



Corporate Social Responsibility Charter



PREAMBLE

The aim of this charter is to lay the foundations of Open's CSR policy, as established by the company, both for its employees and for its clients and suppliers.

By signing the UN Global Compact, Open has committed to implementing the action plans needed to achieve the goals of the Compact, which the biggest global and French companies have joined.

Convinced that sustainable development is not only a major issue in our world but also a factor influencing the company's performance, Open is aware of how crucial it is to give strategic importance to the implementation of measures to ensure ethical behaviour, transparency and loyalty among all of Open's stakeholders.

Strongly defined by its values (Relevance, Audacity, Ethics & Responsibility, Passion, Commitment), Open is very clear about its mindset and its ambition to be a leading player in its market, having shared its vision for the future for more than 20 years with its clients and employees.

Open's CSR policy contributes to improving the company's business performance, anticipating risks, and pursuing, along with its employees, clients and suppliers, a responsible approach that fosters innovation and creates value.



OPEN'S COMMITMENTS IN FAVOUR OF SUSTAINABLE DEVELOPMENT

Open has gradually rolled out its policy, conscious of its responsibility where each of the three pillars of sustainable development is concerned. In early 2009, Open joined the UN Global Compact and in doing

so agreed to uphold the 10 principles of the Compact, covering human rights, labour standards, environmental protection and the fight against corruption.

The company's CSR strategy includes 5 ambitions, broken down into 15 strategic objectives that determine the scope of actions:

- 1. INDUSTRIAL PERFORMANCE**
- 2. THE DYNAMIC OF INNOVATION**
- 3. THE DRIVE TO "LIVE BETTER AT OPEN"**
- 4. SERVING OUR CLIENTS WITH EXCELLENCE**
- 5. A RESPONSIBLE COMMITMENT**

To make its commitments clear, Open has established its CSR strategy by structuring its existing initiatives around strong strategic aims that are congruent with the company's values.

These aims are broken down into operational goals, to be deployed as concrete and realistic action plans.

charter, we invite our suppliers, contractors and partners to join us in committing to sustainable development.

INDUSTRIAL PERFORMANCE

Open's most precious asset is the trust of its clients, employees and partners.

Open undertakes to act in accordance with its values, which guarantee its ability to support the industrial and digital transformation of its clients.

► **Be a professional industrial player**

Be a first-rate French digital service company
Maintain a high level of skill and coverage of the functional and technological domains while following standardised methodological framework

► **Be a first-rate local player**

Increase French industrial presence (InShore) by setting up dedicated Production Centres



Nantes Service Centre -
Testing



Lille Service Centre -
Application Management



Tours Service Centre – Infrastructure
Management

► **Embody our values**

Reaffirm Open's vocation as a value creator with a human face,
Act in accordance with our 5 values, which reflect Open's mindset and identity



THE DYNAMIC OF INNOVATION

Open firmly believes that innovation plays a fundamental role in the company's ability to offer its clients solutions and services that create value and give them a competitive edge.

- ▶ **Make value creation a core part of client relations**
Commit to a long-term strategy

- ▶ **Promote innovation to encourage individual and collective initiatives**
Create value in all the services we provide
Instil a culture of innovation in employees

- ▶ **Encourage the development of innovative technology**
Actively participate in the various think-tanks focusing on technological trends in the market
Capitalise on the knowledge of the different innovative projects carried out and the associated lines of business
Forge partnerships with the major players driving innovation

THE DRIVE TO “LIVE BETTER AT OPEN”

Open believes that freedom and employee accountability are pivotal to achieve job satisfaction. To this end, Open is committed to allowing employees to express their individual potential, skills and aspirations freely within a context of equal opportunities and resources. Therefore, Open fosters a workplace culture that is efficient, collaborative and where mutual respect is the norm.

▶ **Develop a culture of belonging among employees**

Implement a structured and motivating HR policy
Encourage social cohesion and well-being in the workplace

▶ **Guarantee dynamic skills and career management**

Ensure all employees have regular one-on-one interviews

Set up dedicated managerial development programmes

Guarantee that career management is in step with technological progress

▶ **Ensure that all employees are treated fairly**

Maintain equality in employment, training, and career development

Fight against all forms of discrimination

SERVING OUR CLIENTS WITH EXCELLENCE

Open relies on robust management systems to conduct its operations successfully. These systems guarantee that the company provides the highest-quality services.

