

**2018
Communication
on progress**

For a better World



NOUS SOUTENONS
LE PACTE MONDIAL



SOLYSTIC has long been aware of its social, societal and environmental responsibilities.

This eighth COP is a new opportunity to report on our actions in respect of our commitments and is intended for all stakeholders (current and future employees, new recruits, suppliers, customers, industrial partners, etc.). This year, we have opted to present various initiatives which actualise 5 of the 10 UN Global Compact principles. Though not exhaustive, they portray our vision and the way we act on a daily basis. This enables us to better demonstrate the diversity of our actions. This COP also provides a forum to hear feedback from stakeholders who have worked alongside us.

Those who are accustomed to reading our COPs will recognise continuity in our actions and our commitments. First-time readers should feel free to review our previous COPs. You will learn about how our approach is guided by long-term interests and continuous improvement.

Happy reading.

For more information:

[www.unglobalcompact.org/
what-is-gc/participants/
8682#cop](http://www.unglobalcompact.org/what-is-gc/participants/8682#cop)

The key phases of our approach

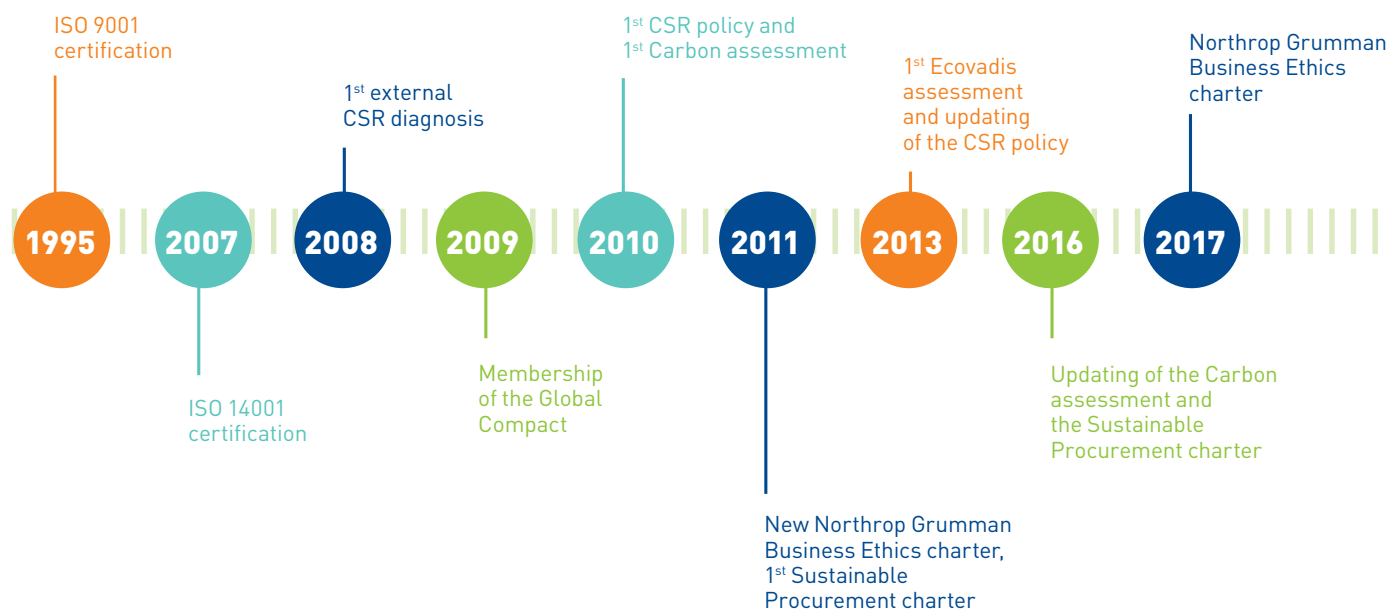


Table of Contents

02	Good to know
04	Edito
05	SOLYSTIC's presentation
06	Our CSR commitments
08	Chapter 1: Human Rights
10	Chapter 2: Labour Standards
12	Chapter 3: Environment
14	Chapter 4: Business ethics



“For SOLYSTIC, the respect of the Global Compact principles is more than just a commitment.”

