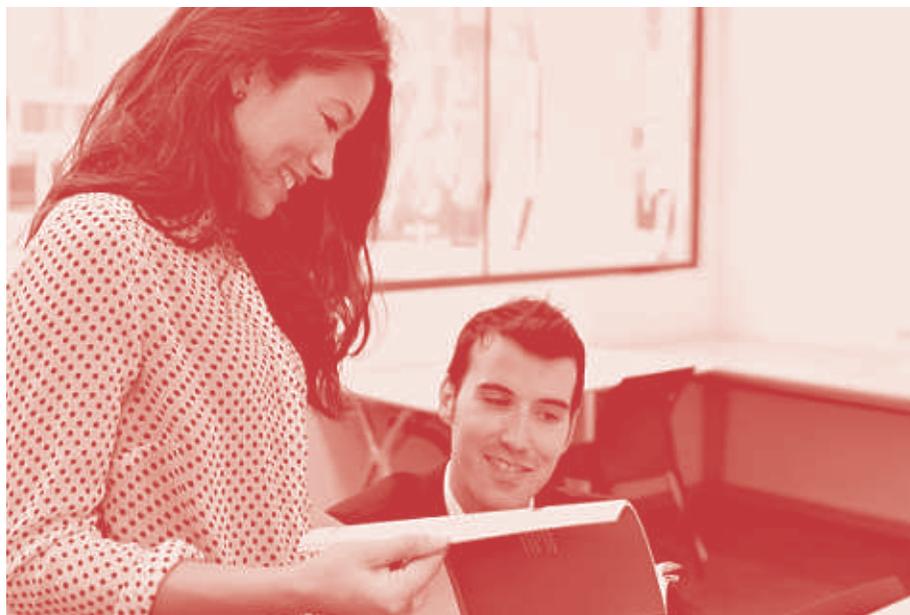


# COMMITTING TO SOCIAL RESPONSIBILITY



BUREAU  
VERITAS



# COM MITTING TO SOCIAL RESPONSIB ILITY

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# CEO Foreword

'Our ambitious growth strategy brings its own set of sustainability challenges.'



Didier Michaud-Daniel  
Chief Executive Officer

**Sustainability has been central to Bureau Veritas' business model since the company's creation in 1828: our core mission is to help identify, prevent, manage and reduce risks for our clients.**

For this reason, the services we offer our customers represent by far our largest impact in terms of sustainability. In a world that is constantly changing, the people at Bureau Veritas apply their knowledge and expertise every day to help our clients anticipate risks and meet challenges in quality, health, safety, environmental protection and social responsibility.

I firmly believe Bureau Veritas is a force for responsible change, in the form of safer products, assets and services, and environmental protection. We already play a key role in addressing some of society's biggest issues, from climate change, where our research contributes to improving the energy efficiency of ships, buildings and industrial installations, to human rights, via our certification of chain of custody for minerals, and our social audits of factories. This is why our principal objective in terms of sustainability is to continue to innovate, to help our clients move forward with confidence.

#### **ANALYZING OUR MATERIAL IMPACTS**

Bureau Veritas has taken steps to formalize its approach to analyzing, monitoring and reporting on its key environmental, social and economic impacts. We undertook a materiality study, to identify the issues that matter most to our stakeholders, and which are strategic for Bureau Veritas. It has confirmed the focus of our approach to sustainability: global and local initiatives structured around reducing our environmental impact, engaging with our key stakeholders, ensuring employee development and enforcing rules on ethical conduct. These values are reinforced by the three 'absolutes' of the Group: safety, ethics and financial control.

#### **MEETING THE CHALLENGES OF RAPID GROWTH**

A pillar of Bureau Veritas' economic success has been our expansion into new countries and industries. Indeed, we performed well in 2014 despite the challenging environment in Europe, as a result of our geographical and sectoral balance. External acquisitions, which represented an additional EUR 315 million in annualized revenues in 2014, enabled us to increase our presence in strategic markets and to strengthen our footprint in specific areas, notably the Americas.

We also grew organically by developing new products and services. Our ambitious growth strategy does, however, bring its own set of sustainability challenges. The first is ensuring all employees share and implement our culture and core values, including our emphasis on health and safety. Nearly 5,000 people joined the Group in 2014 alone, largely as a result of acquisitions.

The second is employee development. Bureau Veritas' people are on the front line of delivering our services, and building our reputation. Identifying and developing the skills of our future senior managers will be crucial to our success. Establishing a comprehensive and ambitious Human Resources strategy is therefore among our core commitments.

The third is data collection. Bureau Veritas now operates in more than 140 countries, with each year seeing the opening, or acquisition, of new offices and laboratories. To overcome this challenge, we are embedding processes, and use our own standardized tools to collect data.

