

# CONFIDENCE



BUREAU  
VERITAS



Megatrends are transforming society, bringing new needs in quality, health and safety, and environmental protection. This **perspective** provides Bureau Veritas with new development opportunities in the medium and long term.

The role played by Bureau Veritas generates **confidence** between economic players. Our Corporate social responsibility commitments to stakeholders aim at building sustainable future growth.

---

## Content

<b>Confidence</b>	<b>2</b>
The materiality matrix	4
Our commitments	5
▪ Governance and operational excellence	6-7
▪ Human resources	8-11
▪ Society	12-15
▪ Environment	16-17

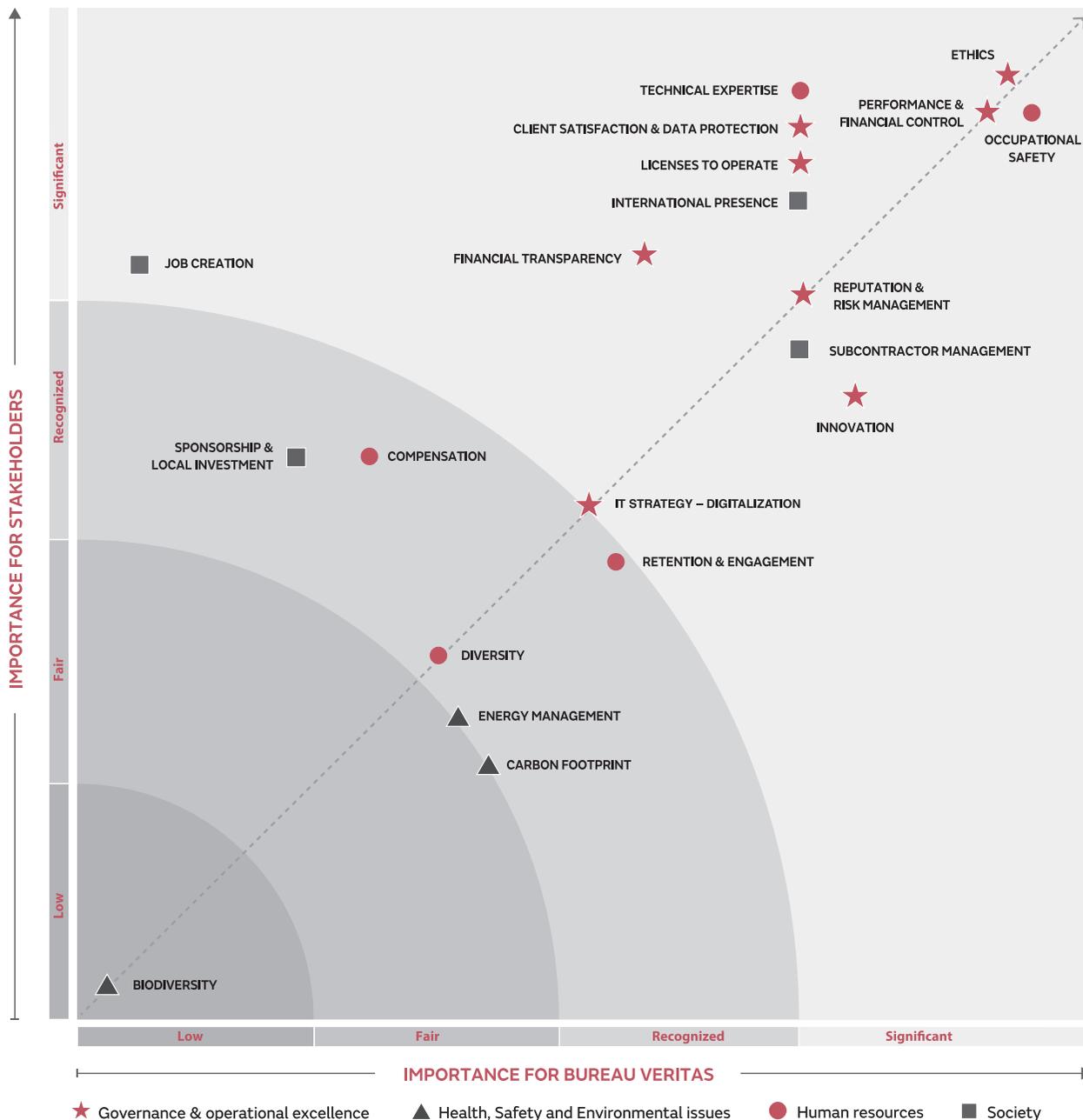
# CONFIDENCE

Population growth, resource scarcity, climate disruption and technological developments are some of the markers of a changing society. Bureau Veritas anticipates the risks associated with these challenges by developing ever more effective and innovative services. In this way, the Group strives to use its expertise to support sustainable growth and help build confidence between economic players. Corporate social responsibility is at the heart of Bureau Veritas' mission. It is also an engine of our financial performance, and forms part of our value creation and development strategy.



# The materiality matrix

Bureau Veritas has formalized its approach to Corporate social responsibility (CSR) around 20 priority challenges. Together, they feed into our strategy, our commitments and our action plans.



# Our commitments

Bureau Veritas' CSR commitments are articulated around four key themes, which translate into processes and initiatives deployed throughout the Group.



---

## Governance and operational excellence

- Carrying out our activities in an ethical and responsible manner
- Sharing the same quality standards across all our activities worldwide



---

## Human resources

- Attracting and developing talent
- Ensuring the safety of our employees at work



---

## Society

- Reducing risk throughout our customers' value chain
- Meeting stakeholder expectations
- Developing local employment



---

## Environment

- Limiting our carbon footprint
- Reducing our energy consumption

operational excellence



Governance and

In carrying out its activities, Bureau Veritas relies on three absolutes: safety, ethics and financial control. These absolutes are rooted in the Group's processes and reinforced by four core values shared by all employees: integrity and ethics, impartiality and independence, respect for all individuals, and social and environmental responsibility. Adhering to these values has become a source of pride for all employees and one of the main competitive advantages of Bureau Veritas. These values are also key to preserving our brand image. We must be able to guarantee to our customers and to society that the tests, inspections and certifications that we perform are impartial and reliable.

