



# Towards a positive and sustainable contribution to society



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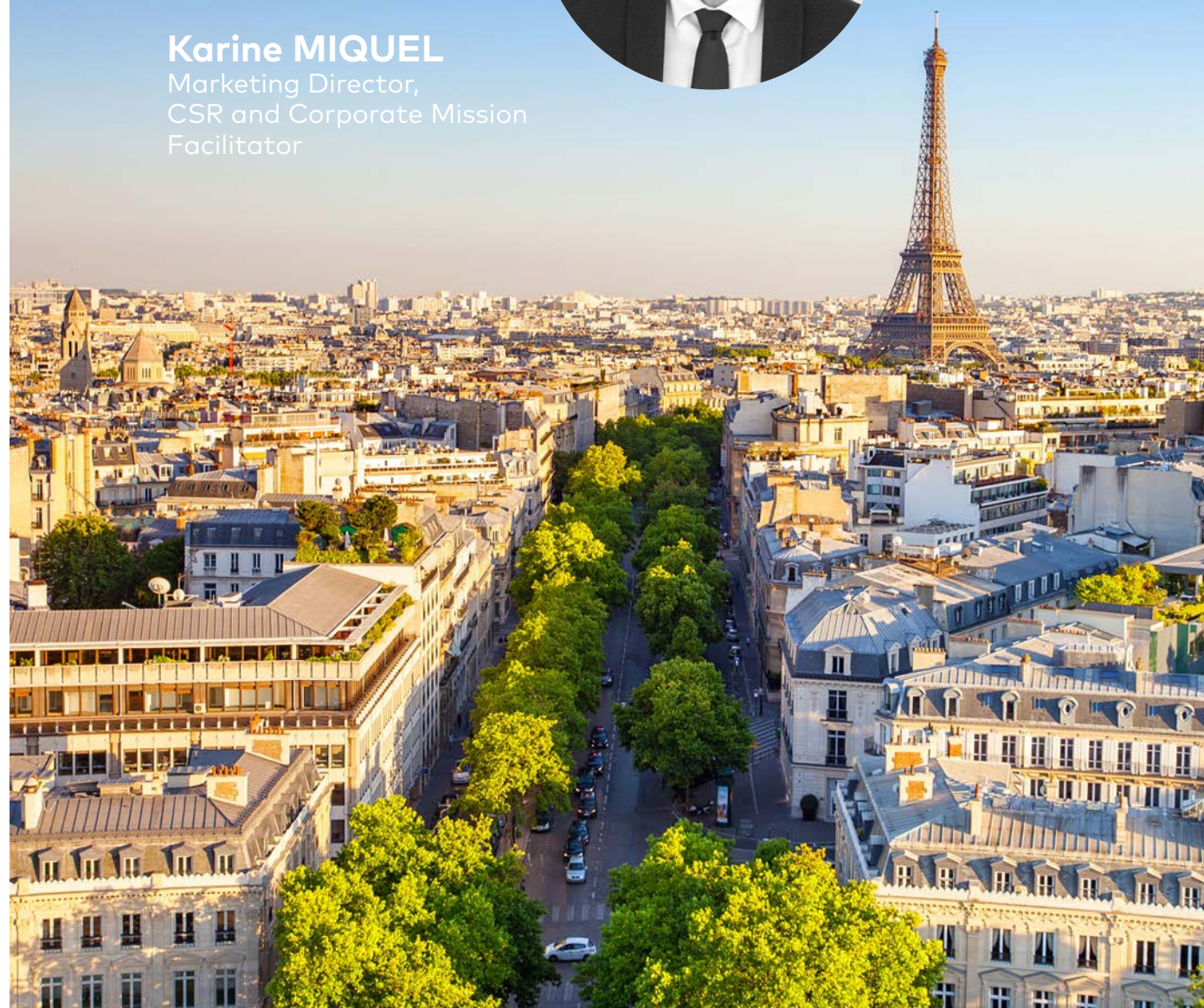


# Foreword

**Pierre-Guillaume  
LANSIAUX**  
CEO

&

**Karine MIQUEL**  
Marketing Director,  
CSR and Corporate Mission  
Facilitator



**Your journey towards CSR began several years ago. What aspect of the progress you've made fills you with the most pride?**

*PGL.* Primarily, the fact that we actually took the initiative. In a company like ours, which is comprised of engineers and technicians specialising in TIC (Testing, Inspection, Certification) professions, the initial perception of CSR likely fluctuated between two polarised views: one being "this is all theoretical, we operate in the real world", and the other being "in essence, it's already encompassed in our professional activities".

*PGL.* I'm also proud that we've succeeded in convincing people that it makes sense, and that it's worthwhile participating in a structured approach that maps out and demonstrates what we're doing, and establishes guidelines and objectives.

I would also add, of course, that the main subsidiaries of the Qualiconsult Group, and subsequently the Group as a whole, have embraced the status of a

mission-driven company, signifying a strong commitment to CSR principles.

“

*KM.* Our approach is relatively recent, having started to take shape 4 years ago. So, I'd say that the progress we've made in itself is a source of immense pride.

More specifically, among all the actions we've undertaken, I'd emphasise those related to climate.

We have made significant strides over the past 2 years: we have conducted our 3-scope carbon assessment in accordance with the GHG protocol, we have committed to the SBTi, and we have formulated our decarbonisation plan. I would also highlight the creation of the Ethics Committee at the Group level, whose initial task has been to define policies that will be highly influential for the future.

**What do you consider to be the successes of 2023?**

*PGL.* The engagement of our teams reached a new height in 2023. They have become more aware of the issues and have put in place appropriate structures to address them. I'll take as just one

example the enthusiasm sparked by the "Fresque du Climat" training we initiated mid-year, and the appointment of CSR Managers in several of our subsidiaries. Here again, the structuring required by our status as a mission-driven company, particularly by incorporating CSR issues at the core of the company's strategy, or even by defining the company's strategy across the full spectrum of CSR, has significantly contributed to this integration.

*KM.* Undoubtedly, the roll-out of the organisation and governance around the mission set the tone for 2023: the setting of operational objectives by the subsidiaries, the implementation of tools, the convening of mission committees, and our first mock audit were the highlights. In terms of our CSR progress, I would emphasise the development of our decarbonisation plan, the introduction of profit-sharing agreements where part of the objectives to be met are CSR objectives, and the formation of a team of Fresque du Climat facilitators who will in turn be able to train our staff. Nor should I forget our first sponsorship initiatives with "Habitat et Humanisme", or the completion of our new CSR auditing assignment in the events sector with our partner BEEVENT.



## What are the challenges for 2024?

*PGL.* The transposition of the CSRD (Corporate Sustainability Reporting Directive) into French law by Ordinance 2023-1142 of 6 December 2023 is a significant event, and its impact will undoubtedly be one of our main challenges for 2024. Through our participation in the Filiance Committees, and even more so through our active involvement in the workshops run by the H3C (High Council of Statutory Auditors), now the H2A (High Authority of Audit), we have contributed to the successful publication of the transposition order within the government's set timeframe. We can take pride in this, as it represents a major step forward in encouraging informed decision-making and promoting sustainable practices within companies. And in the spirit of double materiality that the CSRD advocates, this will pose a twofold challenge for us:

-Firstly, there are business opportunities. We can enhance the value of our traditional work in light of the European Sustainability Reporting Standards (ESRS) indicators. We can assist our clients in understanding the CSRD and preparing their sustainability reports. Additionally, we can audit sustainability reports through the Qualiconsult Audit subsidiary, which the Group has recently set up for this purpose.



-The second challenge involves incorporating the CSRD into our own operations and preparing our sustainability reports, which should be ready by 2026.

*KM.* Generally speaking, it's essential that we begin preparations to incorporate CSRD so that we're ready by 2026. To achieve this, we plan to focus on double materiality and refine our CSR strategy based on the results we obtain. We also need to improve the quality of our data, our indicators, and our data collection processes. Importantly, we must pass our first mission certification audit in the spring. More specifically, it's vital that we start monitoring the reduction in our CO<sup>2</sup> emissions and engage our suppliers in this cri-

tical endeavour. Of course, none of this can be accomplished without increasing the number of employees who are committed to our approach.

### How do you envision the Group's future in terms of CSR and the Mission?

*PGL.* Similar to Monsieur Jourdain with prose, we've always been engaged in businesses that significantly contribute to enhancing our customers' CSR performance, albeit without necessarily realising it or including ourselves in this contribution.

*PGL.* Today, the overarching purpose that we've as-

signed to our companies through the mission we've set for ourselves allows us to highlight the breadth and coherence of this role. This role is set to become increasingly influential and necessary given the significant sustainability challenges that the whole economic world faces.

Thanks to all the work we've done on our strategic objectives and their translation into operational goals, our presence and relevance in our core businesses of control, testing, and inspection, and our positioning in the sustainability market, we are well-prepared and structured to play our full part in contributing to "a safer, more efficient, and sustainable world".

“

*KM.* Une A CSR strategy and Mission that are even more ingrained in our daily operations, with employees who are fully versed in these issues.

I also envision that in the future our external stakeholders will be much more engaged in these initiatives, and that we will offer a broader range of services to support our customers in their transition.



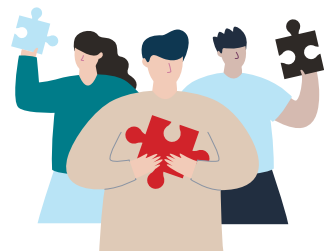
## DECLARATION OF CONTINUED SUPPORT FOR THE UNITED NATIONS GLOBAL COMPACT

For the third consecutive year, we are renewing our membership and active support for the United Nations Global Compact. The involvement of our teams in the accelerators, regional circles, and various physical and digital events available allows us to enhance our proficiency in applying the 10 universal principles to be upheld in the fields of human rights, labour law, the environment, and anti-corruption efforts in increasingly tangible terms each year, and to disseminate them among our partners. This framework of voluntary commitment serves as a catalyst for continuous improvement to align our practices with the major Sustainable Development Goals (SDGs).

Pierre-Guillaume LANSIAUX



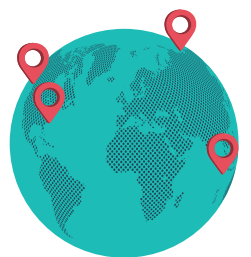
Figures for France, except for \* which are worldwide figures.

