% 50 years and above	–	LA1
	Work hours of short-term and permanent employees as at 31 December 2014	72% part time 28% full time	73% part time 27% full time	73% part time 27% full time	Art. 1-1°-b	–
	Employee turnover rate among permanent employees	–	16%	15%	Art. 1-1°-b	–
	Absence rates as a ratio of average work hours	8.90%	9.08%	8.60%	Art. 1-1°-b	–
HEALTH AND SAFETY AT WORK	Work accidents with work stoppage exceeding 24 hours	1,002	957 ⁽¹⁾	995 ⁽¹⁾	Art. 1-1°-d	LA7
	Frequency TF (number of work accidents with work stoppage for every million hours worked)	41.11	38.14	38.59	Art. 1-1°-d	LA7
	Frequency TF2 (number of work accidents with and without work stoppage for every million hours worked)	62.32	55.94	57.06	Art. 1-1°-d	LA7
	Severity rate TG (number of days of absence due to accidents for every thousand hours worked)	2.35	2.24	2.47	Art. 1-1°-d	LA7
	Work accidents/Occupational disease rate	3.45	3.16	3.12	Art. 1-1°-d	LA7
	Number of fatal accidents	0	0	0	Art. 1-1°-d	LA7
	Proportion of safety training courses to other training	–	–	30%		
	Increase in personal protection equipment/year n-1	–	+ 6%	+ 10%		
TRAINING AND EDUCATION	Number of MASE-certified sites	12	16	16	Art. 1-1°-d	–
	Total number of training hours granted to employees (excluding individual training leave CIF and professionalisation contracts)	117,926	107,272	110,179	Art. 1-1°-e	LA10
	Share of the total wage bill dedicated to training	2.56%	2.46%	2.50%	Art. 1-1°-e	LA10
LABOUR RELATIONS	Number of professional qualification certificates	–	–	97	Art. 1-1°-e	LA10
	Number of agreements signed	101	57	56	Art. 1-1°-c	LA9
DIVERSITY AND EQUAL OPPORTUNITY	Number of new Industrial tribunal disputes	113	186	217	–	–
	Gender equality in the total workforce (M/F)	32/68%	32/68%	32/68%	Art. 1-1°-f	LA13
	Gender equality in the managerial workforce (M/F)	57/43%	55/45%	51/49%	Art. 1-1°-f	LA13
	Employment rate of disabled persons as a ratio of FTE workforce ⁽²⁾	7.12%	7.40%	7.71%	Art. 1-1°-f	LA13
ENVIRONMENT	Sites complying with the legal requirement of 6%	67%	73%	80%	Art. 1-1°-f	LA13
	Total direct or indirect greenhouse gas emissions Regulatory scope 1 and 2	9,319 tonnes of CO ₂ equivalent in 2011	ND	ND	Art. 1-2°-d	EN16
	Carbon footprint of air travel	478.1 tonnes of CO ₂ equivalent	465.1 tonnes of CO ₂ equivalent	472.3 tonnes of CO ₂ equivalent	Art. 1-2°-d	EN17
	Carbon footprint of train travel	10.3 tonnes of CO ₂ equivalent	13.4 tonnes of CO ₂ equivalent	12.1 tonnes of CO ₂ equivalent	Art. 1-2°-d	EN17
	Average emission of GSF's utility vehicle fleet	138	135	131	Art. 1-2°-d	EN17
	Average emission of GSF's non-utility vehicle fleet	129	129	123	Art. 1-2°-d	EN17
	Share of eco-labelled chemical products	25%	31%	43%	Art. 1-2°-c	EN1-EN2
ENVIRONMENTAL MANAGEMENT	Share of revenue of environmentally-friendly items	38%	43%	40%	Art. 1-2°-c	EN1-EN2
	Number of ISO 14001-certified sites	10	20	30	Art. 1-2°-a	–
	Total number of «Mes gestes qui comptent au quotidien» (My everyday gestures that matter) booklets	6,400	12,350	14,450	Art. 1-2°-a	–

* Article 225 - Grenelle II Act.

** Global Reporting Initiative G4.

(1) 2013 and 2014 scope including GSF SAS

(2) According to the terms set down by Article L. 1111-2 of the Labour Code

The CSR indicators given in this document relate to the GSF Group's operations in France and Monaco. The subsidiaries abroad (Canada, Spain, United States and United Kingdom) implement their own procedure in keeping with their local laws and the Group's values.

Four reporting campaigns are carried out each year – the annual reporting for the Consolidated report published each year at the General Meeting and three reporting campaigns every four months with a narrower indicator scope. The period retained is the calendar year 2014.