Pierre IGOU
President and CEO

Edito

Dear Mr Secretary-General,

SOLYSTIC decided to embrace and support the values of the United Nations Global Compact in October 2009.

I am pleased to confirm and reiterate our commitment to support and promote the ten principles of the United Nations Global Compact.

Our action in favour of human rights, good working conditions, protection of the environment and fight against corruption is fully in line with my vision of SOLYSTIC. A clear vision expressed to SOLYSTIC's employees and within our sphere of influence, customers, partners, suppliers and all our stakeholders.

For SOLYSTIC, respecting the principles of the Global Compact is more than a simple commitment. It is to adhere to a social model based on mutual respect and dialogue. It is to share our values and to commit to continuous progress and improvement within transparency.

This annual communication is the testimony of this commitment.

As President and CEO, I have made it my priority to implement this policy on a daily basis and to involve all my staff.

I am proud that SOLYSTIC, through its support, helps to further the initiative launched by the United Nations.

Yours sincerely,

Pierre IGOU
President and CEO

SOLYSTIC, solutions and services for the post and parcel industry

SOLYSTIC is a French subsidiary of the Northrop Grumman group that designs, manufactures and maintains mail and parcel equipment throughout their lifecycle.

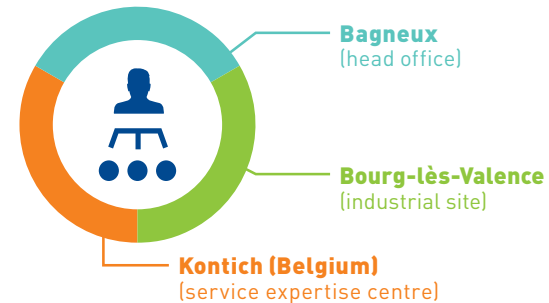
The SOLYSTIC solutions used by the key French and international postal and logistics operators (25 countries, 5 continents) make it possible to:

- adapt the process to market developments and opportunities,
- remain competitive while preserving high-quality service,
- improve working conditions and respect the environment.

The company leverages on simulation and modelling tools to provide customers with innovative and tailor-made solutions such as:

- automation of mail sorting and large formats, with the XMS™ machine, allowing the preparation of the postman's tour, optimisation of the overall process and adaptation to changing flows,
- automated sorting of e-commerce flows, with parcel sorting equipment integrating IT systems, address recognition systems and Soly™ mobile robots to prepare delivery,
- spares supply, maintenance, support services.

3 activity centres



Our CSR commitments

As a subsidiary of the Northrop Grumman group, SOLYSTIC has adopted many of the Group's CSR commitments. However, given the specific business and country context of the company, we have also developed some CSR commitments of our own.



Respect the interest of customers and end users

- Offer high-quality products and service
- Innovate to meet customer needs
- Purchase responsibly and locally
- Respect human rights and sell with ethics



Attract, retain and develop highly skilled staff

- Guarantee safety and security, preserve health and improve the quality of life at the workplace
- Advocate diversity and equal opportunities
- Organise constructive and high-quality social dialogue
- Ensure pro-active management of our talents and promote agility



Reduce our impacts

- Prevent all forms of pollution
- Reduce our waste and consumption
- Combat climate change

For more information about the Northrop Grumman group's CSR policy:

www.northropgrumman.com/CorporateResponsibility/Pages/default.aspx

Measuring our performance and progress

As part of our drive for continuous improvement, we regularly submit our CSR approach to ECOVADIS for assessment. ECOVADIS is an independent organisation which measures our CSR performance. Four themes are analysed: the environment, social policy, business ethics and sustainable procurement. The result of this assessment is transmitted to all interested customers on request.