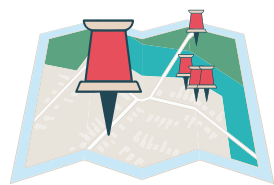
**2 119**  
employees\*



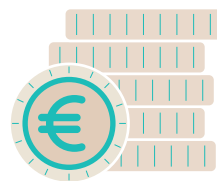
**07**  
subsidiaries\*



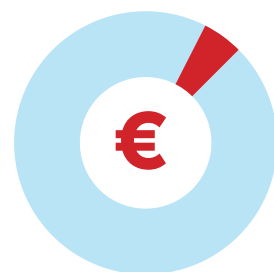
**180**  
branches \*  
worldwide



**85**  
sites  
with 34,030 m<sup>2</sup>  
of floor space



**€ 207**  
million turnover



**5%**  
of capital held  
by our managers

**143 000**  
active customers



**+47**  
score NPS  
(Net Promoter Score)



**96,7%**  
of employees\* represented on the Health, Safety  
and Working Conditions Committee,  
covered by collective agreements  
and formally elected employee representatives



**22 168**  
tons equivalent CO<sub>2</sub> (\*)  
i.e. -8.1% compared with 2019  
(base year)  
and -2.8% compared to 2022

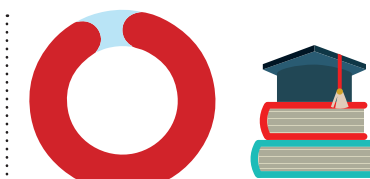
**10,9**  
tons equivalent CO<sub>2</sub> (\*)  
per employee

Scope 1 emissions = 7,853 tons equivalent CO<sub>2</sub>  
Scope 2 emissions = 334 tons equivalent CO<sub>2</sub>  
Scope 3 emissions = 13,982 tons equivalent CO<sub>2</sub>

(\*) Carbon footprint for scopes 1, 2 and 3  
according to the GHG protocol



**95%**  
of permanent  
jobs



**133**  
work-study contracts,  
I.E.  
6.4% of the workforce



**50 407**  
hours  
of training  
provided

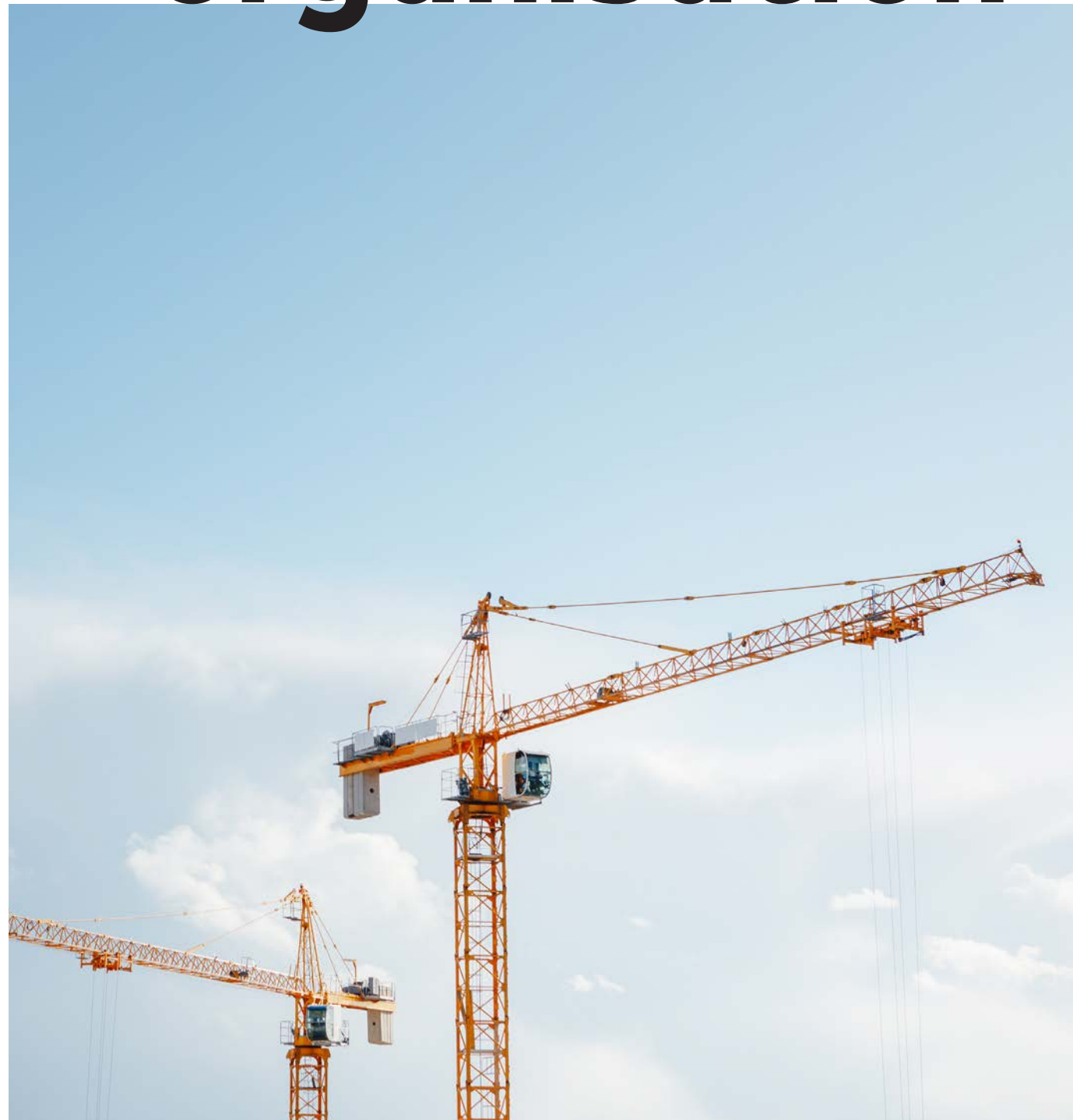
**22%**  
of employees  
with more than  
10 years seniority



I.E.  
**25,2<sub>H</sub>**  
of training  
per employee



# Our organisation



The QUALICONSULT Group has amassed over 40 years of experience in serving the common good.

Qualiconsult was founded in 1982 by an engineer, Alain Audouy, our Chairman, who sought to bring a unique perspective to the profession. By placing customers, workers, and users at the heart of our concerns, we strive to make their buildings, facilities, and organisations safer, more efficient, and more sustainable.

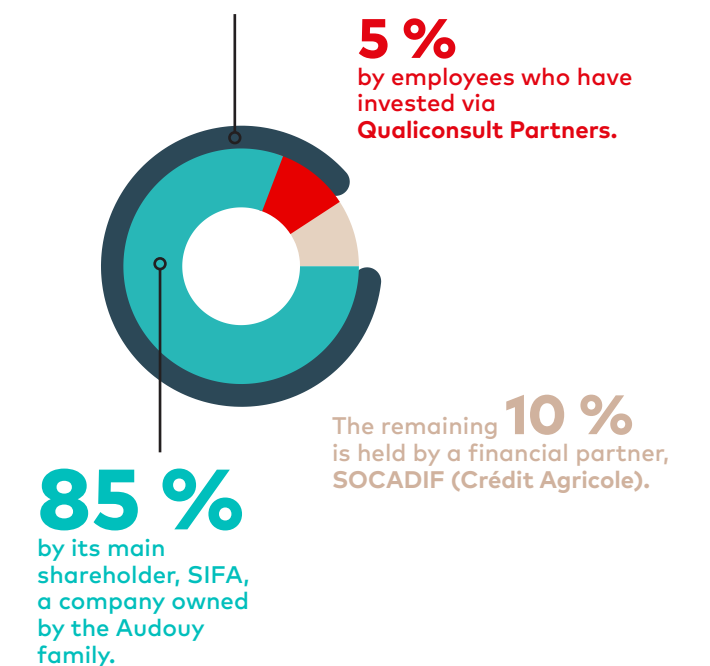
Today, our Group has broadened its services to include 7 subsidiaries and 6 complementary businesses that contribute to the protection of people, the environment, and the sustainability of properties.

Our 2,119 employees operate as independent third parties on all the structures and facilities necessary for social, economic, and cultural activities, primarily in France, but with a growing number of international projects.



The Qualiconsult Group remains a family-owned company based in France. We are among the few groups in the sector still managed by industry professionals. 90% of the capital is held by the Group's historic shareholder and employees. This allows us to maintain our independence, which is crucial to our business, and to continue our expansion.

**90 %**  
of the Group's capital is held  
by the historic main shareholder  
and by employees:



**Our raison d'être****"SHARING OUR EXPERTISE FOR A SAFER, MORE EFFICIENT AND SUSTAINABLE WORLD"**

is the affirmation that our various businesses have a significant purpose. For our 40<sup>th</sup> anniversary in 2022, we aimed to enshrine this in our articles of association and become a mission-driven company.

**Our mission**

is to help our ecosystem take into account the evolving environmental and societal challenges, and transition from a compliance-based approach to a multi-faceted approach to performance and sustainability.

Supported by our independence, we base our approach on proximity, collective intelligence, and the quality of human relationships. We develop our services and share our knowledge to generate trust in living and working environments.

“

Our mission allows us to be consistent and pragmatic in our development as we transition from compliance to support.

This is a pivotal time for our businesses, as we need to provide them with a new dimension, a new value that will enable us to establish the Qualiconsult Group as a benchmark in terms of environmental and social challenges for years to come.

”

Pierre-Guillaume LANSIAUX

**WE ARE ENGAGED IN all human activities, be they economic, social, or cultural, to ensure their smooth operation for:**



**The protection of people** is central to most of our activities. Health and safety coordination (CSPS), building inspections, and property diagnostics, which search for pollutants (such as asbestos, lead, etc.) to ensure the safety of workers and users, serve as prime examples.



**The sustainability of properties** accounts for a third of our work. Technical diagnostics, for instance, allow us to identify design flaws, defects, damage, or deterioration, enabling our customers to carry out necessary repairs on structures in use and prolong their lifespan. This also applies to technical building inspections concerning structural integrity, which are aimed at mitigating risks and hazards to structures post-completion. Lastly, periodic checks during operation contribute to enhancing the durability of installations and equipment.



**Environmental protection** is achieved both through our internal objectives and actions aimed at reducing the Group's carbon footprint (including Scopes 1, 2, and 3 carbon audits, Climate Strategy with objectives defined based on SBT science, etc.), and through the support we provide to our customers. We assist them in their Quality, Health, Safety, and Environment initiatives, aiding them in achieving their environmental quality goals for their structures, whether under construction or in operation, and in reducing their energy consumption and carbon footprint. Our expertise in this area is rapidly expanding.





# The Qualiconsult Group comprises 7 subsidiaries and 6 complementary businesses

that contribute to the protection of people, the environment, and the sustainability of properties.

As independent third parties, our teams work on a diverse array of structures and equipment to enhance their safety, efficiency, and durability.

