# Sustainability Report
2015

Sustainability reporting

For 2015, Securitas AB is publishing a sustainability report prepared according to the G4 Sustainability Reporting Guidelines of the Global Reporting Initiative (GRI). The report was prepared in accordance with the Core application level. Unless otherwise noted, the report pertains to the 2015 calendar year. The sustainability report is a complement to the Securitas AB Annual Report 2015 and includes all companies in the Securitas Group, unless otherwise specified. The report has not been reviewed by an external third party.

Securitas in Brief

Securitas operates in 53 countries throughout North America, Europe, Latin America, Africa, the Middle East and Asia and employs close to 330 000 people.

Securitas serves a wide range of customers of all sizes in a variety of industries and customer segments. Security solutions based on customer-specific needs are built through different combinations of on-site, mobile and remote guarding, electronic security, fire and safety and corporate risk management.
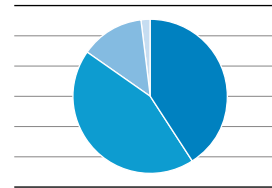
Total sales and organic sales growth

MSEK	%
80 000	10.0
64 000	8.0
48 000	6.0
32 000	4.0
16 000	2.0
0	0

11 12 13 14 15
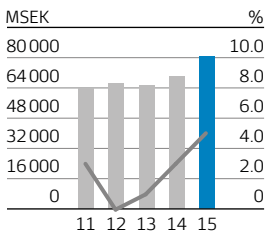
— Organic sales growth, %
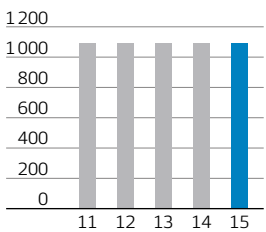
Sales per segment
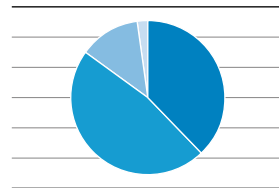
- Security Services North America 38%
- Security Services Europe 47%
- Security Services Ibero-America 13%
- Other 2%
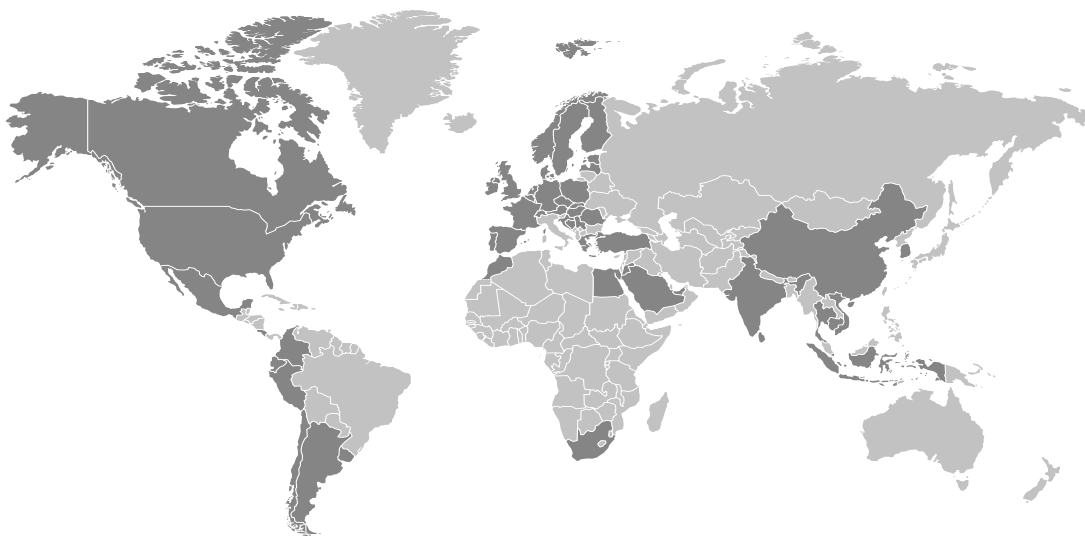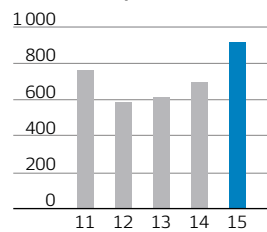
Salaries and benefits per business segment, MSEK (%)

- Security Services North America 26 791 (41%)
- Security Services Europe 28 685 (44%)
- Security Services Ibero-America 8 645 (13%)
- Other 1 271 (2%)

Dividend, MSEK

| 1 200 |
| 1 000 |
| 800 |
| 600 |
| 400 |
| 200 |
| 0 |

11 12 13 14 15

Current taxes paid, MSEK

| 1 000 |
| 800 |
| 600 |
| 400 |
| 200 |
| 0 |

11 12 13 14 15

Markets in which Securitas conducts operations:

Argentina, Austria, Belgium, Bosnia and Herzegovina, Cambodia, Canada, Chile, China, Colombia, Costa Rica, Croatia, the Czech Republic, Denmark, Ecuador, Egypt, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Jordan, Latvia, Luxembourg, Mexico, Montenegro, Morocco, the Netherlands, Norway, Peru, Poland, Portugal, Romania, Saudi Arabia, Serbia, Singapore, Slovakia, South Africa, South Korea, Spain, Sri Lanka, Sweden, Switzerland, Thailand, Turkey, the United Arab Emirates, the UK, Uruguay, the US and Vietnam.