99.4%

of Group employees have been trained in our Compliance Program

3  
absolutes

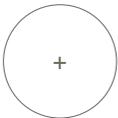
4  
core values



## Ethics

Professional ethics are crucial to Bureau Veritas' reputation and are the source of the value that we bring to our customers.

Bureau Veritas is a member of the International Federation of Inspection Agencies (IFIA). Our Code of Ethics reflects the requirements of the IFIA Compliance Code. It sets out the values, principles and rules that enable lasting relationships to be built, based on the confidence of our internal and external stakeholders. Our employees must ensure that the decisions they make at work comply with our Code of Ethics and our Compliance Program. They must act with good faith, honesty and fairness, respect business and data confidentiality, fight corruption, apply professional standards, give impartial, unbiased technical opinions and deliver reports that accurately reflect our conclusions. The Compliance Program enables us to ensure that the Group's Code of Ethics and its procedures and training modules are known and applied by Bureau Veritas' employees throughout the world. In order to ensure that our Code is applied effectively, we submit our Compliance Program to an independent annual inspection by external auditors.



### CSR governance

The Group's CSR organization was enhanced in 2015 when the strategic roadmap for 2020 was defined. The Board of Directors empowered the Nomination & Compensation Committee to examine issues related to CSR. A CSR officer reporting to the Group Human Resources Director was appointed and two special committees, a CSR Executive Committee and a Steering Committee, were created.

## Lean

Our lean management approach, deployed since 2012, supports our ambition for excellence by placing quality and customer satisfaction at the heart of our priorities. Lean management, which relies on mastering processes and inspiring a culture of continuous performance improvement, complements the achievements of an historical model based on experience and quality management. It is gradually becoming the Group's operating system. It also enables Bureau Veritas to reduce unnecessary consumption and its carbon footprint by optimizing space, heating and air conditioning costs. It promotes team working and helps implement a pleasant working environment by optimizing the distribution of roles and responsibilities. Lastly, lean management helps improve the relationship of Bureau Veritas with its clients by taking account of their comments, so as to ensure that our added value is always aligned to their needs.