In doing so, we partake in social, economic, and cultural activities both in France and internationally. Five of our subsidiaries, along with the Group, hold the status of mission-driven companies.

## Qualiconsult Exploitation



### APPROVED BODY FOR REGULATORY TECHNICAL INSPECTIONS

- Regulatory technical inspections of installations and equipment to meet customer safety and performance requirements in compliance with regulations or internal standards,
- Training organisation,
- Laboratory providing sampling services for asbestos, air quality at work, and Air & Water environmental measurements.

## Qualiconsult Immobilier



### PROPERTY DIAGNOSTICS

- Detection of pollutants such as asbestos and lead:
  - on behalf of project owners or property managers prior to demolition or rehabilitation projects,
  - for rental or sale to private individuals and real estate professionals,
- Accompanying private individuals and real estate professionals in carrying out real estate diagnostics, measurements and inventories for the residential and tertiary sectors.

## Quardina



Positive impact engineering for the building, infrastructure, and civil engineering sectors:

- Audits and diagnostics
- Studies and expert appraisals
- Technical assistance to contracting authorities
- Specialised project management
- Building Information Modeling and digitalisation
- Materials laboratory
- In situ investigations and inspections
- Instrumentation and monitoring

## Construction division

### Qualiconsult



The Group's historic subsidiary

### AN APPROVED BODY FOR TECHNICAL BUILDING INSPECTION

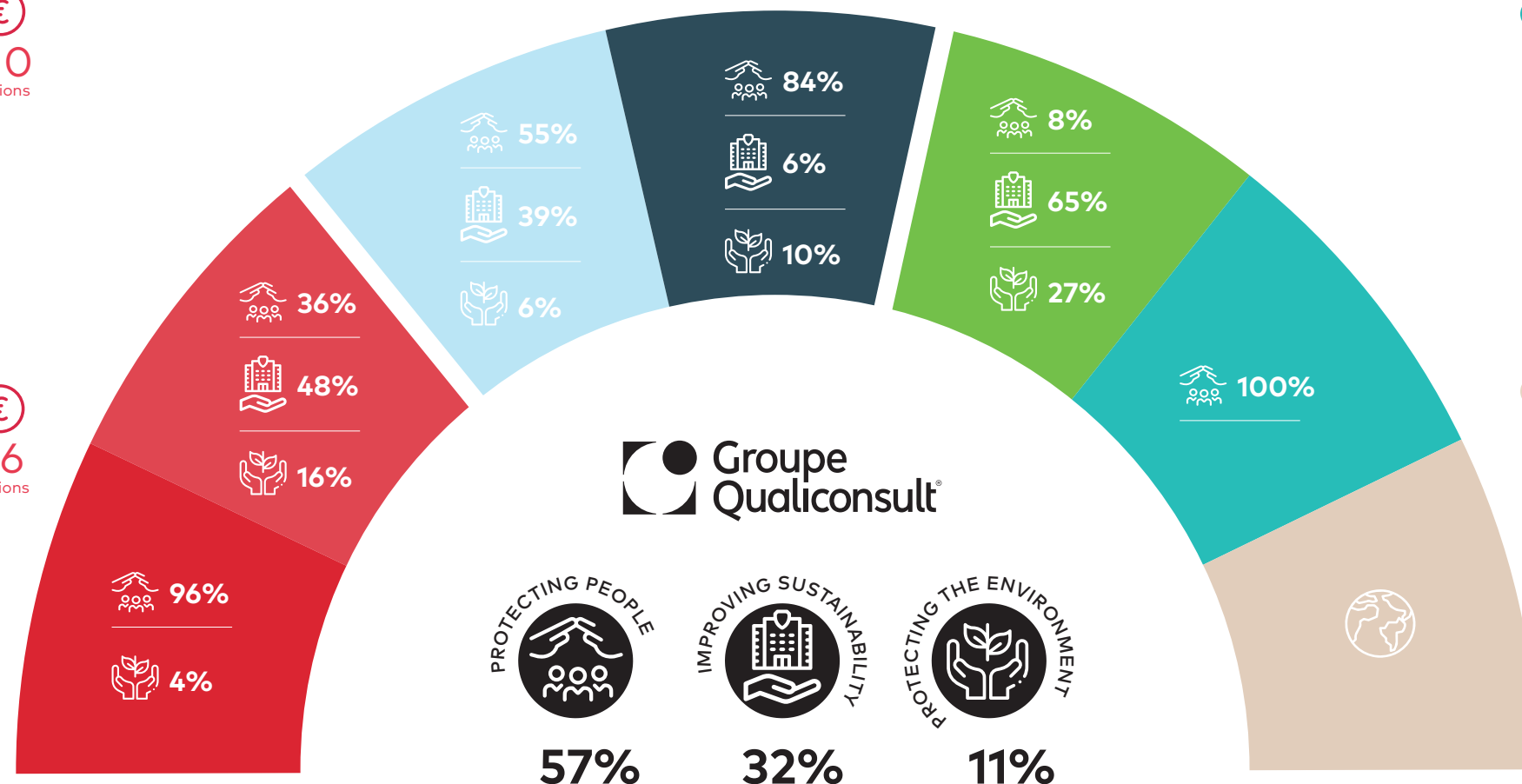
- Technical building inspections
- Regulatory checks and certification during construction
- Diagnostics and condition reports
- Environmental quality of construction

### Qualiconsult Sécurité



### CONTROL OF RISKS RELATED TO THE HEALTH AND SAFETY OF WORKERS

- Health and safety Protection Coordination,
- Health, Safety and Environment contracts related to construction,
- Environmental protection: listed installations, environmental assessments, etc.
- Diagnostics of polluted sites and soils.



## Elyfec



- Health and Safety Protection Coordination (CSPS)
- Legal representation of seconded workers
- Assistance to contractors regarding due diligence and compliance

## Qualiconsult à l'international



- Inspections during the design and execution phases to mitigate technical risks in the construction field, ensuring the structural integrity of buildings, the proper functioning of equipment, and the safety of individuals
- Based in Europe, Africa and the Middle East

Of which €3.5m and 21 employees already included in Qualiconsult.





## Our governance has evolved to adapt to new strategic challenges

**Under the leadership of Pierre-Guillaume LANSIAUX, the Group Executive Committee consists of 7 members.**

They determine the strategy of the Qualiconsult Group in line with its statutory objectives. They also draw on the work of various committees: the CSR Committee and the Group Ethics Committee for CSR and HSE policies.

The mission committees evaluate the extent to which the mission objectives of the Group and its subsidiaries are being fulfilled.



**Chairman  
Alain  
AUDOUY**

“ I was raised in Toulouse, in an environment centred around education and sports, which instilled in me values that have influenced my entire life. Sport - specifically rugby and tennis - has played a significant role for me. The principles of caring for others, consideration, and solidarity have guided me, and these are values that I have sought to embed in my company. President ”



**Directeur général  
Pierre-Guillaume  
LANSIAUX**

“ Following my final year of study in Germany, I embarked on my career in the construction technical control industry in Senegal. I also had the opportunity to work in various countries across West Africa. Later, I served as an Export Manager in Eastern Europe, North Africa, and the Middle East. These enriching experiences and multicultural discoveries have cultivated an open-minded perspective. ”

“ I was the first person recruited in 1995 to produce, develop, and implement SPS coordination services at Qualiconsult. In 1996, I spearheaded the creation of the Qualiconsult Sécurité subsidiary, of which I was appointed President in 2017. These nearly 30 years dedicated to promoting health, workplace safety, and environmental protection perfectly align with my academic background, and the adventure is not over yet! ”



President  
**Christophe  
BOURLON**

“ Originally from Lebanon, where I lived through the war, I was immersed in French culture through my Jesuit education, which led me to pursue structural engineering. I embarked on my professional journey in technical control in France in 1990. My background, my culture, and my passions have empowered me to be tenacious, resilient, and to progress so that our profession, through its values, contributes to making the world a better place. ”



President  
**Antoine BOU  
CHEBEL**



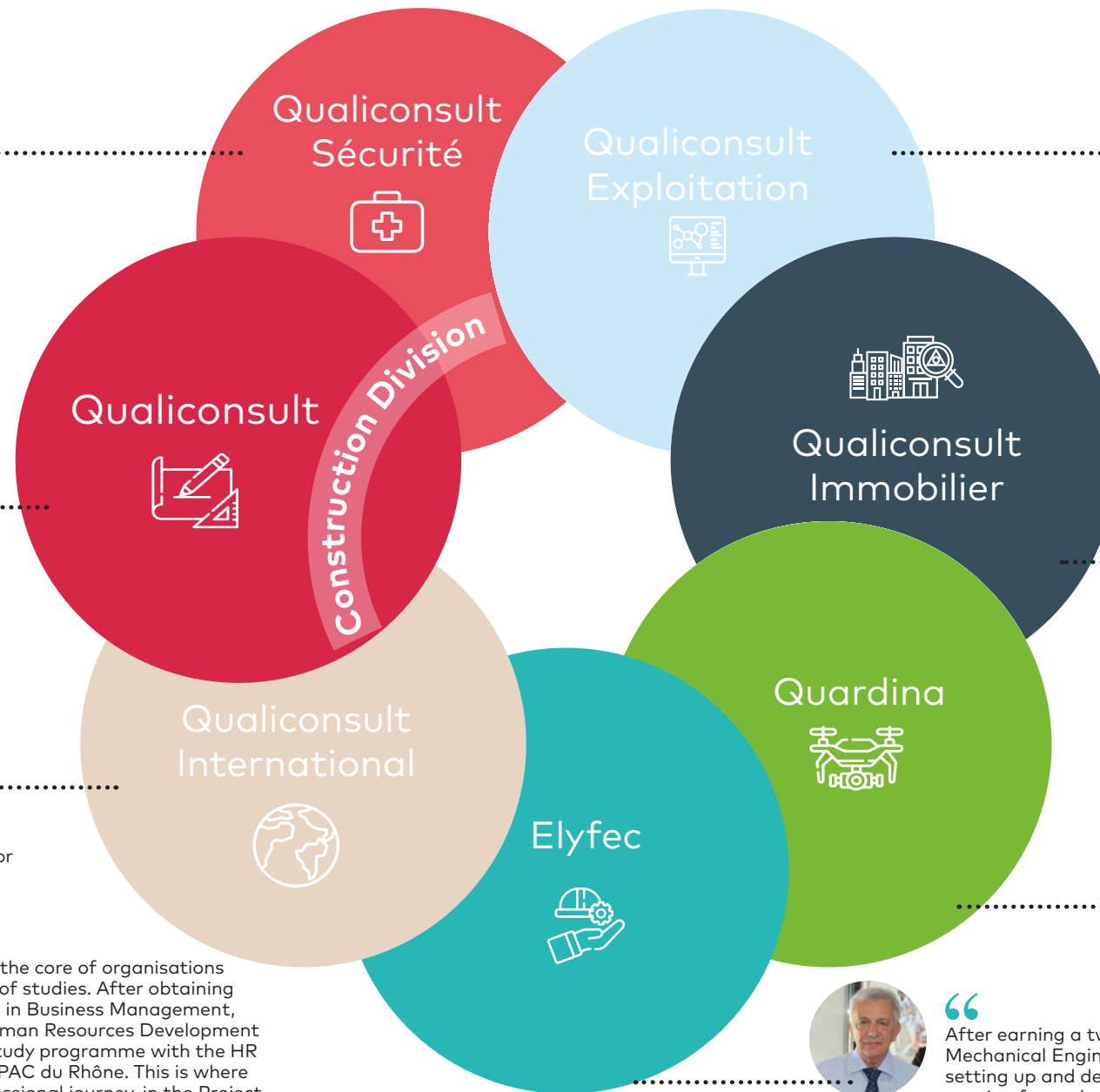
President  
**Emmanuel  
AUDOUY**

“ Born to a Franco-Spanish couple and raised with an appreciation for both cultures, I have a passion for diversity, language study, culture, and music. However, I chose to study science, inspired by my father's career when he established Qualiconsult in 1982, when I was just 11. This was a pivotal factor in my career path, as I've spent almost my entire life working there! Respect, listening, and sharing are the guiding principles in my life. ”



