2015 Corporate Social Responsibility Report
2015 Main Sustainability Results

450,859 Training hours for our employees

88% Of staff employees had taken the Course in Values and Ethics

Standardization
Of the Program Familia Securitas [Securitas Family]

72% Of Security Guards had taken the Course in Values and Ethics

# 150 Enrolled in the Program Terminó la Secundaria [Finish High School]

We implemented the Policy to hire Suppliers and Contractors

Publication
Of Company’s Environmental Policy in Argentina

We launched At worldwide level the Anti-corruption policy for all staff employees of the Company

AR$114,587.20 In purchases to vulnerable communities included in our value chain

# 569 Employees took part in the determination of substantial aspects of the report

100% Recycled ink and tonners

No claims Were submitted in connection with discrimination

32% Of recycled paper

Email No claims Were submitted in connection with Anticorruption Policy in the Securitas Integrity Line (S.I.L.) and/or Defensor del Empleado [Ombudsman]

100% Of members of corporate governance had taken the Course in Values and Ethics
15 years in Argentina

The year 2015 was a very special year for our Company, our 15-year anniversary working in this country.

In the year 2000 we undertook the huge commitment of being part of the private and professional security industry together with other participants of the sector.

Now, the new challenge we have as Company is Visión 2020, the change from the security model to the protection model, which gives us opportunity to develop in issues related to fire detection, building management systems (BMS) and consultancy which are added to our current offer of on-site security including also technology and the development of security solutions tailored to the needs of our customers. This is, undoubtedly, another step towards positioning our company as the best option in our customers’ value chain.

The inclusion of technology enhances our commitment to improve employability conditions of our 14,000 employees. The specific training proposal for each segment and specialization imposed to the new business model motivates us to change from the intensive labour model to the protection professional model, really prepared for the future, creating value, pride and social promotion for our Security Guards and their families.

Securitas’ sustainability strategy is based on our core values: integrity, efficiency and helpfulness. Furthermore, our corporate policies and guidelines, such as the Values and Ethics Code guide our sustainability strategy. Corporate Social Responsibility means to focus the way we operate our Company always managing our social, economic and environmental impacts with responsibility and rendering accounts to our stakeholders.

This is the Seventh edition of our Sustainability Report prepared pursuant to GRI G4. We invite you to learn more about our Company.
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About this Report

This is our seventh sustainability report and the second prepared pursuant to GRI-4 Indicators - Essential Modality. This report includes achievements related to economic, social and environmental performance for the year 2015.

Our sustainability strategy is based on three strong cornerstones: Transparency when it comes to accountability, good Corporate Governance and our Security Guards being professionals so as to offer quality and excellent services to our customers.

During this year we commenced a thorough survey in connection with our works and contributions towards Sustainable Development Goals which is reflected in our Sustainability Report.

<table>
<thead>
<tr>
<th>Statements, Standards</th>
<th>Voluntary Initiatives</th>
<th>Mandatory Initiatives</th>
<th>Multiple interested parties</th>
</tr>
</thead>
<tbody>
<tr>
<td>Global Compact Argentina (UNDP)</td>
<td>X</td>
<td></td>
<td>Latam Countries</td>
</tr>
<tr>
<td>ILO</td>
<td></td>
<td>X</td>
<td>All countries</td>
</tr>
<tr>
<td>OECD</td>
<td></td>
<td>X</td>
<td>All countries</td>
</tr>
<tr>
<td>UN: Declaration of human rights</td>
<td></td>
<td>X</td>
<td>All countries</td>
</tr>
<tr>
<td>Rules for responsible advertising</td>
<td></td>
<td></td>
<td>Argentina</td>
</tr>
</tbody>
</table>

Quality Training: our main priorities are education and training of our Security Guards as well as improvement of their employability conditions.

Gender Equality: Quality employment opportunities for both men and women.

Teaching role and economic growth: Teaching role and economic growth are our engines. Our challenge as leading company is to continue working with chambers and companies of the sector to foster the creation of quality employment in our industry.

Industry, innovation and infrastructure: The purpose of our Visión 2020 is to include technology and innovation in our value proposal to our customers.

Responsible Production and Consumption: as Security Company, we work to create awareness in the community by fostering safe environments. This task began three years ago and it is performed by means of our blog: www.infozonasegura.com

Alliances to attain goals: We work together with our stakeholders and important international bodies: UNDP, ILO, OECD, Global Compact - alliances towards ODS compliance.
Our priority as regards social and environmental issues is to create quality labour opportunities with inclusion of technology in order to improve the services we offer, we are committed to the development of qualified labour that will result in social promotion for our most important stakeholders: our employees.

That is why we developed two main programs:

1. **Program: Seguridad Inclusiva (Inclusive Security):**
   labour inclusion for persons with physical disability.

2. **Program: Familia Securitas (Securitas Family):**
   its purpose is to offer employees opportunities to develop their labour capital, improving employability and social inclusion, fostering progresses in their quality of life as well as of their families.

These programs reflect Securitas’ care and commitment with social inclusion and diversity management, seeking to extend employability conditions and wellbeing of its employees and their close environment.

In order to obtain information about the contents of this report, please contact: rse@securitasargentina.com

**At Securitas, we conduct our business pursuant to laws and rules in force, keeping high standards of transparency and business ethics, inspired in our shared values.**

**Mission:** to protect homes, workplaces and society.

**Vision:** to turn Private Security into a model of mutual benefits for workers, customers and shareholders.

**Values:**

a. **Integrity:** It means to work with honesty, complying with all laws, respecting all obligations undertaken with customers, with security organizations, with tax entities and with the community in general. Securitas always complies with its integrity requirements, among which we can mention give openly its own opinions, inform irregularities and not to withhold information.

b. **Vigilance:** being professional implies seeing, hearing and evaluating. Securitas’ employees are always attentive and alert so as to notice things others do not. Thanks to their vigilance they are informed of potential risks and incidents that may take place in our customers’ premises.

c. **Helpfulness:** Securitas employees will lend assistance when needed even if it is not specifically related to their job.
The history of private security in Argentina commences in mid ’60 by the hand of the financial sector. Nine years after that, CAESI (Cámara Argentina de Empresas de Seguridad e Investigación - Argentine Chamber of Security and Investigation Companies) is created and the market begins to grow due to the rise of conflicts in the country.

During the ’90, private security companies were composed of persons that had served in the Army or in security forces who were really trained but knew almost nothing about business management. Then, with the convertibility regime in the country and the boom of the technological development, companies begin to equip security guards with a communication system and a camera or electronic devise. This technology applied to the private security sector for the first time was deemed as an additional service to differentiate from competitors.

Only ten years after electronic would be considered a combination of human resources and technology efficiently handled.

This was the preliminary step to consider technology as a solution method integrated to private security services. Likewise, the customer changed and began to demand more professional services. Customers became aware that they needed security experts.

Securitas history began in Sweden in 1934 and shortly afterwards it became a private security leader at worldwide level. In 2001, during the socioeconomic crises Securitas arrived at Argentina with the purchase of Organización FIEL and this was deemed as the access gate to the Latin American market. Its differentiating factor: the business model which was focused on people. The foundations of this business: the Security Guard.
Main challenges, risks and opportunities for 2020

The security industry is phasing a huge transformation; a development that is faster than what persons can notice and shall be even faster in the next years. Securitas is at the forefront of change both in Argentina and at worldwide level.

<table>
<thead>
<tr>
<th>Main risks</th>
<th>Opportunities and Trends</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Impairment of the macroeconomic context</td>
<td>• Inclusion of technology</td>
</tr>
<tr>
<td>• Labour conflicts increase</td>
<td>• Trained and professional</td>
</tr>
<tr>
<td>• Financial capacity and access to credits</td>
<td>• Image and quality</td>
</tr>
<tr>
<td>• Services cost -cutting by customers</td>
<td>• Inclusion of new services</td>
</tr>
</tbody>
</table>

Worldwide 11th biggest private security companies

- **Securitas**  
  Country of Origin: Sweden  
  Main business: Security services

- **Loomis**  
  Country of Origin: Sweden  
  Main business: Armoured transportation services

- **Niscayah**  
  Country of Origin: Sweden  
  Main business: Technology

- **G4S**  
  Country of Origin: United Kingdom  
  Main business: Security services

- **Prosegur**  
  Country of Origin: Spain  
  Main business: Security services

- **Brink’s**  
  Country of Origin: United States  
  Main business: Armoured transportation services

- **Command**  
  Country of Origin: United States  
  Main business: Security guards

- **United Technologies**  
  Country of Origin: United States  
  Main business: Technology

- **Garda World Security**  
  Country of Origin: Canada  
  Main business: Security services

- **Secom**  
  Country of Origin: Japan  
  Main business: Technology

- **Sohgo Security Services**  
  Country of Origin: Japan  
  Main business: Security services
Private Security in Argentina

Today, in Argentina, 146,000 persons are part of this intensive labour sector that concentrates in the City of Buenos Aires and the Province of Buenos Aires. 70% of the activity. With an average growth rate, for the last five years, of 3% per year, this sector comprises the two of the 15 biggest companies that create more labour positions in the country.

Distribution of operating personnel per Argentine market segment
(No. of employees / percentage)

![Bar chart showing distribution of operating personnel per Argentine market segment.]

- **On Site Security**: 111,342 companies, 84%
- **Electronic Security**: 11,929 employees, 9%
- **Values**: 7,953 employees, 6%
- **Others**: 1,326 employees, 1%

Private security activities per province

<table>
<thead>
<tr>
<th>Province</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Buenos Aires</td>
<td>39%</td>
</tr>
<tr>
<td>Buenos Aires</td>
<td>31%</td>
</tr>
<tr>
<td>Córdoba</td>
<td>5%</td>
</tr>
<tr>
<td>Santa Fe</td>
<td>7%</td>
</tr>
<tr>
<td>Chaco</td>
<td>0.80%</td>
</tr>
<tr>
<td>Salta</td>
<td>0.80%</td>
</tr>
<tr>
<td>Corrientes</td>
<td>0.50%</td>
</tr>
<tr>
<td>Entre Ríos</td>
<td>0.50%</td>
</tr>
<tr>
<td>La Rioja</td>
<td>0.50%</td>
</tr>
<tr>
<td>Río Negro</td>
<td>0.50%</td>
</tr>
<tr>
<td>San Luis</td>
<td>0.50%</td>
</tr>
<tr>
<td>Santiago del Estero</td>
<td>0.50%</td>
</tr>
<tr>
<td>Catamarca</td>
<td>0.30%</td>
</tr>
<tr>
<td>Jujuy</td>
<td>0.30%</td>
</tr>
<tr>
<td>Other provinces</td>
<td>13%</td>
</tr>
</tbody>
</table>

One of the main challenges faced by ruling and control of private security services in Argentina is the federal nature of the country, evidenced in the fact that every province has its own regulations and that there is no regulatory framework at national level. Below we mention regulations in force in the province of Buenos Aires as well as in the City of Buenos Aires, because these are locations that concentrate 70% of the activity.

**Regulations applicable in the Province of Buenos Aires:**
Law No. 12.297 from the Province of la Buenos Aires and its updates Law No. 12.381 and Law No. 12.874, enacted in 1999, that governs the activities of those companies rendering private security services. The enforcement authority is the Ministry of Justice and Security of the Province of Buenos Aires, through the Private Security Companies Fiscalization Department. Pursuant to the above mentioned law, in order to act as private security companies’ surveillance personnel, the following requirements must be met:

- Over 21 years old.
- Mandatory training course for Security Guards, 100 hours.
- Psycho-physical exam and technical ability validated every year.

