

CORPORATE SOCIAL RESPONSIBILITY CHARTER DIAGER

INTRODUCTION

DIAGER operates mainly in the construction industry, and belongs to a family-owned group of companies that are present on the construction markets (building, civil engineering and public works) and in the industrial sector.

Family businesses are inherently mindful of the role of future generations and seek to teach, share, train and transfer knowledge.

Here at DIAGER, we do not wait until we are up against a wall before taking action.

Back in the 1990s, it was already clear to DIAGER that guaranteeing the sustainable development of its business was not just about structural survival. Sustainability also means working to protect the long-term interests of the region in which the company has its roots.

The majority of our corporate social measures were planned, drawn up, implemented and improved well before CSR became a guiding concept, at a time when the business world was less concerned with social matters and environmental responsibility.

A company that fails to look after its local environment is like a rudderless ship with no ties.

CSR is a strategic compass, a source of opportunities that aims to transform practices in order to achieve an ambitious overall performance, based on three pillars: economic, environmental and social. These three pillars form the basis of the periodic work carried out by DIAGER to fine-tune its medium-term strategy and its development model.

Corporate Social Responsibility Charter

We keep our promises !

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On behalf of all staff : François Defougères
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Contents

- INTRODUCTION..... 1
- ECONOMIC PILLAR..... 4
 - I. Our Industrial DNA..... 4
 - II. Economic and sustainable development 5
- SOCIAL/CORPORATE PILLAR..... 7
 - I. Our social approach..... 7
 - II. Our societal commitment 9
- ENVIRONMENTAL PILLAR 12
 - I. Our environmental responsibility..... 12
 - II. Our regional roots..... 13
- Contents..... 15

ECONOMIC PILLAR

I. Our Industrial DNA

1. Investment

DIAGER promises to invest in human resources and in its production facilities, to give meaning and create values.

DIAGER promises to manage, recruit, train and support human resources, to safeguard jobs, improve employability and provide an environment that fosters job satisfaction.

DIAGER promises to renew its production facilities, products and services, to make sure they keep pace with technological advances and the needs of users and customers.

The objective is to achieve an all-round positive record in terms of:

- production capacity
- streamlining of resources through the use of more energy-efficient tools
- operator safety
- profitability, productivity, economic viability.

2. Industrial innovation

DIAGER promises to invest in research and development for new tools, services and production techniques, and will protect the resulting inventions.

3. IT - digital technology

DIAGER promises to provide innovative, efficient digital tools that boost agility, effectiveness and performance in terms of customer relations, transparency, internal and external communication, and production.

II. Economic and sustainable development

1. Satisfying the needs of customers & users

DIAGER promises to do everything it can to satisfy the needs of its customers and users, with a mutual profitability mindset.

For our customers, we develop products and services designed to foster good business relations and enable the smooth distribution of our products to users.

For users of our products, we develop innovative, eco-designed solutions for proper, safe, efficient use, keeping in mind their ultimate purpose: construction, renovation, construction improvements, living environment (residential and public works projects), infrastructure, and civil engineering.

2. Fair relations with suppliers

DIAGER promises to offer all its suppliers a standard negotiation basis, and to apply fairness in all matters throughout the business relationship.

DIAGER promises to safeguard its economic and legal independence with respect to suppliers, and vice versa.

3. Sustainable human resources

DIAGER promises to offer its staff job stability, so that its stakeholders benefit from consistency in terms of business relations, for example by setting up wellbeing-at-work initiatives.

4. Market development and profitability

DIAGER promises to develop and segment its business harmoniously, with appropriate supportive measures, for a balanced customer portfolio.

DIAGER promises to pursue its international growth, incorporating CSR principles even on those markets that do not impose them by law.

5. Marketing

DIAGER promises to boost the attractiveness of its products, through display units and shelf displays, for example.

DIAGER promises to support its customers, devising and organising events and other promotional activities.

The goal of these commitments is to promote the resale of its products to users.