A Responsible and Sustainable Business

In 2015, the world experienced a series of dramatic events that had a direct impact on the security industry. A number of atrocious terror attacks took place in several countries, killing and injuring many innocent people. This has led to a general feeling of insecurity, not only in the targeted societies. The refugee situation, with millions of people fleeing war and conflicts, has also created a demand for security services of different kinds. In these troubled times, Securitas has the expertise, trust and resources to contribute to increased stability through our security services.

Securitas is also leading the transformation of the security industry, from traditional guarding to protective services combining on-site, mobile and remote guarding with electronic security, fire and safety, and corporate risk management. We are at the forefront of this evolution due to our size in the markets where we operate and, perhaps more importantly, because we are taking responsibility for the development of the security services industry. Securitas is a large employer that creates many job opportunities. With almost 330 000 employees in 53 countries, being a reliable and solid employer is, of course, a top priority. To be sustainable, we must also conduct our business in an ethical manner, consider our environmental impact and offer high-quality services. As a responsible player in the security industry, we actively add value to our brand, reduce our exposure to the risks identified in the enterprise risk management process, and promote sustainable growth and profit. An ongoing dialog with our external and internal stakeholders also forms part of the long-term development of our business.

It is important that Securitas can attract and retain the right people. Good recruitment and onboarding processes, and not least training, are key to success. The course in Securitas' Values and Ethics Code is mandatory for all employees and in 2015, we started training relevant managers and office staff in

Securitas' anti-corruption policy. The Group reporting system, Securitas Integrity Line, has been implemented in 52 out of 53 countries of operation, and we have solid processes to follow up reported cases of non-compliance with the Code. We have developed Group guidelines for risk assessment of suppliers, including a due diligence process.

Corporate social responsibility is an integral part of our everyday work. We believe it is necessary for our business. It promotes sustainable growth and profit, at the same time as it creates a competitive advantage in a challenging environment.

Alf Göransson
President and CEO Securitas AB

Sustainability Strategy

Securitas' sustainability strategy is based on our fundamental values – Integrity, Vigilance and Helpfulness – and guided by our key corporate policies and guidelines, such as Securitas' Values and Ethics Code.

To us, corporate social responsibility is a business approach that delivers economic, social and environmental benefits to our stakeholders and adds value to the Securitas brand.

Securitas offers services that make a positive contribution to society. Our customers can be found in nearly all industries and segments and some operate in sectors that are important for the whole of society. By providing them with high-quality security solutions and operating in a responsible and sustainable manner, our customers can focus on their core business and develop.

Securitas' strategy is to move up the value chain and offer security solutions instead of only traditional manned guarding. This will enable us to avoid competing solely on the basis of price and to pay wages that are in line with our standards. Our position as one of the largest companies in the industry enables us to work actively toward improving the status of the security officers and the conditions in the security business, for example, through active dialog with authorities, industry associations and unions.

To meet our stakeholders' expectations of us as a responsible, honest and transparent company, Securitas strives to continuously improve our sustainability work and communication. Submitting a sustainability report according to the GRI guidelines for the 2015 financial year forms part of this aim.

Securitas' Work with and Management of Sustainability Issues

Conducting our business according to laws and regulations, maintaining high business ethical standards and upholding our shared values are important components of all of Securitas' operations.

At Securitas, corporate social responsibility (CSR) is an integral part of our everyday work, and sustainable operations are the foundation for our long-term growth. The business must be sustainable, not only financially, but also socially and environmentally.

Structured sustainability work

Our values have served as the foundation for our work for many years. Since 2011, sustainability work in Securitas has gradually been further developed in a structured manner. This work is based on Securitas' Values and Ethics Code, one of our key corporate policies.