**Regulations applicable in the City of Buenos Aires:**
There are two laws, Law No. 1.913, which purpose is to rule the rendering of private security services: surveillance, night watchman, escort and security in connection with persons and/or goods domiciled in the City of Buenos Aires and also rules services rendered within such territory. Pursuant to Law No. 285 the sole registry for Technicians/Installation Technicians as regards surveillance, monitoring and electronic alarm systems. This rule implements and manages a record of service renderers, its personnel, partners and/or members, management bodies and representatives. Likewise, it grants authorization to natural and artificial persons and controls the use of uniforms, names, acronyms, badges, vehicles as well as any other business material, manages the weapon registry, real estate, vehicles and communication material used to render the services and rules professional training pursuant to education, training, refreshment and drill programs for private companies’ personnel.

According to the mentioned law, in order to become surveillance personnel the following requirements must be met:

- High school degree.
- Argentine citizen or person having effective residence in the country for 2 years.
- Over 21 years old, set actual domicile in the jurisdiction of the City of Buenos Aires.
- Psycho-technical certificate issued by public health authorities or private body authorized by health nationally or local public authority that must be renewed every year.
- Authorizing technical training certificate, 60 hours.
- Not acting member of Armed Forces, Security Forces, Police Forces or intelligence agency or having been released from any of the above mentioned institutions except for those cases where such measure had been adopted due to religious, political or discriminating causes.
- Civil liability insurance renewed yearly expressly covering private security activities.
Securitas Argentina’s figures
Securitas Argentina’s figures

**Total Sales**
(in AR$ Million)

- Aviation: 583
- Buenos Aires Region: 256
- Central Region: 2140
- Littoral Region: 311
- South Region: 255
- City of Buenos Aires and its suburban area: 8845

**Number of employees per region**

- Aviation: 1463
- Buenos Aires Region: 1289
- Central Region: 2288
- Littoral Region: 2140
- South Region: 255
- City of Buenos Aires and its suburban area: 8845

**Direct Economic Value Created (CEV) - Income**
(in AR$ Million)

- 2012: 152371
- 2013: 208926
- 2014: 281555
- 2015: 378429

**Retained Economic Value (REV)**
(in AR$ Million)

- 2013: 13682
- 2014: 19021
- 2015: 25266

**Investments in the community**
(in AR$ Million)

- 2013: 0.41
- 2014: 0.40
- 2015: 0.80

**Distributed Economic Value (DEV)**
(in AR$ Million)

- 2011: 7733
- 2012: 12190
- 2013: 20570
- 2014: 30619
- 2015: 38424

- Operating costs
- Salaries and social security benefits for employees
- Payments to government
- Payments to suppliers
<table>
<thead>
<tr>
<th>General benefits</th>
<th>Categories</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Director</td>
</tr>
<tr>
<td>Protected area</td>
<td>x</td>
</tr>
<tr>
<td>Healthy Life Plan</td>
<td>x</td>
</tr>
<tr>
<td>Medical Assistance Team</td>
<td>x</td>
</tr>
<tr>
<td>Health Care Plan (OSDE)*</td>
<td>x</td>
</tr>
<tr>
<td>Health Care Plan (Sancor Salud)*</td>
<td>x</td>
</tr>
<tr>
<td>Health Care Plan (MEDIFE)*</td>
<td>x</td>
</tr>
<tr>
<td>Scholarship “Estímulo” (University Studies, post-graduate studies - Masters)</td>
<td>x</td>
</tr>
<tr>
<td>Scholarship “15 años” (High School)</td>
<td>x</td>
</tr>
<tr>
<td>English Course</td>
<td>x</td>
</tr>
<tr>
<td>Scholarship “Melker Schörling”</td>
<td>x</td>
</tr>
<tr>
<td>Agreement with universities</td>
<td>x</td>
</tr>
<tr>
<td>Marriage presents</td>
<td>x</td>
</tr>
<tr>
<td>Birth present</td>
<td>x</td>
</tr>
<tr>
<td>Program “Familia Securitas”</td>
<td>x</td>
</tr>
<tr>
<td>Program “Heroes”</td>
<td>x</td>
</tr>
<tr>
<td>Snacks Card</td>
<td>x</td>
</tr>
<tr>
<td>Dining Area Panamericana / Catamarca / Pelliza Buildings</td>
<td>x</td>
</tr>
<tr>
<td>Performance Bonus</td>
<td>x</td>
</tr>
<tr>
<td>Mobile phones</td>
<td>x</td>
</tr>
<tr>
<td>Seniority (Medals)</td>
<td>x</td>
</tr>
<tr>
<td>Company vehicle</td>
<td>x</td>
</tr>
<tr>
<td>Company vehicle</td>
<td>x</td>
</tr>
<tr>
<td>Travel expenses</td>
<td>x</td>
</tr>
<tr>
<td>Notebook</td>
<td>x</td>
</tr>
<tr>
<td>Mobile phone</td>
<td>x</td>
</tr>
<tr>
<td>Advancement to Security Guards</td>
<td>x</td>
</tr>
<tr>
<td>Extraordinary aid (employees / security guards)</td>
<td>x</td>
</tr>
</tbody>
</table>

* The company pays the difference with the plan hired.
# 2016 Sustainability Goals

<table>
<thead>
<tr>
<th>Sustainability cornerstones</th>
<th>2016 Goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Excellence - QUALITY</td>
<td>During 2016, we expect to increase the sample of customer perception survey, inviting customers from the following segments: Monitoring and Satellite Follow up (Securitas Trailback).</td>
</tr>
</tbody>
</table>
| Operating Excellence - CRM          | Upon implementation of CRM, by the end of 2016 we expect the following:  
1. To develop a unique ABM (Account Based Marketing) procedure of customers with their pertinent implementation in ERP and operations.  
2. To cooperate with the design of a business strategy for prospective new customers.  
3. To collect relevant operation information to prepare indicators that comprise customers’ full life cycle.  
4. Pursuant to the indicators’ definition, to develop control tables for management/directors. |
| Education and training              | To develop a training proposal for staff employees not included within the collective bargaining agreement.  
Degree in technology applied to security, ITBA. |
## Corporate Structure

The chart below shows the composition of different governance bodies of Securitas Argentina:

<table>
<thead>
<tr>
<th>Committee</th>
<th>Members</th>
<th>Activities</th>
<th>Meetings</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Round Table</strong></td>
<td>Region Directors and Controller.</td>
<td>It cooperates with CEO to define and follow up the business strategy.</td>
<td>Every month.</td>
</tr>
<tr>
<td><strong>Directors Committee</strong></td>
<td>Region Directors, Business Units Directors and Staff Directors.</td>
<td>It carries out the follow up of staff action plans aimed at the attainment of objectives and their alignment to the business strategy.</td>
<td>Every three months.</td>
</tr>
<tr>
<td><strong>Executive Committee</strong></td>
<td>Region Directors, UN Directors, BS As. Directors, Regional Coordinators.</td>
<td>To give information and coordinate action plans. Follow up of results.</td>
<td>Three times a year.</td>
</tr>
<tr>
<td><strong>IT Steering Committee</strong></td>
<td>Controller, CTO, IT Manager, BS As. Region Director.</td>
<td>To give information and coordinate information technology platform projects.</td>
<td>Every month.</td>
</tr>
<tr>
<td><strong>Institutional Relations</strong></td>
<td>Counselling Directors, Staff Directors, Region Directors.</td>
<td>To coordinate and follow up of action plans related to industry management.</td>
<td>Upon request.</td>
</tr>
<tr>
<td><strong>Counselling Director</strong></td>
<td>Counselling Directors.</td>
<td>They give advice to CEO in connection with issues within their expertise.</td>
<td>Upon CEO’s request.</td>
</tr>
</tbody>
</table>

The chart shows the composition of different governance bodies of Securitas Argentina, including their members, activities, and meeting frequencies.
Corporate Governance

**The Round Table** cooperates with the CEO in order to define and follow up the Business Strategy.

CEO / Christian Faría  
Management and Finance Director / Alberto Alesci  
Buenos Aires Region Director / Gabriel Di Cesare  
Buenos Aires Region Director / Alejandro Castex  
Central Region Director / Luis Magistrali  
Director Regional Litoral / Marcelo Tortul  
Director Regional Sur / Fernando Azpiroz

*The Directors Committee* carries out the follow up of staff action plans aimed at the attainment of objectives and their alignment to the business strategy.

CEO / Christian Faría  
Management and Finance Director / Alberto Alesci  
Business Director / Julio Terrado  
Communications, Public Affairs and CSR Director / Patricia Sclocco  
Human Resources Director / Patricia Lindblom  
Institutional Relations Director / Néstor Cruzado  
Risk and Legal Director / Juan Ratto  
Electronic Security and CTO Director / Marcos Gómez  
IT Manager / Lucas Rinaudo  
Buenos Aires Region Director / Alejandro Castex  
Buenos Aires Region Director / Gabriel Di Cesare  
Central Region Director / Luis Magistrali  
Litoral Region Director / Marcelo Tortul  
South Region Director / Fernando Azpiroz

**The Board of Directors** is the governing body of Securitas Argentina.

CEO / Christian Faría  
President / Luis Vecchi  
Vice-president / Carlos Rinaudo

The directors and managers of each region help us to be close to our customers so that we can offer the best security solution for each case and to manage quality employment as well as employability conditions of each area.
Securitas Group
Securitas AB is a global company from Sweden that offers security solutions in 52 countries and 53 markets (two of them in China). The activities are carried out in four regions: Europe, United States, Ibero-America and New Markets (Africa, Asia and South-eastern area of Asia). It has approximately 320,000 employees. Each branch is in charge of developing the relationships with their customers creating a close relationship that is essential to develop the business. This combination of global company and strong local presence creates an important added value to our customers.

Securitas, which main office is in Sweden, organizes its operations in a flat and decentralized structure divided into three business segments: Security Services in North America, Security Services in Europe and Security Services in Ibero-America.

Security Services in Ibero-America:
- 7 Latin America countries, Spain and Portugal.
- 15% of joint business.
- 57,000 employees.

Securitas in Argentina

Securitas is the leading security solutions company and renders its services to a wide variety of industries and customer segments.

Currently, Securitas is the sector leader in Argentina: it has the greatest number of employees, the greatest market share and the greatest billing. Furthermore has an active role in the improvement and professionalization of private security.
At our main offices, our teams of Argentine Staff define the business strategies to be implemented countrywide and coordinate and watch compliance thereof in all the territory. In addition, all training programs for all employees are defined at Instituto Securitas and the Centro de Competencias [Ability Center] is in charge of developing knowledge and gathering information relevant to the industry in order to continue obtaining knowledge related to our industry.

Securitas Argentina is strategically divided into four regions in order to have a more effective communication with customers and collaborators as well as to offer security solutions countrywide. This kind of organization design ensures presence in the whole country so that we can offer the best security solutions to all our customers through the decentralized and flexible model implemented:

- Buenos Aires Region (Offices in the city of Buenos Aires and in Buenos Aires suburban area).
- Littoral Region (Main office in Paraná).
- Central Region (Main office in Córdoba).
- South Region (Main office in Bahía Blanca).