## Quality

Operational excellence capitalizes on an advanced quality management system which aims to share the same standards in all the geographies and activities of Bureau Veritas. The quality procedures have been certified to ISO 9001 standard by an independent international body. In addition, specific activities have been accredited to ISO 17020, 17021 and 17025 standards. Continuous process improvement enables Bureau Veritas to deliver reliable and consistent services to its clients.



**Bureau Veritas employees are the architects of our success.** The services we provide are not standardized products, and the value of the assignments carried out for our clients is based first and foremost on the expertise and commitment of our teams. Our employees, most of whom are engineers, technicians and qualified experts, are proud to carry out activities that serve the greater good by contributing to risk reduction. We aim to promote this social commitment to the younger generation of potential future employees, who are looking for meaningful careers.



# 11,021

employees have been recruited  
by Bureau Veritas in 2015

---

# Develop

## Talent management

Our talent management process plans attainment of key positions by existing staff. Potential managers identified for these roles are supported in order to prepare them for their future responsibilities. In 2015, 217 positions were reviewed through the succession plan.

## Internal mobility

Mobility is an important lever to develop employee loyalty and employability. It also helps improve the effectiveness of teams and overall business performance. The geographical network and diversity of roles at Bureau Veritas open up numerous opportunities for technical advancement and promotion to higher or managerial levels, as well as the ability to switch to another sector or expertise.

## Technical expertise

Bureau Veritas is involved in a large number of areas which require highly specialized skills. Technical training enables employees to update their knowledge on standards, inspection methods, technical characteristics of the products or equipment inspected, and rules on safety and ethics.

## A culture of learning

The enhancement of our MyLearning platform was one of our priorities in 2015, the objective being to bring all our training modules together in a single portal. Since many employees are located on client sites, we must give them permanent access to the knowledge they need to do their job.



2,800  
online training modules

---

# Attract

## An attractive employer

Bureau Veritas is committed to creating a work environment conducive to employee fulfillment and to positioning itself as an attractive employer. In 2015, we received two awards in recognition of our efforts. In the UK, Britain's Top Employers recognized the excellent working conditions we provide. In France, the editorial team of *Capital* magazine placed us second in the engineering category of "France's Best Employers 2015".

## Communicating on social networks

We continue to strengthen our presence on social networks in order to attract the attention of new talent. We communicate regularly on our activities using videos and employee testimonials on LinkedIn, Facebook and Twitter.

## Achieving integration

We welcome new recruits professionally and efficiently through the on-boarding program available on our online MyLearning training platform. This program includes a presentation of the Group, its activities and its culture, and enables employees to gain a rapid understanding of the Group's values.

9  
companies acquired  
in 2015 increased  
our headcount by more  
than 1,500

Over  
150,000  
followers on LinkedIn





Human resources



## Inclusion

Our employees are recruited for their skills and their understanding of local culture, but also for their fit with the core values of Bureau Veritas. Diversity is a real competitive advantage of the Group. We capitalize on this richness by promoting a multicultural working environment in which all individuals are respected.

### Fostering diversity

Talent diversity is an important challenge as we pursue our growth objectives. We aim as a priority to attract people with passion and commitment who have graduated from universities. This academic inclusion has led us to increase the number of partnerships with engineering schools, business schools and universities.

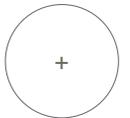
### Promoting women's careers

Gender balance is a driver of progress for Bureau Veritas. The Group is supportive of initiatives in this area, and initial results are encouraging.

### Commitment to disability

In France, in line with the company's policy in support of people with disability, the percentage of disabled employees has increased from 1.89% in 2013 to 2.14% in 2015.

**26%**  
more female senior  
managers at  
the end of 2015



### Training tomorrow's leaders

In 2016, the Group will launch BV University. Two classes will welcome 10-20 participants each year.

The aim of this project is for the leaders of tomorrow to learn to work together in an international context.

### Increasing employment of young people and the older generation

Our Generation Contract action plan relating to the employment of young people and the older generation in France covers the period 2013-2016.

It aims to implement initiatives to train and integrate young people and to increase the number of young employees by 4% by the end of 2016.