Since our first assessment in 2013, we have always received a Gold status, i.e. the highest level of recognition.

This year, we received an overall rating of **73%**. This ranks us at an "advanced" level amongst the top 3% of the most high-performing suppliers of the thousands of companies assessed.

This result is the recognition of our commitment and the culmination of our efforts and the good practices implemented on a daily basis by all our employees and partners.

Our contribution to SDGs

The Sustainable Development Goals (SDGs) came into effect in September 2015 and are a global call to action to end poverty, protect the planet and ensure that all people enjoy peace and prosperity. For the goals to be reached, everyone has a role to play, governments, businesses, associations and everyday citizens alike.

“The SDGs bring a common language to the companies and new impetus to the CSR”

Interview with Frédéric SANDT,
QSSE Director at SOLYSTIC

What is the connection between the CSR approach, the COP and the SDGs?

SOLYSTIC’s activities have always been firmly embedded in an approach that places strong emphasis on respecting its customers, employees, partners and the environment. It has been organised by relying on ISO 9001 certification since 1995 and ISO 14001 certification since 2007. In 2008, we commissioned an external consultant to carry out a diagnostic study of our corporate social responsibility. We entered a new phase in 2009 by joining the UN Global Compact and by committing to promoting its ten principles with our employees and partners.

At present, although the CSR approach is deeply rooted within the company’s departments, the publication of the COP is an opportunity to take a step back, measure the progress made and agree on the next goals to be achieved in terms

of Human Rights, working conditions, environmental protection and the fight against corruption. With the Global Compact, SOLYSTIC and its CSR approach, can take advantage of a community that shares our good practices and the pride of contributing to the UN initiative.

The SDGs allow us to further enhance our contribution by incorporating new concerns and base our actions on shared and global goals. They provide a common language to companies and give new impetus to the CSR.

How can SOLYSTIC contribute to the SDGs via its operations?

SOLYSTIC contributes to 10 of the 17 SDGs. This COP gives examples of 8 of these, such as, wellbeing at the workplace (p.8), continuing education (p.10), staff employability (p.11), responsible design and production (p.12) and the fight against corruption (p.14).



Human Rights

Principle No. 1: Businesses should support and respect the protection of internationally proclaimed Human Rights.

SOLYSTIC operates from France and Belgium. Given its business model, the company is not directly exposed to Human Rights issues. Since 2017, the company management has initiated the ATLAS project to improve working conditions and foster well-being and the quality of life at work. This approach takes shape in particular upon the company's relocation project from the historic site in the Bourg-lès-Valence city centre to a new site close to the Valence TGV train station in the Alixan municipality (South of France).

15 meetings of one and a half hours =
1.350 hours
dedicated to microzoning of the industrial halls

Micro-zoning of the tertiary area:
organisation of workshops, 4 x 1/2 days, i.e. 1.050 hours

1

Collaborative work

One core aim of the ATLAS project is to improve interconnection between the tertiary and industrial areas. To this end, the architects suggested the creation of a covered "pathway". This pathway was enhanced by a central patio that opens outward and lets in additional natural lighting. The project methodology also fostered collaborative work.

In order to involve employees as early as possible in the project, over 130 volunteers from all departments in the company worked together to conceive and propose the layout and adjustments to help define the micro-zoning. Workshops were conducted both for the industrial and tertiary areas in order to closely meet the needs of the various teams.

2

Fostering communication and interaction

Special consideration has also been given to the provision of lounge areas, to the canteen as well as various working and meeting spaces.

Employees will have access to small areas where they will be able to hold interviews or telephone calls without being disturbed, as well as conference rooms fully equipped with the latest digital tools. A "silence" room will also be available if they want to have a soundproofed area to concentrate. Coffee corners furniture will be conducive to discussions and interactions between staff. An outdoor garden with a vegetable patch and a boules ground will also be accessible to all. Showers will also be installed for employees engaging in lunch time workouts.