Managing Director  
**Marie Pierre  
DOMPIETRINI**

“ Placing people at the core of organisations guided my choice of studies. After obtaining a Master's degree in Business Management, I specialised in Human Resources Development through a work-study programme with the HR Department of OPAC du Rhône. This is where I started my professional journey, in the Project Management Department. Meeting someone in this role introduced me to the 'world' of Technical Building Control and its human-centric approach in service of a more sustainable environment, which aligns with my values. ”



“ I started working life at a very young age due to family circumstances, and have consistently sought to acquire new skills, which has facilitated my swift progression. From a technician to a President, I have gained expertise in various areas (management, sales, network support). At the age of 25, I set up a company in the HSE field, and later transitioned into the TIC sector where I held various roles, including a 6-year stint abroad. These experiences have given me a pragmatic and innovative perspective for navigating the challenges of today, be it in crisis situations, development, or transformation. ”



President  
**Pierre-Gérard  
MONTOUT**



President  
**Didier  
MALE**



President  
**Alexandra  
VASILE**

“ With a university diploma in environmental engineering, I embarked on my career in 1987 at Contrôle et Prévention and went on to become senior manager at Bureau Veritas. Driven by a strong desire to defend the environment and health, I am also a whistleblower. For over a decade, I have been actively involved in chairing the Oise environmental protection federation. ”

“ Born in Ukraine, I graduated in engineering at the age of 20. I then made the decision to move to France to further my studies with a thesis at ENS Cachan. I have a deep passion for Japan and its arts, as well as for learning languages (I speak six, including Japanese). In my free time, I support the Ukrainian cause by participating in social actions. ”



President  
**Patrick  
AMICUCCI**

“ After earning a two-year technical diploma in Mechanical Engineering, I became involved in setting up and developing companies. I have a deep passion for rugby and cycling, having been a sportsman, then a club president, and now I advise top-level athletes. In 2000, in collaboration with ELYFEC, I joined Mr. Alain Audouy in the Qualiconsult venture. Starting from a piece of legislation or a European directive, I developed and incubated new activities and services, embodying the spirit and values conveyed by sport, and rugby in particular. ”



As our CSR approach has evolved, we have adjusted our governance to align with the Group's new strategic objectives, thereby better serving our raison d'être.

Our various committees, whether they are decision-making, operational, or consultative, operate as a network to provide input to the Group and Subsidiary Executive Committees (CODIRs). This ensures regular exchanges and promotes efficiency and continuous improvement.

### Social & Economic Committee

MEETS  
once  
per month



**TOPICS ADDRESSED**

- Strategic orientations of the company
- Economic and financial situation of the company
- Social policy of the company
- Working conditions and employment
- Addressing issues related to the work of people with disabilities, women, and senior citizens

### Mission Committees

COMPRISED OF A REPRESENTATIVE FROM EACH OF THE MISSION-DRIVEN COMPANIES AND 3 EXTERNAL MEMBERS

MEETS  
4  
time / year



**TOPICS ADDRESSED**

- Evaluation of the actions implemented to fulfil the statutory objectives
- Scrutinising the relevance of the chosen strategy and indicators
- Providing recommendations and exploring new possibilities
- Co-development of the Mission report

### Group Ethics Committee

MEETS  
4  
time / year minimum



**TOPICS ADDRESSED**

- Development of the ethics policy and the code of ethics
- Carrying out and synthesis of risk analyses
- Monitoring (reports, audits, surveys, action plans...)
- Measuring the efficiency of its actions
- Putting indicators in place and publishing reports

### Group Executive Committee

MEETS  
2  
time / month



**TOPICS ADDRESSED**

- Analysis of cross-company topics
- Sharing of strategic thinking and decision-making in line with the vision of the company
- Discussions with the various steering committees

### Subsidiary Executive Committees

MEET  
once  
per / quarter



**TOPICS ADDRESSED**

- Operational implementation of strategic objectives
- Monitoring of actions and introduction of corrective measures
- Engaging in discussions with support services

### CSR Committee

MEETS  
4  
time / year



**TOPICS ADDRESSED**

- Implementation of the Group's CSR strategy
- Identification of actions resulting from the strategy
- Contribution to preparing the annual integrated report
- Management of the company's CSR approach
- Monitoring the progress of the actions implemented
- Providing CSR updates to the Group Executive Committee
- Contribution to external CSR assessments
- Participation in Global Compact working groups

### CSSCT

MEETS  
4  
time / year



**TOPICS ADDRESSED**

- Analysis of occupational risks
- Examination of exposure to occupational risk factors in relation to the prevention of difficult working conditions
- Efforts to combat all forms of harassment in the workplace
- Analysis of work-related accidents
- Analysis of occupational diseases

### HSE Committee

MEETS  
1  
time / month



**TOPICS ADDRESSED**

- Development and implementation of the integrated management system
- Identification of areas for improvement in environment, safety and working conditions
- Development of HSE training and awareness programmes
- Promotion of prevention initiatives, and updating of mandatory documents
- Conducting internal audits in relation to the Company Safety Improvement Manual (MASE) and the Integrated Management System (SMI: ISO 9001, 14001 et 45000)

SOCIETAL CAPITAL



2280 suppliers and subcontractors



143 000 existing customers



180 branches worldwide  
85 sites in France covering 34 030 m<sup>2</sup> of space



1685 vehicles in total, of which:  
79,5% are internal combustion  
18,5% are LPG  
1,8% are hybrid  
and 0,2% are electric  
All vehicles are classified as either CRIT'AIR 1 (91%) or CRIT'AIR 2 (9%)  
423 267 L of diesel consumed, representing a decrease of 56.9% compared with 2022  
2 851 947 L of petrol consumed, representing an increase of 24.4% compared with 2022  
128 613 L of LPG consumed, representing a decrease of 33.7% compared with 2022



10.9 tons equiv. CO<sup>2</sup> per employee



11 sites equipped with Electric Vehicle Charging Infrastructure (IRVE)



2648 MWh of grey electricity\* consumed, which is 19.5% less compared with 2022  
560 MWh of green electricity with a guarantee of origin consumed which is 96.4% higher than in 2022  
526 MWh of gas consumed



8,1 Kg of paper ordered per employee, which is 20.8% less compared with 2022



162 tonnes of waste generated\*

HUMAN CAPITAL AND INTELLECTUAL CAPITAL



2 119 employees  
22% of whom have more than 10 years' seniority

67 external awards received

More than 40 years' experience in the field



FINANCIAL CAPITAL

€29M of equity capita  
5% of capital held by our managers

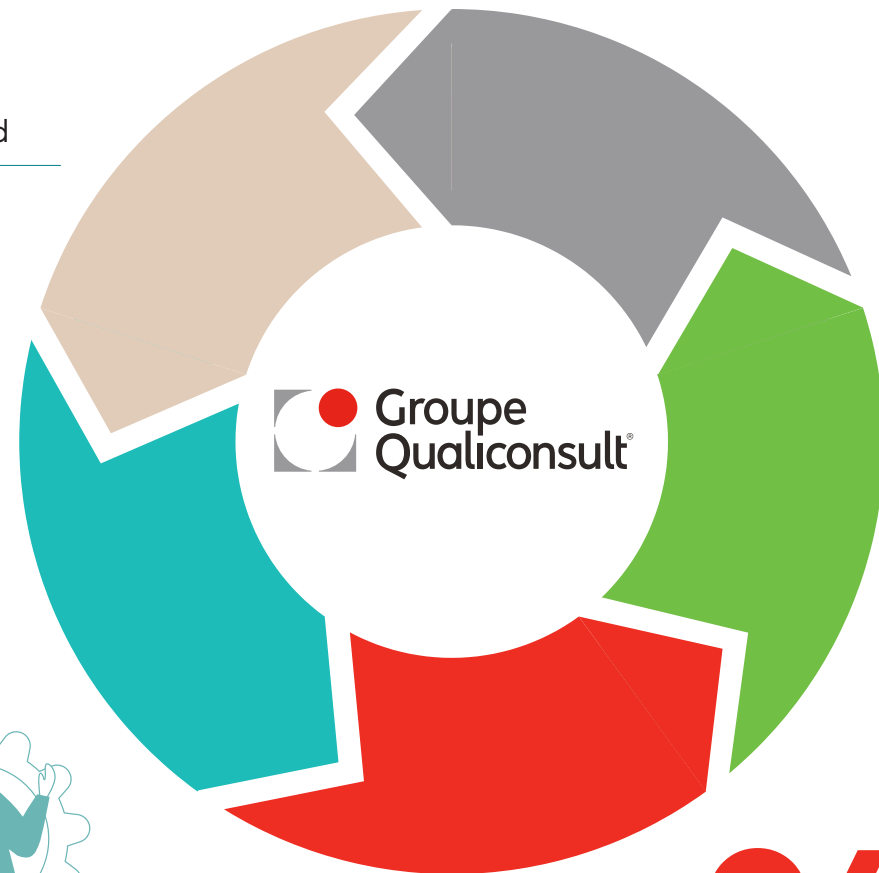


03. RESOURCES & IMPACT

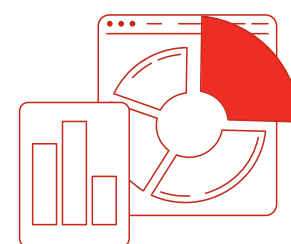


02. OUR PRIORITY AREAS OF ACTION

- Business ethics, compliance and transparency
- Well-being and quality of life at work
- Skills, employability and talent development
- Diversity and inclusion
- Environmental impact of the Group's activities
- Responsible purchasing from suppliers and contractors
- Collaboration with our stakeholders
- Societal engagement, employee engagement and intrapreneurship
- Quality of customer relations
- Integration of CSR across our business services and solutions