- All employees are trained in Securitas' Values and Ethics Code, to ensure that they understand and comply with the code
- Securitas encourages all employees to report incidents of non-compliance with Securitas' Values and Ethics Code. This can be done through various channels, for example, the Group reporting system, Securitas Integrity Line
- Non-compliance with Securitas' Values and Ethics Code is considered a risk, and as such, it has been classified as one of seven prioritized risks in the Group's enterprise risk management process
- Securitas has a zero-tolerance policy against all forms of bribery and corruption, including facility payments. Securitas' Values and Ethics Code and the Securitas anti-corruption policy set out minimum requirements that ensure compliance with the law
- To meet the requirements of customers and other key stakeholders regarding transparency and communication, Securitas submitted this sustainability report according to the GRI G4 Sustainability Reporting Guidelines for the financial year 2015

Organization

Alf Göransson, President and CEO of Securitas AB, has ultimate responsibility for the Group's sustainability work. The Group CSR Officer leads the daily work, and in addition to following the regular reporting line, also reports to the Board of Directors' Audit Committee. The Group CSR Officer's responsibilities include coordination of corporate social responsibility activities across the Group, which involves working closely together with other core functions, for example, the legal and risk organization at different levels in the company, as well as HR managers at the country level. Other responsibilities include stakeholder engagement on CSR issues, and supporting the countries of operation with respect to sustainability matters.

Policies

Securitas conducts its business according to all applicable local laws and regulations. Securitas' Group Policies establish the framework for all polices and compliance monitoring in the Group. Several of these policies relate to our sustainability work:

Securitas' Values and Ethics Code sets out the principles to which we adhere regarding human rights, employees, business ethics, environment and community involvement

Securitas anticorruption policy clearly sets out the principle of zero tolerance for any corrupt practices, with clear definitions, requirements for risk assessment, guidance regarding third-party relationships, training and follow-up

Securitas Group emissions policy states that we should strive to continually reduce our climate impact, focusing primarily on the energy and transport areas

About the Sustainability Report

Prerequisites for reporting

Securitas AB's sustainability report is prepared according to the G4 Sustainability Reporting Guidelines of the Global Reporting Initiative (GRI). The report was prepared in accordance with the Core application level. Unless otherwise noted, the report pertains to the 2015 calendar year. The sustainability report is a complement to the Securitas AB Annual Report 2015 and includes all companies in the Securitas Group, unless otherwise specified. The report has not been reviewed by an external third party.

Securitas AB's sustainability report describes the Group's work with regards to economic, environmental and social aspects. Information and key indicators have been selected based on the areas deemed most important for Securitas to measure, follow up and communicate. The basis for the materiality analysis is the stakeholder dialog, where key external and internal stakeholders' views are considered. This process provides a way for Securitas to continuously improve its sustainability work and communication. Both external and internal stakeholders stated employees' working conditions, including labor relations and training, as the most relevant sustainability issue for Securitas.

Definitions

The sustainability report includes all companies in the Securitas Group, unless otherwise specified. In certain indicators data also from the associated companies in India and Vietnam is included in the sustainability report.

Operations outside of Securitas' direct control, such as suppliers and customers, are not included in the report.

Deviations

The report is prepared according to the G4 Sustainability Reporting Guidelines of the Global Reporting Initiative (GRI). If an assessment of the collected data has shown that the quality in certain areas is not sufficiently high, that particular data has not been included in the report. Examples of this include presentation by gender or by age group. These deviations are specified in the GRI Index. According to Securitas' action plan, all indicators should be disclosed in full within two years, where it is possible from, for example, legal or competition reasons.

Contact person

Cecilia Alenius
Group CSR Officer
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Security in a Sustainable Way

Securitas' strategy is to be the leading global security company specializing in protective services based on people, technology and knowledge. Our long-term growth is built on sustainable operations.

Security in today's world

Conflicts, terrorist attacks and political unrest in different parts of the world have heightened people's sense of insecurity. Securitas is a global security company with a trusted brand, sustainable operations and dedicated and professional employees. We believe we have an important role in society. We have the expertise, capacity and resources required to protect core functions of society, such as airports, large public events, public transport and ports and harbors. We protect also the small businesses that are the livelihood for a large number of our customers and offices where many people work.

Our people

Securitas employs almost 330 000 people in 53 countries around the world. One of our main challenges is to attract and develop our employees, so that they remain in the company. Employees that stay longer become more qualified, through training and job experience, and this is one vital key to succeeding in the shift towards offering more security solutions, rather than only traditional manned guarding. One part of the strategy is to expand the mobile patrol and response network and density to be able to respond quickly. We have an advantage in that we already have many qualified security officers for this type of work. At the same time, this creates a development opportunity for our employees, since we must always improve our service quality and efficiency. To be the leading global security company specialized in protective services, we must continue to train our employees at all levels, and according to our customers' requirements. Refining and developing our processes for recruitment, onboarding and talent management are other essential activities. The strategy also requires new competencies, such as engineers and technicians, which will create cross-functional development opportunities.