Having four regions allows us to be close to our customers.

At our main offices, our teams of Argentine Staff define the business strategies to be implemented countrywide and coordinate and watch compliance thereof in all the territory. In addition, all training programs for all employees are defined at Instituto Securitas and the Centro de Competencias [Ability Center] is in charge of developing knowledge and gathering information relevant to the industry in order to continue obtaining knowledge related to our industry.

Securitas' capital structure is composed as follows: 80% is owned by Securitas Seguridad Holding SL, a Spanish limited company, 19.99% is owned by Securitas AB and 0.01% is owned by Luis Alberto Mario Vecchi (President of Securitas Argentina).
Our Organizational Model: we create value

Our organization culture is based on Management Departments with supervisors under their charge, taking into consideration different fields of specialization and geographic areas. This model fosters the key factor of our business: to be close to the customer.

Our people are in the street, close to customers and are duly capable of taking decisions. The growth of the business results from the development of our products, the improved quality of our products and our strong presence in all services’ segments.

We foster a management based on local responsibility and proximity to customers and employees.

The Toolbox and the Diamond Box determine our organizational model and offers transparency as regards the way we manage our business towards the whole Organization. They both mean for all Securitas’ employees a strict working method, clear management focus and vision towards the future we want both for the Company and the private security sector as a whole.

The Toolbox

The Toolbox is a company model globally used by Securitas. This model communicates values and priorities with simple tools that generate a shared language among the Organization. Each Company’s area is represented by a tool and each tool is essential for our business.

We focus on security. The values of Integrity, Efficiency and Service meet the basis of our business, and keys to confidence of our customers.

1) Values. Our values - integrity, efficiency and helpfulness, are Securitas’ cornerstones.

2) Market Matrix. This tool helps us to remember that all customers are different. There is no general solution applicable to all customers alike.

3) Value Chain. The value chain helps us to ensure that we render the correct service to the correct customer and in the correct manner.

4) Flat organization. The knowledge of the market allows us building an agile and horizontal Organization. Decision making processes are simpler. To be close to the customer and the Security Guard is an essential premise for Securitas.

5) Six fingers. The focus on control and follow up of Securitas’ financial development may become simpler through the “six fingers” planning. These elements are the basis of profitability.

6) Risk Management. In order to prevent possible risks and protect customers and employees, Securitas uses this tool that is focused on certain dimensions of the operating activities.

7) Industry. The security sector is composed of companies of the segment, customers, public administration, labour unions, communication media and professional associations. Securitas thinks that dialogue among all of them is essential to create a better market and to contribute to its development.

8) Step by Step. In order to improve our operations and attain a sustainable growth we must do things in the right order.

9) Persons. Models and structures are mere tools. Persons are the ones who make the difference. Commitment and dedication are key words for us. Our method to train personnel and transmit values is to do all that we teach.
The Diamond Box 2.0

The Diamond Box is a tool that shows the concept of Securitas business through each of its elements.

A diamond is an extremely hard mineral valued for its scintillation and good quality. The diamond box symbolizes the bright we can give to our results if we use tools in the correct manner.

The Diamond Box was created to inspire our employees while rendering services; it contributes to their full potential to generate new businesses, potenitate existing businesses and contribute to the growth of the Organization as a whole. It represents four key elements of the business on which we must focus to take decisions: security, customer, services and business. Therefore, the first diamond refers to the core of the business; the second diamond refers to the customer, the third diamond refers to service and the fourth diamond refers to the business. Then, each diamond has sub-elements called tools that help us performing the work effectively and efficiently.

The correlation of the concepts constitutes the cornerstone of the model. In order to implement it successfully, all diamonds must be used.
Be a security professional

This first diamond refers to the core of our business: security. Our mission is to help protecting Homes, Workplaces and Society offering the security they need to protect their people, their goods and keep their capacity to generate wealth. If we are security professionals we will satisfy our mission. Being a security professional requires training programs, training certificates and the creation of a work network that allows us showing our leadership in security knowledge.

Knowledge, training and experience, together with Operational Analysis are key tools to define and develop security solutions tailored to the needs of our customers.

Understanding the needs of the customer

The technical knowledge in security, together with the operational analysis authorizes our employees in charge of operations to understand and value the needs of our customers. Securitas’ Security Program shall result from a balance between the customer’s security needs resulting from the detailed risk analysis and the benefits that Securitas can offer, understanding that the best solution cannot be attained at the very first time but that being close to the customer will lead to it in the long term.

Offer optimum services

The best security design for the customer can be attained after determining: customer’s needs, important issues for customer and the equation price/benefit acceptable to customer. Our operations teams make such equation together with the customer giving priority to the creation of long term business relationships.

The Diamond Box includes the Service diamond, the “Service Round”. A tool created to win and keep customers based on 5 interrelated components:

Persons: our services are based on our people. We try to identify the correct person with the abilities required for each position considering the needs of our customers.

Procedures: based on the needs of the customer, carry out precise acts to ensure quality services.

Tools: it identifies the tools that contribute to efficiency of our collaborators based on their needs and expectations.

Training: it implies the design of a training program in order to comply with the services expected by our customers.

Feedback: it includes regular management reports intended to identify areas of continuous improvement to meet the needs of our customers.

Long term relationships

The diamond representing the Business shows the commitment of all Securitas’ employees with our business sustainability, mainly economic sustainability (our yields) and social sustainability (quality employment).

The Security Solution is a long term alliance with customers based on the analysis of operations, knowledge of the customer and the five components of Service Rounds. It includes a package tailored to the needs of the customer including products and services offered by us. In this way we improve our results and the sustainability of our business.

www.securitasargentina.com/es-AR/soluciones-de-seguridad/
Security Solutions at Customer’s service

Securitas protects homes, workplaces and people through its offer of security solutions.

Integrity, Efficiency and Helpfulness are its essential values that can be seen in the three circles that form the company’s logo and the cornerstone of both operational commitment and sustainability commitment.

The different customer segments have highly specialized needs considering specific needs of their industry. Together we develop security solutions tailored to their needs.

These solutions combine specialized traditional surveillance (Security Guards) with intelligent technology, resulting in a service offer flexible and profitable.

The bases of Securitas services are its people: Security Guards and middle management are the foundations of our operations. Specialization and professionalization of our people are the key elements for the business. Employees are regularly trained in order to foster leadership and clearly set Securitas’ culture and business.

The effective combination of best technology with experience of people results in integrated and full solutions that protect businesses, homes and goods. We understand that the market requires solutions in a complete and fully integrated package.
In this way, the different security models ensure that customers receive the best solutions that the market may offer at worldwide level. All such solutions are focused on cost reduction and risk management through the implementation of intelligent solutions.
Security Solutions

Specialized Surveillance
Security Guards specialized per segment.

Mobile
The same Security Guard makes control visits to different facilities of several customers within the same geographical area.

Video Remote Services
It allows Security Guards to act on real time in case of incidents and prevent problems before they happen.

BMS - Automatization and Control of Intelligent Buildings
Solution for building security operation with the support of leading companies' technology.

Fire Detection and Report

Trailback®
Security system based on GPS technology. It has “Trailsoft” software that informs in real time and in an agile, intuitive and simple manner everything in a historical manner.

Monitored Alarms
Monitoring turns alarm systems into security systems.

Maintenance Technical Services
Specialized technical team that carries out maintenance of services installed with our customers.

Escort Services
Escort services for goods in transit and VIP protection.

Securitas Connect
A security management tool that informs all incidents on real time as well as routine controls performed by security.

Security Consultancy
It permits you to know the real security status of your Company and makes it easier to give advice on concrete solutions. It helps to identify and analyse causes duly grounded of incidents that took place.

Securitas 360 - Specific solutions
Securitas 360 is a security solution specifically adapted to the needs of small businesses, small and medium size companies and homes. It integrates different protection means and response 24/365.
At Securitas we are aware of the current economic environment as well as of the needs of the companies to reduce and optimize budgets, that is why we created Securitas 360. A security solution specifically adapted to the needs of small and medium size companies, combining different protection and response means 24/365.

It is an integrated solution that comprises technology, permanent maintenance, surveillance rounds and response services in case of emergency managed through the SOC (Securitas Operation Center). The combination of all these elements generates a more efficient protection for businesses in order to satisfy real security needs.

In order to obtain more information on the services offered per segment, please visit www.securitas.com/ar/es-ar/Customer-Segments/
Like in previous years, the preparation of the report involves participation of essential stakeholders of Securitas Argentina in order to define material aspects as well as significant issues to be included in the report. Top management of the Company participated in the process and validated the significant issues to be included in the report and read and approved the final words.

Likewise, more than 500 persons from the company cooperated willingly, taking part in the proposed surveys and talks. At last, journalists specialized in sustainability issues, more than 40 suppliers and customers also cooperated assessing the 2014 Report and stating the most relevant issues to be reported.

Securitas and its stakeholders

Dialogue sessions with representatives of the following stakeholders:

1. **Shareholders**
   Corporate Governance, Securitas AB (Investors, Group Management).

2. **Employees**
   All persons with an agreement in force executed with Securitas.

3. **Customers**
   Natural and artificial persons to whom services are rendered.

4. **Industry**
   Powers, chamber, police, enforcement agencies of the sector, labour union, communication media. Entities involved in the development of the sector.

5. **Suppliers**
   Natural and artificial persons that render a service that is necessary to enhance the value chain.

6. **Community**
   Environment whereat Securitas operates and causes an impact. NGO, Universities.

7. **Environment**
   CO2 emissions, waste and resources. Environment affected with the operation of the business.
In this way and in order to assess the 2014 report and detect material aspects to be included, we performed two dialogue sessions with stakeholders as well as three online surveys.

- On-line surveys were carried out so as to have comparable information from different stakeholders. To such effect, we prepared a list that included the participation of suppliers, customers, OSC, journalists, Security Guards, corporate officers and administrative staff (from all hierarchies, departments and regions).

Therefore, 294 Security Guards, 220 staff employees and 41 customers and suppliers took part in the survey.

- Dialogue Sessions: two sessions were held, one with specialized journalists, representatives of social organizations and suppliers and the other with employees of the Company so as to assess the 2014 CSR Report and to identify material aspects to be included in the 2015 report. The first dialogue session included 15 participants and the second 14 employees from different areas of the Company.

### Characteristics of the 2014 Report

It complies with stakeholders’ demands as regards:
- Content relevance.
- Clarity.
- Transparency.

### Recognized Aspects of the 2014 Report

- Quality employment.
- Training and education.
- Code of Conduct and Ethics Policy.
- Information about the Company.
In 2014 Securitas published its first sustainability report pursuant to Standard GRI-4 so as to satisfy the requirements related to transparency and communication from its customers and key stakeholders. The Dialogue Sessions with stakeholders held during 2015 confirmed that measuring and reporting key indicators related to work, labour practices and customer satisfaction are a priority to Securitas Argentina.

Materiality Analysis

Material aspects submitted below result from the analysis and validation of the information obtained from online surveys, dialogue sessions as well as from priorities and challenges set forth by Securitas at global, regional and local levels. The matrix includes material issues identified considering the relevance for stakeholders as well as the impact to the Company’s business.
Pursuant to the materiality analysis, the aspect related to quality policies and actions to ensure customer’s satisfaction is the most relevant issue together with all aspects related to work and labour practices. These results follow a trend related to all material issues identified and informed in the previous report although it is notorious the increase of interest in the aspect related to customers’ satisfaction. In order to obtain information about partial results and main findings identified per each group of stakeholders see Annex 1.