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*'I firmly believe Bureau Veritas is a force for responsible change, in the form of better, safer and cleaner products, assets and services.'*

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#### **2015 PRIORITIES**

Going forward into 2015 we plan to focus on three main challenges: helping our people grow within the company; continuing to innovate for our clients to deliver added value in QHSE; and further mitigating our environmental impact. In this way, we will help build sustainable foundations for tomorrow.

# Our business

## Mission

Bureau Veritas is a world leader in inspection, certification and laboratory testing. Our mission is to help clients worldwide identify, prevent, manage and reduce risks. We provide solutions in quality, safety, environmental protection and social responsibility. Our employees' impartiality and technical expertise are fundamental assets for Bureau Veritas, alongside the Group's global presence and its broad portfolio of services.

## Activities



### Industry

Risk management, quality assurance, quality control and asset integrity management of facilities and equipment



### In-Service Inspection & Verification

Periodic inspection of equipment and facilities in operation



### Construction

Conformity assessment of buildings and infrastructure



### Certification

Certification of management systems and second-party auditing services



### Consumer Products

Testing, inspection and certification of consumer goods



### Commodities

Commodities inspection and testing: oil and petrochemicals, metals and minerals, agriculture



### Government Services & International Trade

Trade facilitation services



### Marine & Offshore

Classification and certification of ships and offshore units

# 2014 Key figures

EUR 4.17  
billion  
2014 full year revenue

400,000  
clients

74%  
of headcount certified OHSAS  
18001

1  
Code of Ethics

66,500  
employees  
1,400  
offices and laboratories



## AMERICAS

**27%**  
of revenue

**20,100** employees  
**330** locations

## EUROPE

**33%**  
of revenue

**14,400** employees  
**400** locations

## AFRICA, MIDDLE EAST AND EASTERN EUROPE

**12%**  
of revenue

**9,000** employees  
**260** locations

## ASIA-PACIFIC

**28%**  
of revenue

**23,000** employees  
**410** locations

## Materiality

To focus our efforts on the issues that matter most, and improve our reporting, we have introduced a key GRI<sup>(1)</sup> recommendation: the materiality matrix.

Originating in the financial world, the concept of materiality refers to anything that can have a significant impact on a company, its activities and its ability to create value, financial and non-financial, for itself and its stakeholders. The objective of this analysis is to ensure that Bureau Veritas identifies opportunities and risks for its present and future activities and communicates on the most important economic, social and environmental issues. Our materiality matrix has been developed with internal working groups, comprising experts and management teams of the relevant domains to identify:

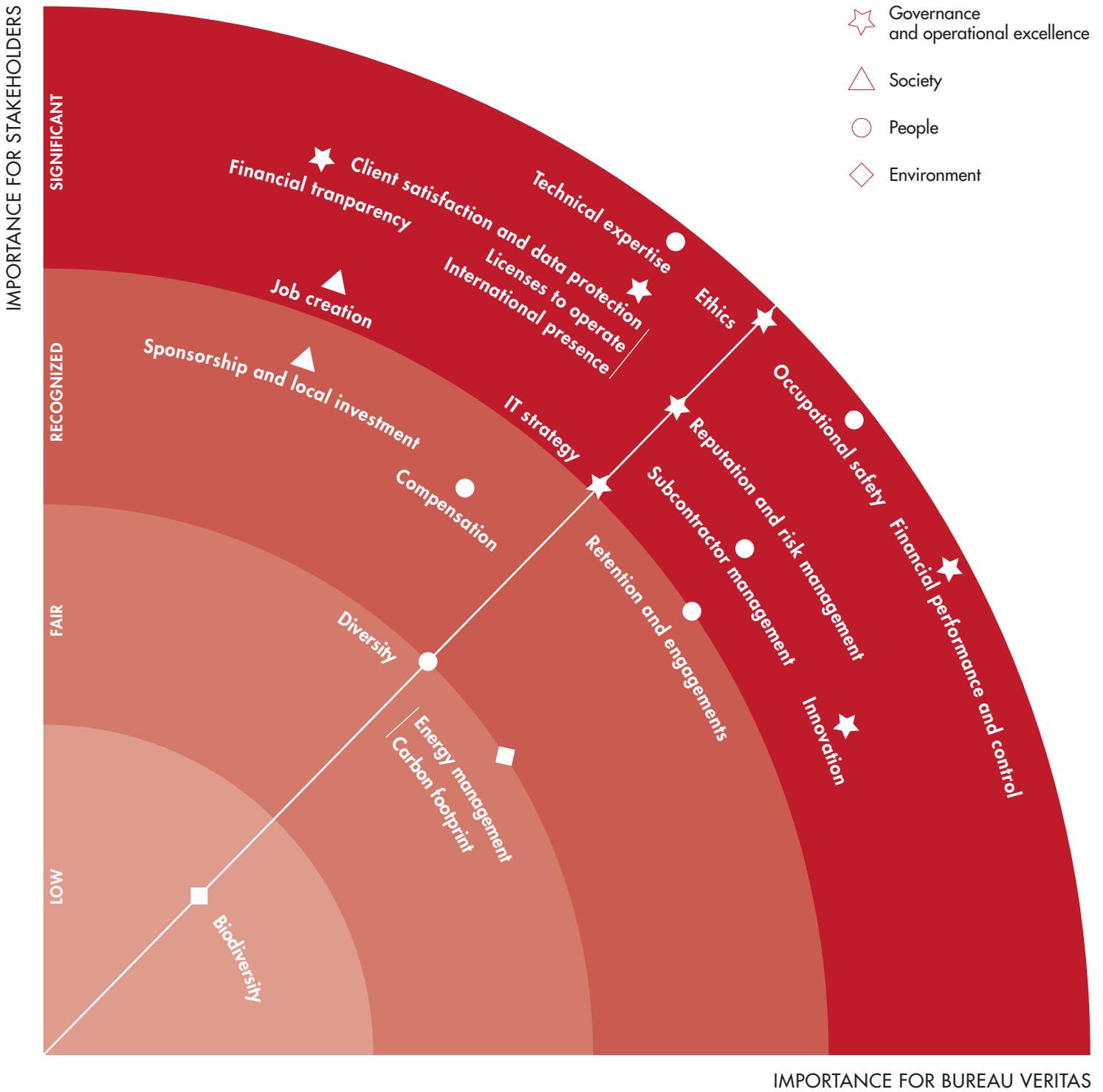
- / **First**, a large inventory, including both global and specific topics,
- / **Second**, a focus on the 20 key challenges.