Securitas values good relations with unions as we believe this promotes the development of the industry. We have a global contract with UNI Global Union (UNI) and the Swedish Transport Workers' Association, and the European Workers' Council (EWC) in our European division. Securitas, UNI and the EWC hold regular meetings and have an active and constructive dialog. In countries where we do not have collective bargaining agreements or union representation, Securitas encourages other ways to maintain an open dialog with our employees.

Health and safety

Health and safety issues are vital to our operations and often part of the services that we offer our customers. Our security officers are trained not only to protect their own health and safety, but also to help others while on assignment, for example, by performing first-aid and CPR. Health and safety aspects can vary depending on the assignment, and customer sites are therefore assessed from a health and safety perspective. The security officers deployed receive training, instructions and equipment in line with the assignment. Many countries of operation are OHSAS 18001 certified, but we also work actively with health and safety issues in countries that are not certified.

Human rights

Securitas is a large employer that creates many job opportunities. Some local competitors do not always play by the rules, but to us it is important to pay wages that meet or exceed legal or industry minimums, and to follow local laws and regulations regarding social security charges and taxes. We are also using our size and role in the market to develop the security industry, for example, when it comes to working conditions.

To verify that we can operate in an acceptable way in a new market, we carry out risk assessments before entering the market. These assessments address such areas as human rights and corruption. When deemed necessary, customers can also be risk assessed.

As a large employer, it is essential for us to listen to our employees. One way to do this is through employee surveys; another is through reports of non-compliance with Securitas' Values and Ethics Code. We believe it is important to have several different reporting channels, so that our employees can find a channel which they feel comfortable using. It could for example be an employee ombudsman, a local call center or an internal e-mail address. All employees can always use Securitas Integrity Line (Securitas Hotline in the US and Canada, Linea de Alerta in Mexico), which is also open to external parties.

Human rights are included in the course in Securitas' Values and Ethics. The course is mandatory for all employees.

Risk management
Non-compliance with Securitas' Values and Ethics Code is considered a risk, and as such, it has been classified as one of seven prioritized risks in the Group's enterprise risk management process.

This means that all countries of operation must complete an annual self-assessment concerning processes and routines pertaining to implementation of and compliance with the Code and related policies and activities. The results are analyzed and the country presidents are asked to provide action plans to address any deviations. There is a schedule for what countries to visit each year. The selection is based on the result of the enterprise risk management self-assessment, if it is a newly acquired company or if there is new management in a country. During these visits, the self-assessment answers are followed up and processes and routines are checked. If required, internal or external audits are carried out.

Before acquiring a company in a country where Securitas does not conduct operations, a comprehensive risk assessment of the conditions in the country is carried out. This assessment addresses such areas as corruption and human rights, and is based on various sources, including reports from Transparency International and Human Rights Watch. If the assessment shows that it will be very difficult to conduct business in an acceptable way, we will not enter that market. Securitas does not operate in so-called complex environments, such as war zones.

If the conditions are satisfactory and the decision is taken to proceed with an acquisition, the customary due diligence process is supplemented with, for example, background checks of key personnel and verification against sanction lists.

A governance, risk and compliance (GRC) system was implemented in 2015. The system facilitates cross-functional work between the legal, risk, management assurance and CSR functions. It also gives the countries of operation a better overview.

Read more about Securitas' enterprise risk management on pages 36–44 in Securitas AB Annual Report 2015.

Anti-corruption
Certain markets are more challenging when it comes to corruption and bribery. But this does not mean that this cannot also happen in what are seen as low-risk countries. For Securitas, it is important to train our employees to be aware of certain situations and behavior that could entail a high risk for corruption and bribery.

Securitas anti-corruption policy provides definitions and gives examples and assistance in evaluating benefits to determine compliance with Securitas' zero-tolerance policy against all forms of bribery and corruption, including facility payments. Securitas' Values and Ethics Code and the anti-corruption policy set out minimum requirements that ensure compliance with the law, including legislation with extraterritorial application, such as the UK Bribery Act and the US Foreign Corrupt Policies Act. Local entities are asked to create their own detailed policies for gifts and business entertainment. An e-learning course in the anti-corruption policy was launched in 2015. The course is mandatory for all relevant managers and administrative staff. During training, employees are given examples of situations that could arise in the course of their daily work.

Sustainability reporting
In 2014, Securitas published its first full GRI report, in order to meet the requirements of customers and other key stakeholders regarding transparency and communication. The stakeholder dialogs in 2015 confirmed that measuring and disclosing key figures for working conditions and labor relations is a top priority for Securitas.

With almost 330 000 employees, working conditions are key. But we must also operate in an ethical manner and offer high-quality services. Only then will all of our areas of operation become sustainable.