3

Well-being at the workplace

Coincident with the ATLAS project, many employee services have been established on the Bagneux site.

For example, SOLYSTIC signed a partnership with Babilou to reserve nursery places for employees. According to this agreement, the nursery may be located close to the workplace, the home or on the commute. In addition, a fitness centre accessible to all employees, and partly funded by the Works Committee, has been set up in the Aristide building. Finally, the development of an intercompany mobility plan made it possible to incorporate sustainable development.

An environmentally-friendly site

The environmental footprint was addressed from the design stage of the site. In order to limit the building's energy consumption and its CO₂ emissions, glazing panels were installed on the industrial section and skylights were built to maximise natural lighting. Special focus was also given to insulation.

The materials were selected to take **into account the carbon impact** and paints were chosen to prevent **the spread of volatile organic compounds (VOC).**

Furthermore, the new site is located in the Rovaltain economic development area, **close to the TGV train station,** which allows for more convenient employee mobility, especially between the two French sites. In addition, the mixed development zone requires green space zoning of 35% for the site. Therefore, the site will feature many green areas with **local species and respect for biodiversity.**

Finally, the site's goal is to obtain the "Breeam in Use niveau Good"* certification for its environmental approach from design to operation.

* Certification of the environmental performance of industrial buildings.

"In addition to reflecting SOLYSTIC's modernity and ambition, this site will allow employees to live and work together under better conditions."

Raphaël VALLEE
Chief Financial Officer and Information System Director
ATLAS Project manager

Interview de Raphaël VALLEE,
Chief Financial Officer and Information System Director. ATLAS Project manager

What are your priorities?

The relocation to the Alixan site is a major sign of the company transformation. The first goal is to create a modern building in line with SOLYSTIC's image. We would like to reflect the innovation that is the driving force behind our teams. In addition, we would like each employee to be proud and happy to come to work each day. Finally, our desire is to bring SOLYSTIC into the 21st century by developing collaborative workspaces and bringing agility to the crosscutting aspects between the production and tertiary sectors. In addition, we are putting our Corporate Social Responsibility into action via environmentally friendly technology.

What structure have you put in place to carry out this project?

We have composed a project team with 4 employees from various departments including a full-time project leader. This person is supported by a project management assistant experienced in this type of relocation and an architectural firm specialised in collaborative working environment. The executive committee composed of 6 SOLYSTIC managers makes decisions upon proposal from the project team.

What are the keys for successful achievement of the project?

Change management, transparency and internal communication are the major ingredients for success. Communication and dialogue throughout the ATLAS project are the key tools for getting the teams involved, providing them with information

both on the progress of the project and the choices made, as well as gathering questions or concerns. The dedicated email address is a good example of an instrument of dialogue with employees.

What obstacles have you faced?

Relocating the work premises is a major cause of concern in any company. Special attention must be paid to any resistance and fears expressed. To this end, specific monthly meetings with the CHSCT (Committee for health, safety and working conditions) and a monthly update with the Works Council and the managers have been scheduled.

We must also ensure that all employees are heard and that a reply is given to each question asked and that no aspect is neglected, whether it is directly related to the project or associated therewith (commuting time, food, archiving).

Labour Standards

Principle No. 4: Businesses should uphold the elimination of all forms of forced and compulsory labour.

SOLYSTIC's teams work in a highly-changing international market. The transfers of growth between letters and parcels and the digitalisation of the sector require responsible anticipation of these industrial changes. This is obtained by developing jobs and anticipating the skills which will be required for tomorrow. Developing staff employability is therefore a major priority in order to ensure the sustainability of jobs and the performance of the company in the long term. Accordingly, SOLYSTIC has initiated an ambitious training plan as well as various actions in association with the educational community and its industrial ecosystem in order to adequately respond to changes in skill requirements.

100%
participation in the
Happy Trainees survey

76%
of SOLYSTIC
staff received
training
in 2017

1 Continuing education for employees

SOLYSTIC has an ambitious training policy geared towards developing staff employability. As a result, for the past three years, the company has invested 2.7% of the annual wage bill each year.

