

# Our stakeholders

Securitas aims to be a responsible, honest and transparent company. We encourage an ongoing dialog with our stakeholders in order to better understand their expectations in the areas of sustainability work and communication and to identify areas in which there is room for improvement. We meet many of our stakeholders regularly during the course of our daily work, and once a year, key stakeholders are also invited to participate in a survey. Listed below are Securitas' key stakeholders and a description of how we engage with them.

## Customers

We must have an in-depth understanding of our customers' needs and industry-specific requirements, both to provide optimal and cost-effective security solutions and to meet the customers' sustainability requirements as a

supplier. Securitas' employees at different levels meet with customers frequently and we have regular contact with our customers' clients. In addition, we conduct customer satisfaction surveys.

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## Employees and employee representatives

As a service company, our close to 330 000 employees are our most valuable asset. Securitas strives to be a reliable and attractive employer. We utilize tools such as solid recruitment and onboarding processes, training at all levels of the company, talent management, employee surveys and various channels for reporting cases of non-compliance with Securitas' Values and Ethics.

Securitas values proactive relationships and a constructive dialog with UNI Global Union (UNI), the European Works Council (EWC) and local unions. Securitas and UNI meet at least twice a year to discuss current issues, and members of Group Management and EWC delegates get together two to three times per year.

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## Shareholders, investors and analysts

An ongoing dialog with our shareholders and investors assures the long-term development of our business. We publish interim reports and other continuous financial information, organize Investor Days and other investor

and analyst meetings, roadshows and conferences. At the Annual General Shareholders' Meeting, all shareholders are able to exercise their influence.

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## Suppliers

To ensure that our suppliers understand our requirements concerning values and ethics, we provide them with information regarding Securitas' Values and Ethics Code and, as far as possible, include compliance with the Code in our

supplier contracts. We also have specific guidelines and standards for suppliers and conduct supplier risk assessments, when required.

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## Industry organizations

As one of the largest companies in the security industry, Securitas is a driving force in raising standards and levels of professionalism in the industry, improving the status of security officers, raising wage levels and intensifying skills development efforts. This is done through membership in

local and global industry organizations, such as the Ligue Internationale de Sociétés de Surveillance, the American Society of Industrial Security (ASIS) and the International Code of Conduct Association (ICoCA).

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## Communities

By providing security solutions for companies and communities, Securitas allows its customers to focus on their core business and prosper. We also participate in local projects,

such as security training in schools and mentorships for young people encountering difficulties in entering the work market.

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## Policy makers and authorities

Securitas cooperates with authorities at local and national levels to improve our business conditions, and works

proactively to achieve better conditions in the security business.