The importance of each of these challenges was then measured based on its relative importance from 1 (low materiality) to 4 (significant materiality) on two axes 'Importance for Bureau Veritas' and 'Importance for stakeholders'.

The most material challenges include ethics, occupational safety, financial performance and control, technical expertise, client satisfaction and data protection, licenses to operate, financial transparency, international presence, reputation and risk management, innovation and subcontractor management.

(1) The Global Reporting Initiative is an international body that encourages companies to develop transparent and meaningful reporting on their environmental, social and societal performance, by providing guidelines to structure reporting.

# Analysis



Inspiring our people



## Employees and Health & Safety

The men and women who work for Bureau Veritas represent a key Group asset. As a global service provider and QHSE leader, Bureau Veritas relies on the quality of the service our people provide to our clients. This quality is at the root of our clients' satisfaction and of our success and growth. This is why we believe it is strategic for Bureau Veritas to manage performance, provide training and career opportunities for all our employees, and help them develop their ability to innovate. Encouraging diversity and ensuring the health and safety of our employees are also major areas of focus.

### MEETING AMBITIOUS GROWTH EXPECTATIONS

In the past seven years, the Group has more than doubled its headcount, growing from 33,018 people in 2007 to 66,494 at December 31, 2014. During 2014, the total number of employees – mainly engineers, technicians and other staff in the field of QHSE – increased by 8%. Our HR strategy for employee growth is based on two pillars: a dynamic recruitment strategy and successful integration of employees via acquisitions. The objective of our recruitment strategy is to identify and attract the human capital needed to move forward with business objectives and goals, as well as create and sustain employment in our 140 operating countries. For employees who join as the result of an acquisition, we deploy communications and training programs to ensure that new teams quickly understand and embrace Bureau Veritas values.

Given the broad range of its businesses, Bureau Veritas has much to offer its employees in terms of geographic mobility and technical know-how.

### IDENTIFYING AND DEVELOPING TALENT

Given the Group's ambitious growth objectives, identifying and developing talents is a key dimension of its Human Resources policy. Mobility and internal promotion are strongly encouraged. Appropriate processes have been put in place at each level of the organization to ensure that employees receive the support they need in order to develop their potential.

#### Integrating new people successfully

Bureau Veritas' employee engagement begins with the on-boarding program. This is a global program, developed locally. It includes a presentation of the Group's organization, tools and processes, and key contacts. Its objective: to facilitate integration of new employees, to help them feel quickly at ease in their new environment.

### ON-SITE INDUCTION

In Spain, learning expeditions are organized to help new hires and people working in back-office functions improve their knowledge of Bureau Veritas' operations. They take the form of guided visits around different areas of the business. In 2014, 134 learning expeditions were conducted in the Madrid and Barcelona areas, involving over 130 employees. New hires are systematically invited to participate. These expeditions allow back-office employees to (re)discover how inspectors and auditors at Bureau Veritas deliver services at client sites. The initiative will be extended in 2015.

8%

Employee growth in 2014



**Evaluating and developing performance**

Performance Management at Bureau Veritas is a well-established process, which was reviewed in 2014 with a new online tool offering more flexibility and simplicity. As part of the process, individual development plans can be discussed as well as wishes to move to another position / business / geographic location.

