2013 SOCIAL AND ENVIRONMENTAL RESPONSIBILITY REPORT

Move Forward with Confidence
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FOREWORD

Social and environmental responsibility (hereafter SER) has always been at the heart of Bureau Veritas’ activities.

Our work by its very nature (analysis and laboratory testing, inspection and certification, etc.) plays a role in improving SER processes for our clients. Since Bureau Veritas works with businesses, organizations and public authorities on a daily basis, it has a hand in environmental protection, risk prevention, and quality improvement. In this way it operates indirectly in support of civil society.

Bureau Veritas is also firmly committed to reducing its environmental impact, developing social and societal responsibility, and engaging in dialog with its stakeholders.

In terms of the environment, Bureau Veritas’ impact is very limited due to its service-related business. Even so, we have made considerable effort to keep our use of transportation to a minimum, improve energy efficiency in our offices, and reduce the production of pollutants and waste in our laboratory analysis and testing activities.

The Group’s social responsibility policy primarily concerns employees and subcontractors. We devote particular attention to these stakeholders to guarantee the quality, independence and ethical nature of our services, and to support the professional development of our teams. We give the same attention to our clients, authorities, and accreditation bodies.

Bureau Veritas’ SER policy is centered around the following principles: reducing its environmental impact, preserving its independence and impartiality, and following guidelines for ethical conduct. This includes professional development for its employees through training and internal promotion, equal treatment, promoting diversity and the respect of others.

All of these values are part of Bureau Veritas’ policies. They are reinforced by the three “absolutes” of the Group: safety, ethics and financial control.
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1.1 BUREAU VERITAS’ STAKEHOLDERS

Bureau Veritas works with a wide range of stakeholders, as shown in the diagram below.

For Bureau Veritas, the most important stakeholders are its clients, employees, accreditation bodies, subcontractors, and suppliers.

More information on key external stakeholders (clients, subcontractors, suppliers, accreditation bodies and authorities, and civil society) is provided below.

Information on the Group’s commitment to its employees is set out in the paragraphs entitled Social information and Health, Safety and Environment below.

The Group’s relationships with shareholders are described in paragraph 6.8.4 Shareholder information of the 2013 Registration Document.

1.2 THE IMPORTANCE OF OUR MAIN EXTERNAL STAKEHOLDERS

The Group develops initiatives aimed at fostering close and constructive relationships with its key external stakeholders, while, at the same time, ensuring that it maintains its independence, a condition essential to its role as an independent third party company and a core value of the Group.

Given their importance to its sustainability and growth, Bureau Veritas has identified three key external stakeholders with which it has direct links: its clients, its suppliers and subcontractors, which play a part in the provision of its services; and the accreditation bodies and other authorities that grant authorization to operate.

The Group takes into account their expectations, and incorporates, where relevant, social and environmental responsibility factors into its initiatives.

Furthermore, civil society in its broadest sense (public authorities, citizens and consumers) is an important – indirect – stakeholder for the Group, since Bureau Veritas provides services that have a positive impact on quality, health, safety, preservation of the environment, and social responsibility, for the benefit of all.
BUREAU VERITAS AND ITS CLIENTS

A large client base, multiple challenges

Bureau Veritas works for around 400,000 clients throughout the world. This client base is extremely diverse. It includes companies across all business sectors – from SMEs to large international groups – public and private organizations, and occasionally, individuals. The wide diversity of Bureau Veritas’ clients requires an equally diverse service offering. Essentially, the main reasons why clients come to Bureau Veritas are the following:

- to obtain authorization to operate a building, an industrial facility or equipment, or to launch a product on the market;
- to reduce the risks to their assets, their processes or their products, in terms of quality, safety, the environment or social responsibility;
- to improve their supply chain in terms of quality, health and safety, environmental protection, and social and environmental responsibility;
- to access both local and global markets by securing recognition for the conformity and quality of their products and services.

Client expectations

Bureau Veritas regularly organizes meetings and events with its clients, which confirm their main expectations:

- a high-quality service and price competitiveness;
- strong multidisciplinary, technical expertise;
- broad geographic coverage;
- respect for ethics and integrity;
- respect for safety rules.

A strong client focus

Bureau Veritas constantly adapts its organization to take into account client expectations. Its client focus is mainly reflected in the formulation of its service offering, the management of its accreditation portfolio, the development of its employees’ skills, the implementation of its geographic expansion strategy, and in its conformity and quality, health and safety, and environmental policies. Bureau Veritas’ main commitments to its clients consist of:

- applying its three “Absolutes”: Safety, Ethics and Financial control;
- identifying and reducing their risks related to quality, health and safety, and the environment;
- delivering high-quality services that meet their specific requirements;
- informing them in advance of standard and regulatory changes.

Meeting expectations more effectively through dialogue

The ongoing commercial and technical relationships between employees and clients give the Group deep knowledge of their needs and expectations, and their perception of the services provided. Their feedback is shared within Bureau Veritas, which helps the Group to improve its operational efficiency.

Beyond operational relationships, Bureau Veritas implements ongoing initiatives to maintain dialogue over time, to deepen relationships and anticipate long-term trends. In this way, Bureau Veritas ensures that it hears its clients’ views, through a variety of means depending on the business sector:

- satisfaction surveys;
- client seminars and visits;
- the organization of client committees;
- web portals.

These initiatives are aimed at identifying client needs at the earliest opportunity, sharing technical know-how, informing clients of standard and regulatory change, as well as assembling and managing complaints and measuring satisfaction.

Measuring satisfaction

Satisfaction surveys are among Bureau Veritas’ ongoing initiatives used to evaluate the quality of its services. These surveys are carried out by the various Group entities and the methods used vary depending on the characteristics of their respective markets. In each survey, clients are always asked two questions, which cover their level of satisfaction and whether they would recommend Bureau Veritas. For example, the Certification business has put in place a uniform procedure for measuring client satisfaction. The surveys carried out so far, in an autonomous manner by each country, have followed a standard procedure since 2013. They have been carried out every month or quarter for all products and all types of audits. Client satisfaction is measured over all the steps of the process. The indicators followed at a central level are overall satisfaction and the recommendation rate.

Moreover, large contracts are subject to specific monitoring. For these international clients, which have a number of sites to be audited, the customer satisfaction surveys can be customized by project and are drafted in conjunction with the client’s representative. The satisfaction questionnaire is sent electronically to each client site, at the end of each audit. The results of the survey are consolidated and presented at regular project follow-up meetings. The areas for improvement identified by the survey participants are subject to specific follow-up by the project leader.

In another example, the Government Services & International Trade business carries out regular surveys of exporters to measure their satisfaction with the quality of their dealings with sales staff, the efficiency of on-site inspections, the quality of documents and certificates provided, and adherence to deadlines.

Working with professionals

Some issues require in-depth discussion and follow-up over time, in the form of meetings with the key players of the various businesses. Among the Group’s numerous initiatives, based on the partnership with clients and the search for innovation, the “Marine Committees” and the “Cercle Prospective” seminars make Bureau Veritas a real pioneer in this area.
The Marine Committees
The Marine division of Bureau Veritas organizes 11 “National and Regional Committees” and 12 “Technical Committees” by region or country, at the international level, which it established some decades ago. The 12 Technical Committees bring together clients – shipowners, shipbuilders, and equipment manufacturers – who share their viewpoints on technical aspects of the changes in ship classification regulations drafted by Bureau Veritas. In 2013, all these committees were consulted, in particular, on Bureau Veritas guidelines on the common rules for the structure of ships.

The other 11 National and Regional Committees bring together the decision-makers of the maritime world, who represent the clients of Bureau Veritas, as well as insurance companies, financial institutions, maritime lawyers, and representatives of public authorities to discuss maritime safety and the protection of the marine environment. Lastly, the International General Committee (IGC) meets every year in Paris. The subjects tackled in 2013 included the entry into force of the new international rules for the prevention of air pollution by ships and the use of liquefied natural gas as a fuel.

Bureau Veritas brings together more than 500 maritime industry players in its committees. For these key players, the committees represent special places to discuss subjects of common interest with their peers, and for Bureau Veritas, opportunities to hear opinions on how it can improve its services and to anticipate long-term trends.

The "Cercle Prospective”
The “Cercle Prospective” was established by Bureau Veritas in 2008, with the main players in the real estate sector, the owners and operators of buildings and asset managers. It meets once a year to decide on the development programs for the design of the real estate portfolio management tools needed by the sector. In this context, Bureau Veritas puts forward proposals and suggests subjects for discussion of a technical nature that reflect the medium- and long-term issues, while the sector experts explain their needs and expectations. The 2013 edition was dedicated to product innovation, market trends related to regulations (the NOME – new organization of the electricity market – Law), socially-responsible investment, and more international aspects, with the spotlight on China.

Bureau Veritas proposed a number of seminar options, in line with the expectations of its clients, such as the “Bureau Veritas Meetings”, free conferences with experts organized throughout France, to help companies decipher the regulations on quality, health and safety, and the environment, and to understand their challenges and obligations. The “e-Meetings” program of online presentations on today’s main issues in the area of quality, health and safety, and the environment, has also been in place since the end of 2012, mainly for SMEs, micro-businesses, artisans and those in the “professions” (e.g. doctors and lawyers, etc.), to help them understand and anticipate what is required. In Germany, the Construction and Fire Prevention Symposium is a regular event organized by Bureau Veritas to discuss fire risks in buildings with sector players.

Managing complaints
The management of complaints is a key process in the Bureau Veritas quality approach, which includes a systematic search for the causes of complaints and the implementation of corrective measures. Complaints are received by Bureau Veritas via its various websites (corporate or local), or are sent directly to the departments concerned.

The time taken to process complaints is one of the performance indicators that are monitored at the level of the various businesses, regions and countries.