Sustainability progress

	Priorities and results 2015	Priorities 2016
Securitas' Values and Ethics Code	> A governance, risk and compliance (GRC) system was implemented in the beginning of the year. The system facilitates cross-functional work and improves processes and routines	> Improve measurement and follow-up of the areas health and safety and human rights
	> Eight country visits were conducted	
	> Effort to complete training in Securitas' Values and Ethics in all countries continued. In total, approximately 91 percent of managers and office personnel and 75 percent of security officers have completed the course	> Support countries that have not yet completed the training in Securitas' Values and Ethics
	> Securitas Integrity Line was introduced in two countries and has now been implemented in 52 countries	> Introduce Securitas Integrity Line in the one remaining country
Employee relations	> The employee survey was followed up in Security Services Europe and discussions about expanding to other divisions were initiated	> A new employee survey will be initiated in Security Services Europe. An employee survey for managers and office personnel will be carried out in Security Services North America
	> Five meetings were held with UNI Global Union (UNI) and the European Works Council (EWC)	> Continue to engage in an active and constructive dialog with UNI and the EWC
CO_2 emissions	> Average CO_2 emissions were reduced by 3.4 percent for cars and 1.1 percent for minivans	> Continue the work to reduce emissions from company-owned and leased cars and minivans
	> Securitas scored 92 of a possible 100 points in the CDLI section of the 2015 CDP, compared with 84 in 2014	> Use results in CDP to drive change towards lower emissions
Reporting	> Further stakeholder consultations were held, including a survey about Securitas' sustainability work and communication to external and internal stakeholders	> Continuous stakeholder dialog, including a new investor meeting with sustainability focus
	> A GRI G4 report was completed for 2015	> Increase the scope of the GRI report, including adding KPIs/indicators
		> Evaluate the consequences of the new sustainability reporting directives from the European Union
Business practice	> Continued work to refine of the processes for due diligence for acquisitions and investigations of cases of non-compliance with the Code	
	> Development of Group guidelines for risk assessment of suppliers, including a due diligence process	> Implementation of the Group guidelines for risk assessment of suppliers in all countries of operation
	> Launch of an e-learning course in Securitas anti-corruption policy for relevant employees	> Ensure that all selected employees complete the course in Securitas anti-corruption policy
	> Update of the fair competition policy	
International standards	> Securitas signed the UN Global Compact	

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.

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.

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 Societés de Surveillance, the American Society of Industrial Security (ASIS) and the International Code of Conduct Association (ICoCA).

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.

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.

Securitas Cares about Local Communities

Securitas is more than just a security company. We are an employer and a trusted partner to our customers and we play an important role in the societies where we operate. By doing the right thing and doing it well, we ensure that more people trust our services and recommend us to other customers. This helps us to develop our business for a safer and better world. Below are some examples of how Securitas participates in initiatives in local communities.

Argentina

For Securitas Argentina, being a responsible part of the supply chain is important, not only as a supplier to our customers, but also as a buyer. The company has established a supplier development program, where products are purchased from small local suppliers that provide employment opportunities for people with disabilities or contribute to vulnerable sectors of society. For Securitas, this is a good way to strengthen the communities where we operate.

India

In India, many women feel unsafe in public spaces. To contribute to a safer society, Securitas India has introduced several initiatives, among them one to actively promote women's self-defense classes among its customers, where Securitas employees train the customers' female staff. In another initiative, Securitas is contributing to solving one of the biggest challenges faced by rural India, namely the lack of separate toilets for girls. This problem causes many girls drop out of school once they reach a certain age. Securitas has helped by constructing toilets for girls in government schools, so that girls feel safe and do not have a reason to discontinue their education.

Norway

In Norway, the "Rings on Water" project helps people with limited work experience to secure employment. Securitas Norway has successfully participated in the project by employing a number of people. The combination of having a recruitment policy and a CSR strategy that includes people with reduced work experience, and operations in many locations across the country, has made a major contribution to the project's outstanding results.

Poland

Securitas Poland works actively to create employment opportunities for people with disabilities, both as security officers and as administrators. We actively reduce barriers related to different types of disabilities by encouraging the personal and professional development of disabled employees. Securitas also supports disabled employees who are active in sports, for example by sponsoring the participation in tournaments and the purchase of equipment. One employee is for example very successful in shooting sport and is a candidate for the Polish national team during the 2016 Summer Paralympics.

Spain

Gender violence is a problem in many societies. Securitas Spain has taken an active approach by signing an agreement with the Ministry of Health, Social Services and Equality to employ women that have suffered gender violence. To make employees aware of the problem, Securitas has an internal communication campaign informing its employees of the signs to look out for and what can be done to help people who are victims of gender violence.