The strategic priorities include enhancing new segments skills and supporting digital transformations. Some of the training programmes conducted for staff include: design ergonomics, machine learning, agile methods as well as tailored coaching and training sessions for managers in addition to team building and project development.

2 Staff employability

Some low qualification trades are undergoing considerable changes due to digitalisation and the introduction of new technologies in the equipment. In order to ensure the long term sustainability of these jobs, SOLYSTIC initiated a collective VAE action (Validation of Acquired Experience) in the Drôme area (France) with support from local authorities. As a result, 7 employees, selected on a voluntary basis, who work as cable fitters, inspectors and technicians will be able to validate Bac Pro MELEC (vocational qualification for electricity trades and trades related to its connected environment) or BTS Electrotechnique (vocational qualification for electrotechnical trades). Solid assistance has been provided to give these employees the best chances for success: pre-training assessment, individual motivational interviews, support from GRETA, additional training sessions and immersion within departments to complement the knowledge and skills to be developed, in-house tutoring in project management, work schedule arrangements and provision of dedicated connected spaces, co-reading of the deliverables and preparation of their presentations before the examination committee. The employees taking part in the programme believe that *"it was hard work, but it was worth the effort"*.

3 Development of an ecosystem of skills

In order to meet its recruitment and trade development challenges, SOLYSTIC partners with educational facilities and research laboratories. Accordingly, it has developed partnerships with the Grenoble Institute of Technology, CentraleSupélec and École des Mines of Saint-Etienne in order to promote trades and job offers. Special emphasis is placed on the assignments entrusted to students during their internship and their working conditions and integration. The ratings given by these trainees to the national "Happy Trainees" survey - 4.42 out of 5 - is the best recognition of this policy. SOLYSTIC also supports and sponsors students in their technical community projects such as the Robotics cup organised by CentraleSupélec. The company's involvement is also demonstrated through its participation in forums, visits to schools or the integration and then hiring of a PhD student from the LITIS in Rouen on the theme "Cohorte de réseaux de neurones récurrents pour la reconnaissance de l'écriture" (cohort of recurrent neural networks for hand-writing recognition).

Virtual machine SOSi™

SOLYSTIC's engineers design software applications for quick decision systems that process up to 40,000 letters per hour and the information from 3,000 sensors on 70 metres high machines.

While they monitor technological developments, they are also responsible for disruptive technologies. Accordingly, in 2009, after installing a new machine in Germany, which required 6 months of night work, the team completely reviewed its working methods so that it would never have to repeat that experience.

Rather than solving bugs on site during the installation, **we designed a virtual sorting machine to test our software applications in real-time.** Further to many benchmarks and attempts, we invented SOSi™. To this end, we integrated new talents into the team from the video game world. The following year, we developed the first virtual machine that we are constantly improving. Five years later, we almost never go on site and we have eliminated the bugs subsequent to the installations. Our involvement in the Minalogic competitive cluster allowed us to present SOSi™ to experts and **to receive their feedback and an external perspective** as a means of comparison and as well as to be challenged. SOLYSTIC is currently developing partnerships with renowned industrial manufacturers in order to test SOSi™. The goal is to introduce the solution into various environments such as the management of material flows in the industrial sector.

"SOSi™ is the symbol of responsible innovation: it enhances productivity, improves working comfort for employees and reduces travel time during installations."

Éric DAYMIER

Head of Applications and Services Development Department

Interview with Marie-Pierre HOMBERG,
Director of Human Resources

What are SOLYSTIC's HR challenges?

Following the decreasing volume of letters and the development of e-commerce resulting in a substantial increase in parcels, our core business as a manufacturer of postal equipment has developed towards the sale of solutions and logistics. In today's fast-changing environment combined with the digital transformation, the skills of our teams must also evolve quickly. This requires anticipation as these skills must be learnt.