The Group is also committed to maintaining and increasing the number of older employees.

# Safety

For Bureau Veritas, safety is an absolute, in other words, a non-negotiable priority without which our activities cannot be carried out.

## A common culture

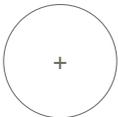
The safety culture is a factor of internal cohesion, but also a major challenge for the Group, which has an objective to strive for zero accidents. The expansion of Bureau Veritas into new countries and new sectors of activity presents many challenges, which we are addressing notably through a global health and safety policy. This policy is relayed at local level by a network of Health, Safety and Environment (HSE) managers. This organization is supported by the implementation of a health and safety at work management system.

## Objectives achieved

In 2015, our objectives to reduce accident frequency by 10% and severity by 15% were achieved. This performance is the result of our HSE training programs for all new employees, regular prevention campaigns and progress plans. In 2015, we focused on our Commodities business, where the number of serious accidents had been increasing. The resulting action plans deployed by HSE managers generated an average reduction of 40% in serious accidents in this activity.



2015 safety campaign



## Reduce the risk of serious accidents

Analysis of the root causes of an accident is a crucial factor in preventing and improving management of risk. In 2015, we reviewed this procedure by analyzing 50 serious accidents, with the aim of improving tools and the corrective and preventive actions to be put in place. An e-learning module was developed to support this change.

## Increase communication around safety

Our safety briefings are an effective means of accident prevention. They help remind employees of the importance of safety in their day-to-day work, highlight areas of business requiring particular vigilance and help develop an open dialogue about these issues with employees.

**64%**  
reduction in lost  
time accident rate  
since 2009

**85%**  
of employees are  
covered by  
OHSAS 18001  
certification



Society

Responsibility is at the heart of Bureau Veritas' activities and commitments.

In a world where public opinion is becoming increasingly sensitive to technological, environmental, social and economic risk, we play a decisive role in addressing these concerns. Our activities contribute to the safety of property and people and the security of operations and transactions, to the benefit of public organizations and economic players, consumers, end users and society at large.



Over

400,000

clients

---

# CSR services

---

## Innovating

Our services have a significant impact on preserving our clients' reputation and long-term value creation. Moreover, our clients' expectations are changing as they respond to developments in their markets. That presents an opportunity to innovate by offering more integrated global solutions which combine our traditional services with new technologies.

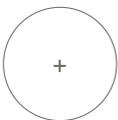
---

## Creating value

We bring independent technical expertise to public and private organizations, enabling them to provide reassurance to their customers and end users. For example, our services help improve transport safety for the benefit of users, and consumer safety through the testing of textiles or electrical and electronic appliances before they are placed on the market. We also contribute to the safety of employees at work through inspections, certifications and training programs. Finally, we take positive steps to prevent environmental risks related to industrial activities, transport, construction and extraction of natural resources by means of site inspections, materials testing or air and water analysis.

40  
key global account  
managers and

130  
local account  
managers



### The globally recognized brand for HSE services

Bureau Veritas was ranked first among leading service providers of compliance and verification services in the areas of health, safety and environment in the Global EH&S Survey 2015 produced by the independent research firm, Verdantix. This survey aimed to measure large companies' perception of service companies and to compare their levels of awareness and engagement.

We strive every day to help our customers create a safer and more responsible environment. In doing so, we act in the interests of society. Our solutions cover a wide range of activities and skills.

We certify environmental management systems (ISO 14001) and health & safety systems (OHSAS 18001). We certify companies in accordance with industry standards, particularly in the agrifood industry (BRC/IFS, ISO 22000, HACCP – health and food safety management) and the forestry sector (FSC/PEFC).

We also deal with climate and sustainability challenges through verification of practices in the area of climate change (EU ETS), energy management (ISO 50001), biomass and biofuels (EU renewable energy directive), carbon footprint (ISO 14064, PAS 2050), social responsibility (SA 8000, ISO 26000) and sustainability reporting (AA 1000, GRI).