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

Dealing with suppliers
As purchasing accounts for a large proportion of Bureau Veritas’ total expenses (i.e. 28% of 2013 revenue), close attention is paid to dealings with subcontractors and suppliers and the approach to sustainable development adopted by Bureau Veritas with regard to these stakeholders. In any event, dealings with suppliers and subcontractors may vary considerably, depending on their role.

As regards the operational subcontractors, Bureau Veritas pays specific attention to the technical personnel who are not its employees but who deliver services in the name of Bureau Veritas. Such technical personnel are selected, supervised, trained, and managed by the various operational entities that employ them. Their expectations are similar to those of Bureau Veritas employees: they expect to work in a safe environment, have the necessary skills, and be paid fairly. Bureau Veritas is committed to assessing the skills of such personnel and upgrading them as necessary, and to
ensuring that they meet Group ethics and safety requirements, in the same way as it does this with its own employees. They therefore have access to online training modules on safety and are required to respect the Bureau Veritas Code of Ethics. Bureau Veritas also ensures that they have the same individual protection equipment as its own employees.

The other Bureau Veritas supplier categories are subject to the Group’s purchasing policy, which includes social and environmental responsibility criteria.

**Purchasing policy**

The Group’s Purchasing Department was set up at the end of 2012, to rationalize the purchasing process within Bureau Veritas and to control costs, as well as to incorporate social responsibility issues into the supply chain and implement a framework to govern and harmonize Bureau Veritas’ dealings with its suppliers all over the world.

The Group’s Purchasing Department has launched four major initiatives:

- to improve the purchasing process in terms of the identification and selection of suppliers, and the setting of quantitative and qualitative indicators for each category of product or service;
- to strengthen the Group’s purchasing organization at a central and local level;
- to establish close and sustainable relationships with a small number of suppliers that comply with local legislation and share the same values as Bureau Veritas in relation to ethics, integrity, sustainable development, working conditions for employees and subcontractors, and non-discrimination. These principles provide the foundation for the relationships based on trust that must exist between Bureau Veritas, its purchasing teams and its suppliers all over the world;
- to put in place a coherent set of contractual documents at Group level – General conditions of purchase, framework agreements for contracts signed at Group level or at regional level, and local contracts.

The Group’s Purchasing Department works closely with the various Group entities to achieve continuous improvement in gaining knowledge of effective and innovative products and services, enabling it to make appropriate choices in relation to requirements. It constantly works on developing documents and good practices that will enable it to put in place agreements with local suppliers and obtain relevant information on product categories.

In 2013, the Group drafted a “Terms and Conditions” document applicable to all of its worldwide entities. In article 10.4 of this document, Bureau Veritas requires suppliers to comply with its Code of Ethics as well as the local and international regulations applicable to the products and services sold and relating to the fight against corruption, the protection of the environment, the protection of personal data and embargoed data. Similarly, Bureau Veritas requires its suppliers to prohibit the production of products or rendering of services, directly or by its subcontractors, in unacceptable health and safety conditions, or conditions of forced labor or discrimination.

These general conditions of purchase will be gradually applied to all of the Group’s suppliers.

**ACCRREDITATION BODIES AND AUTHORITIES**

**A business requiring authorization to operate**

A significant portion of Bureau Veritas’ revenue comes directly or indirectly from activities requiring authorization to operate, such as accreditations, listings, licenses to operate (referred to as “authorizations” below).

Bureau Veritas has established close relationships with many regulatory authorities and professional organizations throughout the world, either in the context of managing authorizations or offering expert advice. These stakeholders expect strict compliance from Bureau Veritas with the accreditation rules that apply to the tasks of testing, inspection, and certification, as well as technical support.

In respect of these organizations, Bureau Veritas is committed to:

- complying with the rules relating to the authorizations obtained;
- maintaining and developing the authorizations to operate its activities;
- constantly strengthening the performance of its technical, quality and risk management system (TQR);
- applying its expertise in drafting standards and regulations.

**Maintaining and developing authorizations**

In order to carry out its activities, the Group has obtained many authorizations to operate that take various forms depending on the country or the activities concerned: accreditations, licenses to operate, delegations of authority, official recognition, certifications or listings [see paragraph 1.8 of the 2013 Registration Document]. These authorizations may be issued, depending on the circumstances, by national governments, public or private authorities, and national or international organizations. They must be renewed on a regular basis.

Each of the Group’s businesses has established an organization dedicated to managing and monitoring on a centralized basis authorizations subject to regular audits by the authorities concerned. Obtaining, renewing and maintaining these authorizations is subject to the verification of criteria related mainly to the independence, impartiality and professional expertise of the applicant, and documentary evidence of experience in the field concerned for a certain period, the presence of qualified, competent and trained technical staff, and of a quality management system that meets the applicable standards.

**Helping to set standards**

Bureau Veritas has been asked to contribute its expertise in drafting and developing standards and regulations. Its experts and technicians are therefore active members of technical committees and participate in sector initiatives. Through this commitment, Bureau Veritas makes a significant contribution to technical harmonization and the improvement of quality and safety to the benefit of companies, consumers or end users and local communities.

Bureau Veritas Certification has participated in ISO working groups involved in the drafting of the ISO 5500x series of standards
SOCIETAL INFORMATION

The importance of our main external stakeholders

(management systems for asset management), which was published at the start of 2014. The aim of the standards is to help organizations put in place an effective management system that they can use to manage their assets.

In the United States, Bureau Veritas is a partner of CSSD (Center for Sustainable Shale Development), a not-for-profit organization based in Pennsylvania, dedicated to promoting continuous improvement of practices and to drafting environmental protection standards in relation to the exploration and production of shale gas. In 2013, Bureau Veritas participated in the review of a draft standard and the definition of a certification process.

In addition, Bureau Veritas continued to develop the Green Rating™ assessment methodology, which is used to measure the environmental performance of a real estate portfolio, developed with the participation of real estate investment companies, using two new indicators: Interior air quality and biodiversity.

CIVIL SOCIETY

A general interest initiative

In a world where public opinion is becoming increasingly sensitive to technological, environmental, energy, social and economic risks, Bureau Veritas is creating solutions to issues relating to quality, safety, environmental protection and social responsibility.

These activities contribute to:

- the safety of users of buildings, equipment and vehicles;
- the safety of consumers of food products and users of electrical and electronic equipment and other consumer products;
- the health and safety of employees in the workplace;
- the minimization of the environmental impact related to industrial operations, transport, construction or consumption of natural resources;
- the security and transparency of international trade;
- corporate social responsibility.

Bureau Veritas aims to act in the general interest, in accordance with the following commitments to:

- identify and reduce risks to the benefit of the public and economic spheres, consumers and end users, and society in general;
- comply with its Code of Ethics, which includes, in particular, rules applying to independence and integrity in providing impartial, unbiased professional opinions;
- improve education and training.

Promoting professional education

Bureau Veritas is developing relationships with higher education institutions. In addition to participating in company forums and presenting its activities to students, local initiatives have been put in place by the Group to share its know-how and expertise with these institutions and their students.

In particular, Bureau Veritas seeks out institutions that offer training related to its core businesses, and for which the Group is a potential recruiter. For example, a partnership has been established with welding specialists ESSA (l’École Supérieure du Soudage et de ses Applications) in France that encompasses a presentation of the Group, participation in the award of diplomas, the provision of internships, and payment of the apprenticeship tax. Bureau Veritas has also entered into several partnerships with French engineering institutions – for example, École Centrale Paris, Ponts et Chaussées, École Centrale Nantes and ENSTA – to help students with their job search (CV workshops, interview practice, career information, etc.).

The Group also makes lecturers available to certain institutions. These lecturers are employees who spend part of their working time giving courses or technical presentations, for example with Staffordshire University and the Royal Academy of Engineering in the United Kingdom.

The Group’s relationships with academic institutions can also lead to internships, with a number of dedicated programs managed at country level, notably in Taiwan, China, Singapore, Australia, Russia, Italy, Turkey, the United Kingdom, Spain and the United Arab Emirates.
1.3 FAIR PRACTICES

CORE VALUES

The Group’s core values have four themes: (i) integrity and ethics, (ii) impartiality and independence, (iii) respect for all individuals, and (iv) social and environmental responsibility. These values are enshrined in the Bureau Veritas Code of Ethics and form the “glue” that binds the Group together.

1. Integrity and ethics
   - We act in good faith and with honesty and fairness.
   - We do what we say we will do.
   - We deliver our services based on clearly established contracts and well defined actions.
   - We follow company policies and procedures.
   - We respect confidentiality of business and personal information.
   - We respect and apply local and international ethics and professional standards.
   - We provide information, instruction and training as may be necessary to ensure health and safety.
   - We meet our health and safety duties and responsibilities at work.

2. Impartiality and independence
   - We deliver professional and unbiased advice.
   - We draft reports which are accurate records of our detailed findings, in line with our best practices.

3. Respect for all individuals
   - We treat others in the way that we would like to be treated.
   - We always consider how our actions will affect others.
   - We recognize and value individual contribution and we give accurate and constant feedback on individual performance.
   - We respect differences, care about others and do not discriminate against others on the basis of nationality, ethnic origin, age, sex or religious or political beliefs.

4. Social and environmental responsibility
   The growing commitment of Bureau Veritas and of its employees to social responsibility creates new challenges to combine profitability and accountability. We all respect the community, people and the environment in which we live and work, and we always consider the impact of our actions upon the community, people and the environment.

THE BUREAU VERITAS CODE OF ETHICS

One of the Group’s fundamental principles is ethics

Of the Group’s core values, listed below, those that relate to ethics: in 2003, “Integrity and ethics, impartiality and independence” represented the point of convergence of the work carried out by the professional body for inspection and certification companies, under the leadership of the International Federation of Inspection Agencies (IFIA), which led to the drafting of the sector’s first code of ethics.