<table>
<thead>
<tr>
<th>Aspects related to economic performance</th>
<th>Aspects related to Human Rights</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Aspects related to work and labour practices</th>
<th>Aspects related to the corporation</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Training and education</td>
<td>10. Risk Matrix 4.42</td>
</tr>
<tr>
<td>3. Health and safety at work</td>
<td>11. Anti-corruption practices 4.48</td>
</tr>
<tr>
<td>4. Equal remuneration for men and women</td>
<td>18. Local communities 3.58</td>
</tr>
<tr>
<td>5. Relationship company/workers</td>
<td>19. Value Chain 3.54</td>
</tr>
<tr>
<td>6. Employability</td>
<td>4.66</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Aspects related to the environment</th>
<th>Aspects related to the product</th>
</tr>
</thead>
<tbody>
<tr>
<td>7. Compliance with rules</td>
<td>12. Quality Policy and actions to ensure customers’ satisfaction 5</td>
</tr>
<tr>
<td>15. Materials (batteries, supplies, etc.)</td>
<td>20. Incidence of public policies 3.98</td>
</tr>
</tbody>
</table>

Securitas and local communities

Worldwide, Securitas is more than a security company. We are a reliable employer as well as a reliable business partner for our customers and we play an important role in the community we render services at. Since we do the right thing and correctly more persons rely on our services and recommend them to other persons. This helps us to develop our business for a better and safer world.
It is important for Securitas Argentina to play an important role in the chain value not only as suppliers for our customers but also as purchasers. The company started a supplier development program which consists of purchasing products from small local suppliers that give employment opportunity to disabled persons or that contribute to inclusion of vulnerable sectors. In our opinion, this is the best way to maintain a close relationship with the community whereat we render services.

Within the framework of this program, during 2015 we included as suppliers two small social enterprises:

- **Red Activos**: it has 18 workshops and employs 600 persons with disability that offer products and services to more than 90 companies. Securitas Argentina made purchases from Red Activos for the total amount of AR$ 106,315.20.

- **Fundación San José Providente**: offers a home for children between 3 and 12 years old in risk, it has 30 dining areas located at vulnerable areas and offers help to build houses, sell handcraft and chocolate for Eastern and Christmas. Securitas Argentina bought from them part of its Christmas boxes and New Year toast for the amount of AR$ 8,272.

We continued with our programs aimed at fostering safe environment in our close communities and corporate volunteer work as an instrument to reflect our social commitment:

1. **Blog InfoZonaSegura**: it create awareness on how to create safe environment for our daily life: [www.infozonasegura.com](http://www.infozonasegura.com)

2. **Portal Convivir** useful to solve conflicts at school and foster values in school classrooms: [www.convivirpromoviendovaloresparaelfuturo.com](http://www.convivirpromoviendovaloresparaelfuturo.com)

3. **Give & Gain 2015**: this is the fourth consecutive year in the International Week of Corporate Volunteer Work together with CEADS, Fundación Compromiso and Reciduca: [www.giveandgainargentina.org](http://www.giveandgainargentina.org)
Business Transparency and Ethics
Business Transparency and Ethics

On the bases of our sustainable growth lies our commitment with business transparency and ethics.

This commitment is evidenced with the implementation of three essential policies at group level:

1. Anti-corruption policy
2. Implementation of the Values and Ethics Code.
3. Antitrust policy.

The Values and Ethics Code is essential in our company’s culture and sets forth the commitments and expected behaviour of all members of Securitas Argentina as regards:

- Respect for human rights
- Anticorruption policy
- Antitrust policy for good business practices and towards our employees
- Compliance with laws and regulations enforceable at municipal, provincial and national level
- Protection of the environment
- Commitment with community.

During 2015 we put into practice a process to implement and train all company’s levels on the new Values and Ethics Code that the Group launched in 2014 so that our corporate values and the commitments undertaken can lead our collaborators’ behaviour irrespective of the place of work.

### Values and Ethics Course - 2015

<table>
<thead>
<tr>
<th>Region</th>
<th>Security Guards</th>
<th>Staff Employees</th>
<th>Governance Body</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Region</td>
<td>95%</td>
<td>95%</td>
<td>100%</td>
</tr>
<tr>
<td>Litoral Region</td>
<td>93%</td>
<td>50%</td>
<td>100%</td>
</tr>
<tr>
<td>South Region</td>
<td>95%</td>
<td>75%</td>
<td>100%</td>
</tr>
<tr>
<td>Buenos Aires Region</td>
<td>93%</td>
<td>57%</td>
<td>100%</td>
</tr>
</tbody>
</table>
Likewise, the Company has communication channels to which all employees of Securitas Argentina have access to inform violations to the Values and Ethics Code or to make questions. These channels are:

**Web page**
www.securitasargentina.com

**Defensor del Empleado**
- Email: eldefensordeempleado@securitasargentina.com
- Mail Address: Esteban Echeverría 4270 (B1605DTT) Munro, Provincia de Buenos Aires, Argentina.
- Local TE: 0800 122 1333

This is a local channel for queries and claims of our employees. It gives them the possibility to solve issues not solved through regular channels. It ensures confidentiality and fair solution of claims.

All queries and claims from employees are confidential in order to create a space for all those issues not informed through regular channels.

Employees can resort to the El Defensor del Empleado in the following cases:

- The ethical values and the code of conduct of our company are not respected.
- Sexual harassment.
- Discrimination.
- Consumption of drugs or alcohol.
- Violence at the workplace.
- Problems with salaries agreed.
- Health and safety at work.
- Robbery, fraud or damage to company property
- Unlawful activities.
- Unfair treatment of any nature.

**Securitas Integrity Line**
- Email: integrity@securitas.com
- Mail Address: CSR Officer del Grupo Securitas AB - P.O. Box 12307. SE-102 28 Stockholm - Sweden.

The “integrity line” (SIL) is a global channel complementing communication of employees with administrative areas regarding issues directly related to the Values and Ethics Code.

The purpose of this channel is to protect the values of the Company and to solve situations that may imply risks or problems related to integrity.

Employees have the possibility to ask questions or file denounces through the toll free number 0-800-555-0906 or the Web page. This is an additional communication channel for employees to solve issues not solved through their direct command line.
Antitrust Policy

In 2015, we launched our Antitrust Policy in order to invite and commit all sectors of Securitas Argentina to undertake the commitment against cartelization, taking measures towards knowing the risks related to defaults of Antitrust laws in our country.

It sets forth the necessary guidelines to direct all members of Securitas Argentina, in order for them to fully comply with antitrust laws and fair trade laws as well as to be a general guide for best business practices (checklist “Yes/No”) regarding adequate behaviour in case of different situations that may result in antitrust behaviour.

The CEO is liable to ensure that this Policy (and fair competition laws) is fully understood and applied to all areas of Securitas Argentina, and the Risk and Legal Management is in charge of its issuance, implementation and update.

This policy must always comply with the Policies of the Ibero America Division as well as with Group’s policies.

Antitrust Policy includes a special provision referred to the participation of Securitas in trade associations and business chambers. Such associations and their activities must be duly supervised since that due to their nature they represent an exchange environment among competitors. The policy excludes activities related to training, education and regulatory framework but imposes restrictions on issues related to determination of prices, market distribution and production or sale, even within a business chamber.

### Securitas’ participation in Trade Associations and Business Chambers

<table>
<thead>
<tr>
<th>Association</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAESI (Argentine Chamber of Security and Investigation Companies)</td>
<td>Christian Faria, Deputy Treasurer. Miguel Feroglio, Regular Member of Directors’ Committee, President of the Academic Affairs Committee and Regular Member of the Executive Board. Carlos Rinaudo, Regular Member of Directors’ Committee, President of the Economic Affairs Committee and of the Labour Affairs Committee.</td>
</tr>
<tr>
<td>CAESBA (Buenos Aires Chamber of Security Companies)</td>
<td>Luis Vecchi presides over the institution.</td>
</tr>
<tr>
<td>CASEL (Argentine Chamber of Electronic Security)</td>
<td>Member company</td>
</tr>
<tr>
<td>ASIS International</td>
<td>Member company</td>
</tr>
<tr>
<td>Foro de Seguridad Latinoamericano</td>
<td>Member company</td>
</tr>
<tr>
<td>Cámara de Comercio Sueco Argentina (Swedish-Argentinean Chamber of Commerce)</td>
<td>Luis Vecchi is the Treasurer</td>
</tr>
<tr>
<td>American Chamber of Commerce in Argentina (AmCham)</td>
<td>Member company</td>
</tr>
<tr>
<td>Spanish Chamber of Commerce in Argentina</td>
<td>Member company</td>
</tr>
<tr>
<td>IDEA (Institute for Business Development in Argentina)</td>
<td>Member company</td>
</tr>
<tr>
<td>CICM (Industry and Commerce Chamber of La Matanza)</td>
<td>Member company</td>
</tr>
<tr>
<td>Industrial Chamber of Parque Industrial Pilar</td>
<td>Member company</td>
</tr>
<tr>
<td>Foretica Argentina Asociación Civil</td>
<td>Luis Vecchi was the president until July 30, 2015</td>
</tr>
<tr>
<td>CEADS (Argentine Business Committee for Sustainable Development)</td>
<td>Member company</td>
</tr>
</tbody>
</table>

List of memberships owned by Securitas Argentina.
Enterprise Risk Management - ERM

The failure to comply with the Values and Ethics Code is considered a risk in Securitas Group, and classified as one of the seven critical risks in the process of corporate risk management of the Group. This policy was implemented in September 2001, when a systematic control of services operating risk started, and it gradually progressed as a management system that involves all the management departments and forms the ERM.

<table>
<thead>
<tr>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total amount of fines and sanctions received</td>
</tr>
<tr>
<td>Amount of monetary fines and sanctions</td>
</tr>
<tr>
<td>Value of monetary fines and sanctions</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monetary value of significant sanctions (%)</td>
</tr>
<tr>
<td>Amount of non-monetary sanctions</td>
</tr>
<tr>
<td>Proceedings filed before arbitration bodies</td>
</tr>
</tbody>
</table>

According to the foregoing, all national businesses must annually complete a self-assessment of the processes and routines related to the implementation and compliance with the Code and related policies and activities. The results are analyzed and the CEOs are asked to submit an action plan to cure and/or revert any deviation. The Group sets forth a schedule of the countries to be annually visited. Such selection is made upon the result obtained by the business from the ERM self-assessment, if it is a company recently acquired or if a new management team
has been incorporated. During such visits, the answers of the self-assessment, the processes and routines are reviewed. If necessary, complementary internal or external audits are performed.

In 2015, the Group globally implemented a Governance, Risk and Compliance System (GRC). This System makes easier the cross-wise interaction among the different departments such as Legal Affairs and Risks, Administration and Finance, Human Resources, International Relations, CSR, Communications and IT, providing greater visibility for all the business departments.

In November 2015, we performed an audit to the ERM. Upon such audit, in Securitas Argentina we deepened risk management setting forth a plan for identification of operating and contractual risks that involves suppliers’ evaluation and classification. Likewise, we established a training plan on anti-corruption policies, ethics code and policies for antitrust practices among commercial partners, recording level of compliance and percentage reached on training and courses. This plan will be implemented throughout 2016.