# Ecosystem

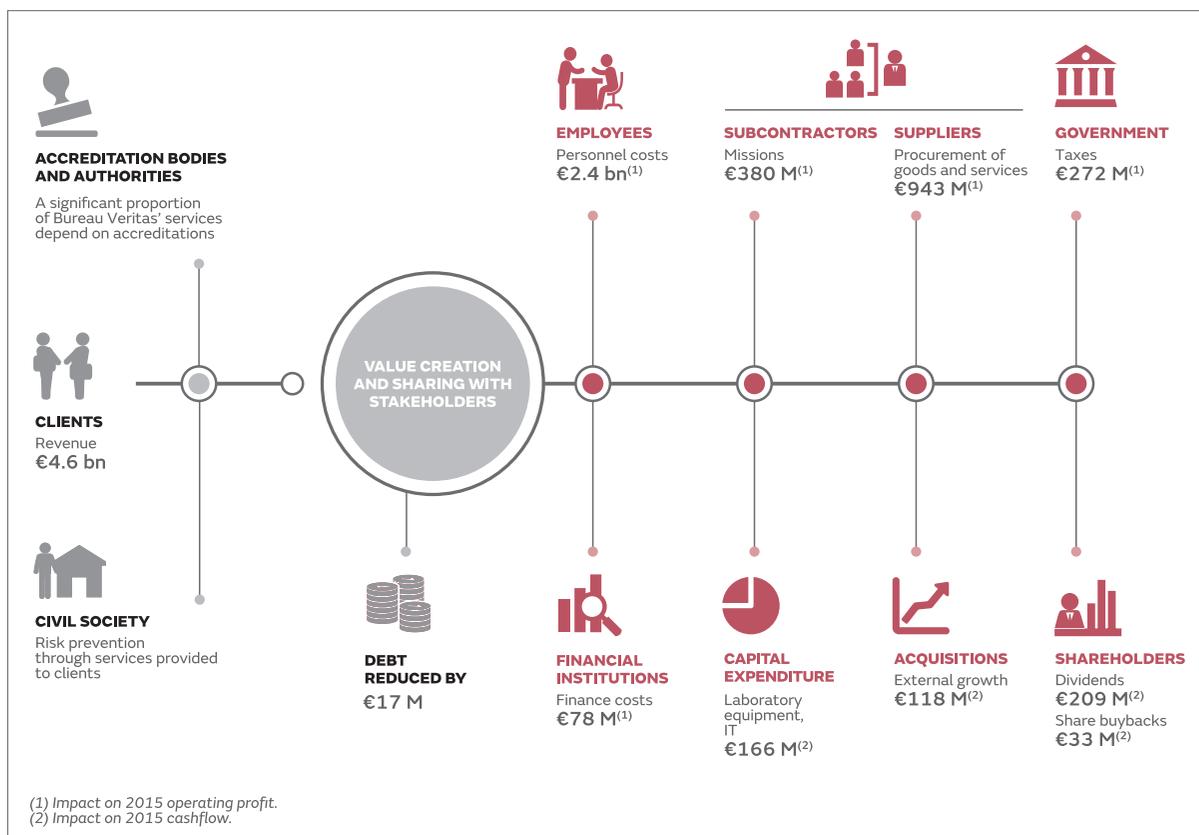
Bureau Veritas constantly seeks to take account of the interests of all socio-economic players who strive to act in accordance with prescribed rules. To achieve this, we maintain ongoing relationships with all our direct and indirect stakeholders. Bureau Veritas is accredited as a second or third party by a very large number of national and international delegating authorities and accreditation bodies. In order to renew and extend our portfolio of accreditations, we maintain close relationships with the public and private authorities and bodies that issue these licenses. We also endeavor to meet the expectations of our indirect stakeholders – public authorities, citizens and consumers – with services focused on preventing risk, improving safety and protecting the environment.



Society



## Economic performance shared with our stakeholders



---

# Community

Community activities undertaken by Bureau Veritas are decided at a local level in each of the 140 countries where the Group is present. In 2015, for example, Bureau Veritas approached INSERM to raise awareness among managers of the causes supported by this medical research institute. Its Chief Executive Officer, Yves Lévy, held a conference on the challenges of health, the biological revolution and future medicine for 200 Bureau Veritas senior managers. The Group also made a donation to INSERM to help fund its research programs.