Bureau Veritas, as a member of IFIA also adopted its first Code of Ethics in 2003, which was applicable to all Group employees, and set up a Compliance Program. Three new versions have been published since then, mainly to reflect changes that have taken place at the Group and in the regulatory environment.

The Bureau Veritas Code of Ethics, in compliance with IFIA requirements, sets forth the ethical values, principles, and rules on which Bureau Veritas wishes to base its development and growth to build relationships of trust with its customers, employees, and commercial partners.

Respect for these core values has become a key competitive advantage for the Group and a source of pride for all employees. All employees must make sure that the decisions they make in their work adhere to the requirements set forth in the Code of Ethics.

Similarly, the Group’s business partners, such as intermediaries and subcontractors, are required to comply with the Code of Ethics when dealing with Bureau Veritas.

These measures as a whole are designed to prevent any activities that go against the Group’s ethical principles.

Worldwide implementation

The Code of Ethics and Compliance Program were last updated in 2012, with the aim of strengthening (i) anti-corruption procedures, (ii) all employees’ knowledge of the Group’s Code of Ethics, and (iii) the implementation of these initiatives.

The fourth version of the Code of Ethics is available on the Bureau Veritas website: http://www.bureauveritas.com.

A detailed description of the Compliance Program appears in paragraph 2.2.3 Internal control and risk management procedures implemented by the Group of the 2013 Registration Document.

The new Compliance Program includes an updated version of the Code of Ethics now available in 32 languages, a new procedures manual in 11 languages, and a compulsory training module for all employees, mainly in the form of e-learning, in 16 languages. A dedicated network of managers created within the Human Resources department has been set up to roll out the Code of Ethics and the Compliance Program to all Group employees, especially for the newly acquired companies. A quarterly reporting system has been put in place to monitor the number of employees who undergo training and to take the necessary steps to ensure that the target of 100% is reached. At December 31, 2013, 99% of Group employees had been trained in the new Compliance Program.
Monitoring of the implementation of the Code of Ethics is based on a dedicated organization set up within the Group.

The Group’s Ethics Committee, whose members have been appointed by the Board of Directors, consists of the Chief Executive Officer, the Chief Financial Officer and the Group Compliance Officer. This Committee deals with all of the Group’s ethical issues and supervises the implementation of the Code of Ethics, and more generally, the Compliance Program.

The Group Compliance Officer uses a network of “General Counsels and Compliance Officers” who act as intermediaries in the various geographic regions and businesses.

Within operational units, each Director is responsible for the application of the Code of Ethics by the employees under his authority, under the management and control of directors of the zone or the business to whom he is answerable. For this purpose, it is his responsibility to distribute copies of the Code of Ethics to employees, to train them, to inform them of their duties in simple, practical and concrete terms and to leave them in no doubt that any failure to comply with the Code of Ethics constitutes a serious breach of their professional obligations.

Any alleged breach of the Code of Ethics has to be brought to the attention of the Group Compliance Officers who inform the Ethics Committee of any serious failure to comply with the Code of Ethics so that the necessary measures can be taken.

An internal or external audit may subsequently be carried out and, depending on the findings, sanctions are imposed including the possible dismissal of the employees in question.

Lastly, internal and external audits are performed annually on the application of and compliance with the principles of the Code of Ethics, and a certificate of compliance is issued by an independent auditor (PricewaterhouseCoopers Audit) and sent to the Compliance Committee of the IFIA.
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2.1 HUMAN RESOURCES CHALLENGES

Bureau Veritas employees are mainly engineers, technicians and other staff qualified in the fields of quality, health and safety, environmental protection and social responsibility (QHSE). The skills, motivation and professionalism of the men and women who work for Bureau Veritas constitute a major competitive advantage to contribute to the Group’s growth.

Bureau Veritas is an employer that attaches great importance to creating training and development opportunities for its employees, in compliance with diversity objectives. Moreover, Bureau Veritas’ core business (QHSE) contributes to protecting the environment, reducing risks, and improving quality, which is a source of pride and strong motivation for its employees.

Bureau Veritas has identified several challenges in the area of Human Resources:

- developing today the leaders of tomorrow, who are essential to the Group’s growth;
- integrating the employees of newly-acquired entities effectively, and offering them a working environment that respects their differences;
- developing new skills to meet the expectations of clients and offer them innovative solutions;
- attracting and keeping the right people, and motivating them to achieve operational excellence;
- strengthening co-operation and sharing best practices against a backdrop of growth in activities and geographic expansion;
- promoting diversity in a Group with a diverse range of businesses and a presence across all continents.

To do this, the Group uses a network of around 700 Human Resources professionals based all over the world and coordinated by the Group Human Resources Department. This department is organized into three areas:

- organization development, career management and talent development;
- compensation policies and social benefits;
- HR processes and IT systems.

The key elements of Bureau Veritas’ Human Resources policy that relate to these challenges are set out in the following paragraphs.

2.2 GROWTH IN HEADCOUNT

Since its IPO in 2007, the Group’s headcount has increased by 86%, from 33,018 at December 31, 2007 to 61,581 at December 31, 2013. Compared to 2012, the Group’s total number of employees, who are based in 140 countries, increased by 5%.

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Europe</td>
<td>14,027</td>
<td>14,524</td>
<td>14,491</td>
</tr>
<tr>
<td>a/w France</td>
<td>7,630</td>
<td>7,754</td>
<td>7,654</td>
</tr>
<tr>
<td>Africa, Middle East and Eastern Europe</td>
<td>9,571</td>
<td>8,292</td>
<td>7,094</td>
</tr>
<tr>
<td>Americas</td>
<td>16,253</td>
<td>15,872</td>
<td>12,726</td>
</tr>
<tr>
<td>Asia Pacific</td>
<td>21,730</td>
<td>20,236</td>
<td>17,837</td>
</tr>
<tr>
<td><strong>Total employees</strong></td>
<td><strong>61,581</strong></td>
<td><strong>58,924</strong></td>
<td><strong>52,148</strong></td>
</tr>
</tbody>
</table>

External recruitment, to support the development of Bureau Veritas, especially in fast-growing countries (in Asia Pacific, Middle East and Latin America), is one of the main challenges of Human Resources policy. The recruitment objectives are defined in accordance with the strategic plan and are monitored regularly by the Group’s management. In this context, Bureau Veritas strongly values its reputation as a good employer. The Group has much to offer its employees, in terms of the broad range of its businesses, geographic mobility, and the sharing of know-how. Bureau Veritas has increased its presence and communications on social networks for business (such as LinkedIn) and strengthened its relationships with the Grands Écoles and universities.

External growth is also an important factor in personnel management. Bureau Veritas made seven acquisitions in 2013, which represented the addition of 2,328 employees. Special integration programs have been set up to facilitate the rapid integration of the employees of newly-acquired companies.
Bureau Veritas 2013 Social and environmental responsibility report

SOCIAL INFORMATION
Identifying and developing talent

2.3 IDENTIFYING AND DEVELOPING TALENT

Given the Group’s ambitious growth objectives, identifying and developing managerial talent forms a key strand of its Human Resources policy. Mobility and internal promotion are strongly encouraged. The aim is to recruit two-thirds of the Group’s management positions internally, with 50% resulting from promotions and 25% representing sideways moves. Appropriate processes have been put in place at each level of the organization to ensure that employees receive the support they need in order to develop their potential.

SUCCESSION PLANNING

The Group Human Resources Department conducts annual reviews for the 150 top executives known as “Organization & Leadership Development Reviews” (OLDR). The Group’s Chief Executive Officer, as well as the CEO of each business and zone participate in these reviews, which clearly demonstrates the importance placed on this process. The aim of these reviews is to formulate succession plans for the positions concerned, which are particularly critical to the Group. This means firstly anticipating and deciding on organizational changes, in relation to the Group’s strategic and operational needs, and then handling their effects on the career management of the top executives. This leads to proposals for career development and any promotions to be made during the year, while the succession plans are monitored and reviewed annually.

Breakdown of managers working for the Group by age

At December 31, 2013, Bureau Veritas had 1,853 managers.

The rate of voluntary departures was relatively stable: 12.9% in 2013 compared to 12.6% in 2012. The highest departure rates were in Asia and the Middle East, which are fast-growing markets where there is strong demand for qualified personnel.

<table>
<thead>
<tr>
<th>Year</th>
<th>Hirings(a)</th>
<th>Acquisitions</th>
<th>Layoffs</th>
<th>Voluntary departures</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>12,654</td>
<td>2,328</td>
<td>4,978</td>
<td>7,790</td>
</tr>
<tr>
<td>2012</td>
<td>13,017</td>
<td>4,476</td>
<td>3,410</td>
<td>7,185</td>
</tr>
<tr>
<td>2011</td>
<td>11,093</td>
<td>9,154</td>
<td>2,832</td>
<td>5,939</td>
</tr>
</tbody>
</table>

(a) External recruitment, contracts of 12 months or longer.

The Group pays particular attention to the age range of its managers, especially with a view to planning for the retirement of certain key employees. Following the establishment of the Organization & Leadership Development Reviews, the Group now has succession plans in place for all its key positions, or around 150 managers (see below).
FINDING THE TALENTS OF TOMORROW

Finding the managerial talents of tomorrow is a major challenge for the Group. A process has been put in place to identify the employees who have the potential to become managers. The goal is to identify and monitor 500 “Managerial Talents” and to provide them with a tailored career plan so that they are able to take on a management position in a short timeframe.

Since 2012, the Organization & Leadership Development Reviews (OLDR) process has been gradually extended to all levels of managers at Bureau Veritas, under the operation of local Human Resources directors. These “managerial talents” are the subject of special discussions in the context of succession planning.