Groupe Qualiconsult

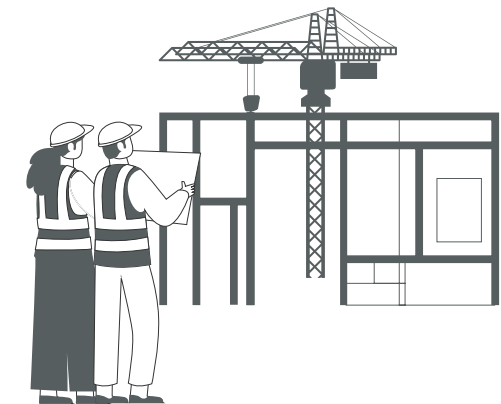


04. REVENUE GENERATED

€207 M  
TURNOVER

EBITDA : €6,3 M

01. OUR ACTIVITIES



- Technical building checks
- Management of health, safety, and environmental risks
- Statutory and voluntary inspections of technical equipment and installations
- Property diagnostics
- Design of buildings, infrastructure, and civil engineering structures
- Training courses



Our value creation

- Enhanced value creation
- €118m generated for the protection of individuals
  - €66.2m generated for the sustainability of property
  - €22.8m generated for the protection of the environment
  - 50,407 hours of training provided, i.e., 25.2 hours per employee
  - 95% permanent contracts
  - 6.4% work-study students (133 in total)
  - 18 day-care places for our employees' children
  - 521 donations of IT equipment made to various associations
  - 81 tons of waste collected for recycling or reuse



Redistribution of financial value

- Payroll (loaded): €122 M
- Employee profit-sharing: €1,8 M
- Total expenditure on suppliers and subcontractors: €75 M
- Taxes: €8 M
- Rent: €13 M
- Loans: €39 M

\*Please note that some missing data for sites have been estimated based on standard ratios for tertiary activities.



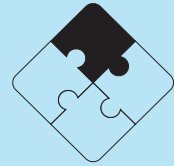
# Our stakeholders



A deeper understanding of our ecosystem is key to fostering collaboration.

Our commitments to CSR are contributing to the development of our practices. A more detailed examination of our main stakeholders' expectations has guided us in refining our methods of dialogue and collaboration with them. Specifically, we have devised targeted actions for those stakeholders whom we believe are crucial for the company's growth.

## Employees



Employees  
-----  
Agencies, regions  
-----  
Employee representative  
bodies  
-----  
Families and friends  
of employees

- Improve working conditions (health and safety, skills, ethics, meaning, trust, non-discrimination, diversity)
- Support innovation
- Safeguard image and improve reputation
- Boost investor confidence
- Manage risks and seize opportunities
- Reduce costs
- Buy or use more responsible goods and services
- Improve performance
- Generate shared value
- Foster social dialogue
- Defend the interests of employees
- Communicate economic, environmental and social information about the Group

Social dialogue  
-----  
Internal surveys  
-----  
Participatory and collaborative  
workshops  
-----  
Annual and professional appraisal  
interviews  
-----  
Internal events  
-----  
Intranet, internal newsletters  
-----  
Communities

## Clients

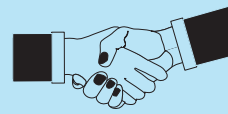


Developers and property  
owners  
-----  
Public authorities, local au-  
thorities  
-----  
Healthcare institutions  
-----  
Industrialists  
-----  
Trade and retail companies  
-----  
Energy and environmental  
companies  
-----  
Transport and logistics  
companies  
-----  
Property managers  
-----  
Construction companies  
-----  
VSEs/SMEs, tradespeople  
-----  
Architects, design offices...

- Receive high-quality services (health and safety, ethics, proximity, and continuity of services)
- Provide advice on and implement sustainable development in the missions assigned to Qualiconsult
- Improve collaboration
- Foster innovation
- Generate mutual benefits
- Purchase or use more responsible goods or services

Telephone and e-mail  
conversations  
-----  
Regular meetings  
-----  
Collaborative platforms  
-----  
Customer satisfaction surveys  
-----  
Trade fairs and webinars  
-----  
Web site and social media

## Partners



Shareholders  
-----  
Banks and financial organisations  
-----  
Training organisations  
-----  
Professional bodies  
-----  
Competitors

- Mitigate negative impacts
- Reduce uncertainty and generate confidence
- Support return on investment
- Ensure involvement in working groups, committees and commissions
- Provide concrete and relevant feedback
- Promote the Qualiconsult businesses
- Generate sustainable growth
- Create shared value

Reporting and general assemblies  
-----  
Meetings  
-----  
Training courses  
-----  
Participation in working  
groups  
-----  
Workshops  
-----  
Regular meetings

## Suppliers and service providers



Sector business partners  
-----  
Insurers  
-----  
Car rental companies  
-----  
Lessors  
-----  
Telephone operators  
-----  
IT service providers  
-----  
Suppliers of consumables,  
PPE...  
-----  
Energy suppliers  
-----  
Waste collection and sorting  
experts

- Promote responsible business practices
- Generate shared value
- Ensure safe and healthy working conditions
- Establish fair contractual terms and conditions
- Support local employment
- Generate sustainable business opportunities

Supplier assessment form  
-----  
Regular meetings  
-----  
Audits  
-----  
Consultations  
-----  
Monitoring of contracts  
-----  
Supplier guidelines  
-----  
Awareness-raising and training  
of buyers (anti-corruption,  
responsible purchasing...)

## Third-party accredita- tion and certification bodies ...



Accreditation, qualification  
and external certification bodies  
(COFRAC, OPQBI, etc.)

- Checking of skills and processes
- Safeguarding of professions and their characteristics
- Instil confidence in the ecosystem

Audits

## Public authorities



Ministries of Ecological Transition,  
Labour, Employment  
and Integration  
-----  
Interior state services - DREAL  
(Regional directorates for the  
Environment, Planning and  
Housing),  
-----  
SDIS (Departmental fire and  
rescue services)  
-----  
Public bodies (Agency for Eco-  
logical Transition, Chamber of  
Commerce and Industry, etc.)

- Ensure that regulations are properly applied
- Protect people, the environment and property
- Collaboratively contribute to the development of future regulations

Participation in expert working  
groups  
-----  
Round table events  
-----  
Conferences  
-----  
Contribution to publications

## Civil society



Higher education institutions  
-----  
The media  
-----  
Organisations, associations  
and NGOs (Community of  
'Mission-driven companies',  
user and citizen groups...)

- Enhance attractiveness and contribute to regional development
- Assist in integrating young people into the labour market
- Provide training and facilitate skills development
- Raise awareness about fostering a more responsible society
- Ensure a healthy living environment

Student forums  
-----  
Presentations  
and participation  
in student events  
-----  
Partnerships  
-----  
Press relations  
-----  
Information meetings, work  
meetings and discussions

## ► description

## ► expectations

## ► Form of dialogue



The main risks are analysed annually by the Ethics Committee and the relevant departments to adjust the Group's strategies and policies.

Any rating above 13 indicates a material risk. This year, 13 main risks were identified. The risk map is used as a basis for formulating the Group's strategy and annual CSR roadmap, with the involvement of various experts and Group representatives.

ALIGNMENT WITH THE MATERIALITY ANALYSIS CARRIED OUT IN DEDICATED WORKSHOPS IN Q1 2021 WITH VARIOUS INTERNAL AND EXTERNAL STAKEHOLDERS

CSR RISK CATEGORY	RISKS & OPPORTUNITIES	IDENTIFIED CSR RISK	GROSS RISK RATING	AREAS OF GROUP COMMITMENT	PRIORITIES	The Group's actions by priority area contribute to the following Sustainable Development Goals:
Environmental	CLIMATE CHANGE	Risk of negative contribution to climate change due to our greenhouse gas emissions	24	ENGAGEMENT & PERFORMANCE	Environmental impact of our activities	
Social / Societal	HEALTH & SAFETY	Difficulty in meeting our customers' deadlines in the event of frequent and/or serious workplace accidents	24	QUALITY OF CUSTOMER RELATIONS	Well-being and quality of life	
	WORK ORGANISATION	Threat to the quality of life at work	20	QUALITY OF CUSTOMER RELATIONS	Well-being and quality of life	
	SOCIAL RELATIONS	Threat to the social climate	18	QUALITY OF CUSTOMER RELATIONS	Well-being and quality of life	
	EQUALITY OF TREATMENT	Lack of diversity, and discrimination	18	ETHICS & RESPONSIBILITY	Diversity and inclusion	
	SOCIETAL COMMITMENTS IN FAVOUR OF SUSTAINABLE DEVELOPMENT	Disengagement of our employees and potential loss of talent	20	ENGAGEMENT & PERFORMANCE	Societal commitment, employee engagement & intrapreneurship	
	EMPLOYMENT & TALENT MANAGEMENT	Difficulties in recruitment aligned with business needs	24	ENGAGEMENT & PERFORMANCE	Skills, employability and talent development	
	TRAINING	Loss of intellectual skills necessary to meet our customers' expectations	26	ENGAGEMENT & PERFORMANCE	Skills, employability and talent development	
Governance	FAIR PRACTICES & ETHICS	Potential harm to our image and reputation	24	ETHICS & RESPONSIBILITY	Business ethics and compliance, including transparency	
	COLLABORATION WITH STAKEHOLDERS	Potential dissatisfaction and criticism from our stakeholders	24	QUALITY OF CUSTOMER RELATIONS	Collaboration With stakeholders	
	SUB-CONTRACTING & SUPPLIERS	Potential failure to achieve our CSR objectives, non-compliance with the 10 principles of the United Nations Global Compact, and potential loss of our customers' trust	24	ETHICS & RESPONSIBILITY	Responsible purchasing from suppliers and subcontractors	
	CUSTOMER SATISFACTION	Potential customer dissatisfaction leading to loss of turnover	22	QUALITY OF CUSTOMER RELATIONS	Quality of customer relations	
	INTEGRATION OF CSR INTO OUR SOLUTIONS & SERVICES	Potential loss of market share and perception as an outdated company	26	ENGAGEMENT & PERFORMANCE	Integration of CSR Into our solutions and services	

# Our Strategy



2023 marks the end of a phase as the final year of our 3-year strategy.