**Supporting skills development and qualifications**

Operational excellence implies ongoing skills development. Hence, creating a learning culture in the organization where every employee is motivated to learn new skills and acquire new knowledge is strategic for the Group. Bureau Veritas operates in a large number of technical fields that require a wide range of qualifications. Most training is therefore managed directly by technical departments locally, to meet the specific requirements of the regulations and standards of each country. Development of technical expertise also goes beyond the scope of straightforward training. Technical departments in every business unit regularly assess employees' qualifications. Audits are also performed by accreditation bodies (including COFRAC, IACS and UKAS<sup>(1)</sup>). In addition, a wide range of training courses on commercial, managerial or personal development skills is offered by Human Resources departments.

(1) COFRAC: Comité français d'accréditation; IACS: International Association of Classification Societies Ltd; UKAS: the United Kingdom Accreditation Service.



**BV ACADEMY, THE GROUP MANAGERIAL DEVELOPMENT PROGRAM**

We continued to roll out our successful BV Academy management development program in 2014. Six sessions were delivered to 261 managers in France, UK, China, USA, and Czech Republic. Around 700 managers have attended a BV Academy training session since the program's inception. The three-day sessions are built around three themes: customer focus, operational excellence and people management.

**Planning succession**

Organization & Leadership Development Reviews are carried out every year to review the management team and identify successors. A succession plan has been put in place for the key 150 positions within the Group, to ensure tomorrow's talents are identified, and that these future leaders prepare to take on their management responsibilities within a planned timeframe.

**IMPROVING DIVERSITY**

Bureau Veritas considers diversity as a source of dynamism and performance, and encourages diversity within the Group. Diversity policies have been formalized in many countries, covering themes including gender equality, ethnic diversity and disability.

**Promoting gender equality**

Our objectives for diversity include increasing the proportion of women in the workforce in the coming years, notably in management positions. As a general rule, women are not well represented in the sectors in which we operate.



**16,335**  
training days were delivered  
in France in 2014



Within Bureau Veritas, 69% of employees are men and 31% are women, and the average proportion of female managers is 15%. One way we are seeking to achieve greater balance is through industry engagement. For example, in United Kingdom and Ireland, we are an active sponsor of the Women's Engineering Society, and contribute to promoting women entering the engineering profession. In Spain, in 2014, 60% of participants in a development plan (to prepare for their next job) were women. In Australia, Bureau Veritas has built a network of women ('WIN') who regularly meet to build gender awareness among the teams and encourage women's advancement through coaching, mentoring and training.



#### **Tackling discrimination**

The Group supports the fight against any form of discrimination. All employees are required to sign our Code of Ethics, which explicitly bans discrimination against specific groups. In addition, local initiatives are in place to fight discrimination. In South Africa, for example, we have launched a skills training initiative as part of the Broad-Based Black Economic Empowerment (B-BBEE) launched by the South African government to address inequalities and boost the participation of black and mixed-race people. Bureau Veritas has partnered with the 'Maths Centre' to provide engineering carts to schools to build knowledge and skills in mathematics, science and technology. 50 projects are currently ongoing.

#### **PROMOTING DIVERSITY AT MAXXAM ANALYTICS**

Since 2001, Maxxam Analytics, a Canada-based Bureau Veritas business, has run an internship program for skilled immigrants. Participants undergo nine to twelve weeks of training and are matched with a 'buddy' to support their understanding of company culture. Since the program's inception, Maxxam has welcomed around 400 interns, with many of them gaining permanent positions at Maxxam. The program was awarded the Toronto Star Award for Excellence in Workplace Integration.



#### **Promoting the employment of disabled people**

In 2014, Bureau Veritas received approval from the French regional state administration (DIRECCTE, regional agency for enterprise, competition, consumption, work and employment) for its program promoting the employment of disabled people.

This agreement, signed for a period of three years, has been deployed by the HR department through training and employee awareness-raising sessions among French teams and the implementation of a hiring and employment preservation plan for disabled people.

**A LONG-TERM COMMITMENT TO PROTECT OUR EMPLOYEES' HEALTH AND SAFETY**

For Bureau Veritas, safety is an absolute: it is a non-negotiable priority without which the company's activities cannot take place. The Executive Management has undertaken, through the signature of a Group 'HSE Statement', to enshrine safety at work, together with health and the environment, in the core values of the company's culture.

**OUR HIGH-PRIORITY PROGRAMS**

**Cardinal safety Rules**

To adopt common safety rules and establish a clear framework for all employees, 14 cardinal safety rules have been defined. They are illustrated with a pictogram to help employees recognize and remember them. These rules are mandatory and are included in initial training provided to all new hires. They were implemented in 2013 across the entire workforce. In 2014, a dedicated e-learning module was released in six languages and deployed to all managers in the Group, then all employees. Posters, explanatory leaflets and safety discussions were used to support this campaign, which aimed to strengthen understanding of the rules and compliance.