EVALUATING AND DEVELOPING PERFORMANCE

A unique performance assessment process is in place for all Group managers (around 1,800 people). This annual review of performance and the setting of objectives is called the Performance Management Process. This process is coordinated and monitored by the Group HR Department in accordance with standards and definitions that are applied throughout the Group. Through this process, the employee’s performance is assessed in respect of a set of individual and financial objectives, his managerial qualities, and his adherence to the Group’s core values. It is also an opportunity for each manager to say if he would like to work in a different location and express any needs for an individual development plan.

The assessment is led by the employee’s line manager, with the contribution of the functional reviewer, as appropriate. The assessments are then discussed with peers at a “calibration meeting” within representative groups. Each line manager can ask his peers for the reasons behind a particular assessment, which provides a guarantee of quality and objectivity.

The assessments are then discussed by the line manager and employee at an annual meeting, which is compulsory. Each Group manager therefore has the opportunity to discuss his past performance, as well as his objectives and priorities for the coming year, with his direct superior. This is also an opportunity to discuss his strengths and areas for improvement, and to define, if appropriate, an individual development plan and to ascertain whether he would like to change location or business in the future.

In addition to this process run by the Group HR Department for managers, the local HR departments organize annual reviews for other employees. For example, in France, annual appraisals have been performed for all staff.

PROMOTING INTERNAL MOBILITY

For Bureau Veritas, internal mobility is a way of sharing know-how and good practices. It provides strong motivation for employees’ personal development.

Thanks to its geographic reach, the diversity of its businesses and sectors of activity, Bureau Veritas offers its employees the opportunity to follow a variety of career paths. In particular, each manager has the opportunity to express any internal mobility ambitions with his direct superior and Human Resources representative at his annual assessment meeting.

Reports on mobility are prepared on a regular basis, especially at the Leadership Conferences attended by all of the Group’s executive management.

2.4 SKILLS DEVELOPMENT

Excellence in terms of the skills of its employees represents a major advantage of Bureau Veritas. Skills development is achieved through continued learning, as well as training. Moreover, technical training is necessary so that employees can work with full knowledge of the relevant standards (rules and regulations), inspection methods (sampling, analysis, non-destructive testing, measurement, etc.), the technical characteristics of the items under inspection (products, processes, equipment, etc.), and the rules regarding safety and ethics.

INVESTMENT IN TRAINING

Most training is managed locally by the technical departments of the various businesses. It must meet the specific requirements of the regulations and standards of each country.

It is not therefore, harmonized at Group level, although a new IT system should make it possible to consolidate all information on the training provided to Group employees.

For example, in France, 19,274 man days of training were delivered in 2013.

In addition to this technical training, a range of training courses on managerial or commercial skills is also offered by local Human Resources Departments. There are also induction programs in place for new employees, covering a presentation of the Group’s organization and operations, tools and processes, and the key contact people that will facilitate their integration.
EMPLOYEE QUALIFICATIONS

Development of technical expertise goes beyond the scope of straightforward training.

Bureau Veritas operates in a particularly high number of fields that require a wide range of technical qualifications. The management of qualifications is crucial, because this ensures that employees have the necessary technical competence to do their work.

The assessment of employees’ qualifications and the implementation of training programs are carried out by the technical departments of each business. At each stage of the process, employees’ skills are assessed by these departments, as well as audits performed by accreditation bodies (COFRAC, IACS, UKAS, etc.).

To obtain a qualification, an employee has to follow several stages from initial training (including mentoring) and supervision to ongoing training. Technical meetings are also organized locally with the aim of maintaining the skills level of employees.

The skills needed to accomplish various tasks are defined in job descriptions, and are assessed regularly. For example, a new assessment method is currently being rolled out for the laboratories that aims to identify the non-compliance risk of testing carried out by Bureau Veritas on behalf of clients. The employees responsible for testing are observed and evaluated using very specific assessment criteria. These assessments are designed to ensure that training has been effective and that employees have understood and mastered new working methods, tools and standards.

NURTURING MANAGEMENT SKILLS

BV Academy

BV Academy is a management development program overseen by the Group Human Resources Department, which has been rolled out worldwide. Interactive sessions take place over three days, bringing together managers from all the different businesses within a single geographical area, with the aim of promoting a group approach and strengthening the Bureau Veritas corporate culture. The program is built around three themes: customer focus, operational excellence and people management. The preparatory work and monitoring of action plans by each manager determine the period of the training and enable team spirit to develop. After the training has been completed, the participants are invited to make regular visits to a dedicated online community where they can share good practices, find the resources made available to them during their training or keep in touch with the other participants and the trainers. In 2013, 50 people attended the seven sessions that took place in the following countries: Turkey, United States, China, Singapore and France.

In addition, a development program for “managerial talents” and newly-appointed managers called Leadership Essentials has been gradually rolled out with the aim of strengthening managerial skills and instilling a common culture in all the countries in which the Group operates. The training modules cover subjects such as managerial transitions, commitment and motivation of teams, the development of relationships within the company, and delegation to achieve effective implementation of projects.

For all Group employees, a “learning space” hosted on the Group’s intranet provides e-learning modules to speed up the integration of new hires, improve performance management or develop QHSE (Quality, Health, Safety and Environment) issues, such as, for example, the module on eco-driving. The amount of training provided via the “learning space” is expanded every year.

There are also training programs dedicated to health and safety or relating to the Bureau Veritas Code of Ethics. These programs are described in the relevant sections of this document.

SHARING GOOD PRACTICE AND KNOW-HOW

The Group’s Knowledge Management teams have established communities of experts to support the operational teams. The Knowledge Management process enables best practices to be shared and ensures that each entity meets the requirements of global clients with the same level of quality. About one hundred communities of practices have been created to bring thousands of specialists and experts into contact. A collective site, created on the Group’s intranet portal, combined with a search engine, facilitates the sharing of documents and experience, and skill refreshing at Bureau Veritas.
2.5 FOSTERING DIVERSITY

Considered a source of dynamism and performance, diversity is promoted within Bureau Veritas. Diversity policies have been formalized in 16 countries, covering several themes including gender equality, ethnic diversity and disability. A few examples are set out below.

PROMOTING GENDER EQUALITY

The Group’s objectives for diversity include the aim of increasing the proportion of women in the workforce in the coming years. As a general rule, women are not well represented in the sectors in which Bureau Veritas operates.

On a global level, 70% of employees are men and 30% are women. The proportion of women managers is 15%. This is an average figure; there is considerable variation between the different businesses: it is higher in laboratory activities and consumer products, and lower in jobs requiring regular business travel and on-site inspections.

In France, Bureau Veritas prepares an annual report on gender equality in the workplace. A company agreement in this area was signed on December 15, 2011. This agreement defines proactive, pragmatic continual improvement objectives, aiming to improve gender equality in the workplace, actions to implement and indicators to be monitored in the following areas: raising awareness and communication; recruitment; training; opportunities for promotion; remuneration; and the work-life balance.

In the USA, the Equal Employment Opportunity policy has been put in place, in agreement with the local regulatory bodies at state as well as federal level.

Lastly, the issue of the proportion of women in executive management positions is raised systematically at the Organization & Leadership Development Reviews (OLDR) described above. Specific indicators have been developed and are monitored by the Group Human Resources Department (such as the rate of speed of promotion of women, the percentage of women among the managers identified as having potential, etc.).

ENSURING EQUAL TREATMENT

The Group supports the fight against any form of discrimination. Respect for individuals is one of the Group’s core values. By accepting the Code of Ethics, all of the Group’s employees agree to behave with respect for differences and for others, without any type of discrimination regarding their nationality, ethnic origin, age, gender, religious or political beliefs.

In several countries, employee handbooks setting anti-discrimination policies are distributed to employees, in order to raise their awareness of these issues.

Bureau Veritas is a global enterprise and its employees reflect the Group’s geographical diversification. For example, more than 50% of members of the Executive Committee are not French.

FIGHTING DISCRIMINATION

In addition to the signing of the Code of Ethics by all employees, local initiatives have been carried out to fight discrimination.

Integrating indigenous populations in Australia

In Australia, for example, Bureau Veritas has set up a program in conjunction with the Australian government, which is intended to provide employment and training opportunities for indigenous people. Bureau Veritas has also made a submission for the implementation of a second program that would provide around 15 indigenous people with training to enable them to apply for a range of full-time jobs within the Group.

Supporting positive discrimination in South Africa

Broad-Based Black Economic Empowerment (B-BBEE) is a program launched by the South African government to address inequalities and boost the participation of black and mixed-race people, the most disadvantaged communities in South Africa’s history in the transformation of the country’s economy. Companies are evaluated according to the B-BBEE codes of good practice. A plan of action has been put in place with a view to improving their scores in 2013. This mainly relates to employee training and support for engineering students.

PROMOTING THE EMPLOYMENT OF DISABLED PEOPLE

In France, after carrying out a study on the employment of disabled people, Bureau Veritas wished to put its commitment into writing by signing a partnership agreement with the AGEFIPH (a French government agency promoting the employment of disabled people) in July 2010.

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Actions aiming to create favorable conditions for a policy governing the hiring and retention of disabled people were rolled out in France in 2011.

Steps were taken to adapt the job environment or vehicles of disabled workers. Several people identified themselves as disabled workers following an internal communication campaign.

In line with these measures, an agreement was signed to promote the employment of disabled people. This agreement is currently pending approval from DIRECCTE (regional agency for enterprise, competition, consumption, work and employment). In particular, it covers training and employee awareness-raising initiatives, a plan to employ and retain disabled people, and to develop partnerships with organizations providing help through work, that enable disabled people to take on a job in an adapted environment (ESAT-EA).

2.6 WORK ORGANIZATION AND LABOR RELATIONS

In addition to safety, which is an absolute priority for the Group, Bureau Veritas prioritizes the comfort of employees by providing them with a working environment that ensures their well-being.

In 2013, Bureau Veritas was certified as one of “Britain’s Top Employers 2013”. This certification was awarded by an independent organization (CRF Institute) in recognition of the excellent working conditions that Bureau Veritas provides for its employees.