New regulations, specifically the CSRD (Corporate Sustainability Reporting Directive), are prompting us to make significant changes to our approach.

At the same time, our professions are undergoing a major transformation, shifting from an obligation of means to an obligation of results. This invites us to revisit our approach, moving from compliance to support, thus adding a new dimension to our businesses.

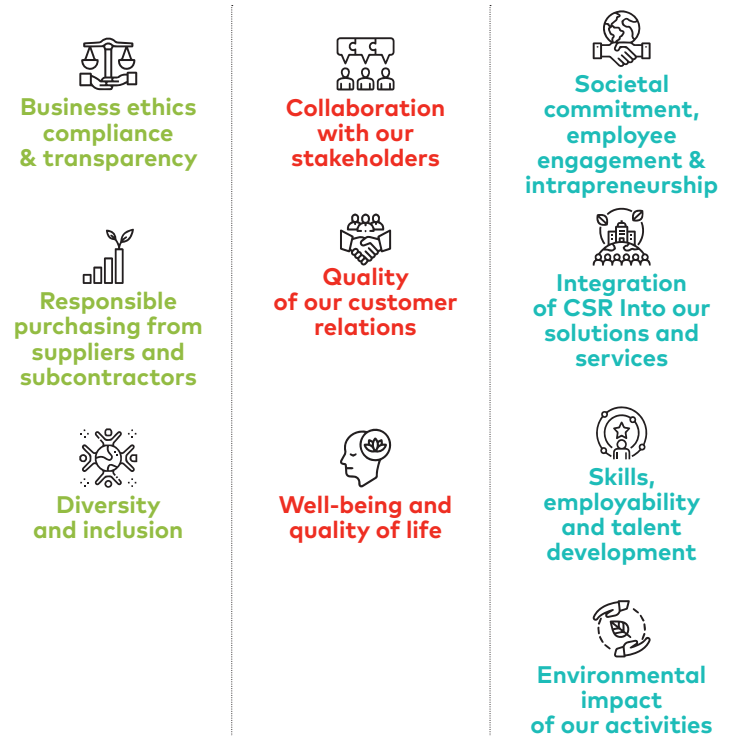
We are therefore concluding a cycle that began in 2021, during which we collaborated with our customers, partners, and teams to co-develop this initial CSR strategy based on analysis and consultation. This resulted in our first materiality matrix, which enabled us to identify 10 priority issues organised into 3 strategic pillars common to our various subsidiaries: ethics and responsibility, quality of relations, and commitment and performance.



## Our 3 areas of commitment



## Our top 10 priorities

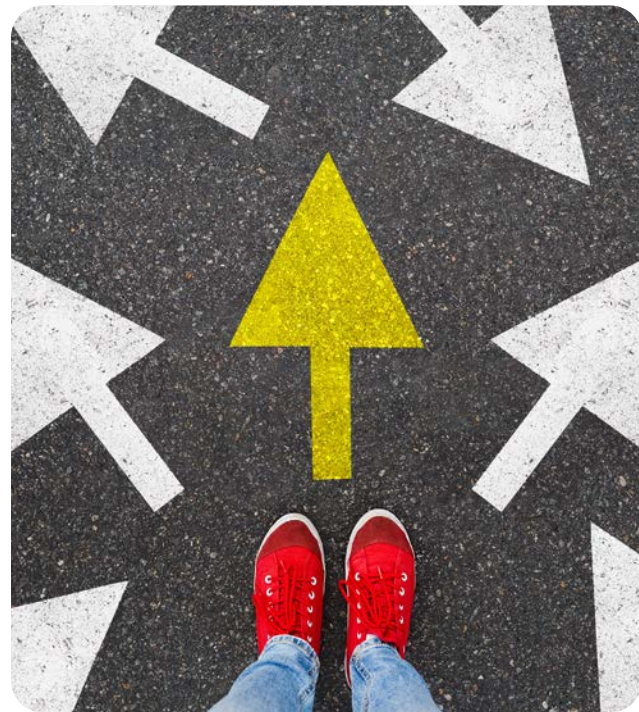




The ongoing work, particularly on CSR and the Mission, is expected to position the Qualiconsult Group as a benchmark for environmental and societal considerations in the years to come.

Thanks to a better understanding of the complex challenges of sustainable development and a clearer picture of our impact, we are poised to co-create solutions and services that promote the transition to new, safer, more efficient and sustainable business practices.

For each priority area, after identifying the risks and opportunities, we have implemented a cross-functional action plan and set out our ambitions for 2024.



## ETHICS & RESPONSIBILITY

### Developing a culture of ethics and responsibility

TO ACHIEVE THIS, OUR MAIN PRIORITIES ARE:

- Extending and maintaining our approach to business ethics, compliance, and transparent governance
- Promoting responsible purchasing from suppliers and subcontractors in our business lines
- Creating a genuine culture of inclusion within our Group

### 1. Business ethics, Compliance and transparency

Our core business is to help ensure the health and safety of the general public and workers, the protection of the environment, and the sustainability of technical structures and installations. Our vocation is therefore to guarantee trust between economic players by evaluating their activities in accordance with societal expectations. Compliance with the requirements and standards specific to our business, coupled with our aspiration to lead by example, underpin our pursuit of impartiality.



## BUSINESS ETHICS, COMPLIANCE & TRANSPARENCY

OUR OBJECTIVES FOR 2021-2023	RESULTS IN 2022	RESULTS IN 2023	AMBITION FOR 2024
<b>Develop a monitoring system to ensure that the culture of ethics is sustained over the long term.</b>	Acquisition of mission-driven company status for 5 of our subsidiaries and for the Group as a whole.	Deployment of the Mission's organisation and governance in the relevant entities.	Successfully complete the Mission certification audit - achieve 100% of objectives.
	Structuring of CSR governance and deployment of the roadmap.	Adjustment of the organisation and continued deployment of the CSR roadmap.	Study double materiality to prepare for the application of the CSRD (in 2026 for the 2025 financial year).
	Award of the ECOVADIS bronze medal with a score of 49/100.	Increase in our Ecovadis rating by 7 points (56/100), maintaining our bronze medal position.	Obtain the Ecovadis silver medal.
	Creation of a Group Ethics Committee, overhaul of the Code of Ethics, and deployment of the EQS platform for reporting and handling alerts.	Activities of the Ethics Committee: 12 meetings held, 6 internal referrals investigated or in the process of being investigated, and reform of operations: division of the Group Ethics Committee into a Strategic Ethics Committee and an Operational Ethics Committee for greater efficiency. Opening up of the EQS platform to internal and external stakeholders.	Initiate internal branch audits on a sample basis to ensure compliance with the 12 pillars of our Code of Ethics and continue to roll out EQS as part of a continuous improvement approach.
	Phishing awareness campaign (email open rate by end 2022: 10%).	Introduction of support for the protection of our systems, contracting for support in the event of a cyber-attack by one of the market leaders. Continuation of the email phishing awareness campaign (email open rate 3% by the end of 2023). Phishing awareness module: 65% of staff made aware of the issue.	Continue to invest in the availability and security of our information system in accordance with the ANSSI hygiene guide, ISO 27001, and CNIL best practices.
<b>Train 100% of our employees in business ethics.</b>	Training module to raise awareness among 13.3% of employees.	Introduction of a new module that has raised awareness among 41% of employees.	Continue to raise awareness of anti-corruption issues by making a dedicated module available on our new LMS (Learning Management System) platform. Objective: 80% of employees have completed the awareness module.

## 2. Responsible purchasing from suppliers and subcontractors

Our Group-wide carbon footprint revealed that approximately 40% of our impact was linked to our purchasing. The Ethics Committee therefore took up this issue. After analysing the risks, it laid the foundations for the Group's responsible purchasing policy. This ranged from the formalisation of reference documents to the transformation of practices, in particular with the division between centralised purchasing at head office and decentralised purchasing in the branches. The aim is to develop an approach that is relevant to our branches, economically efficient and aligned with local purchasing practices.



### RESPONSIBLE PURCHASING FROM SUPPLIERS & SUB-CONTRACTORS

OUR OBJECTIVES FOR 2021-2023	RESULTS IN 2022	RESULTS IN 2023	AMBITION FOR 2024
<b>Adhere to our responsible purchasing policy with 100% of our suppliers by 2023.</b>	Carried out a risk analysis, drew up our responsible purchasing policy and defined its principles.	Implemented the responsible purchasing policy: drafted and distributed the Code of Conduct for internal staff, the CSR Charter for the Group's suppliers, and updated our general purchasing conditions.	Continue the operational deployment of our policy and introduce branch audits, which will include an item on responsible purchasing in order to verify practices.
		Raised awareness of responsible purchasing among DALI (Purchasing Department) staff.	Continue to raise awareness of responsible purchasing among employees who make purchases.
	Developed a method for selecting and monitoring our suppliers.	Implemented the first evaluation of our suppliers: e-attestation, legality, and Ecovadis questioning platform.	Adapt the evaluation of suppliers following feedback from experience.  Systematically ensure that our suppliers sign the CSR charter.

## 3. Diversity & inclusion

Diversity and inclusion are integral to our Group policy, especially since we transitioned to a "mission-driven" company in 2022. This year has seen a ramping up of our efforts in this area, particularly with regards to professional equality, consideration of disability, and the transformation of our recruitment practices. We are implementing over twenty actions, and our approach is aimed at combating all forms of discrimination, whether within the company or in our interactions with our stakeholders.