UK

In a pilot volunteer scheme aimed at helping vulnerable families reduce the risk of death and injury in their homes, the UK's leading accident prevention charity gives people the skills and knowledge to enable them to stay safe at home. Securitas UK plays a vital part by providing essential training to the volunteers in risk recognition, conflict management, personal safety, customer service, diversity and communication skills.

Sustainability Data
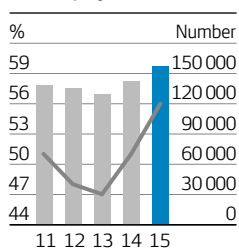
Employees

Number of employees per business segment
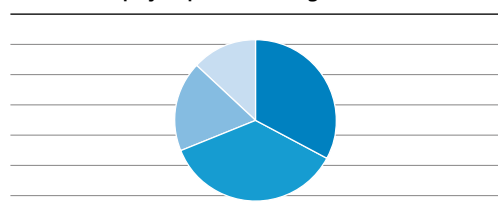
- ■ Security Services North America, 33%
- ■ Security Services Europe, 36%
- ■ Security Services Ibero-America, 18%
- ■ Other, 13%

|	2015	2014
Security Services North America	108 061	107 424
Security Services Europe*	118 151	115 693
Security Services Ibero-America	59 508	58 273
Other*	42 125	37 817
Total	**327 845**	**319 207**

* The comparatives have been restated due to an organizational change that took place in the Group as of January 1, 2015. This change has had no effect on the total Group level.

New employees

— % of average number of yearly employees. 2015: 56%
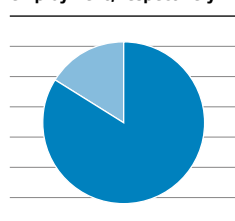
■ ■ Actual number. 2015: 157 935

New employees – age group and gender in relation to total new employees, %
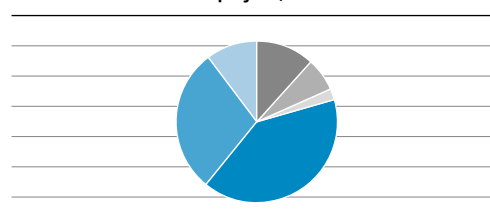
Women
- ■ Under 30 years
- ■ 30–50 years
- ■ Over 50 years

Men
- ■ Under 30 years
- ■ 30–50 years
- ■ Over 50 years

|	Women	Men
Under 30 years	11.8	40.3
30–50 years	6.8	28.8
Over 50 years	2.1	10.2

Share of employees with full-time and part-time employment, respectively*

- ■ Full-time, 84% (84)
- ■ Part-time, 16% (16)

* Reporting countries represent 99% of total sales (93) / 97% of total number of employees (91) Definitions according to GRI G4
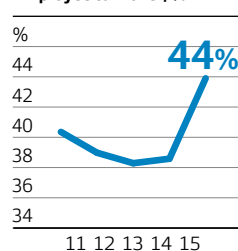
Share of employees with permanent and temporary work contracts, respectively*
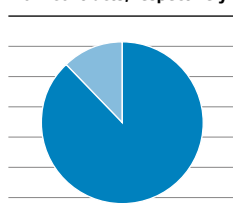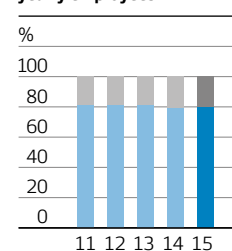

- ■ Permanent, 88%
- ■ Temporary, 12%

* Reporting countries represent 97% of total sales / 95% of total number of employees Definitions according to GRI G4
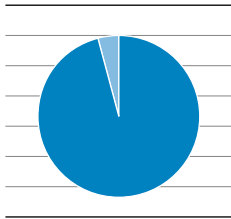
Employee turnover, %

44%

Gender distribution, average number of yearly employees

- ■ Women. 2015: 20%
- ■ Men. 2015: 80%

Proportion of senior management hired from the local community, 2015*


- ■ Hired from local community, 96% (95)
- ■ Hired from outside local community, 4% (5)

Senior management: Members of the country's executive management team

Local employee: An employee who is born in or has the legal right to reside indefinitely in the country

* Reporting countries represent 98% of total sales (89) / 96% of total number of employees (88)
  Definitions according to GRI G4

Share of employees covered by collective bargaining agreements*
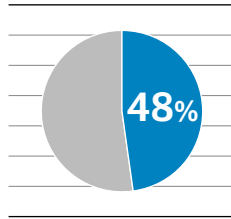
48%

* Reporting countries represent 99% of total sales (98) / 97% of total number of employees (95)
  Definitions according to GRI G4

Work-related injuries

	2015	2014
Actual number of work-related injuries	6 361	5 651
Injury rate*	1.9	1.8
Actual number of work-related fatalities**	8	15

The increase in the number of work-related injuries compared with 2014 is mainly explained by more countries reporting in 2015 and better reporting quality.