**Training**

Bureau Veritas pays particular attention to induction programs for new employees. An initial on-boarding module in health and safety is delivered locally by a competent person to ensure that no operational employee can start working without proper training.

In 2014, more than 17,400 such training sessions were delivered, completed at a later date with specific training modules to meet the needs of each role's specific risk exposure. A single Group e-learning platform is used globally to provide employees with access to various courses, including on safety topics. Preventive driving, working at height, handling chemicals, cardinal safety rules and many more are available at any time in various languages to ensure a consistent level of training across the Group, tackle our key risks and avoid duplicating local training resources.



**Certification**

The Group is seeking to obtain OHSAS 18001 health and safety management certification for all entities with more than 25 employees before the end of 2015. At the end of 2014, 74% of employees were covered by OHSAS 18001 certification, compared with 51% in 2013.

**Internal Audit**

Bureau Veritas has a dual Internal Audit process. The first concerns local audits, which are decided on, and carried out, at geographic area or business level. The second Internal Audit system was launched in 2013 and concerns a Group Internal Audit program covering all entities with OHSAS 18001 or ISO 14001 certification. More than 200 internal audits were conducted in 2014. To manage all internal audits, Bureau Veritas has put in place a unique tool. Each audit is documented in this tool, together with the investigations, findings, and corrective action to be taken.

**Safety campaigns**

The Group's HSE Department conducts campaigns three times a year to prevent safety-related risks. They are implemented across the entire network and involve all employees and some subcontractors. The topics are selected by the HSE network to tackle the priorities identified during the previous year's performance review. In 2014 selected topics were: driving, cardinal safety rules and manual handling.





## HEALTH AND SAFETY PERFORMANCE

Bureau Veritas has established health and safety indicators for each country in which it operates. These indicators also reflect World Health Organization guidelines. In 2014, we continued to make progress on some indicators and retain the objective for next year (see table below).

Indicator	2014	2013	Objective
Total accident rate <sup>(1)</sup>	0.75	0.85	-15% per year
Lost time rate <sup>(2)</sup>	0.42	0.38	-15% per year
Accident severity rate <sup>(3)</sup>	0.03	0.03	-10% per year
Fatality	3	4	Zero
Near hits	4,515	2,214	-

(1) Number of accidents with and without lost time x 200,000 / number of hours worked.

(2) Number of accidents with lost time x 200,000 / number of hours worked.

(3) Number of days lost x 1,000 / number of hours worked.

Despite our efforts, three fatal accidents were recorded, two of which were caused by traffic accidents involving our employees in Latin America, who were not found to be responsible. The third fatal accident occurred in the Middle East and is still under court investigation.



## EBOLA

Bureau Veritas delivers services in Guinea and Liberia, two of the three countries most severely impacted by the Ebola virus in 2014. When the spread of the virus became critical in July, we developed and implemented specific measures to protect our expatriates. We also played an active role in local prevention initiatives with and via our employees. Psychological phone support was also provided by an external supplier. As a result, none of the local 150 Bureau Veritas employees or family members located in these two countries have contracted Ebola.

# Strengthening relations with the society



## Relationships with stakeholders

Bureau Veritas' business model is fundamentally aligned with the needs of society: the services we offer are focused on preventing risk and on improving safety and quality. We have clearly identified our key external stakeholders and seek to meet their expectations on CRS issues. We do this by ensuring our employees adhere to our values, and by identifying ways to create value for each of our stakeholder groups.

## IMPLEMENTING THE GROUP'S ETHICAL VALUES

Key to Bureau Veritas' reputation and the value we bring to our clients is professional integrity: our clients, and wider society, need to have confidence that the tests, inspections, audits and certifications we provide are impartial and reliable. As such, in all our daily activities, we are guided by **four core values**: integrity and ethics; impartiality and independence; respect for all individuals; and social and environmental responsibility.

The **Bureau Veritas Code of Ethics** sets forth the integrity and ethics and impartiality and independence values, principles, and rules on which the Group wishes to base its development and growth to build relationships of trust with its customers, employees,

and commercial partners: honesty, transparency, probity, respecting local laws and regulations, fighting against corruption and fraud. All employees, as well as the Group's business partners, must make sure that the decisions they make in their work adhere to the requirements set out in the Code of Ethics.

Bureau Veritas' **Compliance Program** ensures that the Group's Code of Ethics, procedures manual and training modules are known and practised by Bureau Veritas employees worldwide. At end 2014, 99% of Group employees have been trained in the Compliance Program.

