



ETHICAL CHARTER

CQFD ethical charter sets out the individual and collective rules of conduct that must define our actions and inspire our choices in order to make our values and commitments a reality on a day-to-day basis. This ethical charter is also the embodiment of an ambition for continuous improvement in order to go further in our approach to corporate social responsibility.

As a **CQFD** employee, we must ensure that our attitude upholds the integrity and reputation of our company.

Our ethical charter formulates the commitments to be kept and the rules to be respected on a day-to-day basis in our work relationships with our stakeholders:

With EMPLOYEES:

Joint commitments:

- Share our corporate values and keeping our commitments
- Comply with work contracts
- Have respectful relations between all employees: politeness, courtesy, sociability
- Take action on a day-to-day basis to reduce our ecological footprint

The company's commitments to its employees:

- Distribution of necessary information to employees and development of internal communication
- Empower employees to work safely
- Implement mechanisms for listening to employees
- Adopt responsible management practices: listening, gratitude, empowerment, right to make mistakes, support
- Reject all forms of discrimination and promoting professional integration
- Offer regular training to staff
- Ensure the secrecy of personal information held by the company about employees
- Promote versatility and the acquisition of new skills by taking into account employees' expectations
- Raise awareness among employees of the need to comply with ethical rules and sanction non-compliance if necessary



Employees' commitments to the company:

- Be honest and loyal to the company and the tasks assigned
- Apply safety instructions in the workplace (wearing PPE, prevention rules, etc.)
- Be responsible for one's position and tasks:
 - Comply with work schedules
 - Be autonomous in one's work
 - Show good anticipation and work organisation skills
 - Take care of donated equipment
 - Maintain a high standard of workmanship and cleanliness
- Report to managers any information relating to the failure to comply with human rights in a listening unit approach (alleged cases of harassment, discrimination, ethical problems, etc.) to ensure that they are dealt with by the company

With CUSTOMERS:

- Comply with the established contract and the defined commitments: comply with the quotation, the task to be carried out, the deadlines
- Good communication at every stage: open dialogue and transparency
- Provide fair pricing to customers
- Ensure customer satisfaction
- Build trust
- Reject all forms of bribery (respect the legal amount and the company's policy on customer gifts) and conflicts of interest
- Reject all forms of unlawful work
- Comply with the standards in effect and the specifications
- Ensure the secrecy of information provided by customers
- Take care of property and people: protect the site of the intervention and respect the inhabitants and local residents
- Have a good coordination with the different stakeholders
- Make proposals and give advice, and be able to adapt the quotation as closely as possible to the customer's expectations



With COLLEAGUES (partners on customer projects) and COMPETITORS:

- Do not depreciate the work done by colleagues
- Do not destabilise the market with an overly aggressive pricing policy to the detriment of quality in a fair competition approach
- Be courteous when dealing with colleagues
- Advise partners on technical solutions

With SUPPLIERS:

- Build long-term partnerships
- Have fair relationships
- Promote close relationships with suppliers
- Develop local partnerships
- Favour suppliers with an ethical charter that includes compliance with human rights
- Favour suppliers who offer eco-responsible products and who make proposals in this matter
- Reject all forms of bribery and conflicts of interest with suppliers (equal redistribution of gifts among employees, selection of suppliers)
- Comply with the payment terms agreed with suppliers according to the law on the modernisation of the economy

This document has been presented at departmental meetings and is available on the display and on the Eurecia software.

Saint Laurent D'Agny, on 01/06/2023.

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