6. Product innovation

DIAGER promises to invest in research and development for new products and services, and will protect the resulting inventions.

DIAGER promises to launch new products on the market to satisfy the needs of its customers and users, and in order to remain competitive.

7. Trademarks and patents

DIAGER promises to guarantee:

- The long-term protection of its inventions, by applying for trademarks and filing patents
- Its stakeholders' right to enjoy the benefits of trademarks and patents through original protection measures
- The systematic renewal of these measures, along with active monitoring of the way they are used by beneficiaries and third parties
- Unfailing compliance with its customers' trademarks and patents.

SOCIAL/CORPORATE PILLAR

I. Our social approach

1. Development of the employer brand

DIAGER promises to ensure that the company continues to appeal to potential job applicants.

2. Employee health and protection

DIAGER promises to protect the health of its staff through a preventive approach.

DIAGER promises to identify the existing physical and psychosocial risks, rate them, and put in place the actions required to improve the safety of staff and reduce occupational health risks at workstations.

DIAGER promises to offer its employees additional health insurance, chosen based on the quality of the cover provided rather than cost.

3. Equal rights

DIAGER promises to guarantee equal opportunities for all its employees, with zero discrimination for any reason or on any basis whatsoever.

DIAGER promises to respect the dignity, privacy, religious beliefs and political convictions of each individual, with a view to ensuring everyone is perfectly fulfilled in their work.

This mindset governs our wage policy, and we also apply it to recruitment and promotions, which are based solely on professional criteria.

DIAGER promises to raise awareness among its staff about the notions of neutrality and equality.

DIAGER promises to make efforts to improve gender equality and the Gender Quality Index score.

4. Quality of life in the workplace

DIAGER promises to foster a proactive, innovative policy based on attentive listening and action, with the goal of enabling every employee to lead a fulfilling personal, social and cultural life.

DIAGER promises to guarantee a healthy work/life balance, the right to disconnect and take a real break.

DIAGER is putting together initiatives to support employees seeking to improve their health and wellbeing.

5. Ensuring self-confidence

DIAGER makes sure its staff are offered life-long training, so that they consolidate their skills and professionalism.

This approach is a powerful way of boosting self-confidence and job stability.

6. Strategic workforce planning, career development

DIAGER promises to improve the employability of its staff, and to adapt their skills in line with changes in the professions.

DIAGER promises to consider in-house skills when opening a new job position or function.

DIAGER promises to make sure knowledge is transferred before staff retire.

DIAGER promises to promote our industrial professions among stakeholders, to support learning, develop skills and enable staff to pass on their knowledge to students as well as adults making a career change, for example by setting up partnerships with a range of training structures.

7. Solidarity

DIAGER promises to listen to the needs of its staff and stakeholders, and to raise awareness among them about solidarity issues.

DIAGER promises to provide support to employees during hard times, and to stakeholders struggling with circumstantial difficulties.

DIAGER promises to implement a wage policy that boosts purchasing power.

8. Inclusive company

DIAGER promises to strive to include marginalised individuals, for example people who are disadvantaged due to their physical or mental health, nationality, ethnic origin or as a result of difficult life events.

9. Sharing value

DIAGER promises to do its best to promote company profit-sharing, for example through a success-sharing bonus scheme.

II. Our societal commitment

1. Safety and security of people and property

DIAGER promises to take the required measures to guarantee in-house safety by securing its premises and computer networks in order to protect property and data.

These measures include information-sharing, awareness-raising and training actions, along with the implementation of an appropriate organisation and resources.

DIAGER promises to adapt these measures to take account of changing circumstances and increasingly sophisticated techniques, thereby improving the status quo over time.

2. Trade secrets and duty of confidentiality

DIAGER promises to guarantee and have others guarantee the confidentiality of all information obtained in the course of its business activities.

DIAGER promises that its confidentiality policy is based on the principle that all information is inherently confidential unless stipulated otherwise. In other words, all information is bound by this duty to protect, regardless of whether it is explicitly classified as “confidential”.