99%

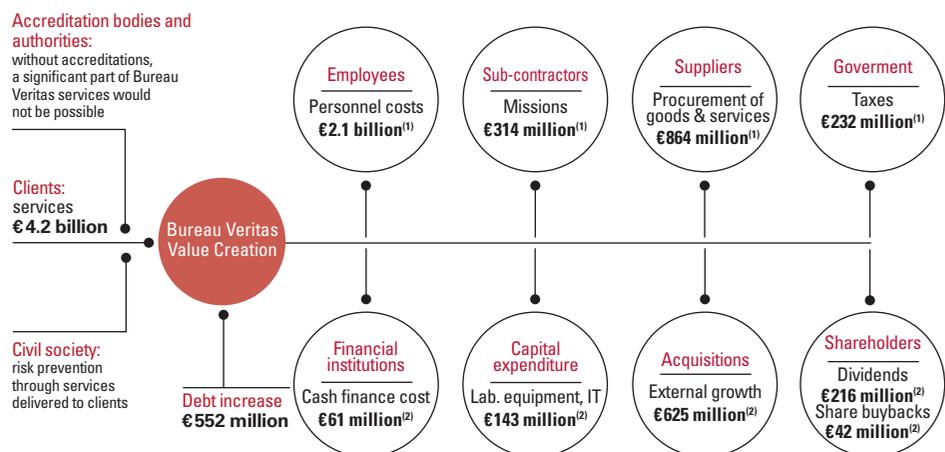
of Bureau Veritas employees have been trained in the Compliance Program

## CREATING VALUE FOR STAKEHOLDERS

Bureau Veritas has identified five key internal and external stakeholder groups: employees; clients; investors; suppliers and subcontractors; and the accreditation bodies and other authorities that provide us with a license to operate. Civil society, in the form of individuals, communities and other public authorities, constitutes a sixth important, albeit indirect, stakeholder group.

We develop initiatives that foster close and constructive relationships with each of these stakeholder groups. We aim to take into account their expectations, and incorporate social and environmental responsibility factors into our initiatives.

The diagram opposite presents the distribution of Bureau Veritas' turnover between its stakeholders, and helps illustrate the importance of each stakeholder in terms of economic impact.



(1) 2014 P&L impact.  
(2) 2014 Cash impact.

Information on initiatives relating to non-financial external stakeholder groups is set out below. Information relating to financial stakeholders is provided in the 2014 registration document.

## CLIENTS

Bureau Veritas works for around **400,000 clients** throughout the world. These include companies from all business and industry sectors, public and private organizations, and, occasionally, individuals. We regularly organize meetings and events with our clients and constantly adapt our organization to take into account their diverse expectations.

For example, in our Consumer Products business, we adopt a highly structured approach designed to capture client priorities at each level of the organization, share knowledge and ensure we provide the right services. This approach includes strategic business reviews with the senior management of retailers and brands; technical reviews covering regulatory updates; and quarterly meetings with operational teams.

Our Government Services & International Trade business, by contrast, works directly with government clients in political and social contexts that are sometimes very unstable. We actively engage with clients through regular discussions. Projects often include training and transfer of competency, including the creation of local or virtual schools, to ensure efficient change management.

Finally, one of our largest client impacts is in the advice and services we provide to help them improve their own risk management and CSR performance.



## SUPPLIERS AND SUBCONTRACTORS

Suppliers and operational subcontractors – technical personnel who are not employees of Bureau Veritas and who provide complementary services for our clients – are particularly important partners for the Group.

We are committed to ensuring that our operational subcontractors are able to receive appropriate training, in order to meet our strict ethics and safety requirements. In this way, suppliers are able to access the same training as our employees.

Our Purchasing departments aim to establish close and sustainable relationships with all suppliers. They use standardized contractual clauses that outline the QHSE standards suppliers are expected to meet. This, together with a CSR performance audit of all suppliers under a Group contract, contributes to ensuring supplier alignment with Bureau Veritas CSR standards. The result is relationships based on trust between Bureau Veritas, our purchasing teams and our suppliers all over the world.

## ACCREDITATION BODIES AND AUTHORITIES

Bureau Veritas holds numerous licenses to operate which vary according to the country or business concerned. For example, we are a notified body under European directives, and hold more than 300 approvals, certifications, official acknowledgements and authorizations issued by government organizations, and over 150 delegations of authority on behalf of national maritime authorities.

We seek to play an active role in the industry and international organizations of which we are a member, to drive positive change in line with our mission to prevent risk and improve safety. For example, in 2014, the head of our Marine & Offshore division was elected as Chairman of IACS, the international association of marine classification societies. We have used the chairmanship to drive new safety standards for large containerships.



## COMMUNITIES

Bureau Veritas is committed to building strong relationships with local communities and working with them to understand their social needs and environmental concerns. We expect each of our entities to contribute by maintaining strong investment in local communities, on issues relevant to the entity's location.

**Higher education** is a priority for Bureau Veritas. We seek to develop partnerships in all our countries of implementation.