WORK ORGANIZATION

The Human Resources Directors are responsible for putting in place a work organization that complies with local regulations. The diversity of the Group’s businesses has led to the establishment of work organizations adapted for each business sector, depending on whether its employees are sedentary (laboratory activities) or mobile (inspection activities).

Working hours vary depending on the country and the relevant laws. For example, in France, 556 employees (7.3% of the workforce) work on a part-time basis for Bureau Veritas and its subsidiaries.

ABSENTEEISM

Absenteeism is monitored on a local basis, in accordance with the applicable labor regulations. Each year, the Group assesses the extent of absenteeism, with an internal social and environmental responsibility survey sent to Human Resources managers. 80% of the respondents estimate that absenteeism is low. The Group has initiated a survey of methods of monitoring and calculating absenteeism and is working on the definition of a global indicator for 2014. The establishment of a set of consolidated and more detailed indicators will also be considered when the Group’s new Human Resources IT system is designed.

For example, in 2013, the absentee rate in France (Bureau Veritas SA and its French subsidiaries) was 3.4%. This rate takes into account the total number of days of absence due to sickness, accidents at work and commuting, authorized absences and other reasons, and breaks down as follows:

- Sickness: 89%
- Accidents at work or while commuting: 3%
- Authorized absences: 3%
- Other: 4%
LABOR RELATIONS

The Group is committed to ensuring the functioning of the institutions that represent staff.

Members of works councils participate in meetings of the Board of Directors.

Structures representing staff are in place in most key countries: France, Spain, Italy, the USA, Japan, Germany, the Netherlands, Belgium, the Czech Republic, Australia, Singapore, India, Thailand, Russia and Ukraine. These structures take various forms depending on local legislation and the size of the workforce. They generally fall into one of the following categories: staff delegates, works councils, staff representatives, health, safety and working conditions committees, union representatives and consultation groups.

Employee committees have also been set up in Singapore, Vietnam, the USA, Spain, France, Belgium, the UK, Canada and Malaysia. In China, a meeting open to all employees is organized every year to discuss subjects such as training and career development.

In March 2013, the Group set up a European Works Council which has around 30 representatives from European countries. The European Works Council is intended to improve disclosure and consultation of employees on transnational subjects; it is a vehicle for social dialog that should make it easier to anticipate any structural changes that may arise, develop employees’ skills in line with future needs, and preserve jobs.

Moreover, in accordance with the European directive of May 2009, the European Works Council must be kept regularly informed in respect of the Company’s business and financial situation, outlook and sales. It must also be consulted on the employment situation and potential changes, investments, significant changes in organization, the introduction of new working methods or new production processes, any mergers or discontinuation of activities, and any large-scale redundancies.

More generally, Bureau Veritas encourages communication, the exchanging of ideas and the gathering of opinions (notice boards, HR lines, suggestion boxes, exit interviews, “ethics” contacts, accident prevention committees, monthly staff meetings, HR site reviews, and an open door policy).

Employee opinion and satisfaction surveys are also carried out at a local level on a regular basis. These surveys cover a variety of subjects, such as the understanding of the Group’s strategy, job descriptions, career management, training, the environment and working conditions, interpersonal relationships and motivation at work. In the UK, to encourage employees to respond to the satisfaction survey in large numbers, Bureau Veritas makes a donation to charity for each questionnaire completed. Employees can choose the charity that they wish to support.

COLLECTIVE AGREEMENTS

Collective agreements have been signed in 16 large countries (Argentina, Australia, Brazil, Chile, France, India, Italy, Mexico, the Netherlands, Peru, Russia, Singapore, Spain, Ukraine and Vietnam). They cover a number of areas related to Human Resources, for example, the organization of work time, remuneration policy, working conditions, and health and safety measures.

At Bureau Veritas SA France, the Group’s policy is reflected in the signature of 14 company agreements, which are currently in force. They cover a variety of themes, such as the management and reduction of work time and gender equality, as well as the conditions for social dialog and methods of operation for employee representative bodies. In 2013, a new agreement was signed regarding the communication methods with employee representative bodies.

In the area of health and safety at work, the Group has more than 30 safety committees. These committees relate either to local regulations or to the OHSAS 18001 certification process, which requires the participation and consultation of employees.

MOTIVATING EMPLOYEES THROUGH FAIR REMUNERATION

Bureau Veritas offers attractive and motivating compensation in line with the labor market practices in all of the countries in which the Group operates. International salary surveys are carried out regularly to ensure that the Group retains its favorable positioning, enabling it to both attract the best candidates and compensate employees according to their level of commitment and performance.

Managers are closely involved in the Group’s development through variable remuneration that takes into account their individual performance and that of the Group.

The bonus policy for managers is also used for motivation purposes. Moreover, the Group aims to secure the loyalty of its managers by granting stock options and/or performance shares under the long-term incentive policy.
**PROFIT-SHARING AGREEMENTS**

The profit-sharing agreements described below do not cover the non-French subsidiaries of Bureau Veritas SA.

**Profit-sharing**

Legally required profit sharing gives employees a right to a portion of the profit earned by the Company. Under the profit-sharing scheme, all employees, regardless of length of service, are entitled to a special reserve calculated according to the method set out under article L. 3324-1 of the French Labor Code.

<table>
<thead>
<tr>
<th>(in euros)</th>
<th>2013</th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Profit sharing amount generated during the year</td>
<td>NA</td>
<td>NA</td>
<td>2,785,203</td>
</tr>
</tbody>
</table>

Bureau Veritas applies the profit-sharing regime provided for under article L. 3323-5 of the French Labor Code. At the date of this Registration Document, no payments are envisaged in respect of 2013, due to the absence of a profit-sharing reserve. The additional sum of EUR 6,763,419, relating mainly to the commitment undertaken due to the profit-sharing agreement for 2011 remaining unsigned, was paid in May 2012. This also included the profit-sharing bonus granted in respect of the increase in dividends in 2011.

**Contractual profit-sharing**

On June 27, 2012, Bureau Veritas reached an agreement with its Works Council covering a period of three years: 2012, 2013 and 2014. The employees of Bureau Veritas with more than three months of service at the Group have a right to contractual profit-sharing proportional to their length of service at the Company.

<table>
<thead>
<tr>
<th>(in euros)</th>
<th>2013</th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beneficiaries</td>
<td>6,934</td>
<td>6,991</td>
<td>NA</td>
</tr>
<tr>
<td>Total amount paid for the financial year</td>
<td>13,213,988</td>
<td>11,964,831</td>
<td>NA</td>
</tr>
</tbody>
</table>

**GROUP SAVINGS PLAN**

An agreement on the conversion of the Company savings plan into a Group Savings Plan was signed with the Works Council on July 19, 2007 enabling the companies linked to the Bureau Veritas Group pursuant to paragraph 2 of article L. 3332-15 of the French Labor Code to join this Group Savings Plan.

The Group Savings Plan comprises three mutual funds in which EUR 143,964,003 was invested at December 31, 2013. Bureau Veritas contributes to the savings of its employees, by paying an additional contribution into the Group Savings Plan up to a ceiling of EUR 1,525 per employee, per calendar year.

**PROMOTION OF AND COMPLIANCE WITH THE FUNDAMENTAL CONVENTIONS OF THE INTERNATIONAL LABOUR ORGANIZATION**

In accordance with local laws, Bureau Veritas operates in compliance with the fundamental conventions of the International Labour Organization (ILO) in all the countries in which it is present. The ILO’s fundamental conventions cover a number of areas, notably the freedom of association and collective bargaining; the elimination of discrimination in respect of employment and occupation; the elimination of forced labor; and the abolition of child labor.

Bureau Veritas is also a partner of the ILO’s International Training Center, which provides training on incorporating the principles of international labor law into the strategy and operations of large multinational corporations.
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### 3.4 Training

29
3.1 HSE POLICY

The Health, Safety and Environment (HSE) policy of the Bureau Veritas Group has been defined to reflect the following challenges:

- ensuring the integration of a large number of new employees in a growing Group;
- harmonizing local HSE practices in an international network of 140 countries;
- operating a range of activities that carry different HSE risks;
- working at client sites in work environments that the Group does not control;
- protecting against the risk of road accidents during business trips.

A STRONG COMMITMENT FROM THE MANAGEMENT

For Bureau Veritas, safety is an absolute priority: it is a non-negotiable value without which its activities cannot take place. The Executive Management has undertaken, through the signature of a Group "HSE declaration" to enshrine safety at work, together with health and the environment, in the core values of the Company’s culture. This clear undertaking reflects the Group’s long-term commitment to continuous improvement in its HSE performance. The declaration can be viewed on the Group’s website [www.bureauveritas.com]. It was revised in 2013, in order to mirror the Group’s challenges more effectively, and to include the following points:

Our policy

- Safety is an absolute priority.
- Health and safety at work is our responsibility:
  - line managers are responsible for conformity,
  - every employee, subcontractor and visitor must comply with the safety rules.

Our management system

- The risk of accidents related to the environment or safety is identified at an early stage and mitigated;
- Employees and subcontractors are made aware of their responsibility to prevent dangerous situations.

Our commitments

- Providing a work environment and methods conducive to ensuring the safety of our employees.
- Reducing energy consumption, pollution and waste.
- Increasing our employees’ awareness of safety.
- Complying with the most stringent HSE requirements [regulations, internal policies, client requirements, and other applicable requirements].

These commitments are also conveyed by the active participation of the Executive Management in the analysis of serious accidents, the conduct of specific HSE reviews, the setting of HSE certification objectives, and the quarterly monitoring of performance indicators and action plans.

A LOCAL AND GLOBAL HSE ORGANIZATION

The Group has established a global HSE organization under the responsibility of the Group HSE Director and the HSE Directors for each Business. Together, they set the Group’s HSE strategy. This organization is supplemented by local managers responsible for implementing HSE policies within a network of agencies and for incorporating local constraints associated with the Group’s diverse range of businesses, languages, cultures and applicable regulatory requirements.