REPORT BY THE VERIFICATION BODY



FINEXFI

96, boulevard Marius Vivier Merle - 69003 LYON

Lyon, 18 June 2015

Isabelle Lhoste

Dear Shareholders,

Pursuant to the assignment entrusted to us by the company GSF and in our capacity as independent third-party body whose accreditation was approved by COFRAC under the number 3-1081 (available at www.cofrac.fr), we hereby present our report on the consolidated social, environmental and corporate social disclosures made in the management report for the financial year ended 31 December 2014. These disclosures are given in the integrated report (hereinafter referred to as «CSR Disclosures»), pursuant to the proactive adoption of the provisions of Article L.225-102-1 of the French Commercial Code.

Responsibility of the company

It is the responsibility of the Board of Directors to prepare an integrated report containing the consolidated social, environmental and corporate social disclosures stipulated in Article R.225-105-1 of the French Commercial Code (hereinafter «Disclosures»), established in compliance with the standards (the «Standards») used by the company, which can be obtained at request from the head office of GSF, and whose summary is given in the methodology note that can be viewed on the company's website.

Independence and quality control

Our independence is defined by regulations, the code of ethics of the profession and by the provisions of Article L.822-11 of the French Commercial Code. In addition, we have set up a quality control system that includes documented policies and procedures to ensure compliance with rules of professional practice, professional standards and applicable laws and regulations.

Responsibility of the independent third-party body

It is our responsibility, on the basis of our audit tasks, to:

- attest that the management report contains the required Disclosures or explication for any omission, pursuant to the third subparagraph of Article R.225-105 of the French Commercial Code and Order 2012-557 of 24 April 2012 (certificate of disclosure);
- express a conclusion with moderate assurance that the Disclosures are, in all material aspects, presented fairly in accordance with the Standard adopted (moderate assurance report).

Certificate of disclosure

We conducted our audit in accordance with the professional standards applicable in France:

- we compared the Disclosures given in the integrated report against the list stipulated by Article R.225-105-1 of the French Commercial Code;
- we verified that the Disclosures covered the consolidation scope, namely the company with its subsidiaries within the meaning of Article L.233-1, and the companies under its control within the meaning of Article L.233-3 of the French Commercial Code;
- in the event that consolidated Disclosures had been omitted, we verified that explanations had been provided in accordance with the provisions of Order 2012-557 of 24 April 2012.

Based on our audit, we attest that the required Disclosures have been made in the integrated report.

Reasoned opinion on the fairness of the CSR Disclosures

Nature and scope of the audit

We performed our audit from April to June 2015 over a period of approximately eight man-days.

We conducted our audit in accordance with the professional standards applicable in France, the ISAE 3000 standard (International Standard on Assurance Engagements), and the Order of 13 May 2013 establishing the methods and procedures used by the independent third-party body to perform its task.

We conducted some ten interviews with the persons in charge of preparing CSR Disclosures, the directors responsible for the information collection process, and where appropriate, the persons responsible for the internal control procedures and risk management, in order to:

- assess the appropriateness of the Standard in terms of its relevance, exhaustiveness, neutrality, clarity and reliability, taking the best practices of the sector into consideration, wherever appropriate;
- verify that the Group has set up a process to collect, compile, process and check the CSR Disclosures to ensure their completeness and consistency. We took cognisance of the internal control and risk management procedures relative to the preparation of CSR Disclosures.

We selected the consolidated information to be tested and determined the nature and scope of the tests, taking into consideration their importance with respect to the social, corporate social and environmental impact of the Group's operations and its characteristics, the guidelines it follows in matters of CSR, and the best practices of each sector.

For the CSR Disclosures that we considered the most important regarding the consolidating entity:

- we reviewed the documentary sources and held interviews to corroborate the qualitative information (organisation, policies, actions, etc.);
- we implemented analytical procedures for the quantitative information on a random basis to verify the calculations and consolidation of the information;
- we carried out detailed tests by sampling, to verify the calculations made and compare against the information in the supporting documents and verified their consistency with the other information given in the management report.

We assessed the consistency of the other consolidated CSR Disclosures based on our knowledge of the company.

Lastly, we assessed the relevance of the explanations given, where appropriate, for any information omitted in whole or in part.

We consider that the sampling methods and sizes of the samples used, based on our professional judgement, enable us to conclude to moderate assurance. A higher level of assurance would have required more extensive verification.

Our audit covered more than 25% of the consolidated indicator values for the social part and over 25% of the consolidated indicator values for the environmental part.

Owing to the use of sampling techniques and other limitations of working inherent to any information system or internal control system, the risk of non-detection of a material misstatement in the CSR Disclosures cannot be completely eliminated.

Conclusion

Based on our work, we did not identify any material misstatement that could call into question the fact that the CSR Disclosures has been presented fairly, in all material aspects, in accordance with the Standard.



To learn more
about GSF and its organisation

gsf.fr



For more information
about Fondation GSF Jean Louis Noisiez

accueil-alzheimer.fr



Please send your comments
this this e-mail address:
rapporannuel@gsf.fr



REGISTERED OFFICE:
49, RUE DE TRÉVISE - 75009 PARIS