- ▶ **Maintain a high level of client satisfaction**
Increase our clients' satisfaction
Control the quality of services and deliverables

- ▶ **Guarantee the application of “quality” methods and processes that can be adapted to our clients' requirements**
Secure contract production
Improve the overall efficiency of our teams

- ▶ **Insist on exemplary client relations**
Embody the company's values in all dealings with clients
Ensure integrity in our collaborations with our business partners

A RESPONSIBLE COMMITMENT

Open undertakes to ensure that Corporate Social Responsibility (CSR) is shared to all of its employees, clients and suppliers, notably by promoting respect for the environment and social initiatives.

▶ **Raise awareness among our employees and clients about environment protection**

Improve waste management and develop the use of recycled products

Select environmentally-friendly consumables

▶ **Encourage sustainable and shared mobility and the use of videoconferencing**

Have a fleet of low-CO2-emission vehicles and encourage car pooling

Systematise the use of videoconferencing

Support teleworking

▶ **Contribute to initiatives to promote corporate social responsibility**

Show our clients that we are committed to sustainable development and establish some responsible procurement principles

Participate in the economic and social development of the different regions through various sponsorship and support initiatives



CODE OF PROFESSIONAL ETHICS

Open attaches great importance to its ethical responsibilities, obligations which apply to all employees. Open is committed to respecting the strictest ethical standards, and conducting its business with the greatest integrity. It is the responsibility of the Open Group's managers to set the example with their own actions, and by adopting an attitude which exemplifies our moral values. This means treating everybody we deal with honestly and respectfully, be they clients, employees, prospective customers, suppliers, partners or competitors. This Code of Professional Ethics provides a set of guidelines for the way we do business.

Acting with respect for HUMAN RIGHTS

By signing up to the UN Global Compact, Open undertakes to respect and promote the fundamental rights enshrined in the Universal Declaration of Human Rights: the dignity and value of human beings, and equality between men and women.

Respecting standards on working conditions

Open conducts its business with an unflinching commitment to honesty and integrity. This spirit of honesty and integrity informs our relationships with clients, suppliers and other third parties. It requires our behaviour to be irreproachable at all times. Our business must never be exposed to accusations of discrimination, libel, defamation or harassment. All people should be treated equally, regardless of race, skin colour, creed, religion, country of origin, age, gender, marital status, immigration status, mental or physical disability unrelated to work, veteran status, sexual identity or any other basis for discrimination forbidden by law. No inappropriate conduct can be excused on the grounds that it was ordered or sanctioned by somebody else.

Respecting confidentiality requirements

Open does not use or share confidential information or information derived from our own intellectual property or that of a client, supplier or other third party. Furthermore, Open will take all necessary measures – including secure access to documents, restricting access to computers and electronic devices and implementing appropriate data destruction measures – to avoid unauthorised access to such information.

Honouring open, honest commercial partnerships

Open will not seek to profit unduly from any party by means of manipulation, dissimulation, abuse of privileged information, distortion of facts or any other unethical commercial practice.

Forbidding insider trading

Trading stocks and shares on the basis of privileged, undisclosed information, or providing such information to others so that they may make such transactions, is illegal and may be prosecuted.

Ensuring that our commercial activities are honest and above board

Open is committed to providing products and services of quality, which effectively meet the needs and demands of our clients at a reasonable price. Open will never falsely represent its products and services, nor distort a client's requirements, in order to make a sale. It is strictly forbidden to spread rumours, even indirectly, regarding our competitors, their products or their financial situation.

Avoiding all conflicts of interest

A conflict of interest exists when somebody obtains, or appears to obtain, a personal benefit from a professional situation or decision. Open's managers must avoid all personal activity, association or investment which could be construed as colouring their judgement with regards to the best interests of the Open Group. They must not use their position with Open, or their links with Open, for personal gain. All activities which might give rise to suspicion of such conflict of interest are to be avoided.

Tackling corruption

A bribe is something of value which is given in order to influence the outcome of a decision-making process. In particular, bribes may take the form of payments made to secure the awarding of a contract, to influence the results of check or inspection by a monitoring authority, or to influence legislation regarding taxes or other matters. Open neither promises nor gives, directly or indirectly, bribes, tips, kick-backs, back-handers, rewards or other advantages to representatives of government agencies or any other organisation.

**WE EMPOWER
YOUR DIGITAL WORLD**



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