How does your training policy allow you to meet these challenges?

I firmly believe that our first responsibility is to develop the skills of our staff before hiring new ones. The training policy that we have validated with the representative bodies is therefore geared towards strongly developing the employability of the current

teams. However, this level of response must be combined with other approaches. We have also implemented specific projects by taking into account the job pool of our Bourg-lès-Valence facility, the positions and skills of the people. One such example is the collective VAE initiative that we have undertaken with support from the Auvergne Rhône-Alpes region and the GRETA.

What are the key factors of the successful implementation of these policies?

Without question, the first one is the willingness and motivation of our employees to learn new things and to challenge themselves in order to develop their practices and customs, in particular with new technologies. As with any change project, you need to maximise the chances of success and provide enhanced support to the individuals involved. Finally, I think that it is necessary to open up to other

talents, origins and different worlds. The SOSi™ solution is a good example of this, we were able to innovate and take a significant lead over competitors by hiring a gamer.

What benefits do you see in the various actions initiated?

We have been successful because all the stakeholders of our projects have a common interest in this success. Employees develop, they are valued and more employable, the territory safeguards jobs and sustains skills transformation and lastly, the company enhances its efficiency, attractiveness and productivity. It also builds pride and gives tangible expression to its values.

Environment

Principle No. 8: Businesses should undertake initiatives to promote greater environmental responsibility.

Principle No. 9: Businesses should encourage the development and diffusion of environmentally-friendly technologies.

The spirit of innovation and research driving SOLYSTIC's teams, have led us to regularly improve our machines and place environmental constraints amongst our key concerns. Accordingly our design reviews focus on reducing the quantity of electronics, dismantling assistance for our customers and the selection of raw materials and inks. Environment and economy combine seamlessly to provide new solutions: repairability, extension of the machine service life as well as reduced dependency on our suppliers, efforts to combat part or component obsolescence, et cetera.

“Extending the service life of a sorting machine is the most responsible solution for reducing the environmental impact of our customers activities.”

Jacques PETIT
Product Manager

1

Machine design

As part of the SOLYSTIC's climate action plan, our engineering teams consistently work on making machines more energy efficient. A research programme launched in 2014, in connection with the research tax credit, recently made it possible to replace servomotors comprised of brushless motors and electronic variable speed drives with clutches and breaks paired with mechanical elliptic gears on the XMS™ machines. This has two main impacts for the environment: it decreases energy consumption and there are less electrical and electronic waste upon dismantling of the machine at the end of its service life (258 speed variation boards less per machine). Moreover, this made it possible to avoid the risk of obsolescence of the electric variable speed drives. This innovation was achieved with equivalent processing quality (stacking and damage) and noise levels.

2

Machine repairability

The quantities of mail to be sorted have decreased with the development of electronic mail. Furthermore, the characteristics of the current mail are very different from those sorted with machines installed in the 2000s for example.

Against this backdrop, our customers are constantly seeking reinvestment solutions. To this end, SOLYSTIC has developed a policy centred on improving and extending the useful life of their installed solutions.

Therefore, a machine whose service life is initially ten years, may have its life extended up to 15 or 20 years based on the updates performed. Besides the economic interest for our customers, this is a good way for us to reduce the footprint of our products and preserve natural resources.

3

Machine maintainability

Extending the service life of machines goes hand-in-hand with their updates. This serves to incorporate new features as well as update the characteristics of the sorted parcels (handling of open magazines, thin letters, etc.). The catalogue of new features offered focuses on 6 key areas: increasing the flow, processing quality, improvement of component accessibility or repairability, the characteristics of sorted mail as well as the new features.

Each repairability project is combined with a technical update contract (e.g.: replacement of the boards, computer updates, software updates, etc.) and the integration of new features. This approach enhances our environmental gains and provides our customers with new services while generating strong savings for them.