The Group HSE Director is also supported by an expert committee, known as HSE-LG (Health, Safety and Environment Leadership Group), which helps to define the Group’s HSE strategy and, more specifically, to select the major prevention campaigns aimed at guaranteeing safety and protecting the environment.

The HSE teams come together for quarterly conference calls and an annual seminar in order to share best practices, identify the means to be used and approve the content of the global tools proposed.

In addition, two specific committees have been created to address particularly significant risks:

- the Asbestos Committee
  Created in 2013, it is made up of the most experienced members of the HSE network;
- the Ionizing Radiation Committee
  Created in 2008, it is made up of representatives of the relevant businesses.
HIGH-PRIORITY PROGRAMS

Certification
As part of its “BV2015” strategic plan, the Group is seeking to obtain OHSAS 18001 certification for all entities with more than 25 employees before the end of 2015. Simultaneous ISO 14001 certification is highly recommended.

The activities of the “Certification” Business are excluded from this scope, as they undergo specific accreditation processes. Similarly, acquisitions made in 2014 and 2015 will not be covered by this certification program until 2016, so as to give them time to implement and adapt to the Group’s management system.

At the end of 2013, 51% of Group employees were covered by OHSAS 18001 certification and 54% by ISO 14001 certification, compared with 35% and 38%, respectively, in 2012.

Internal Audit
Bureau Veritas has a dual Internal Audit system.

The first concerns local audits which are decided on and carried out at the geographic area or Business level. These local internal audits are routinely monitored using a unique tool called IAM, enabling the Group to consolidate anomalies and track corrective actions. The ten internal audits carried out in 2013 identified these areas in need of improvement.

The second Internal Audit system was launched in 2013. It concerns a Group Internal Audit program placed under the responsibility of the Group HSE Director. It covers all entities with OHSAS 18001 or ISO 14001 certification. This program involved seven entities and was conducted by internal auditors assigned by the Group and drawn from the network of HSE experts.

CARDINAL SAFETY RULES

To adopt common safety rules and establish a clear framework for all employees, 14 cardinal safety rules have been defined and are illustrated with a pictogram.

These rules are mandatory and are included in the initial training provided to all new hires. They were implemented in 2013 across the entire workforce, by means of a poster campaign, explanatory leaflets and training for all employees at safety meetings.

Safety and prevention campaigns
The Group’s HSE Department conducts campaigns to prevent safety-related risks three times a year. They are implemented across the entire network and involve all employees. Roll-outs are conducted in more than 20 languages and are tracked via consolidated indicators.

In 2013, the Group focused on slips and falls and on chemicals.

Safety campaigns: preventing exposure to chemicals
This safety campaign, which lasted one month, was rolled out at 1,318 locations. Approximately 25,000 employees were trained using e-learning modules, 25,533 took part in safety discussions and 4,380 participated in training sessions held locally, such as: emergency evacuation drills in the event of a chemical spill, development of training videos, etc.

In 2014, the Group plans to launch three safety campaigns on fire prevention, movements and postures (including ergonomics) and behavioral safety.
HEALTH, SAFETY AND ENVIRONMENT (HSE)

Health and safety conditions in the workplace

HSE objectives

In 2014, the operational teams at Bureau Veritas, with the support of the HSE network, will concentrate on:

- strengthening the monitoring and oversight of our subcontractors;
- launching a two-year program on behavioral safety;
- continuing to integrate the acquisitions Bureau Veritas made in 2013; and
- reducing the Group’s environmental impacts.

3.2 HEALTH AND SAFETY CONDITIONS IN THE WORKPLACE

HEALTH AND SAFETY INDICATORS

Bureau Veritas has implemented health and safety indicators in each country in which it operates. These indicators also reflect World Health Organization guidelines. The health and safety indicators monitored by the Group are:

- total accident rate (TAR);
- lost time rate (LTR);
- accident severity rate (ASR); and
- fatalities (FAT).

An internal procedure defines methods for collecting data in relation to these indicators. They are gathered in real time from all Group entities. Special treatment is applied to acquisitions made in the current year, which are initially excluded from the Group’s health and safety management system. These entities are integrated on a case-by-case basis after checking the reliability of the data and more generally after at least one year of reporting. In 2013, the reporting of accident-related information was strengthened with implementation of a shared tool used to compile detailed information about each incident. Information is now consolidated in real time, which results in a closer analysis of the data. With this tool, it is also possible to conduct cause analyses and to monitor the necessary preventive and corrective actions.

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Definition</th>
<th>Unit</th>
<th>2013</th>
<th>2012</th>
<th>Objectives</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Accident Rate (TAR)</td>
<td>Measures the frequency of accidents</td>
<td>Number of accidents with and without lost time x 200,000/Number of hours worked</td>
<td>0.85</td>
<td>1.37</td>
<td>-10% per year</td>
</tr>
<tr>
<td>Lost Time Rate (LTR)</td>
<td>Measures the amount of work time lost</td>
<td>Number of accidents with lost time x 200,000/Number of hours worked</td>
<td>0.38</td>
<td>0.60</td>
<td>-10% per year</td>
</tr>
<tr>
<td>Accident Severity Rate (ASR)</td>
<td>Measures how serious accidents are</td>
<td>Number of days lost x 1,000/Number of hours worked</td>
<td>0.03</td>
<td>0.07</td>
<td>-</td>
</tr>
<tr>
<td>Fatality (FAT)</td>
<td>Measure the number of deaths</td>
<td>Measure the number of deaths</td>
<td>4</td>
<td>1</td>
<td>Zero</td>
</tr>
</tbody>
</table>

In 2013, the Group made significant progress on its Safety indicators, most of which improved by more than 40%.

Four fatal accidents were recorded, three of which were caused by traffic accidents involving our employees, who were not found to be responsible. The fourth fatal accident was due to cardiac arrest which occurred after an inspector fell into the water as he prepared to board a ship.

Work-related illnesses are monitored and reported locally in accordance with the locally-applicable regulations. Local action plans are defined and implemented to prevent these work-related illnesses. Implementation of OHSAS 18001 certification within the Group ensures local entities’ commitment to continuous improvement.

The Group analyzes its activities to identify the main risks to which its employees are exposed and to define the appropriate control mechanisms. In 2013, amid international concerns, particularly close attention was paid to one source of exposure, asbestos. A committee was formed to identify the overall internal requirements the Group should implement, as well as the necessary training tools, to prevent the risks associated with asbestos exposure.
3.3 ENVIRONMENTAL INFORMATION

Because it is a services business, Bureau Veritas’ environmental impact is low and relates mainly to business travel and electricity consumption in its offices.

Bureau Veritas is nevertheless committed to minimizing its use of resources and its waste generation in order to reduce its environmental footprint. To do so, the Group sets annual reduction objectives and implements specific programs to decrease its largest impacts. It therefore invested in a number of environmental initiatives at the local level in 2013. These data are monitored locally.

WORLD ENVIRONMENT DAY

In 2013, Bureau Veritas participated in World Environment Day for the fifth year in a row. This initiative has been rolled out Group-wide and provides an opportunity for training and awareness-raising among the employees and stakeholders invited to take part in local environmental actions. The commitment increased in 2013, demonstrating the growing interest of individuals and the Group.

The four trophies for the 2013 edition

Over 75 entities were involved in initiatives based on the topic selected by the UN: “Think. Eat. Save.” For more information: http://www.unep.org/french/wed/2013

Colombia was awarded the Creativity prize for its initiatives to raise awareness and change behavior. These campaigns featured superheroes who share their best environmental practices.

The Commodities business in India was awarded the Education prize for its campaigns directed at employees, the general public and the minister for environment of the state of Tamil Nadu, to raise awareness and improve habits and lifestyles.

Vietnam took home the “Think. Eat. Save.” prize for its initiatives to involve employees in every stage of the life of food products, in order to raise their awareness of best anti-waste practices.

A special trophy was awarded to the Consumer Products business for its overall involvement in this day.

PROVISIONS AND GUARANTEES

Provisions and guarantees for environmental risks are managed at local level, depending on the potential impact of the activities of Bureau Veritas. In addition, the Group has taken out insurance coverage for all its activities (presented in paragraph 1.14 Insurance of the 2013 Registration Document).
CONSUMPTIONS

Energy & Waste Program

The Energy & Waste Program, which was launched as a pilot project in 2007, measures annual energy, water and paper consumption per employee using standard indicators that are monitored and reported to the Executive Committee and the rest of the Group.

To achieve the reduction targets set by the Group, local action plans have been rolled out, documented and communicated. These initiatives focus on encouragement (information campaigns), changing behavior (regulated watering, controlling indoor temperatures, optimized lighting) or management (procedures, management systems).

The changes in consumption between 2012 and 2013 shown in the table below are calculated as a percentage and on a like-for-like basis (excluding new acquisitions).

In 2013, the average number of employees in the Group’s offices and laboratories for the year was 19,742 and 14,293, respectively.