DIAGER promises to raise awareness among its employees to ensure that they refrain from passing on, using or allowing others to use the aforementioned confidential information for any reason whatsoever, for any purpose other than the proper execution of their assignment or activity within the company.

3. Loyal practices

DIAGER promises to adopt a loyal attitude in all dealings with its stakeholders.

DIAGER promises to expect an equally loyal attitude from its employees.

4. Compliance with the law

DIAGER promises, along with its staff, to ensure compliance with all the economic, business, social and fiscal laws and regulations applicable to its business.

DIAGER promises, through its legal department, to provide an information service offering decision-making advice to all the other departments, so that everyone can conduct their business and carry out their job with peace of mind.

DIAGER promises to enable its stakeholders to notify the company, without fear of reprisal, of any unlawful practice of which they become aware.

5. Respect for free competition

DIAGER promises to market its products in a spirit of fair competition, and will refrain from taking any action that would lead to abusive or discriminatory practices.

DIAGER promises to apply this principle to its suppliers and subcontractors, as well as its customers.

DIAGER guarantees fair treatment of its customers, subcontractors and suppliers regarding its legal requirements, applying standard legal negotiation bases.

6. Respect for economic codes

DIAGER promises to provide accurate, sincere accounts produced in a fully transparent manner. This transparency constitutes a pledge of good faith with respect to our creditors.

DIAGER promises to avoid any situation that would lead to economic dependence, either with respect to its customers, subcontractors or suppliers.

DIAGER promises to pay its suppliers on time and to settle its debts.

7. Fight against corruption

DIAGER promises that no one within the company will be bound to another person or entity as a result of gifts received or benefits accepted.

DIAGER promises that no one will take a lenient approach to active corruption (attempt to bribe another person) or passive corruption (accept bribery).

DIAGER promises that any for-profit activity of any sort carried out by an individual in addition to their job will not lead to a conflict of interests with respect to the job in question.

DIAGER promises that it will choose its stakeholders in a fully transparent, objective manner.

DIAGER promises that a whistleblowing procedure will remain in place.

8. Compliance with social legislation

DIAGER promises that its staff and stakeholders will abide by the social legislation and regulations in force in the countries where they conduct their business.

DIAGER promises to make sure that international social legislation and the recommendations of the International Labour Organization are applied, including by its stakeholders.

ENVIRONMENTAL PILLAR

I. Our environmental responsibility

1. Reflecting on the impact of all investment measures

DIAGER promises to consider the ensuing environmental footprint before making any decision to invest.

DIAGER promises to conduct an analysis for each potential investment measure, and to make decisions based on a reasonable balance between its own interests and environmental considerations.

2. Energy efficiency

DIAGER promises, in proportion to its activity, to make efforts to reduce its water and fossil-fuel consumption.

DIAGER promises to consider alternative energy procurement methods and energy use whenever reasonably possible.

DIAGER promises to set up, or maintain, renewable energy production methods.

3. Digital sobriety

DIAGER promises to reduce the environmental impact of its information system.

DIAGER promises to raise awareness and set up actions aimed at reducing its digital footprint.

4. Eco-design and the circular economy

DIAGER promises to incorporate eco-design into all its considerations, regardless of the field or department, and to allocate a portion of its resources accordingly.

DIAGER promises to raise awareness and train its staff in matters related to eco-design and product life cycle.

DIAGER promises to reflect on how to improve the way it handles waste recycling and sleeping stock, and the way it chooses its consumables based on future waste production and their recycling/reuse potential.

5. Sorting and reuse



DIAGER promises to sort its waste and sleeping stock and to recycle or reuse them.

DIAGER promises to promote this approach and its benefits among its stakeholders.

6. Preventing pollution

DIAGER promises to prevent any pollution, especially chemical, noise and light pollution, generated by its activities.