In this way, certain criteria were agreed upon for the new suppliers’ hiring policy, which will follow global criteria, mainly in relation with practices on formal employment, slave and child labor, health and safety conditions, including electronic security suppliers.

The Quality department is in charge of controlling such compliance and it may evaluate the need to perform in-situ audits, through a sampling that includes great, medium and monotributistas suppliers. The policy will be in force at the beginning of 2016 for the new suppliers and upon a new purchase order for the existing ones.

Before finishing the acquisition process of a company in a country where Securitas does not operate, the Group performs a thorough risk assessment of the conditions on which business is conducted in such country. This assessment includes issues such as corruption and human rights, based on several sources that include reports from Transparency International and Observatory of Human Rights. If, upon the assessment, the report concludes that it would be very difficult to adequately conduct our business, we do not enter such market. Securitas does not operate in complex business environments such as war areas.

Should the report be satisfactory and the decision is favorable to go forward with the acquisition, the due diligence process is supplemented with other resources such as requests of references and verification of criminal records of employees at key positions.
Our Commitment to Diversity

Respect for people is the base of our people management: quality employment, non-discrimination and equal opportunities are the grounds of our understanding of Diversity.

We understand Diversity in a broad sense that includes a VISIBLE diversity and a NON-VISIBLE one. The first one creates an attitude derived from the person’s stereotype, while the second one generates a greater challenge for people management within an organization, since it:

• Causes conflicts.
• Results in a lack of communication.
• Results in damages to efficiency.
• Causes higher operating and structure costs.
• Reduces innovation and creativity.
• Assumes a risk for the Company’s sustainability.

Our human resources policy and our social inclusive actions represent answers to the challenges imposed by non-visible diversity. This commitment is made clear with the Familia Securitas Program (see page 50), our service of Vigilancia Inclusiva [Inclusive Surveillance] and the average age of our employees (≤ 40 years old), see chart page 49.

Securitas is a protector of equal opportunities and all employees must be treated with justice and under the same conditions. To discriminate when hiring, giving orders, promoting and upon retirement is never acceptable when based on race, religion, gender, sexual orientation, civil or parental status, disability or other distinctive features protected by applicable laws.

All hiring decisions must be taken only based on skills, experience, behaviour, labor performance and potential showed in relation with the needs of the task”. Item 5.4. Values and Ethics Code.
Program Seguridad Inclusiva

This Program includes persons with different grades of disability that perform in the administration department and those who perform in operating activities within the framework of the Inclusive Surveillance Program (ISP). Such program was implemented in 2012 and a total of 38 persons of both genders were included in this Securitas’ program (35 ISP + 3 Staff).

Telecom, Aeropuertos Argentina 2000, Jumbo, Petrobras, Citibank and BBVA are some of our customers with this kind of service, which in 2015 made it possible the labor inclusion of 22 disabled people.

<table>
<thead>
<tr>
<th>Year</th>
<th>Physical Disability</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>16</td>
</tr>
<tr>
<td>2013</td>
<td>23</td>
</tr>
<tr>
<td>2014</td>
<td>22</td>
</tr>
<tr>
<td>2015</td>
<td>22</td>
</tr>
</tbody>
</table>

To work with disabled people contributes to the Company.

Competitive human capital
They contribute professional commitment, tenacity and overcoming capacity.

Inclusive labor environment
They contribute to create a labor environment where diversity and equal opportunities are fostered.

Company’s positioning
Positioning and acknowledgement of Securitas as an innovative company with projects with social responsibility.
2015 CSR Report

Employment Quality
Employment Quality

Organization Chart 2015

Security Guards / Technicians / Monitoring / Mobile / Escorts

Supervisors / Service Chief

Managers
Managers
Managers
Managers
Managers
Managers
Managers
Managers
Consultancy

Aviation
V. Sosa

Buenos Aires
Region
G. Di Cesare / A. Castex

Central
Region
L. Magistrali

Littoral Region
M. Tortul

South Region
F. Azpiroz

Trailback®
F. González

IT
M. Goméz

CTO
M. Gómez

Data Centers
A. Nieto

National Support
Sectors

General Manager
C. Faría
Focus on People

Securitas Argentina works every day focusing on its employees’ development trying to improve their education level, creating professional development opportunities, knowledge growth, mainly committing its employees to foster results. To such effect, to create an adequate environment to share and spread knowledge and good practices is really important. We understand that through actions focused on our way to be followed we will be able to continue fostering business development.

From People Management, we have the challenge to foster employees and continue promoting knowledge, key parts of Company’s strategy. We are working on the design of training content on technology that let us to continue forming talent and, above all, to reach a still better positioning in our activity.

Accordingly, during 2015, we specially focused on the systematization of the Familia Securitas Program, which included the description of each of its programs as well as the preparation of a set of indexes for the control and evaluation of this initiative outcome.

Education and Training: Instituto Securitas

Securitas Argentina assures the skills of its employees to comply with the activities directly or indirectly related to the Render of Services, through Education and Training developed by the Instituto Securitas.

The focus of the Instituto is the Company’s strategy aimed at improving human capital, offering opportunities for the acquisition of knowledge and tools to enhance the employability conditions of its employees and favoring a better performance of services and daily work.

The training proposal of the Instituto Securitas has three schools: Personal Development School, Security Solutions School and Business School. Each of them has a different training proposal in accordance with training needs for the best performance of its people. In this way, the strategy of training Security Guards per segments allows developing specialized Security Guards.

1. Personal Development School: it offers activities for personal and professional growth through different options that allow finishing primary education, high school education, post-high school education or university education or post-graduate education related to the activities carried out by our Company. Furthermore, there are courses to study English language and conferences on security issues.

We highlighted some of the main initiatives:

a. Scholarship Program Estímulo: it is aimed at improving the knowledge of Company’s employees sharing with them such professional development. Such scholarship constitutes a monthly economic award to afford the expenses of higher studies at private institutions or universities. The degrees included in this program must be directly or indirectly related to private security business. In 2015, 32 Estímulo scholarships were awarded.

b. “Finish High School” Program: it has two different possibilities for all the staff of Securitas Argentina to finish high school: classroom learning or e-learning. At the beginning of 2015
we could initiate the high school for all the employees and families through the e-learning platform from the Ministry of Education of the Government of the City of Buenos Aires. We had 134 enrolments all over the country and our first graduate from such system: Walter González, Service Chief at Cerámica Alberdi (Tortuguitas, Buenos Aires).

2. **Security Solutions School**: it is focused on the activity developed by Securitas, giving basic courses to obtain certification as Securitas Security Guard, which includes legislation in force and increases reading-writing and computing knowledge. It also gives Courses, Seminars and Conferences on Updates and Specialties related to the service, and International Courses on Private Security, through the Advance Studies Department.

3. **Business School**: it is focused on improving private security business approach taking into account the Toolbox and the Diamond Box where each of the elements composing them contributes value to the Company’s business.
   b. **Team Leader**, to create leaders; 34 employees participated in 2015.
   c. **SMIT I y II (Securitas Management Innovation Training)**, for operating or branch managers desiring to improve their management through the acquisition of knowledge on business management as well as possible courses of action that contribute to solve the security needs of our customers. In 2015, 14 employees were trained under the SMIT I, and 18 under the SMIT II.

“To train our people is essential for us. Own specific training on security issues is the key for developing each one of the segments we work in. We have an e-learning platform available for our 14,000 employees that allows us to give the same access possibilities to all our staff, whether close or away from our Training Institutes in each of the 4 regions all over the country.

The introduction of technology imposes a distinguishing expertise, and to train our Security Guards and technicians gives us the possibility of internal promotion generating specialized workforce to render a quality service custom-made for our customers”.

Patricia Sclocco, Communication, PA and CSR Department

---

**Employees’ education level**

- Low (school or lower) 7%
- Medium (college or high school) 3%
- High (university or higher) 90%
Instituto Securitas Argentina

Pyramid of Knowledge

We have achieved the opening of the Instituto under the name of “Fundación Instituto Securitas”. The degree to be issued is Bachillerato de Adultos: Perito auxiliar en Seguridad (RM 206/83). The Company’s employees, their relatives and the neighborhood community may attend at late-afternoon hours.
Employees according to Age and Gender

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Staff</th>
<th>Security Guards</th>
<th>Women</th>
<th>Men</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;30 years</td>
<td>128</td>
<td>10</td>
<td>195</td>
<td>195</td>
</tr>
<tr>
<td>30-50 years</td>
<td>2,582</td>
<td>195</td>
<td>767</td>
<td>767</td>
</tr>
<tr>
<td>&gt;50 years</td>
<td>10,203</td>
<td>195</td>
<td>195</td>
<td>195</td>
</tr>
</tbody>
</table>

Training Hours per Gender

<table>
<thead>
<tr>
<th>Year</th>
<th>Staff</th>
<th>Security Guards</th>
<th>Men</th>
<th>Women</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>111,930</td>
<td>10,706</td>
<td>351,153</td>
<td>31,561</td>
</tr>
<tr>
<td>2014</td>
<td>103,017</td>
<td>27,859</td>
<td>329,082</td>
<td>103,017</td>
</tr>
<tr>
<td>2015</td>
<td>111,930</td>
<td>10,706</td>
<td>351,153</td>
<td>31,561</td>
</tr>
</tbody>
</table>

Training Hours per Labor Category

<table>
<thead>
<tr>
<th>Year</th>
<th>Staff</th>
<th>Security Guards</th>
<th>Security Guards</th>
<th>Security Guards</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>361,709</td>
<td>129,817</td>
<td>81,982</td>
<td>81,982</td>
</tr>
<tr>
<td>2014</td>
<td>340,932</td>
<td>32,974</td>
<td>40,706</td>
<td>40,706</td>
</tr>
<tr>
<td>2015</td>
<td>311,510</td>
<td>90,706</td>
<td>40,706</td>
<td>40,706</td>
</tr>
</tbody>
</table>

Average Training Hours per Employee

<table>
<thead>
<tr>
<th>Year</th>
<th>Staff</th>
<th>Security Guards</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>36.79</td>
<td>26.11</td>
</tr>
<tr>
<td>2014</td>
<td>32.47</td>
<td>26.11</td>
</tr>
<tr>
<td>2015</td>
<td>32.47</td>
<td>26.11</td>
</tr>
</tbody>
</table>

Average Training Hours per Gender

<table>
<thead>
<tr>
<th>Year</th>
<th>Men</th>
<th>Women</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>32.47</td>
<td>32.47</td>
</tr>
<tr>
<td>2014</td>
<td>32.47</td>
<td>32.47</td>
</tr>
<tr>
<td>2015</td>
<td>32.47</td>
<td>32.47</td>
</tr>
</tbody>
</table>
Program Familia Securitas

Human Resources’ strategy and the different programs composing it are aimed at developing each employee fostering his/her commitment to the work, to himself/herself and to the Company and improving their quality of life, both at labor and personal levels. In this regard, Securitas’ social responsibility commences with whom offer the security service: its employees are the core of the Company.

The Familia Securitas Program turns such commitment into specific actions directed to Security Guards and employees, offering them the opportunity to develop their labor capital, employability conditions and social inclusion.

During 2015, the Program was standardized, aligning existing initiatives and giving priority to new projects. In this way, the program was structured in three areas that through different initiatives contribute to the achievement of the above mentioned goals.