Eco-citizen operation

As a partner of the Recyclage Ecocitoyen Association and of ESAT IRIS in Bobigny (93, France), SOLYSTIC took part in the “used paper for exercise books” initiative.

Through this initiative, over a hundred exercise books were provided to the teaching staff of the Joliot-Curie preschool in Bagneux last November.

2 tons
of recycled paper = 160
notebook manufactured

These exercise books were made by collecting more than 2 tons of paper from our facility over a 9-month period, via the recycling of office paper.

Acutely aware of environmental issues, the teaching staff of the Joliot-Curie school conducted a school project in 2016 focused on wastage, waste and waste recycling. The exercise books are a tangible illustration for children of how waste recovery works. With regard to SOLYSTIC employees, this is also a good way to contribute to the circular economy that is increasingly being mentioned nowadays. It should be noted that this initiative also reflects our local presence and involvement as well as a dialogue with the local stakeholders.

Interview with Ton Scheermeijer,
Senior Advisor Operations Strategy,
PostNL, The Netherlands

Since when do you use SOLYSTIC's machines and are you satisfied?

We have been using these letter sorting machines since 1997. First we bought 60 letter sorters because of the increase of mail volumes and later in 1999, 21 extra machines, so we bought a total of 81 such machines. At first there were some problems due to the 200 m long mail transport, but when SOLYSTIC solved it we were really satisfied with the machines efficiency. After about fifteen years of use, we decide to add extra photo cells in delay line to improve the tracking.

In 2016, you decide to upgrade LSM*, what was the goal?

Our main goal for this upgrade was to extend the life of the machines until 2023. The availability of spare parts was guaranteed until 2015, especially for some computer parts such as desktops, cameras, etc. There was really a chance that the parts become obsolete. A second goal was to improve the read rate of the address by using better images.

Does SOLYSTIC's solution meet your expectations?

The proposed solution meets our needs. We were satisfied with the letter sorters. SOLYSTIC came up with a solution that would allow us to upgrade the machines without

replacing it. SOLYSTIC replaced obsolete parts with new parts and we also added new features such as new grey scale cameras to improve the read rate. This will allow us to use the machines for an additional five to eight years. There were also some other options but we didn't select them as they weren't cost effective.

Are you satisfied with the quality of the update of the machines?

The machines are functioning with the same performances as before the upgrade which was very important for us. Furthermore, the new features are very effective.

* Letter Sorting Machines

Business ethics

Principle No. 10: Businesses should work against corruption in all its forms, including extortion and bribery.

Although SOLYSTIC is not subjected to the Sapin 2 Act (on transparency, the fight against corruption and modernisation of economic life), for the past several years it has been active in the fight against corruption and conflicts of interest. The company benefits in this area from the group's devices and its commitment. In the many countries where SOLYSTIC operates, its customers are governments, post offices or private companies. Depending on the market, it may call on intermediaries or business providers. The company's economic model also requires taking into account upstream risks in the context of relations between purchasers and suppliers. At present, these risks are controlled by over 10 years of actions and awareness raising initiatives.



1 Preventing conflicts of interest

In order to prevent conflicts of interest, some 120 employees have had to reply to a dedicated questionnaire. These people are on the front line and come into direct contact with customers (sales representatives, business managers, etc.), suppliers or intermediaries (purchasing or quality department).

The questions include themes such as business gifts, shareholding in a subcontractor's company and confidentiality. Each questionnaire is signed by the employee and proofread by the Ethics officer. The answers may give rise to an internal audit in order to check the statements or a more thorough investigation by the group. As a valuable complement to the training provided, this measure is properly understood by each employee and helps to reduce potential conflicts of interest.

2 Ethics training

Every year, SOLYSTIC's employees receive business ethics training via an e-learning module. The content is selected during the annual Ethics officers' seminar.

The 2017 training session focused on 4 key areas: trust and respect, compliance with anti-corruption laws, compliance of imports and information security. This last area was an opportunity for employees to become aware of how important it is to comply with confidentiality rules at a time when the GDPR has entered into force. The training material is tailored to the group's context and provides employees with simulation exercises.

