

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 be able to provide optimal and cost-effective security solutions and to meet the customers' sustainability

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

Employees and employee representatives

As a service company, our 320 000 employees are our most valuable asset. Securitas strives to be a reliable and attractive employer by utilizing such tools as solid recruitment and onboarding processes, training at all levels of the company - including training in Securitas' Values and Ethics Code for all employees - talent management, employee surveys and various reporting channels for reporting cases of non-compliance with the Code.

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 at an annual meeting.

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.

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.

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), the Confederation of European Security Services (CoESS) and the Aviation Security Services Association-International (ASSA-I). Securitas has applied for membership in the International Code of Conduct Association (ICoCA) and has signed the International Code of Conduct for Private Security Providers.

Communities By providing security solutions for companies and communities, Securitas allows its customers to focus on their core business and prosper. We also par-

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

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.