**Education for Development:** Instituto Securitas promotes the completion of high school studies of employees and relatives; it grants scholarships for college degrees and university degrees related to the industry and for Security Guards’ children during their last year of junior school and throughout high school.

**Orientation Service and First Listening:** it offers orientation during an emergency. The Medical Assistance Team receives queries and gives support in case of critical situations. This is supplemented with a training and education program to foster the quality of life of employees and their families: family economy, procedures management, assistance to overcome harassment/abuse situations, addiction prevention, among others.

**Health at Work:** awareness and education on the importance of health care to improve the quality of life of workers and close relatives.
Specific goals were established for each program, as well as several indexes to control and evaluate the performance and identify improvement opportunities. The group of indexes makes up the control board of the program. Below, we share the implementation results recorded during 2015.

<table>
<thead>
<tr>
<th>Finish High School</th>
<th>Orientation and Support during the Emergency</th>
</tr>
</thead>
<tbody>
<tr>
<td>150 participants.</td>
<td>346 total consultations received.</td>
</tr>
<tr>
<td>134 men.</td>
<td>Medical Consultations 131.</td>
</tr>
<tr>
<td>16 women.</td>
<td>Psychological Consultations 155.</td>
</tr>
<tr>
<td></td>
<td>Assistance Consultations 60.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Scholarships Estímulo</th>
<th>Information and Resources Guide</th>
</tr>
</thead>
<tbody>
<tr>
<td>35 scholarship applications.</td>
<td>27 publications issued within InfoSecuritas.</td>
</tr>
<tr>
<td>32 scholarship recipient employees.</td>
<td>12 queries received in <a href="mailto:familia@securitasargentina.com">familia@securitasargentina.com</a></td>
</tr>
<tr>
<td>27 men.</td>
<td></td>
</tr>
<tr>
<td>5 women.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>15 Year Scholarships</th>
<th>Family Economy Development</th>
</tr>
</thead>
<tbody>
<tr>
<td>39 scholarships awarded.</td>
<td>12 activities offered.</td>
</tr>
<tr>
<td>20 men.</td>
<td>320 employees’ relatives.</td>
</tr>
<tr>
<td>19 women.</td>
<td>11,534 hours of training offered.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Healthy Life Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 trainings offered.</td>
</tr>
<tr>
<td>100 participants in the talks.</td>
</tr>
<tr>
<td>12 hours of training offered.</td>
</tr>
</tbody>
</table>
“Hi, I’m César Nicolás Trinidad, I’m called Nico. I’m 16 years old. I’m the son of the Security Guard, Trinidad Cesar, File 0480, person in charge of “Country Nuevo Quilmes”.

I have received the scholarship for two years and this will the third one. I received the scholarship for the first time in 2013, at that time I was studying at fourth year of high school, at Escuela de Educación Media No. 4 'Lola Mora'.

The experience to receive my first scholarship was very good, you feel that you have something of your own, for your benefit that let you buy school materials, clothes, running shoes, without having to ask your parents. The benefit partially helps my home economy and makes me independent.

Once I finish high school, I will try to study at university; I’m really interested in a Degree in Biotechnology, but I still have time to decide for my future.

This scholarship shows that the Company is concerned about its employees’ families, giving them an economic support for the children to continue studying.

It would be good to distribute more magazines among the workers, so that they can be informed of the benefits they have. It would encourage other employees’ children to apply for the scholarship, and they don’t have to think that it will not be granted to them, such fear prevents them from enrolling and finally, they lose the opportunity. Regards and I appreciate you take me into account for this notice".
Occupational Health and Safety: Health Risks

Securitas Argentina offers security solutions beyond physical security. The Company acknowledges, through its policy, that health and safety protection of its employees and third parties engaged in its activities is essential for the Company’s development and constitutes an inalienable social and moral obligation. Risk prevention management and operating management go together.

The Company has developed its own policy and rules related to safety and health. It offers a training program aimed to train security specialized persons; counts with several management tools that include online training through more than 20 courses on Occupational Health and Safety, awareness through introduction to the 27 rules on Hygiene and Safety, pocket training manual, risk survey through the booklet prepared by Securitas’ experts, evidence of visits to customers by Safety, Health and Environment personnel where the deviations related to our labor positions are left, manual of 5-minute talks on Safety and Health, together with “5-minute awareness talks” (ILO), participation in design meetings prior to acceptance of certain services to foresee needs related to Safety and Health and e-learning training modules, and learning on the use of new systems and technologies. The tools, procedures and trainings provided to the Security Guard are daily applied at the facilities where we render our services.

During 2015, there were 550 labor-related accidents (510 men and 40 women), of which 50% are related to level falls with minor injuries. Such index may be related to the body area more affected, the lower limbs, with 37% of total cases.

There were also two cases of women that suffered from occupational disease, and a case of death in a car accident during labor hours involving a vehicle of the Company.

Most of Securitas’ personnel works at customers’ facilities, so that Securitas does not count with own safety committees. They are managed by customers and Securitas participates as contractor from the SSA department, making it difficult to apply an own management, since each customer within its facilities implements its own prevention methods.

Therefore, Securitas must focus its management on personnel training in order to be able to detect risks, prevent its own accidents and cooperate with customer’s management.

The objective of Securitas’s policy is to protect people, work places and society. From the SSA department we apply certain measures to reduce the accident rate:

- Visits to sites with high accident rate.
- Investigation of accidents.
- Recommendations of improvements towards Securitas and/or the customer.
- Participation in the safety committee.
- Staff’s training.
- Meetings with customers.

<table>
<thead>
<tr>
<th>Hours worked v. lost days and absenteeism</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total days worked</td>
</tr>
<tr>
<td>0.77%</td>
</tr>
<tr>
<td>99.16%</td>
</tr>
</tbody>
</table>
Operating Excellence in Security Solutions
Operating Excellence in Security Solutions

Our successful business model is founded on three management bases: to foster customer loyalty, to commit employees to their work and to generate sustainable profits.

The main goal is to provide our customers with efficient and innovative solutions of excellent quality. We believe that with a clear destination, the way will guide the actions of all who make up the Company.

- **Focus on the customer**: to offer specialized solutions and segmented services. This implies the professionalization and specialization of both the sector and employees.

- **Operating leadership**: to turn our employees into real leaders to strengthen our business essence: daily operation.

- **Culture and innovation**: to inspire and promote a culture of innovation and value creation for our customers.

- **Training**: to develop knowledge on security and share the best practices with the whole team to get Security Guards increasingly professional and specialized every day.

The inclusion of technology is not limited when it comes to enhance our customers’ solutions. In 2015, we have implemented a CRM system. The generation of data and indexes together with the processes standardization let us to achieve standards to compare us with other countries / divisions of Securitas Group, assuring that all our customers of any segment receive the best security solution we are able to provide from Securitas.

Within the Company, it represents a qualitative and unifier jump regarding commercial strategies management, treatment of potential customers and comprehensive management of existing customers, creating integration opportunities through the new applications (ERP and operating tools) since it is expected CRM to be the sole channel for the ABM (Account Based Marketing) of customers.

Along with the implementation of this kind of technologies, an improvement of efficiency and internal processes related to customers will be achieved. In particular, we expect to enhance communication with customers through the comprehensive management derived from the use of CRM. Managers will be able to plan regular visits for their supervisors, who in turn will enter the meetings feedback in a mobile application (native of CRM). This is supplemented with the integration between the contact section of the Portal de Clientes and Microsoft Dynamics, reaching the “360-degree vision” of each customer’s status.

CRM will be in operation during the first semester of 2016 and will imply an investment of US$70,000. At first, it will reach Buenos Aires Region, but we expect to extend it to all operations in the next 3 years.
Our Quality Policy

This policy reaches all the Organization’s departments and is communicated to all employees and suppliers.

<table>
<thead>
<tr>
<th>Securitas Argentina S.A.’s Quality Policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>• To comply commitments with its customers, employees and all persons taking part in the processes.</td>
</tr>
<tr>
<td>• To comply with legal and ruling requirements.</td>
</tr>
<tr>
<td>• To be close to customers to cooperate in the solution of their needs, offering useful and innovative solutions.</td>
</tr>
<tr>
<td>• To consider men and women rendering services at the facilities of customers as the foundations of the activity.</td>
</tr>
<tr>
<td>• To verify permanently the satisfaction of customers to improve efficiency of processes related to rendering the services.</td>
</tr>
<tr>
<td>• To improve continuously the activities of Securitas Argentina.</td>
</tr>
<tr>
<td>• To consolidate the commitment with society and environment.</td>
</tr>
</tbody>
</table>

The Quality Policy is implemented through the National Quality Plan that reaches all our regions in Argentina. The Quality responsible persons for each region perform internal audits for all the services. The person in charge of National Quality is responsible for the system wholeness, provides support to the regions, support sectors and performs annual internal audits in all the regions in order to control processes, documentation, records, find deviations, treat them and implement necessary improvements to the Organization’s processes.


In this way, this is added to the certifications already obtained by the Organization such as the Standard IRAM 3501 for fire detection and IRAM 4174 of remote monitoring.

National Quality also cooperates with Support sectors and coordinates together with the Awarding Body, IRAM, annual external audits.

The Quality department is in charge of keeping updated the documentation related to specific instructions of each service, the information related to the Diamond Box, as well as keeping a record of trainings, performing internal audits and keeping updated and available information for the Solution Management Center.


In this way, this is added to the certifications already obtained by the Organization such as the Standard IRAM 3501 for fire detection and IRAM 4174 of remote monitoring.
An essential part of the relationship with customers is to assure and keep their private data. In this regard, Securitas Argentina is included since 2013 in the National PDP (Personal Data Protection) from the Ministry of Justice. Data from 2013, 2014 and 2015 are updated.

Throughout 2015, 54 fines filed by customers were received, which were set forth in the subscribed contracts, for non-compliances, representing an amount of AR$796,805 in billing and losses workflow.

Besides the annual satisfaction survey, Securitas sets forth other communication channels with its customers to direct claims, including:

- Web Site.
- 24-hour telephone line: 4014-3200 in Buenos Aires, and in regional branches, a local line corresponding to SOC.
- Meetings with Supervisors.
- Meetings with Operating Managers.
- Meetings with Commercial Advisors.

Process Flowchart: Customers’ Claim
Our Commitment to the Environment
Our Commitment to the Environment

Securitas Argentina S.A. Group, in accordance with global policies (Group Emission Policy 141001_02 (2)), is committed to pollution prevention, preservation and responsible care of environment during the development of its private security activities.

In November 2015, Securitas Argentina published its Environmental Policy based on the following principles:

- Commitment to comply with applicable legislation in force whether national, provincial and municipal, as well as with all the agreements voluntary entered into with institutions, entities and/or inter-companies associations.

- In all the operations, the Organization puts its best efforts to permanently minimize the impact on the environment, mainly focusing on energy and transportation areas.

- To consider human beings and communities as the interest core of sustainable development through the responsible care of environment in all the activities of Securitas Argentina S.A. Group.

Values

- Every year, Securitas Argentina S.A. reports Securitas AB the total number of vehicles owned by the Company and the average CO2 emissions per Km.

- Securitas Argentina S.A. prioritizes within the domestic market those vehicle brands with the lowest CO2 emissions per Km.

- Securitas uses recycled materials contributing to the reduction of virgin materials and committing to the preservation of natural resources.

The environmental policy expresses Securitas’ commitments to Environment:

- To generate the lowest amount of waste compatible with the operations, controlling such generation and disposing them in a safe and responsible way.

