

SOLUTIONS 30'S CSR PLAN

1 - Because we know our customers care, we are committed to the highest level of corporate social responsibility.

Putting the interests of consumers and customers first

- 1. We uphold the safety of our products and services and consumers' health.*
- 2. We provide accurate, clear and transparent information on the composition, maintenance, storage and disposal of our products and services.*
- 3. We are fair in our dealings and will not engage in misleading advertising or unfair competition. We offer products and services that fulfil the quality standards and conditions of our contracts.*
- 4. We handle customer complaints promptly and settle disputes without delay and in good faith.*
- 5. We respect the privacy of our customers and consumers in general and protect private and/or confidential data.*

2 - Because the planet's natural resources are precious and we are the stewards of the environment for future generations, we are committed to environmental sustainability.

Protecting the environment

- 6. We assess and incorporate the potential environmental impacts (consequences for pollution, climate change, biodiversity, etc.) of investment decisions, infrastructure construction, and the design of products and services.*
- 7. Our actions are informed by the overarching goal of protecting the natural environment. We aim to improve environmental efficiency, provide appropriate training for our staff and improve communication and cooperation with local authorities and regulatory authorities.*
- 8. We continue to explore ways of consuming less water, energy and raw materials.*
- 9. We aim to reduce pollution (such as waste and discharges into water or the atmosphere) from our business, under normal conditions or in the event of an accident.*

3 - Because our suppliers and subcontractors are vital links in the quality and ethics chain, we are committed to building sustainable trust-based relations with all our partners.

Acting fairly and responsibly in the market

- 10. We encourage corporate social responsibility by acting as catalysts and building social and environmental criteria into our selection process for suppliers and subcontractors.*
- 11. We foster lasting links with suppliers.*
- 12. We act to prevent active or passive bribery.*
- 13. We comply with competition rules and respect intellectual property rights.*

4 - Because our teams are the power behind our business, ensuring our financial and material investments grow and flourish, we are committed to fostering excellent employee relations.

Valuing our people

- 14. We provide accurate information on all aspects of pay and benefits.*
- 15. We nourish the talent of our staff and make sure we provide transparent information on the methods and criteria used for performance evaluations and promotions.*
- 16. We do not use abusive employment contracts that lead to precarious working conditions.*
- 17. We comply with the law on workplace health and safety and have procedures in place to prevent accidents and occupational illness.*
- 18. We comply with the labour laws and regulations and with the terms of collective bargaining agreements on working hours. We strive for a healthy work/life balance.*
- 19. We foster social dialogue.*

5 - Because we believe in diversity and inclusion, in the importance of respect and in upholding the principles of fundamental rights, we are committed to building an inclusive and great place to work.

Respecting fundamental rights

- 20. We respect the right to organise and promote collective bargaining.*
- 21. We do not tolerate any form of discrimination and we promote equal opportunities.*
- 22. Child labour, forced labour and illegal working are abhorrent to us.*
- 23. We respect the dignity and fundamental rights of individuals.*

6 - Because our organisation is part of the economic, social and cultural ecosystem, **we are committed to communities.**

Aligning the organisation's interests with the general good

- 24. *We contribute to human and economic development in the regions in which we operate.*
- 25. *We promote access to products and services that are in the public interest.*
- 26. *We take part in initiatives to promote health, culture, sport and education.*

7 - Because effective decision-making and control of risk are the hallmarks of good governance, **we are committed to excellence in corporate governance.**

Transparent decision-making and control

- 27. *Our governance and supervisory bodies fulfil all their responsibilities.*
- 28. *We have robust control and audit procedures in place to guarantee we effectively manage our main risks and present true and fair financial statements.*