All of SOLYSTIC's employees have received this training.

3 Open Line

Open Line is central to the Code of Ethics and the efforts to combat corruption. This tool can be used by all Group employees, regardless of their country and entity, in order to anonymously or identifiably report breaches to the business Ethics rules.

The reasons for the call can relate to 18 topics such as harassment and discrimination, Human Rights, irregularities in the tender process or control of imports. Each reported event gives rise to an impartial investigation by the Group's legal teams and must not result in reprisals or sanctions.

Sustainable purchasing policy

As regards corruption, the profile of the company's customers and the countries in which it operates **involves certain risks for the field sales team**. For many years now, SOLYSTIC management, with support from the group, has established a sales policy and strict sales rules.

Therefore, some countries are clearly prohibited and **some contracts or calls for tenders are assessed** in order to validate their regulatory and ethical conformity before making a proposal. The sales team is accustomed to implementing these processes.

According to Maurizio Puppo, Strategy and Business Development Manager, this is an excellent opportunity. *"This prompts us to be genuinely attuned to customers' requirements, to establish human relationships based on skills and confidence, and to always behave in a professional manner. This is demanding on a daily basis however it pays off as the customers acknowledge our expertise"*. He goes on to add: *"I believe that eventually this will be an element of our brand and therefore an asset that makes us stand out from the competition"*. The approach is the same in the purchasing department in terms of the relationship with suppliers. For example, business gifts are prohibited.

"I could have chosen to only be a letterbox but I opted for a more responsible approach."

Anne-Marie DEVORNIQUE
Business Conduct Officer

Interview with Anne-Marie DEVORNIQUE, Business Conduct Officer

What are your duties and how did you become the Business Conduct Officer?

As a Business Conductor Officer for the Bourg-lès-Valence site, I receive questions from employees and provide an immediate reply or pass on the questions at Group-level if I am unable to do so. To this end, I have been given a number of tools and a dedicated management system. I carry out this assignment independently of line management authority and report to the Ethics Director of the Group's technical services sector. I have held this position for 11 years at SOLYSTIC. I know the company well as I have worked in the quality department, in the studies division and in the intellectual property division.

How exactly does the process work?

The code of business conduct (or code of Ethics) covers all matters related to business Ethics. These rules clearly specify the behaviour that employees must display

in their business relationships, the security of information in the event of corruption, harassment, discrimination as well as the security of exports and imports. Every year, all teams receive Ethics training via an e-learning module regarding the themes implemented by the Group. Any employee who detects a situation that he or she considers to be unusual or who has a question may either contact our Open Line or contact me directly. The employee may choose to remain anonymous. He or she may decide to convey the information or request that it be reported to the Group. In any case, I pass on the information and sometimes I take direct action to resolve the situation.

How do you view your duties as a Business Conduct Officer?

I could have chosen to only be a letterbox, but I opted for a more responsible approach. Besides recording the questions or ethics allegations in the system (a situation reported by an employee and which will be subject to an independent investigation is referred

to as an ethics allegation), I help to resolve the problems. I act in conjunction with line management, personnel representative bodies or trade unions. Ethics is often the last line that an employee crosses, but it has an additional weight. My view is to act with integrity to foster communication and anticipate conflicts within the interest of the company and employees. Ethics has many similarities with quality, audit or even management control. Whenever deviations are detected, we analyse and we find solutions to handle the problem.

What advice would you give a company that is just beginning its ethics journey?

See the issue as an opportunity. It is an opportunity for employees to be able to react anonymously and officially to a situation that they consider to be unusual or wrong. This allows for greater productivity and efficiency.



Head office

152 - 160 avenue Aristide Briand
CS 80013
92227 Bagneux Cedex
FRANCE
Tel. +33 (0)1 49 08 41 00

solystic.com

For more information:
contact.rse@solystic.com