* Reporting countries represent 99% of total sales (98) / 97% of total number of employees (95)
** Reporting countries represent 99% of total sales (98) / 97% of total number of employees (95)
  Definitions according to GRI G4

Causes, work-related fatalities

	2015	2014
Traffic accident	6	8
Crushing accident	0	2
Heart attack	0	4
Shooting, other fatal attack	1	1
Fire accident	1	0

Notes: One of the traffic accidents 2015 occurred while travelling to or from work, but are according to local rules classified as work related fatalities (2014: 3). Fatalities caused by heart attack are in the cases reported classified as work related fatalities according to local rules, as the incident occurred during working hours.

Training hours*

	2015	2014
Total number of hours of training	6 624 460	3 691 266
Average number of hours of training per employee	21.87	11.57

The increase compared with 2014 is mainly explained by more countries reporting in 2015 and better reporting quality.

* Reporting countries represent 97% of total sales (96) / 92% of total number of employees (88)

  Definitions according to GRI G4

Customers

Customer satisfaction surveys
Customers are an important stakeholder group and customer satisfaction surveys is another way of maintaining a constructive dialog with this group.

57% of all countries* conduct regular customer surveys.

The three key conclusions from surveys conducted in 2015 are:

Training – the security officers need the correct training for the assignment

Increased communication – more communication to make things easier for our customers

Service quality – ensure high quality with respect to services and personnel

* Reporting countries represent 99% (98) of total sales / 99% (96) of total number of employees.
  Definitions according to GRI G4

Environment

Gross direct and indirect emissions of CO_2 equivalent, 2015*

Tonnes
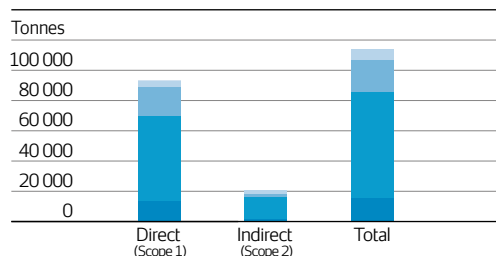
2015	Direct (Scope 1)	Indirect (Scope 2)
■ Security Services North America	13 717	1 723
■ Security Services Europe	55 825	14 245
■ Security Services Ibero-America	19 131	2 046
■ Africa, Middle East and Asia	4 367	2 390
■ Other	107	31
Total	**93 147**	**20 435**
Change compared with 2014	*1%*	*-8%*

2010 is the base year, as it was the first year Securitas assessed its climate impact. No recalculation of the base year has been done, even though the scope of the climate assessment has been extended to include 37 more countries, compared with 2010.

A GHG assessment quantifies all seven Kyoto greenhouse gases where applicable and it is measured in units of carbon dioxide equivalence, or CO_2e. For Securitas the following greenhouse gases are applicable and have been included in the assessment:

Carbon dioxide (CO_2), Methane (CH_4), Nitrous oxide (N_2O). Biogenic CO_2 emissions: Not relevant for Securitas.

The Greenhouse Gas Protocol Corporate Standard is a standard for reporting climate data. The system Our Impacts has been used as the calculation tool. Operational control is the chosen consolidation approach.

* Reporting countries represent 99% of total sales (99) / 99% of total number of employees (99).
  Definitions according to GRI G4

Average CO_2 emissions from vehicles

Gram/km   No. of vehicles
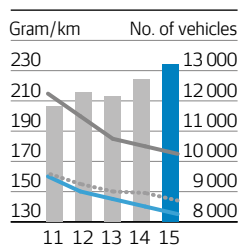
— Max CO_2 gram per km for new minivans (6–7 seater): 175
— Max CO_2 gram per km for new company cars (max 5 seater): 135
····· Average CO_2 emissions from vehicles: 144
■ Number of vehicles: 13 204

Other

Subscription to / endorsement of external declarations, principles, etc

Country	ISO 9001	ISO 14001	OHSAS 18001
Security Services North America			
Canada	■		
Security Services Europe			
Austria	■		
Belgium (incl. Luxembourg)	■		
Bosnia and Herzegovina	■		
Croatia	■	■	■
Czech Republic (incl. Slovakia)	■		■
Denmark	■		
Estonia	■	■	
Finland	■	■	■
France	■		
Germany	■		
Hungary	■	■	
Ireland	■	■	■
Latvia	■		
Montenegro	■		■
Netherlands	■	■	■
Norway	■	■	■
Poland	■		
Romania	■	■	■
Serbia	■		
Sweden	■	■	
Switzerland	■		
Turkey	■	■	■
UK	■	■	■
Security Services Ibero-America			
Argentina	■		
Chile			■
Colombia	■		■
Peru	■	■	■
Portugal	■	■	■
Spain	■	■	■
Uruguay	■		
Africa, Middle East and Asia			
Hong Kong	■		
India	■		
Singapore	■		
UAE	■		
Vietnam	■		

GRI Index

Securitas AB's sustainability report is prepared according to the G4 Sustainability Reporting Guidelines of the Global Reporting Initiative (GRI). The report was prepared in accordance with the Core application level.