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Unit</th>
<th>2013</th>
<th>2012</th>
<th>Change Like-for-like basis</th>
<th>Average workforce to which figures relate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Energy</td>
<td>MWh/person/year</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Offices</td>
<td>2.07</td>
<td>2.92</td>
<td>-29%</td>
<td>16,143</td>
<td></td>
</tr>
<tr>
<td>Laboratories</td>
<td>6.19</td>
<td>5.47</td>
<td>+13%</td>
<td>14,217</td>
<td></td>
</tr>
<tr>
<td>Water</td>
<td>Tons/person/year</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Offices</td>
<td>17.57</td>
<td>16.24</td>
<td>+8%</td>
<td>7,610</td>
<td></td>
</tr>
<tr>
<td>Laboratories</td>
<td>39.71</td>
<td>40.44</td>
<td>-2%</td>
<td>11,946</td>
<td></td>
</tr>
<tr>
<td>Paper</td>
<td>Kg/person/year</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Offices</td>
<td>21.60</td>
<td>22.18</td>
<td>-3%</td>
<td>19,352</td>
<td></td>
</tr>
<tr>
<td>Laboratories</td>
<td>46.26</td>
<td>56.85</td>
<td>-19%</td>
<td>12,320</td>
<td></td>
</tr>
</tbody>
</table>

The following table shows gross consumption in 2013:

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Unit</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Energy</td>
<td>MWh</td>
<td>33,361</td>
</tr>
<tr>
<td>Offices</td>
<td></td>
<td>87,937</td>
</tr>
<tr>
<td>Laboratories</td>
<td></td>
<td>474,346</td>
</tr>
<tr>
<td>Water</td>
<td>Tons</td>
<td>133,733</td>
</tr>
<tr>
<td>Offices</td>
<td></td>
<td>418</td>
</tr>
<tr>
<td>Laboratories</td>
<td></td>
<td>570</td>
</tr>
</tbody>
</table>

Energy-related data consolidate the data on electricity and gas consumption.

Decline in energy consumption

Objectives for 2014 in France:

For facilities with an electric heating system: Electricity consumption: 2,500 kWh/employee and 200 kWh/m²;

For facilities with another type of heating system: Electricity consumption: 1,200 kWh/employee and 100 kWh/m²

Fuel consumption

The operations of Bureau Veritas involve a large number of visits to client premises, and thus the use of significant amounts of fuel.

With the aim of limiting fuel consumption, training has been provided in eco-driving, in the form of an e-learning module. Tele- and video-conferencing solutions are also commonly used to avoid unnecessary travel. In addition, local entities are launching local programs based on their specific circumstances.

France, for example, has developed an action plan to replace vehicles that are more than three years old with more fuel-efficient vehicles, to reduce average consumption per vehicle.

The head office is considering a plan to use electric vehicles for trips within the Paris city limits.
Decline in the environmental impact of passenger transport

RESULTS IN FRANCE FOR 2013

<table>
<thead>
<tr>
<th>Objectives 2013</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compliance with the travel policy</td>
<td>99.35% of travel complies with the policy</td>
</tr>
<tr>
<td>All employees who traveled more than 40,000 km in 2012 and those who drive trailers must attend a dedicated training course</td>
<td>91%</td>
</tr>
<tr>
<td>Adjustment to the car matrix: weighted average of rated CO₂ emissions per km for new cars leased in 2013 of less than 112 g CO₂/km</td>
<td>101 g CO₂/km</td>
</tr>
<tr>
<td>Adjustment to the car matrix: weighted average of rated consumption (city/road/highway) of new cars leased in 2013 of less than 4.2 liters/100 km</td>
<td>3.9 liters/100 km</td>
</tr>
</tbody>
</table>

Objectives for 2014 in France:

Use of the train over the plane when the train ride is less than three hours long
Adjustment to the matrix for new cars leased such that:

- the weighted average of rated CO₂ emissions is less than 100 g/km;
- the weighted average of rated consumption (city/road/highway) is less than 3.9 liters/100 km.

CONSUMPTION OF COMMODITIES AND MEASURES TO USE COMMODITIES AND SOIL MORE EFFICIENTLY

In the context of its laboratory activities, Bureau Veritas has taken steps to prevent air and water pollution. These prevention measures are as follows:

- all the permits necessary for the generation and elimination of these forms of waste have been obtained;
- treatment methods have been put in place that comply with legal requirements for waste products;
- waste is measured regularly, in accordance with the applicable requirements.

Compliance with the identified requirements is audited by the local authorities and the ISO 14001 certification bodies.

MEASURES FOR THE PREVENTION, RECYCLING AND ELIMINATION OF WASTE

The nature of Bureau Veritas’ activities means that its main waste product in volume terms is paper. In order to limit its consumption and reduce the waste generated, several initiatives have been set up at various Group entities with an emphasis on the production of electronic reports and measures to limit printing.

Other types of waste, such as cardboard, plastic, glass, batteries, light bulbs, redundant electrical and electronic equipment, chemicals and mineral samples arising from laboratory tests carried out by the Group, are measured and managed in accordance with local regulations requiring that they are disposed of using specialized services.

As of this year, waste reporting includes chemical and other hazardous waste. The data reported to date are not exhaustive. An effort will be made in 2014 to increase the reliability of the waste reporting.
NOISE AND OTHER FORMS OF POLLUTION

Noise and other forms of pollution related to the Group’s activities are monitored in accordance with local regulations.

Owing to the nature of its activities, the Group does not generate any noise pollution in the local communities in which it is present. However, where loud noise has been identified (e.g. at laboratories carrying out resistance tests on concrete or metal pieces), appropriate sound insulation has been installed, to prevent this from creating a nuisance for the local community. In addition, appropriate protective measures have been identified and put in place for the Group’s employees.

CLIMATE CHANGE

BV Carbon

The BV Carbon tool was developed internally in 2009 to measure the Group’s CO₂ emissions and assess the efficiency of environmental programs. This tool is available in three languages and can be accessed on the Group’s intranet. It comes with a dedicated user guide and an e-learning module. Local HSE managers supply the annual information needed to calculate the carbon footprint.

The six main sources of carbon emissions selected and measured are as follows: energy, water, paper, business travel, ozone depleting substances (air conditioning) and waste.

The following emission scopes are taken into account:

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

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

Scope 3 – Other emissions: All other indirect emissions.

The consolidation of the carbon footprint for 2013 shown below covers 46% of Group employees, excluding acquisitions carried out in 2013. This percentage comprises entities that measured and reported their emissions for two consecutive years. The change in total CO₂ emissions of the activities of Bureau Veritas in 2013 (94,960 metric tons) compared with 2012 (59,607 metric tons) resulted from the change in the percentage of the workforce included in the scope (25% of the workforce in 2012 versus 46% in 2013).

Starting in 2013, the results are presented by type of activity. A distinction is made between the office activities for the Industry and Facilities (I&F), GSIT and Marine businesses and the laboratory activities associated with the Consumer Products and Commodities businesses. This split is combined with the breakdown used for the environmental reporting. This change follows the inclusion of Consumer Products and Commodities data in 2013, while only I&F and GSIT were represented in the 2012 data.

SEGREGATION OF CO₂ EMISSIONS FOR THE GROUP BY SCOPE

<table>
<thead>
<tr>
<th>2013 emissions, gross value (Tons of CO₂)</th>
<th>Scope 1 Direct emissions</th>
<th>Scope 2 Indirect emissions</th>
<th>Scope 3 Other emissions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Offices</td>
<td>20,350</td>
<td>28,472</td>
<td>13,648</td>
</tr>
<tr>
<td>Laboratories</td>
<td>619</td>
<td>28,277</td>
<td>3,594</td>
</tr>
<tr>
<td>TOTAL</td>
<td>20,969</td>
<td>56,749</td>
<td>17,242</td>
</tr>
</tbody>
</table>

SEGREGATION OF CO₂ EMISSIONS SOURCES FOR THE GROUP

<table>
<thead>
<tr>
<th>Offices</th>
<th>Tons of CO₂/person 2013</th>
<th>Tons of CO₂/person 2012</th>
<th>Change versus 2012 (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business travel</td>
<td>1.925</td>
<td>2.24</td>
<td>-14%</td>
</tr>
<tr>
<td>Energy</td>
<td>1.672</td>
<td>2.02</td>
<td>-17%</td>
</tr>
<tr>
<td>ODS(a)</td>
<td>0.034</td>
<td>0.06</td>
<td>-43%</td>
</tr>
<tr>
<td>Waste</td>
<td>0.013</td>
<td>0.02</td>
<td>-35%</td>
</tr>
<tr>
<td>Paper</td>
<td>0.011</td>
<td>0.02</td>
<td>-50%</td>
</tr>
<tr>
<td>Water</td>
<td>0.014</td>
<td>0.002</td>
<td>&gt;100%</td>
</tr>
<tr>
<td>CO₂ footprint per employee</td>
<td>3.7</td>
<td>4.36</td>
<td>-15%</td>
</tr>
</tbody>
</table>

(a) ODS: ozone-depleting substances.
### Laboratories

<table>
<thead>
<tr>
<th>Category</th>
<th>Tons of CO₂/person 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business travel</td>
<td>0.213</td>
</tr>
<tr>
<td>Energy</td>
<td>2,843</td>
</tr>
<tr>
<td>ODS</td>
<td>0.023</td>
</tr>
<tr>
<td>Waste</td>
<td>0.011</td>
</tr>
<tr>
<td>Paper</td>
<td>0.028</td>
</tr>
<tr>
<td>Water</td>
<td>0.148</td>
</tr>
<tr>
<td>CO₂ footprint per employee</td>
<td>3.3</td>
</tr>
</tbody>
</table>

A breakdown by type of activity results in a closer analysis of CO₂ emissions. Consequently, line items relating to energy consumption and business travel represent the largest CO₂ impacts for the office activities while the energy line is the largest for the laboratory activities.

In 2013, the carbon footprint per employee was 3.7 tons of CO₂/person/year for the office activities (compared with 4.4 in 2012) and 3.3 tons for the laboratory activities. Each year, the Group broadens the scope of its CO₂ emissions reporting so as to obtain the most representative results. In 2014, coverage is expected to exceed 50% of the Group.

### ADAPTATION TO THE CONSEQUENCES OF CLIMATE CHANGE AND MEASURES TO PRESERVE OR DEVELOP BIODIVERSITY

At Group level, a project was carried out to define a framework for establishing business continuity plans in accordance with ISO 22301, as required by the regulations in certain countries.

The operations of Bureau Veritas are carried out in compliance with local regulations on protecting biodiversity.