The Group's relationships with academic institutions include presenting our activities (for instance at the ESSA, l'École supérieure du soudage et de ses applications in France), providing lecturers (Staffordshire University and the Royal Academy of Engineering in the United Kingdom), and helping students in their job search (École centrale Paris, Ponts et Chaussées, École centrale Nantes and ENSTA). We also offer internship opportunities via a number of dedicated programs managed at country level, notably in Taiwan, China, Singapore, Australia, Russia, Italy, Turkey, the United Kingdom, Spain and the United Arab Emirates.

Local actions are also deployed by Bureau Veritas teams to provide efficient support to help communities meet day-to-day challenges.

**Fighting food exclusion** is developed and supported by the Bureau Veritas ECA Foundation, created in Spain in 2004. In 2014, Bureau Veritas employees collected food and basic products (educational material and toiletries) to donate to a locally recognized charity for people in need. Bureau Veritas increases the value of contributions by matching employee donations. As a result, 1.1 tons of material were collected in six Spanish cities, rising to 2.2 tons including Bureau Veritas' contribution.

Since 2011, Maxxam's **Day of Caring** (Canada) has allowed employees to use one fully paid day per year to volunteer for a charity of their choice. To encourage people to commit to a Day of Caring, volunteer fairs are organized to help employees understand volunteering options. In addition, stories and photos are shared on the intranet and among employees so volunteers can share experiences. In 2014, Maxxam employees spent 3,400 hours volunteering for charities that ranged from environmental not-for-profits to animal and local community support organizations.



Mitigating our  
environmental impact



## Environmental impact

As a services business, Bureau Veritas has a relatively low direct environmental impact, mainly related to energy consumption and business travel. We manage these impacts by implementing a common environmental policy across all entities, setting annual targets to reduce carbon emissions and putting in place specific initiatives at a local level. We also use certification as a tool to improve environmental management across the Group.

### CERTIFICATION: PRACTISING WHAT WE PREACH

Bureau Veritas is one of the leading bodies accredited to deliver ISO 14001 certificates to companies worldwide. As such, we understand the positive benefits certification brings, both in terms of identifying, controlling and monitoring environmental data, and ensuring employees recognize the importance the company places on sound environmental management. ISO 14001 certification is therefore a key pillar of our environmental approach. We are deploying certification widely across the Group, with a particular focus on laboratories. The project started in 2010, with few premises initially certified. At the end of 2014, 68% of the Group headcount was covered by this scheme, as detailed in the Group Certificate published by the external certification body and available on our website.

68%

of employees covered by the ISO 14001 certification

### TOOLS TO MONITOR AND MEASURE IMPACTS

Bureau Veritas develops dedicated tools to identify and monitor its largest environmental impacts. Each entity in Bureau Veritas must report data on: energy, including information related to business travel; water; waste, including paper consumption and waste generation; and ozone depleting substances. Since 2009, we have used these tools to measure and monitor our carbon footprint. Analysis demonstrates that business travel and energy use represent the largest impacts, with laboratory activity more energy intensive than offices. Each year, we broaden the scope of our environmental and carbon reporting, so as to obtain the most representative results.

10%

Objective in 2014:  
reducing normalized CO<sub>2</sub> emissions

### REDUCING CARBON EMISSIONS

Starting in 2014, we have chosen to analyze and present CO<sub>2</sub> emissions data by type of activity to enable us to identify ways to improve, and better monitor and measure progress in the future. A distinction is made between the laboratory activities associated with our Consumer Products and Commodities businesses and the office activities of our Marine, Industry, Construction, Certification, In-Service Inspection & Verification, and Government Services & International Trade businesses. In 2014, the carbon footprint per employee was 2.7 tons of CO<sub>2</sub>/person/year for office activities and 5.2 tons for laboratory activities compared to 3.7 and 3.3 in 2013. This significant reduction in our office footprint is largely the result of the re-assignment of one energy-intensive site in Australia to the laboratories category, due to the nature of the business.



## GROUP CO<sub>2</sub> EMISSIONS BY SCOPE

(tons of CO<sub>2</sub>)

2014 emissions, gross value	Scope 1 Direct emissions	Scope 2 Indirect emissions	Scope 3 Other emissions
Offices	24,827	26,336	28,743
Laboratories	3,717	32,398	7,154
<b>Total</b>	<b>28,544</b>	<b>58,734</b>	<b>35,897</b>

The consolidation of the carbon footprint for 2014 covers 48% of Group employees, excluding acquisitions carried out in 2014 and entities reporting their data for the first year.

Scope 1 – Direct emissions: all emissions arising directly from sources owned or controlled by the company and caused by the burning of fossil fuels (oil, gas, coal, peat, etc.).

Scope 2 – Indirect emissions: all emissions arising indirectly from the purchase or production of electricity.

Scope 3 – Other emissions: all other indirect emissions.

A significant portion of Bureau Veritas laboratories are located in geographical areas where the energy mix generates high CO<sub>2</sub> emissions (Australia, China, Chile). The energy consumption increase at these laboratories due to production needs significantly impacted 2014 Bureau Veritas CO<sub>2</sub> emissions.