AR = Securitas AB Annual Report 2015
SR = Securitas AB Sustainability Report 2015

GRI reference and description		Page reference	Note
GENERAL STANDARD DISCLOSURES			
Strategy and analysis			
G4-1	CEO statement	SR 4	
Organizational profile			
G4-3	Name of the organization	AR 49	
G4-4	Primary services	AR 10–12	
G4-5	HQ location	AR 49	
G4-6	Countries of operation	SR 3	
G4-7	Nature of ownership	AR 126–127	
G4-8	Markets served	AR 6–7, 15	
G4-9	Scale of operation	AR 15, 85 (note 9), 110 (note 38)	
G4-10	Number of employees	SR 14	Not reporting by employment contract and gender; employment types not reported by gender (see also page 7).
G4-11	Collective bargaining agreements	SR 15	Includes data from the associated companies in India and Vietnam.
G4-12	Supply chain description	SR 12	
G4-13	Significant changes	AR 49–57	
G4-14	Precautionary approach	SR 9	
G4-15	External charters	SR 16	
G4-16	Memberships and partnerships	SR 12	
Material aspects and boundaries			
G4-17	List of entities	AR 120 (note 48)	In the following standard disclosures and indicators, data from the associated companies in India and Vietnam is included: G4-11, G4-EC6, G4-EN15, G4-EN16, G4-LA6, G4-LA9, G4-PR5.
G4-18	Defining report content	SR 7, 9, 12	
G4-19	Material aspects	SR 7, 9, 11–12	
G4-20	For each aspect, report the aspect boundary within the organization	SR 7, 9, 11–12, 18–19	
G4-21	For each aspect, report the aspect boundary outside the organization	SR 7, 9, 11–12, 18–19	
G4-22	Restatements		The comparatives in Number of employees per business segments (page 14) have been restated due to an organizational change that took place in the Group as of January 1, 2015. The change has no effect on the total Group level.
G4-23	Significant reporting changes	N/A	
Stakeholder engagement			
G4-24	Stakeholder groups	SR 12	
G4-25	Basis for identification	SR 12	
G4-26	Approach to stakeholder engagement	SR 12	
G4-27	Key topics raised	SR 7, 12, 14–16, 18–19	

GRI reference and description		Page reference	Note
Report profile			
G4-28	Reporting period	SR 7	
G4-29	Previous report		April 15, 2015
G4-30	Reporting cycle	SR 7	
G4-31	Contact point	SR 7	
G4-32	Content index and in accordance	SR 18–19	
G4-33	Assurance	SR 7	
Governance			
G4-34	Governance structure	AR 27–45	
Ethics and integrity			
G4-56	Codes of conduct	SR 6, 11–12	
SPECIFIC STANDARD DISCLOSURES			
G4-DMA-a	Report why the aspects are material	SR 4–6, 12	
G4-DMA-b	Report how material aspects are managed	SR 5–6, 11	
G4-DMA-c	Evaluation of the management approach	SR 7–12, 14–16, 18–19	

MATERIAL ASPECTS

ECONOMIC			
Aspect: Economic performance			
G4-EC1	Direct economic value generated and distributed	AR 58–59	
Aspect: Market presence			
G4-EC6	Proportion of senior management hired from the local community at significant locations of operation	SR 15	Includes data from the associated companies in India and Vietnam.
ENVIRONMENTAL			
Aspect: Emissions			
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	SR 16	Includes data from the associated companies in India and Vietnam.
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	SR 16	Includes data from the associated companies in India and Vietnam.
SOCIAL – LABOR PRACTICES AND DECENT WORK			
Aspect: Employment			
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	SR 14	Total number of employees and employee turnover: Not reporting by region (see also page 7). New employee hires: Not reporting per region.
Aspect: Occupational health and safety			
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	SR 15	Not reporting rates of occupational diseases, lost days, and absenteeism, or by region or gender (see also page 7). Includes data from the associated companies in India and Vietnam.
Aspect: Training and education			
G4-LA9	Average hours of training per year per employee by gender, and by employee category	SR 15	Not reporting by gender or employee category (see also page 7). Includes data from the associated companies in India and Vietnam.
SOCIAL – PRODUCT RESPONSIBILITY			
Aspect: Product and service labeling			
G5-PR5	Results of surveys measuring customer satisfaction	SR 15	Includes data from the associated companies in India and Vietnam.

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