---

## Partners

Purchasing and subcontracting account for a large proportion of Bureau Veritas' total expenses. Consequently, paying close attention to suppliers and subcontractors is crucial for the Group and is accompanied by a sustainable development approach towards these stakeholders.

### Responsible purchasing

To demonstrate our social commitment to the whole value chain, we have initiated a responsible purchasing approach. We have used EcoVadis, an independent CSR supplier assessment platform, to lead this work. 45 suppliers were assessed in the course of an initial campaign in 2014, based on a CSR questionnaire. At the end of this campaign, two suppliers were put on an improvement plan. A second campaign is currently being deployed with the most strategic suppliers, with the aim of covering 80% of the Group's purchases.

### Conformity

In order to ensure that the assignments carried out by our subcontractors comply with Group rules on ethics and safety, we are going to make a standard package available to them comprising e-learning and information modules. Partners are already asked to sign certain documents, including Bureau Veritas' Code of Ethics and a confidentiality agreement.

1/3

of Bureau Veritas' expenditure benefit suppliers and subcontractors

140

Group entities took part in World Environment Day

---

## Planet

Bureau Veritas took part in the United Nations World Environment Day in 2015, for the seventh consecutive year. The aim of this event is to raise participants' awareness of environmental issues. Multiple local initiatives were launched to illustrate the UN's annual theme of "Seven billion dreams. One planet. Consume with care". The operation was a great success, with activities being carried out by over 140 entities, representing some 30,000 Group employees, as well as their families, friends and communities.



## Environment

Bureau Veritas has a relatively low direct environmental impact, mainly related to energy consumption and business travel.

In order to reduce our global footprint, we have implemented an environmental policy, defining annual targets for reducing carbon emissions. ISO 14001 certification is one of the pillars of this approach.



# 77%

of employees are covered  
by ISO 14001 certification

---

# Impacts

Bureau Veritas' rapid growth has naturally had an impact on its environmental footprint, mainly in the areas of electricity consumption and CO<sub>2</sub> emissions caused by business travel. In order to instill a continuous improvement approach across the Group, we have put in place awareness measures (information campaigns), behavioral actions (water metering, control of indoor temperatures, optimized lighting) or managerial initiatives (procedures, management systems).

In 2015, we focused our energy reporting on our laboratories, which are the Group locations that consume the most energy, and saw a reduction in our electricity consumption. The CO<sub>2</sub> footprint of Bureau Veritas is measured by our in-house tool, BV Carbon. Results have shown that business travel was the second-highest office activity in terms of greenhouse gas emissions. Our activities involve a great number of visits to customers, which represent a high level of fuel consumption. In order to limit our footprint in this area, we have developed local initiatives, mainly in France, Australia, Italy and Latin America. In France, for example, we are gradually replacing our fleet with more fuel-efficient vehicles.

**3.2 tons**  
of CO<sub>2</sub> emissions  
per employee in 2015,  
resulting from energy  
consumption (laboratory  
activities)

**2.2 tons**  
of CO<sub>2</sub> emissions  
per employee in 2015,  
resulting from business  
travel (office activities)



## Restricting paper consumption

Paper is the main source of waste at Bureau Veritas. Measures have been put in place to restrict its consumption, such as the generation of electronic reports and electronic filing when our customers and regulations allow. We have also undertaken "zero paper" production for the Consumer Products business (reduction in paper consumption, storage and dispatch).

## Reducing our customers' carbon footprint

We support our customers in reducing their carbon footprint through ISO 14001 environmental certification programs, and LEED or HQE for buildings. In 2015, we helped companies in France to meet two regulatory obligations for carbon footprinting and energy audits.

We also offer industry expertise in sustainable development. For example, we carry out technical audits on ships in service and under construction, aimed in particular at avoiding ecological disasters caused by accidental spillages.



***Move Forward with Confidence***

67/71, boulevard du Château – 92200 Neuilly-sur-Seine – France  
Tel.: +33 (0)1 55 24 70 00 – Fax: +33 (0)1 55 24 70 01 – [www.bureauveritas.com](http://www.bureauveritas.com)