## CO<sub>2</sub> EMISSIONS RELATED TO ENERGY CONSUMPTION (business travel not included)

(tons of CO<sub>2</sub>/person/year)

Energy		
Offices	0.4	1.7
Laboratories	4.6	2.8

Perimeter: Group entities, excluding 2014 acquisitions. (tons of CO<sub>2</sub>/person/year)

## ENERGY CONSUMPTION (gas and electricity)

Local entities have rolled out action plans to reduce energy consumption and meet the Group's CO<sub>2</sub> targets. These focus on employee engagement (information campaigns), changing behavior (regulated watering, controlling indoor temperatures, optimizing lighting) or management (procedures, management systems).

(MWh/person/year)

Indicator	2014	2013	Change Like-for-like basis	Number of employees to which figures relate
Offices	1.5	1.8	-16%	17,245
Laboratories	8.8	8.6	+2%	15,366

Indicator	2014
Offices	26,762
Laboratories	134,863

Perimeter: Group entities, excluding 2014 acquisitions.



## LEED™ CERTIFICATION PROJECT

Energy-efficient design of new laboratories is an important area of focus for Bureau Veritas as the company expands its Consumer Products and Commodities activities. Our Consumer Products business decided to explore LEED™ (Leadership in Energy and Environmental Design) building certification for new or relocated locations. The aim: to publicly document and demonstrate its commitment to minimizing environmental impacts, and the sustainable design concepts used in the design and construction phases. Four laboratories are now certified under this scheme: one, in Sri Lanka, was the first laboratory to be awarded Platinum level. Key actions focused on envelope design, water conservation, and energy efficiency through heating, ventilating and air conditioning systems.



## BUSINESS TRAVEL

Bureau Veritas operations involve a large number of visits to client premises, resulting in a high level of fuel consumption.

To limit this consumption, we have provided training in eco-driving, in the form of an e-learning module developed at Group level and deployed via the Group e-learning platform and DVDs. Tele- and video-conferencing solutions are also increasingly used to avoid unnecessary travel. Other initiatives take place at a local level: in France, for example, our teams have been running a program for a number of years to replace vehicles more than three years old with more fuel-efficient vehicles, to reduce average consumption per vehicle. As a result, we are steadily reducing emissions associated with business travel. In 2014, average CO<sub>2</sub> emissions/km were 95.7 g (2013: 101 g) average fuel consumption fell to 3.7 liters/100 km (2013: 3.9 liters/100 km).

## PREVENTING AND RECYCLING WASTE

Paper is by far Bureau Veritas' main waste product by volume. Initiatives to limit its consumption include

encouraging the production of electronic reports, electronic archiving, and putting in place measures to limit printing. Other types of waste (such as cardboard, light bulbs, electronic equipment, chemicals, mineral samples arising from laboratory tests, etc.) are measured and managed in accordance with local regulations, and disposed of using specialist services where applicable. Due to an increasing number of laboratories, generation of hazardous waste was identified in 2014 as a growing environmental impact.

## MANAGING POLLUTION

Bureau Veritas seeks to manage potential pollution from both our office and laboratory activities. We estimate that potential pollution generated from office and inspection activities are mainly related to: the use of air conditioning (refrigerant gas), transport use for business travel (air pollutants) and the generation of hazardous waste (which can lead to soil and water contamination if not properly disposed of). We have taken steps to prevent air and water pollution resulting from our laboratory activities, obtaining all necessary permits for the generation and elimination of

laboratory waste, and putting in place waste treatment methods that comply with legal requirements.

## RAISING AWARENESS: WORLD ENVIRONMENT DAY

In 2014, Bureau Veritas participated for the sixth year in the United Nations' World Environment Day. This initiative provides an opportunity to raise environmental awareness among employees and other stakeholders. A total of 86 entities took part in local environmental initiatives based on the topic selected by the UN: 'Raise your voice. Not the sea level.' Employee participation increased in 2014, demonstrating growing interest in environmental issues from both individuals and the Group.

## 2014 PRIZEWINNERS



Bureau Veritas supports World Environment Day at Group level by facilitating organization and communication on initiatives, and awarding prizes

for the best ideas. In 2014, Kazakhstan won the Creativity prize for its initiatives to raise awareness and change behavior. A series of interactive ideas culminated in a play on the theme of climate change, which was much appreciated by fellow employees!

Our business in Chile obtained the Education prize for its awareness program on waste reduction, segregation and disposal, rolled out using a 'Veritas' mascot.

Singapore took home the 'Raise your voice. Not the sea level' prize for its various initiatives to increase employee knowledge, get them involved and encourage them to tackle climate change.

# Contributing to companies' CSR Performance







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Bureau Veritas would like to thank the staff who were involved in the photographs illustrating this Corporate Social Responsibility report 2014.

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