- To respect and comply with environmental legislation, agreements, security requirements and other provisions that set forth the parameters for our operation.

- To respect the requirement parameters, regulations and agreements related to emission control and discharges into the air, soil and water both national and international.

- To reduce the emissions from owned vehicles. And that all new vehicles, whether annually purchased or leased, emit in average less grams of CO2 per Km than all the Company’s new vehicles, whether purchased or leased, in the previous year.

In order to create general consciousness and for those Security Guards that daily participate in environmental issues at work, an e-learning training module called Environment and Ecology has been created, as well as specific procedures for our suppliers, and an Environmental Health and Safety policy that includes such principles.

---

**Materials used and recycled**

<table>
<thead>
<tr>
<th>Material</th>
<th>Total used (Kg)</th>
<th>Percentage of recycled material</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printing inks</td>
<td>237.75</td>
<td>100%</td>
</tr>
<tr>
<td>Toners</td>
<td>549.79</td>
<td>100%</td>
</tr>
<tr>
<td>Paper</td>
<td>11,179</td>
<td>100%</td>
</tr>
<tr>
<td>Oil</td>
<td>51%</td>
<td>51%</td>
</tr>
<tr>
<td>Solid waste</td>
<td>5520</td>
<td>67%</td>
</tr>
<tr>
<td>Computing scrap</td>
<td>670</td>
<td>100%</td>
</tr>
<tr>
<td>Total used (Kg)</td>
<td>720</td>
<td>100%</td>
</tr>
<tr>
<td>Percentage of recycled material</td>
<td>560</td>
<td>100%</td>
</tr>
</tbody>
</table>
7. GRI4 Indicators Table

This 2015 edition is the seventh Corporate Social Responsibility Report and the second edition using GRI-G4. Through this report we seek to comply with the expectations and requirements of transparency and communication of our customers and key stakeholders.

Should you have any doubt related to this report or the materiality analysis performed, as well as if you desire to make an improvement suggestion or recommendation, you may address Patricia Sclocco, Communications, CSR and Public Affairs of Securitas Argentina (rse@securitasargentina.com).

<table>
<thead>
<tr>
<th>GRI Reference and Description</th>
<th>Page No. / Comments</th>
<th>Global Compact Principle</th>
<th>SGE 21</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BASIC GENERAL CONTENTS</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Strategy and Analysis</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>G4-1 General Manager's Statement</td>
<td>Page 3</td>
<td></td>
<td>Item 6.1.2</td>
</tr>
<tr>
<td><strong>Organization Profile</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>G4-3 Name of the Organization</td>
<td>Page 1</td>
<td></td>
<td>Item 6.1</td>
</tr>
<tr>
<td>G4-4 Primary brands, products and/or services</td>
<td>Pages 26 to 30</td>
<td></td>
<td>Item 6.2.3</td>
</tr>
<tr>
<td>G4-5 Location of the Organization's headquarters</td>
<td>Page 22</td>
<td></td>
<td>Item 6.1</td>
</tr>
<tr>
<td>G4-6 Number of countries where the Organization operates and names of countries with major operations or that are specifically relevant to the sustainability topics covered in the report</td>
<td>Pages 22 to 23</td>
<td></td>
<td>Item 6.1</td>
</tr>
<tr>
<td>G4-7 Nature of the ownership and legal form</td>
<td>Page 23</td>
<td></td>
<td>Item 6.7.1</td>
</tr>
<tr>
<td>G4-8 Markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries)</td>
<td>Pages 8, 13</td>
<td></td>
<td>Item 6.2</td>
</tr>
<tr>
<td>G4-9 Scope of the Organization's report</td>
<td>Page 16, 45</td>
<td></td>
<td>Item 6.8.1</td>
</tr>
<tr>
<td>G4-10 Total number of employees per type, agreement and region divided by gender</td>
<td>Pages 16</td>
<td>Principles 1, 5 &amp; 6</td>
<td>Item 6.4.2, Item 6.4.3</td>
</tr>
<tr>
<td>G4-11 Percentage of employees included in collective bargaining agreements</td>
<td>Data reported includes 100% of security guards.</td>
<td>Principle 3</td>
<td>Item 6.4.1.</td>
</tr>
<tr>
<td>G4-12 Description of value chain</td>
<td>Page 24</td>
<td></td>
<td></td>
</tr>
<tr>
<td>G4-13 Significant changes in the reporting period on the Organization size, structure, management or value chain</td>
<td>In 2015, there were no changes in operations location or the transactions themselves. Likewise there were no changes in the capital structure.</td>
<td>Item 6.1.4</td>
<td></td>
</tr>
<tr>
<td>G4-14 Precautionary approach</td>
<td>The precautionary approach is applicable to environmental management practices at Group level, for instance, in connection with the acquisition of more efficient and less contaminant vehicles.</td>
<td>Principle 7</td>
<td></td>
</tr>
<tr>
<td>G4-15 Externally developed initiatives in which the Organization participates or endorses.</td>
<td>Page 6</td>
<td>Principles 1 to 10</td>
<td>Item 6.1.1, Item 6.1.2, Item 6.1.3, Item 6.1.9, Item 6.2.6, Item 6.7.1</td>
</tr>
<tr>
<td><strong>Memberships and associations.</strong></td>
<td>Page 39</td>
<td>Principles 1 to 10</td>
<td>Item 6.1.7, Item 6.5.3, Item 6.8.2, Item 6.9.1</td>
</tr>
</tbody>
</table>
### Material Aspects and Coverage

<table>
<thead>
<tr>
<th>G4-17</th>
<th>List of entities included in consolidated financial statements.</th>
<th>Page 23</th>
<th>Item 6.7.2</th>
</tr>
</thead>
<tbody>
<tr>
<td>G4-18</td>
<td>Process for defining the report content and preparation of the Report.</td>
<td>Pages 6 to 8</td>
<td>Item 6.1.12</td>
</tr>
<tr>
<td>G4-19</td>
<td>List of all the material aspects identified in the process for defining report content.</td>
<td>Pages 33 to 34</td>
<td>Item 6.1.12</td>
</tr>
<tr>
<td>G4-20</td>
<td>Limitation for each material aspect within the Organization.</td>
<td>Page 33</td>
<td>Item 6.1.12</td>
</tr>
<tr>
<td>G4-21</td>
<td>Limitation for each material aspect outside the Organization.</td>
<td>Pages 33 to 35</td>
<td>Item 6.1.12</td>
</tr>
<tr>
<td>G4-22</td>
<td>Effect of any restatements of information provided in previous reports, and the reasons for such restatements.</td>
<td>Not applicable to reported period</td>
<td></td>
</tr>
<tr>
<td>G4-23</td>
<td>Significant changes from previous reporting periods in the scope and aspect boundaries.</td>
<td>There were no significant changes from previous reporting periods in the scope, aspect boundaries or valuation methods applied in the Report</td>
<td></td>
</tr>
</tbody>
</table>

### Stakeholders Engagement

<table>
<thead>
<tr>
<th>G4-24</th>
<th>List of stakeholder groups identified by the Organization.</th>
<th>Page 31</th>
<th>Item 6.1.7</th>
</tr>
</thead>
<tbody>
<tr>
<td>G4-25</td>
<td>Basis for identification and selection of stakeholders.</td>
<td>Page 31</td>
<td>Item 6.1.7</td>
</tr>
<tr>
<td>G4-26</td>
<td>Organization’s approach to stakeholder engagement.</td>
<td>Page 33</td>
<td>Item 6.1.7</td>
</tr>
<tr>
<td>G4-27</td>
<td>Key topics and concerns that have been raised through stakeholder engagement, and how the Organization has responded to those key topics and concerns.</td>
<td>Pages 40 to 41</td>
<td>Item 6.1.7</td>
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</tbody>
</table>

### Report Profile

<table>
<thead>
<tr>
<th>G4-28</th>
<th>Reporting period.</th>
<th>2015</th>
<th>Item 6.1.12</th>
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<tbody>
<tr>
<td>G4-29</td>
<td>Date of most recent previous report.</td>
<td>2014</td>
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<td>G4-30</td>
<td>Reporting cycle.</td>
<td>Annual</td>
<td>Item 6.1.12</td>
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<td>G4-31</td>
<td>Contact point.</td>
<td>Page 60</td>
<td></td>
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<tr>
<td>G4-32</td>
<td>Content and information index on the ‘in accordance’ option chosen.</td>
<td>Page 60</td>
<td></td>
</tr>
<tr>
<td>G4-33</td>
<td>External assurance for the report.</td>
<td>This report is not subject to external assurance by independent third party.</td>
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### Governance

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<tr>
<th>G4-34</th>
<th>Governance structure</th>
<th>Pages 19, 20</th>
<th>Item 6.1.1 Item 6.1.4</th>
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</table>

### Ethics and Integrity

<p>| G4-56 | Codes of conduct | Page 37 | Item 6.1.2 Item 6.1.3 Item 6.1.9 Item 6.2.6 Item 6.7.1 |</p>
<table>
<thead>
<tr>
<th>Specific Basic Contents</th>
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<tbody>
<tr>
<td><strong>Material Aspects</strong></td>
</tr>
<tr>
<td><strong>Economic</strong></td>
</tr>
<tr>
<td><strong>Aspect: Economic Performance</strong></td>
</tr>
<tr>
<td>G4-EC1</td>
</tr>
<tr>
<td><strong>Environment</strong></td>
</tr>
<tr>
<td>G4-EN1</td>
</tr>
<tr>
<td><strong>Social: Labor Practices and Decent Work</strong></td>
</tr>
<tr>
<td><strong>Aspect: Employment</strong></td>
</tr>
<tr>
<td>G4-LA1</td>
</tr>
<tr>
<td>G4-LA2</td>
</tr>
<tr>
<td><strong>Aspect: Prevention of Labor Risks (Health and Safety)</strong></td>
</tr>
<tr>
<td>G4-LA5</td>
</tr>
<tr>
<td>G4-LA6</td>
</tr>
<tr>
<td>G4-LA8</td>
</tr>
<tr>
<td><strong>Aspect: Training and Education</strong></td>
</tr>
<tr>
<td>G4-LA9</td>
</tr>
<tr>
<td><strong>Aspect: Diversity and equal opportunity</strong></td>
</tr>
<tr>
<td>G4-LA12</td>
</tr>
<tr>
<td>Social: Human Rights</td>
</tr>
<tr>
<td>----------------------</td>
</tr>
<tr>
<td><strong>Aspect: Non discrimination</strong></td>
</tr>
<tr>
<td>G4-HR3</td>
</tr>
<tr>
<td>G4-HR7</td>
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<table>
<thead>
<tr>
<th>Social: Society</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Aspect: Anti-corruption</strong></td>
</tr>
<tr>
<td>G4-SO4</td>
</tr>
<tr>
<td>G4-SO5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Aspect: Compliance</strong></th>
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<tbody>
<tr>
<td>G4-SO7</td>
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<tr>
<td>G4-SO8</td>
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<table>
<thead>
<tr>
<th>Social: Product Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Aspect: Product and Service Labeling</strong></td>
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<tr>
<td>G4-PR5</td>
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<table>
<thead>
<tr>
<th><strong>Aspect: Customer’s Privacy Protection</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>G4-PR8</td>
</tr>
<tr>
<td>G4-PR9</td>
</tr>
</tbody>
</table>
8. 2015 CSR Report Team

Administration and Finance Department:
Alberto Alesci / Director
Gastón Corrado / Tax Responsible Person
Brenda Ratto / Purchase Chief
Fernando Russo / Reporting and Management Control Responsible Person
Verónica Solorzano / Accounting Chief
Sebastián Vega / Payroll Chief

Commercial Department:
Natalia Pereyra / Coordinator

Communication, PA and CSR Department:
Analía De Candia / External Communication and Public Affairs Analyst / Report Coordinator
Jimena Ezcurra / Communication and Brand Analyst
Patricia Sclocco / Director

Innovation and Technology Department:
Bibiana Ferreira / Controller and Management

Buenos Aires Region Department:
Ruth Tosi / Chief Regional Quality

Risk and Legal Department:
Marcelo Cavallaro / Security, Health and Environment Responsible Person
Verónica Loizaga / Risks and Legal Affairs
Ángela Pace / Quality Responsible Person
Juan Ratto / Director

Human Resources Department:
Agustín Baeck / Personal Development and Business Schools Coordinator
Luis Lagos / National Coordinator
Gladys Rodríguez / Psychosocial Medical Team Coordinator

General Management:
Maria Laura Paladini / Management Support

Presidency:
Luis Vecchi / President
9. Annex I

Materiality Analysis Compared Results.