### 3.4 TRAINING

An initial Health, Safety and Environmental training module is provided to new employees when they join the Bureau Veritas Group. In 2013, more than 15,600 initial trainings were conducted within the Group.

This initial training is supplemented with specific training modules, defined by each country, based on the risks employees may be exposed to when performing their duties and in accordance with regulatory requirements.

An e-learning module platform has been developed to host a shared catalog of HSE training courses. This platform, accessible to all Group employees, offers multilingual training modules on Health, Safety and Environment issues, such as how to handle chemicals. In 2013, 3,165 employees completed training modules through this platform.
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1. Attestation of presence of CSR Information 34
2. Limited assurance on CSR Information 35
4.1 INFORMATION GATHERING METHODS

SOCIAL INFORMATION

Bureau Veritas SA’s Social Audit is available from the head office upon request.

The information published in this document is mainly taken from the Group’s Human Resources reporting system. It is published and submitted on a quarterly basis to the members of the Executive Committee and to the HR Departments of the various zones and businesses. This document (known as the “People Book”) includes charts covering a wide range of indicators on changes in the workforce, sources for new hires, internal promotion, talent management, staff turnover, etc. Each indicator is assigned a specific, standardized definition for both the reporting platform (SAS BI) and CenterStage, the HR community’s information-sharing tool. Within the Group HR Department, a reporting team is in charge of verifying and publishing this data in conjunction with the local managers.

An annual survey is also conducted of the HR directors in the regions and businesses to gather the qualitative information presented in paragraph 5.2 of the 2013 Registration Document.

HEALTH, SAFETY AND ENVIRONMENT

In the absence of recognized public standards for inspection operations, Bureau Veritas has defined its own set of HSE indicators including specific definitions, scopes and methods of consolidation, responsibilities, and information verification.

These items are described in the manuals for the areas in question (HSE). They are regularly updated to account for the introduction of additional programs and changes to the scope (expansion to include existing entities, integration of new acquisitions).

Information gathering

HSE indicators fall under the responsibility of the HSE Department, which draws on the data entered into the network of information systems.

HSE indicators are entered by Group entities in an online tool. Data concerning accidents is gathered in real time. Environmental data are entered once a year. 2013 consumption figures were extrapolated from data collected in the first ten months of the year, due to the time it takes to receive the invoices used to calculate these figures.

Scope of consolidation

Individual data (biography, employment data) are continuously updated in the Group Human Resources Information System (HRIS) for 30% of Bureau Veritas’ workforce (all managers, workforces in France, China, Australia and New Zealand). Individual data for the other countries are closely monitored in local systems.

Unless explicitly stated otherwise in the report, information is provided on a Group scope basis.

Documentation and training for users

Detailed, regularly-updated documentation is available in the Group information systems. Each new user and/or contributor to the HR reports must complete training on how to collect and enter data as well as online consultation of indicators. This training is provided by the Group HR Department.

Carbon footprint indicators are input using a unique tool called BV Carbon. The relevant data are entered once every two years. If there is no reporting for the year under review, data for the prior year are used. This tool is updated each year to reflect changes in conversion factors.

Scope and methods of consolidation

HSE indicators are consolidated at a worldwide level or within specific programs. The exclusions indicated concern the main acquisitions and entities for which data were not available for the previous year. Moreover, to ensure the consistency of the data collected, the indicators are only consolidated from the second year of data collection.

Energy consumption includes the consumption of electricity and gas used in buildings and processes.

The number of employees used in the calculation of safety and environment indicators is based on the annual average number of employees.
4.2 OPINION OF THE INDEPENDENT AUDITOR

This is a free translation into English of the original report issued in the French language and it is provided solely for the convenience of English speaking users. This report should be read in conjunction with, and construed in accordance with, French law and professional standards applicable in France.

For the year ended December 31, 2013

To the Shareholders,

In our quality as an independent verifier of which the admissibility of the application for accreditation has been accepted by the COFRAC under the number n° 3-1050, we present our report on the consolidated social, environmental and societal information established for the year ended on the 31st December 2013, presented in the management report [see Chapter 5 of the Registration Document], hereafter referred to as the "CSR Information," pursuant to the provisions of the article L. 225-102-1 of the French Commercial Code (Code de commerce).

Responsibility of the company

It is the responsibility of the Board of Directors to establish a management report including CSR Information referred to in the article R. 225-105-1 of the French Commercial Code (Code de commerce), in accordance with the protocols used by the company [hereafter referred to as the "Criteria"], and available on request at the company’s headquarters.

Independence and quality control

Our independence is defined by regulatory requirements, the Code of Ethics of our profession as well as the provisions in the article L. 822-11 of the French Commercial Code (Code de commerce). In addition, we have implemented a quality control system, including documented policies and procedures to ensure compliance with ethical standards, professional standards and applicable laws and regulations.

Responsibility of the independent verifier

It is our role, based on our work:

● to attest whether the required CSR Information is present in the management report or, in the case of its omission, that an appropriate explanation has been provided, in accordance with the third paragraph of R. 225-105-1 of the French Commercial Code (Code de commerce) (Attestation of presence of CSR Information);

● to express a limited assurance conclusion, that the CSR Information, overall, is fairly presented, in all material aspects, in accordance with the Criteria (Limited assurance on CSR Information);

Our verification work was undertaken by a team of seven people between September 2013 and the date of signature of our report for an estimated duration of six weeks.

We conducted the work described below in accordance with the professional standards applicable in France and the Order of 13 May 2013 determining the conditions under which an independent third-party verifier conducts its mission, and in relation to the limited assurance on CSR Information, in accordance with the international standard ISAE 3000(1).

1. ATTESTATION OF PRESENCE OF CSR INFORMATION

We obtained an understanding of the company’s CSR issues, based on interviews with the management of relevant departments, a presentation of the company’s strategy on sustainable development based on the social and environmental consequences linked to the activities of the company and its societal commitments, as well as, where appropriate, resulting actions or programmes.

We have compared the information presented in the management report with the list as provided for in the Article R. 225-105-1 of the French Commercial Code (Code de commerce).

In the absence of certain consolidated information, we have verified that the explanations were provided in accordance with the provisions in Article R. 225-105-1, paragraph 3, of the French Commercial Code (Code de commerce).

We verified that the information covers the consolidated perimeter, namely the entity and its subsidiaries, as aligned with the meaning of the Article L. 233-1 and the entities which it controls, as aligned with the meaning of the Article L. 233-3 of the French Commercial Code (Code de commerce), with limits specified in the management report.

Based on this work and given the limitations mentioned above, we confirm the presence in the management report of the required CSR information.

(1) ISAE 3000 – Assurance engagements other than audits or reviews of historical information.
2. LIMITED ASSURANCE ON CSR INFORMATION

Nature and scope of the work
We undertook a dozen interviews with the people responsible for the preparation of the CSR Information in the different departments including legal, risk and compliance, communication and marketing, human resources and quality, in charge of the data collection process, in order to:

- assess the suitability of the Criteria for reporting, in relation to their relevance, completeness, reliability, neutrality, and understandability, taking into consideration, if relevant, industry standards;
- verify the implementation of the process for the collection, compilation, processing and control for completeness and consistency of the CSR Information and identify the procedures for internal control and risk management related to the preparation of the CSR Information.

We determined the nature and extent of our tests and inspections based on the nature and importance of the CSR Information, in relation to the characteristics of the Company, its social and environmental issues, its strategy in relation to sustainable development and industry best practices.

For the CSR Information which we considered the most important:

- at the level of the consolidated entity, we consulted documentary sources and conducted interviews to corroborate the qualitative information (organisation, policies, actions, etc.), we implemented analytical procedures on the quantitative information and verified, on a test basis, the calculations and the compilation of the information;
- at the level of the representative sample of entities that we selected, based on their activity, their contribution to the consolidated indicators, their location and a risk analysis, we undertook interviews to verify the correct application of the procedures and undertook detailed tests on the basis of samples, consisting in verifying the calculations made and linking them with supporting documentation. The sample selected therefore represented on average 24% of the total workforce.

For the other consolidated CSR information, we assessed their consistency in relation to our knowledge of the company.

Finally, we assessed the relevance of the explanations provided, if appropriate, in the partial or total absence of certain information.

We consider that the sample methods and sizes of the samples that we considered by exercising our professional judgment allow us to express a limited assurance conclusion; an assurance of a higher level would have required more extensive verification work. Due to the necessary use of sampling techniques and other limitations inherent in the functioning of any information and internal control system, the risk of non-detection of a significant anomaly in the CSR Information cannot be entirely eliminated.

Conclusion
Based on our work, we have not identified any significant misstatement that causes us to believe that the CSR Information, taken together, has not been fairly presented, in compliance with the Criteria.

Observations
Without qualifying our conclusion above, we draw your attention to the following points:

- In 2013, the scope of reporting for the BV Carbon indicator was expanded to cover 46% of the Group (compared to 25% in 2012). However, different flexibilities permitted by the Group to improve the deployment of the indicator (updated every two years, integration during the second year of reporting, inclusion of entities only partially reporting data within the scope) can affect the comparison of data between 2012 and 2013.
- The management report specifies that for the rate of absenteeism and the number of days of training, the scope of reporting only covers France.

Paris-La Défense, March 6, 2014

Independent Verifier
ERNST & YOUNG et Associés

Eric Duvaud
Partner, Sustainable Development

Bruno Perrin
Partner

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[2] Social information: employment (total headcount and breakdown, hiring and terminations), absenteeism (absenteeism rate in France), training policies (number of days of training for France), work accidents (rate of work stoppage, severity rate).
Societal information: relation with stakeholders (stakeholder mapping), importance of subcontracting, business ethics (actions undertaken to prevent bribery and corruption).
Environmental information: approach to environmental certification, energy and paper consumption, greenhouse gas emissions.

[3] Chile (Commodities division), China (Consumer Products division), France.