## DIVERSITY & INCLUSION

OUR OBJECTIVES FOR 2021-2023	RESULTS IN 2022	RESULTS IN 2023	AMBITION FOR 2024
<b>Encourage diversity, inclusion, and equal opportunities by providing training to 100% of our employees on topics related to inclusion.</b>	Raised employee awareness of diversity issues through a specialist from outside the Group.	Participated in the Activ Challenge set up by the 'Association for the Management of Funds for the Professional Integration of Disabled People' AGEFIPH: 3 weeks of 100% digital challenges to inform and raise awareness among all employees about disability.	Renew participation in the Activ Challenge.  Create a diversity fresco to raise awareness among the Executive Committee and members of the Social and Economic Committee (CSE), then among managers in 2025-2026.
	Participated in the European Week for the Employment of People with Disabilities (SEEPH) with 3 'DuoDays'.	Participated in the SEEPH, with the organisation of 11 'DuoDays' and the participation of our employees in AGEFIPH's 'Handipour-suite' quiz (190 rounds played, 124 participants, 5 employees winning prizes).	Participate in the SEEPH and 'Duoday' initiatives.
	Organised an internal awareness-raising campaign via a video by the Human Resources Director and the company's Disability Officer to provide information on the steps to be taken to have one's disability recognised and to benefit from the company's support.	Organised 4 digital disability awareness workshops, with around thirty participants, run by Aktiséa.  Organised and hosted, at our Vélizy premises, a meeting of members of the national Disability Advisor Network (RRH) on the theme of "How to move from intention to action?".	Set up a serious game and 'Happy Cafés'.  Raise employee representatives' awareness of the keys to understanding disability.  Raise managers' awareness of the keys to understanding disability and inclusive recruitment with AGEFIPH.
<b>Adapt our recruitment policy to promote greater inclusion of women and people with disabilities.</b>	Negotiated a company-wide agreement on disability progress targets.	Became a signatory of the diversity charter.  Worked on professional equality leading to an improvement in our professional equality indexes.	Sign a three-year group agreement on the recruitment and retention of employees with disabilities. The target for each subsidiary will be to increase its RQTH rate each year, with the aim of achieving a minimum rate of 4.5% of disabled employees within three years.
		Carried out an Action Diagnostic with Arthur Hunt and the AGEFIPH, which identified the objectives to be achieved and the mechanisms to be activated to develop the employment of disabled workers.  Participated in the 'HandiRecrutement' Forum.	Implement an action plan based on the five pillars of the agreement that will have been negotiated and signed.  Work in partnership with a specialist recruitment agency.  Set up a Disability Steering Committee in September 2024 to promote diversity and inclusion within each subsidiary, and ensure that the commitments made in the Group agreement on the five key pillars are met.



The initiatives undertaken in recent years have resulted in a 58% increase in the number of disabled people in the Group workforce, with one of our subsidiaries exceeding the 6% threshold. In recent months, we have also seen an increase in the number of employees who have applied to us for recognition of their status as a disabled worker (RQTH), or who have asked us to assist them in their application or in adapting their workstation. There is no doubt that the signing of the disability agreement and the implementation of the measures will help to reinforce this trend and make diversity and inclusion, through the disability component, a core value of the Group.

” Adeline CAMUS, HR Development Manager & Disability Advisor.





### QUALITY OF RELATIONS

Creating and maintaining high-quality relationships with our employees, stakeholders, and customers is a key focus.

TO ACHIEVE THIS, OUR MAIN PRIORITIES ARE:

- **Strengthening and maintaining a climate of goodwill, solidarity, and contribution to consolidate the employer brand**
- **Implementing the concept of High-Quality Relationships (HQR) to enhance the quality of customer relations**
- **Formalising a co-development & co-innovation approach with our ecosystem**

### 4. Staff well-being and quality of life

In these uncertain times, we understand the importance of providing our employees with the best possible support and equipping them with the resources they need to navigate these challenges with greater peace of mind. We are therefore committed to harnessing collective intelligence, fostering a caring environment, and promoting solidarity to guide our continuous improvement approach and cultivate high-quality relationships with our customers and partners. This approach is designed to preserve the physical and mental well-being of our teams, ensure a balance between work and personal life, enhance the working environment, and establish a culture of well-being.



### STAFF WELL-BEING & QUALITY OF LIFE

OUR OBJECTIVES FOR 2021-2023	RESULTS IN 2022	RESULTS IN 2023	AMBITION FOR 2024
<p><b>Improve the working environment to increase employee loyalty and reduce staff turnover associated with the quality of life at work by 20%.</b></p>	14% of employees participated in awareness building initiatives concerning workplace harassment.	Set up a social barometer tool to regularly gauge employee sentiment.	Prevention of psychosocial risks: introduction of a 'forum theatre' on the subject of harassment in the workplace and outsourcing of the harassment investigation monitoring system.
	Existence of a support and counselling service.	<p>Outsourcing of the psychological unit, providing individual support for employees in vulnerable situations.</p> <p>Organisation of two webinars by the firm "Ma vie en mieux" on the topic of "How to manage your emotions".</p> <p>Signing of agreements for the donation of days off, a solidarity scheme that allows employees to anonymously donate part of their unused days off for the benefit of another employee, without receiving any compensation.</p> <p>For isolated workers: Conducted a test of an application with 10 employees, with the aim of implementing it for all employees if the test proved satisfactory.</p> <p>Revision of the onboarding process, with the introduction of video conferences to welcome new employees.</p>	
	Continued partnership with the Les Petits Chaperons Rouges network of company crèches.	Extension of the partnership with the 'Les Petits Chaperons Rouges' network of company crèches.	Continuation of the crèche places programme.
	Implementation of a sustainable mobility plan, including soft mobility.	Introduction of incentive agreements encompassing CSR objectives (limiting emissions, developing innovative services, etc.).	Renegotiate remote working agreements.
		Introduction of branch projects developed jointly with teams and regular quarterly branch meetings.	Reorganise the HR function within the network: create local HR relays to act as a link between the branches and head office, and adopt common HR processes across all branches.
		Awareness building of 1,064 employees about the quality of relations.	Train employees in eco-driving techniques and implement agreements on mobility and travel.

## 5. Quality of customer relations

Our aim is to support our customers' transformation by providing a high-quality service. This approach is based on an ongoing dialogue with our customers, aimed at understanding and even anticipating their expectations. Launched in 2020, our "Building Together" approach has enabled us to introduce new ways of working in a collaborative and intelligent manner, highlighting the meaning, impact and societal contribution of our various businesses.



### QUALITY OF CUSTOMER RELATIONS

OUR OBJECTIVES FOR 2021-2023	RESULTS IN 2022	RESULTS IN 2023	AMBITION FOR 2024
<b>Ensure that 100% of our employees complete the 'high-quality relationships' training module by 2023.</b>		Provided training in interpersonal skills to all employees.	Train all new arrivals in interpersonal skills.
<b>Develop and implement a satisfaction and recommendation index linked to the integration of CSR into our services and practices.</b>	Organisation of 5 "P'tits déj de l'innovation" (innovation breakfast) events for employees featuring external speakers, with the aim of generating ideas for new services for our customers.	<p>Organisation of 5 innovation breakfasts, 6 customer webinars and customer matinees.</p> <p>Organisation of a partners' evening event focused on the theme of trends and developments in the construction industry, including topics such as re-use, RE2020 (Environmental Regulation 2020), and the use of bio- and geo-sourced materials.</p>	<p>Increase the co- development of services and solutions with our customers.</p> <p>Involve our customers in our approach as mission-driven companies.</p> <p>Improve our quality of service, particularly at the beginning and end of projects.</p>

## 6. Collaboration with our stakeholders

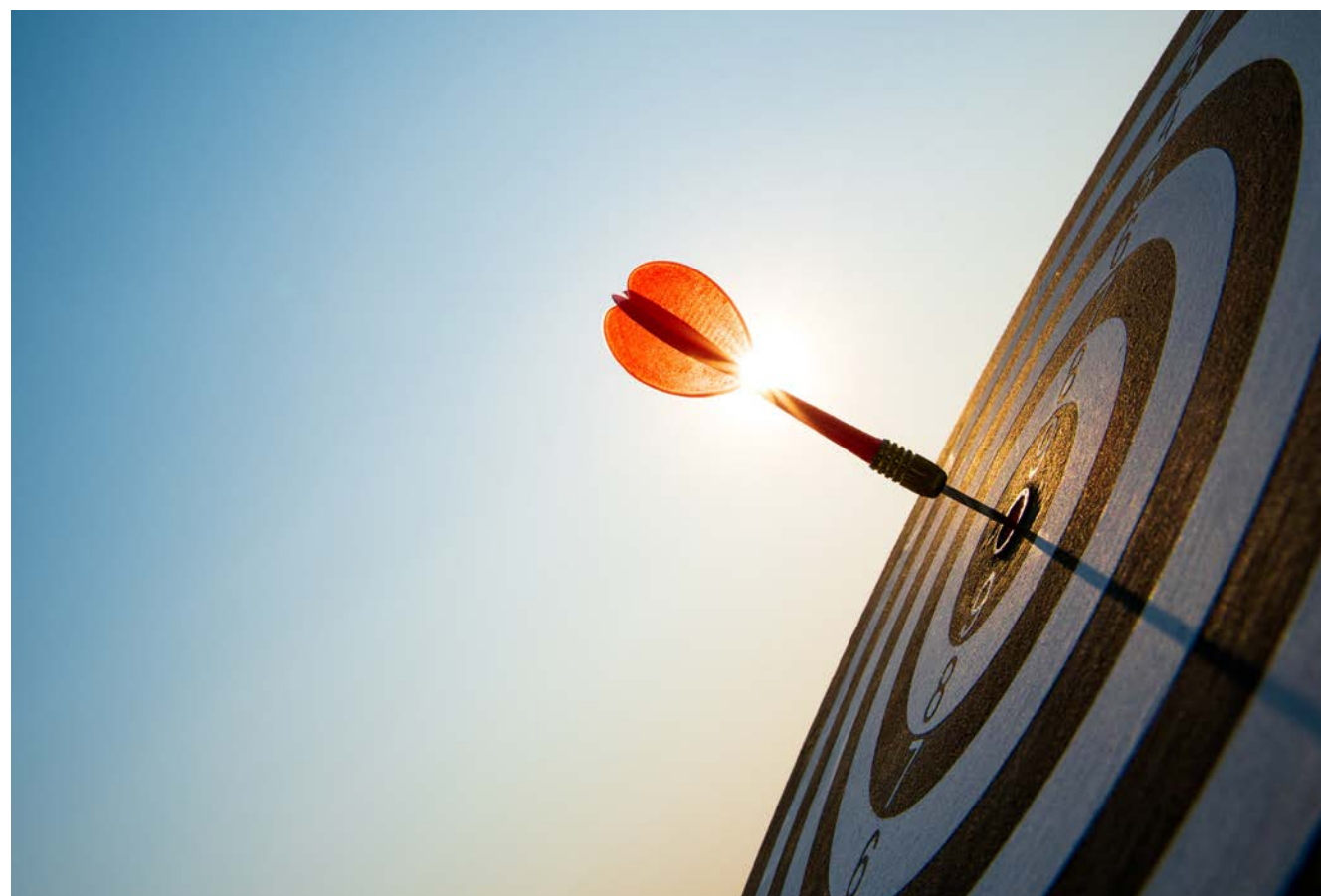
Qualiconsult's local roots, particularly with our 85 sites in France, are an asset we wish to preserve in order to remain close to our various stakeholders. We encourage co-development and a partnership approach to create a genuine ecosystem of sustainable solutions in the areas where we operate. Together, we aim to generate a positive impact on society..