Aspects related to economic performance. Rank 1 (non-relevant) through 5 (very relevant)

<table>
<thead>
<tr>
<th>Employees (online survey)</th>
<th>Employees (dialogue session)</th>
<th>Security Guards (online survey)</th>
<th>External Stakeholders (dialogue session)</th>
<th>External Stakeholders (online survey)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Economic Performance</td>
<td>Market Presence</td>
<td>Indirect Economic Impacts</td>
<td></td>
<td></td>
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<tr>
<td>3.50</td>
<td>3.30</td>
<td>3.62</td>
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<td>3.84</td>
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<td>3.69</td>
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</table>

Aspects related to work and labor practices. Rank 1 (non-relevant) through 5 (very relevant)

<table>
<thead>
<tr>
<th>Employees (online survey)</th>
<th>Employees (dialogue session)</th>
<th>Security Guards (online survey)</th>
<th>External Stakeholders (dialogue session)</th>
<th>External Stakeholders (online survey)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training</td>
<td>Work Health and Safety</td>
<td>Safety Practices</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.89</td>
<td>4.40</td>
<td>4.16</td>
<td>4.60</td>
<td>4.18</td>
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<tr>
<td>3.90</td>
<td>4.27</td>
<td>4.12</td>
<td>4.13</td>
<td>3.93</td>
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<tr>
<td>3.64</td>
<td>4.09</td>
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<td>4.33</td>
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<td>4.23</td>
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<td>4.04</td>
<td>4.36</td>
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<td>4.45</td>
<td>4.35</td>
<td>4.53</td>
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Aspects related to environment. Rank 1 (non-relevant) through 5 (very relevant)

<table>
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<tr>
<th>Employees (online survey)</th>
<th>Employees (dialogue session)</th>
<th>Security Guards (online survey)</th>
<th>External Stakeholders (dialogue session)</th>
<th>External Stakeholders (online survey)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regulatory Compliance</td>
<td>Products and Services (e.g., their impacts, product recycling, etc.)</td>
<td>Environmental Policy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.87</td>
<td>3.50</td>
<td>4.07</td>
<td>4.21</td>
<td>3.53</td>
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<tr>
<td>3.80</td>
<td>3.56</td>
<td>4.25</td>
<td>3.77</td>
<td>1.60</td>
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<td>3.65</td>
<td>3.91</td>
<td>3.93</td>
<td>2.60</td>
<td>1.6</td>
</tr>
<tr>
<td>3.90</td>
<td>3.67</td>
<td>3.89</td>
<td>2.60</td>
<td>1.4</td>
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<td>3.75</td>
<td>3.45</td>
<td>3.94</td>
<td>2.40</td>
<td>1.8</td>
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<td>3.82</td>
<td>3.89</td>
<td>4.23</td>
<td>3.73</td>
<td>1.75</td>
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</tbody>
</table>

*External Stakeholders: they are journalists, suppliers, OSC.
Aspects Related to Human Rights. Rank 1 (non-relevant) through 5 (very relevant)

- Local Communities (e.g., participation, impacts and relief)
- Risk Matrix (related to corruption, Human Rights, in the whole value chain)
- Fight against Corruption
- Value Chain
- Evaluation of Social Impact on Suppliers
- Presence in Local Communities
- Investment and Supply Practices
- Non-discrimination
- Free Association and Collective Bargaining Agreements
- Suppliers’ Evaluation on Human Rights
- Prevention of Forced and Mandatory Works
- Security Practices
- Diversity and Equality

Aspects Related to Society. Rank 1 (non-relevant) through 5 (very relevant)

- Local Communities (e.g., participation, impacts and relief)
- Risk Matrix (related to corruption, Human Rights, in the whole value chain)
- Fight against Corruption
- Value Chain
- Evaluation of Social Impact on Suppliers
- Presence in Local Communities
- Customer’s Health and Safety
- Public Policies Influence
- Dumping
- Customers’ Privacy

Aspects Related to the Product. Rank 1 (non-relevant) through 5 (very relevant)

- Local Communities (e.g., participation, impacts and relief)
- Risk Matrix (related to corruption, Human Rights, in the whole value chain)
- Fight against Corruption
- Value Chain
- Evaluation of Social Impact on Suppliers
- Presence in Local Communities
- Customer’s Health and Safety
- Public Policies Influence
- Dumping
- Customers’ Privacy

*External Stakeholders: they are journalists, suppliers, OSC.*
Aspects Identified as Relevant to be Included in the 2015 Report:

<table>
<thead>
<tr>
<th>Environment</th>
<th>Society</th>
<th>Human Rights</th>
</tr>
</thead>
<tbody>
<tr>
<td>- SecAr environmental policy.</td>
<td>- Value chain and suppliers management.</td>
<td>- Diversity management policy.</td>
</tr>
<tr>
<td>- To include the issue as chapter not as annex.</td>
<td></td>
<td>- Investment practices and supply chain training.</td>
</tr>
</tbody>
</table>

Highlighted comments among surveyed employees that were taken into account to prepare this report:

**Journalists**

- “I'd like to see data/figures/values more "clearly" expressed, i.e., to be able to post in each chapter the indexes in easy-to-read figures, including more charts”.
- “To give more importance to the age range (+50 years old) as part of the Company’s diversity”.
- “To explain variations among indexes annually compared”.
- “That the value of Securitas as a brand be stated for the private security market in Argentina”.

**Staff**

- “To take into consideration the benefits the employees have as regards Human Resources”.
- “To mention non-achieved objectives and goals and processes under development, to know the stage that will continue such development project”.
- “Environment and electronic products, treatment”.

**Security Guards**

- “I think that certain specific issues need more information, for example, human resources”.
- “To inform about Occupational Health and Safety issues, as well as Prevention and Evacuation at labor facilities”.
- “To include more testimonies from our colleagues that have stood out for their value in protecting and even saving lives”.

**Suppliers**

- “A bit shorter”.
- “It would be interesting to prepare a summary of the report to graphically inform (computer graphs, pictures with data, etc.) the most relevant aspects (both positive and negative)”.
- “To prioritize environmental issues. It is important for the materiality analysis, but it only appears in the annex”.

Validation of Communication Channels according to Stakeholders

Customers (Assessment Rank 1 through 5)

<table>
<thead>
<tr>
<th>Channel</th>
<th>Rank</th>
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</thead>
<tbody>
<tr>
<td>Securitas Web</td>
<td>28</td>
</tr>
<tr>
<td>Social Networks (Facebook and Twitter and blog)</td>
<td>3</td>
</tr>
<tr>
<td>Info Zona Segura (permanent)</td>
<td>2.8</td>
</tr>
<tr>
<td>Security Guard Logs at Service Facilities</td>
<td>26</td>
</tr>
<tr>
<td>Info Securitas Magazine Publication (biannual)</td>
<td>26</td>
</tr>
<tr>
<td>CSR Report (annual)</td>
<td>28</td>
</tr>
<tr>
<td>SIL (Securitas Integrity Line)</td>
<td>22</td>
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</tbody>
</table>

Suppliers (Assessment Rank 1 through 5)

<table>
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<th>Channel</th>
<th>Rank</th>
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</thead>
<tbody>
<tr>
<td>Mail and E-mail (permanent, as required)</td>
<td>34</td>
</tr>
<tr>
<td>Securitas Web</td>
<td>34</td>
</tr>
<tr>
<td>CSR Report (annual)</td>
<td>3</td>
</tr>
<tr>
<td>SIL (Securitas Integrity Line)</td>
<td>2.8</td>
</tr>
</tbody>
</table>

Community - OSC (Assessment Rank 1 through 5)

<table>
<thead>
<tr>
<th>Channel</th>
<th>Rank</th>
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</thead>
<tbody>
<tr>
<td>Securitas Web</td>
<td>3</td>
</tr>
<tr>
<td>Social Networks (Facebook and Twitter and blog)</td>
<td>12</td>
</tr>
<tr>
<td>Info Zona Segura (permanent)</td>
<td>3</td>
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<tr>
<td>CSR Report (annual)</td>
<td>12</td>
</tr>
</tbody>
</table>
Readers’ Opinion

We have undertaken the commitment to improve year after year our Corporate Responsibility Report. And in order to go forward in this process we place at your disposal this opinion survey. In the survey you may express your comments and suggestions for improvement. Please send the form by email to rse@securitasargentina.com or by mail to the Dirección de Comunicación, AP y RSC, Esteban Echeverría 4270, Munro, Pcia. de Buenos Aires.

Stakeholders Group to which you belong:

- [ ] Customer
- [ ] Employee
- [ ] Supplier
- [ ] Community
- [ ] Other (Specify)

Please mark from 1 to 10 the following attributes of the Report:

- [ ] Clear information
- [ ] Quantity of information
- [ ] Report structure
- [ ] Information distribution
- [ ] Information relevance
- [ ] Report design

Which section of the Report resulted more interesting for you?

- [ ] Introduction on the Report
- [ ] Progress of the private security sector in Argentina and the position of Securitas Argentina
- [ ] Securitas Argentina’s figures
- [ ] Securitas Group
- [ ] Businesses transparency and ethics
- [ ] Employment quality
- [ ] Operating excellence in security solutions
- [ ] Our commitment to the environment
- [ ] GRI4 indicators table
- [ ] Report team members
- [ ] Annex I

Additional information you would like to include in the next Report

______________________________

Full name: ______________________
Telephone: _____________________
E-mail: _________________________
“Being the leading Company in the private security market does not mean only to be the biggest company as regards size, billing or number of employees. It means also being the company leading the way to the future, planning the direction of the sector and being able to make those changes”.

Christian Faría
CEO - Securitas Argentina
Regional Branches

Buenos Aires Region
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(B1605DTT) Munro
Provincia de Buenos Aires
Argentina
Teléfono +54 11 4014-3200
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Teléfono +54 351 481-4741

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Blas Parera 1280
(E3106LZD) Paraná
Provincia de Entre Ríos
Teléfono +54 343 439-0000

South Region
Sarmiento 751
(B8000HQA) Bahía Blanca
Provincia de Buenos Aires
Teléfono +54 291 455-4433