7. Biodiversity

DIAGER promises to take action to protect and restore terrestrial ecosystems.

8. Responsible purchasing

DIAGER promises to apply CSR criteria when choosing products and raw materials, and when selecting suppliers and partners.

II. Our regional roots

1. Opt for short supply chains

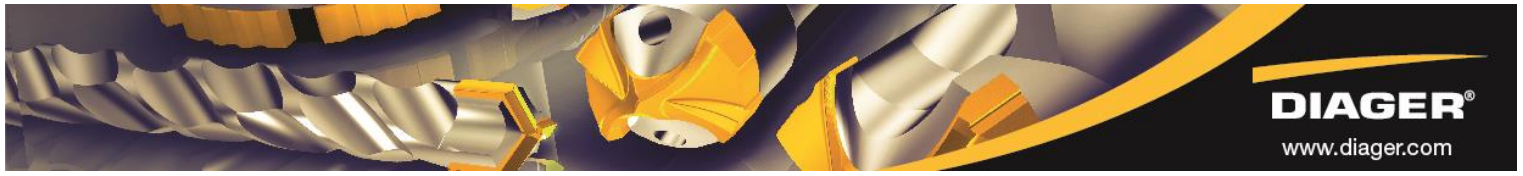
DIAGER promises to select its partners and suppliers based on a concentric approach that gives priority to those that are geographically closest.

2. Support the local economy

No company can thrive in the long term in a barren environment.

DIAGER promises to contribute to the development of the local economy, through promotional and communication activities and incentives, and to act as a channel for information on economic, social, solidarity and responsibility issues among local players.

DIAGER promises to maintain its economic activities first and foremost in the regions where it is present.



3. Back initiatives

Human beings are only truly fulfilled when they explore their creative side, DIAGER therefore promises to consider any cultural, sporting and artistic initiative suggested by its employees, with a view to backing it.

4. Sponsorship

DIAGER promises to pursue its policy of providing material, human and financial backing in favour of cultural, historical, sporting, artistic and educational projects.



Contents

- INTRODUCTION..... 1
- ECONOMIC PILLAR..... 4
- I. Our Industrial DNA..... 4
 - 1. Investment..... 4
 - 2. Industrial innovation 4
 - 3. IT - digital technology 4
- II. Economic and sustainable development 5
 - 1. Satisfying the needs of customers & users..... 5
 - 2. Fair relations with suppliers 5
 - 3. Sustainable human resources 5
 - 4. Market development and profitability 5
 - 5. Marketing 6
 - 6. Product innovation 6
 - 7. Trademarks and patents 6
- SOCIAL/CORPORATE PILLAR..... 7
- I. Our social approach..... 7
 - 1. Development of the employer brand..... 7
 - 2. Employee health and protection..... 7
 - 3. Equal rights 7
 - 4. Quality of life in the workplace 8
 - 5. Ensuring self-confidence..... 8
 - 6. Strategic workforce planning, career development 8
 - 7. Solidarity..... 8
 - 8. Inclusive company 9
 - 9. Sharing value 9



II.	Our societal commitment	9
1.	Safety and security of people and property.....	9
2.	Trade secrets and duty of confidentiality.....	9
3.	Loyal practices	9
4.	Compliance with the law	10
5.	Respect for free competition.....	10
6.	Respect for economic codes.....	10
7.	Fight against corruption	11
8.	Compliance with social legislation	11
	ENVIRONMENTAL PILLAR	12
I.	Our environmental responsibility.....	12
1.	Reflecting on the impact of all investment measures	12
2.	Energy efficiency	12
3.	Digital sobriety.....	12
4.	Eco-design and the circular economy	12
5.	Sorting and reuse.....	12
6.	Preventing pollution.....	13
7.	Biodiversity.....	13
8.	Responsible purchasing	13
II.	Our regional roots.....	13
1.	Opt for short supply chains	13
2.	Support the local economy.....	13
3.	Back initiatives.....	14
4.	Sponsorship.....	14