### COLLABORATION WITH OUR STAKEHOLDERS

OUR OBJECTIVES FOR 2021-2023	RESULTS IN 2022	RESULTS IN 2023	AMBITION FOR 2024
		Worked on stakeholder relations: identification, classification according to a power/interest matrix based on a survey of representative employees and development of an action plan.	
<b>Develop our stakeholder relationship policy across all our CSR priority areas.</b>	<p>Creation of a Mission Committee involving both employees and stakeholders from outside the Group.</p> <p>Membership of the Community of Mission-driven Companies.</p>	<p>Inclusion of external stakeholders in our Mission Committees.</p> <p>35 participations in Global Compact France network activities in the regions to meet our peers and share CSR perspectives.</p> <p>Communication on the societal contribution of our work.</p> <p>Co-winners of the SPIROU research project on re-use, organised by the CSTB (Scientific and Technical Centre for Building).</p> <p>Participation in the SAFETI project, aimed at developing optimised wood in the event of fire, in consortium with trade partners, schools, and institutions.</p> <p>Membership of Construct'Lab, an association whose aim is to enable the co-creation of collaborative solutions to develop the Construction sector.</p>	<p>Continue to participate in local events, such as United Nations Global Compact regional groups and local groups of the Community of Mission-driven Companies.</p>





## ENGAGEMENT & PERFORMANCE

Aim to increase our contribution to society and enhance our overall performance

TO ACHIEVE THIS, OUR MAIN PRIORITIES ARE:

- Promote the employability and personal development of our employees by expanding our vision of skills and encouraging internal mobility.
- Incorporate CSR into our service offerings, leveraging regulatory opportunities to expand the Group's contribution to society.
- Manage the environmental impact of the Group's activities by ensuring alignment between ambitions and practices, and addressing the challenge of climate change.
- Manifest the Group's wider contribution in connection with our overall performance.
- Put in place an internal approach that fosters social commitment, employee involvement, and intrapreneurship.

## 7. Skill, employability and talent development

Supporting the development of skills and nurturing the talents of our employees are crucial to accelerating and embedding the change in practices both within the company and across our various business sectors. We are in the process of implementing an ambitious career management policy, which includes the introduction of our internal mobility charter and the enhancement of our processes for supporting our employees in their career development.



### SKILLS, EMPLOYABILITY & TALENT DEVELOPMENT

OUR OBJECTIVES FOR 2021-2023	RESULTS IN 2022	RESULTS IN 2023	AMBITION FOR 2024
<b>Encourage inter-subsidary pathways to foster talent development.</b>	Launched the internal mobility programme.	Mobility Charter: development of the process for supporting mobility within the network.	
<b>Develop our expertise in administrative professions and address the challenges posed by their digitalisation.</b>	Launched a talent management programme.  Introduction of Qualifications and Skills workshops.	Continuation of the skills management programme: tests carried out for the Qualiconsult Sécurité and Qualiconsult Immobilier subsidiaries.  Introduction of a Learning Management System (LMS) to harmonise and digitise our training processes. This included a new training administration module available in our Human Resources Information System (HRIS), complete with a training catalogue.	Finalise the skills management project, mapping key skills by business line and subsidiary.  Revise and harmonise job titles and classifications associated with the responsibilities of each employee.  Roll out an e-learning training offer.  Negotiate a new agreement on job and career management.
<b>Foster a group culture.</b>  <b>Empower teams to manage their own work and make decisions independently.</b>	Provided training in the Appreciative Inquiry approach for all managers and administrative staff.	Continuation of training in the Appreciative Inquiry approach and training in interpersonal skills (900 employees trained).	Continue training new employees in interpersonal skills.
<b>Build personal development into our training objectives.</b>	Employees given access to the Voltaire Project platform, an online French language spelling and writing training solution.	Continuation of the Voltaire project.  Qualiconsult Academy: 2 cohorts in 2023, i.e. 34 employees trained.	Setting up an administration academy.  Set up an Administration Academy.  Roll out the new Management Academy focused on developing individuals' interpersonal skills, and knowledge of sustainable development and ethics.  Train employees in sustainability-related issues.
		Overhaul of the Management Academy: a training programme for the Group's inter-subsidary managers, focusing on interpersonal skills, sustainability and leadership.  Training of harassment liaison officers from the Group's different Social and Economic Committees.  Training or refresher courses in workplace first aid for 10 employees.	



## 8. Environmental impact of our activities

Since 2019, measuring our carbon footprint across the three scopes has allowed us to establish our baseline year and a reduction trajectory aligned with scientific principles. This led to our registration with the Science-Based Targets initiative (SBTi). We then developed our decarbonisation plan in early 2023. That same year, our total emissions decreased by 8% compared to 2019, although they were slightly above the reduction trajectory we had set. Therefore, 2024 will be a pivotal year, marking the start of our plan implementation and guiding the reduction of our emissions, particularly through the establishment of a decarbonisation committee.



## ENVIRONMENTAL IMPACT OF OUR ACTIVITIES

OUR OBJECTIVES FOR 2021-2023	RESULTS IN 2022	RESULTS IN 2023	AMBITION FOR 2024
<b>Shape the Group's carbon policy to meet the 2°C target set out in the Paris agreements.</b>	Calculation of the Group's carbon footprint across the three scopes for the years 2019 (baseline) and 2021.	Calculation of the Group's carbon footprint across the three scopes for the years 2019 (baseline) and 2021.	Carry out our 2023 Carbon Footprint, have the 2023 carbon footprint data certified by an independent third-party organisation, and have the reduction trajectory approved by SBTi.
	Continued the deployment of the waste sorting, collection, and recycling contract with the ELISE network.  Implementation of a partnership aimed at reducing waste and encouraging re-use when branches are moved.	Implementation of the decarbonisation plan.	Respond to the Carbon Disclosure Project.  Set up a decarbonisation committee.
	Took out a contract for electricity generated from renewable sources with a guarantee of origin	Increased the volume of the contract for electricity generated by renewable energy sources with a guarantee of origin.	Implement an energy management system to monitor the energy consumption of our premises and increase the proportion of sites supplied with electricity generated from renewable sources.
<b>Replace all diesel vehicles in our fleet with more eco-efficient vehicles by 2030.</b>	Continued converting our fleet of vehicles and equipping our car parks with Electric Vehicle Charging Infrastructure (IRVE).	Introduction of the sustainable mobility package (financial support for employees travelling to and from work).	Roll out the decarbonisation plan, particularly continuing the transformation of the vehicle fleet from 0.2% electric vehicles in 2023 to 20% in 2026.
<b>Equip 50% of branches with IRVE (Electric Vehicle Charging Infrastructure) by 2025.</b>	11 sites equipped with Electric Vehicle Charging Infrastructure (IRVE) systems.		Install 28 new terminals at 21 sites by 2024.
<b>Reduce the number of kilometres travelled per employee.</b>		Introduction of 3-year profit-sharing agreements that include targets for reducing greenhouse gas emissions.	Implement company agreements on mobility.  Reduce the number of kilometres travelled by 10% on a like-for-like basis.
<b>Raise awareness among 100% of our employees.</b>	Published a guide to good environmental practice in the office and launched a poster campaign to raise awareness about environmental issues.	Regular communications on climate issues conducted, including a reminder campaign on eco-actions.  55 of our employees, including members of the Group Executive Committee (2.7% of the workforce) were made aware of the Climate Fresco. Additionally, 13 employees were trained to run the workshop.	Train 450 employees (20% of the workforce) by the end of 2024 through our Climate Fresco instructors.  Increase the number of in-house instructors to cover the whole of France.  Roll out eco-driving awareness campaigns.



## 9. Societal Commitment, Employee Engagement & Intrapreneurship

Participating in solidarity initiatives lends purpose to our actions and inspires our teams to embrace new perspectives, thereby contributing to a positive impact. Our actions are designed to bolster cohesion within the company while heightening our employees' awareness of the social and environmental issues that are pivotal to our sector. We are dedicated to backing the committed players in our territories in their endeavours by initiating various initiatives and facilitating the involvement of our employees alongside them.



## SOCIETAL COMMITMENT, EMPLOYEE ENGAGEMENT & INTRAPRENEURSHIP

OUR OBJECTIVES FOR 2021-2023	RESULTS IN 2022	RESULTS IN 2023	AMBITION FOR 2024
<b>Structuring our commitment to society and the involvement of our employees in this commitment.</b>	Membership of the 'Vendredi' civic engagement platform.  Organisation of the Group's societal commitment: choice of priorities and thematic workshops.	Increase in the number of awareness campaigns via the 'Vendredi' platform:  Support for associations: 275 hours of involvement, i.e. 39.3 days of impact generated through 88 awareness-raising or volunteer assignments carried out with associations.  Awareness-raising via the platform's programmes: 934 awareness-raising challenges carried out by 86 employees; 11 topics highlighted.	Continue the awareness-raising campaign aimed at managers and administrative staff to encourage them to carry out solidarity team-building and/or solidarity projects.
	Launched a CSR ambassador network.	In partnership with the company 'Vendredi', we produced a guide to facilitate involvement and distributed it to our branch managers. This initiative aimed to encourage the organisation of team-building events centred around solidarity.  Raised awareness of climate issues among the Executive Committee and the CSR Committee via the Climate Fresco.  Participated in the European Sustainable Development Week (ESDW) through awareness-raising activities and webinars on the concept of planetary limits.  Implemented a sponsorship strategy and signed a financial sponsorship agreement with the 'Habitat et Humanisme' association: Made a €10,000 donation to set up awareness-raising workshops on the ecological and energy transition for people housed and supported by the association.	Set up personalised awareness-raising courses in the form of "challenges" on various subjects specific to the Group on the 'Vendredi' platform.  Develop our partnership with 'Habitat et Humanisme' into a skills sponsorship project.
	<b>Make second life systematic (through reuse, recycling, donation, etc.) for all our equipment as part of our social responsibility.</b>	Donations and solidarity initiatives: Donated 643 PCs to the Restos du Cœur association, which works with the homeless and those with low income.	Made 521 donations of IT equipment: 497 items donated to Restos du Cœur in Paris. 24 items of IT equipment (10 PCs and 14 tablets) donated to the Val Fleury Association, also in Paris.  Renewed the Solidarity Christmas operation with a collection of Solidarity Boxes from the head office and branches, in partnership with various players (town halls, Resto du Cœur, Red Cross, local charities, etc.).

## 10. Integration of CSR into our services and solutions

Our businesses play a crucial role in protecting the health and safety of the public, workers, and our customers' environment. They also contribute to ensuring the sustainability of structures, equipment, and facilities, and to environmental protection. We leverage our knowledge for a safer, more efficient, and sustainable world, particularly by developing service offerings that assist our customers in advancing their commitments to sustainable development.



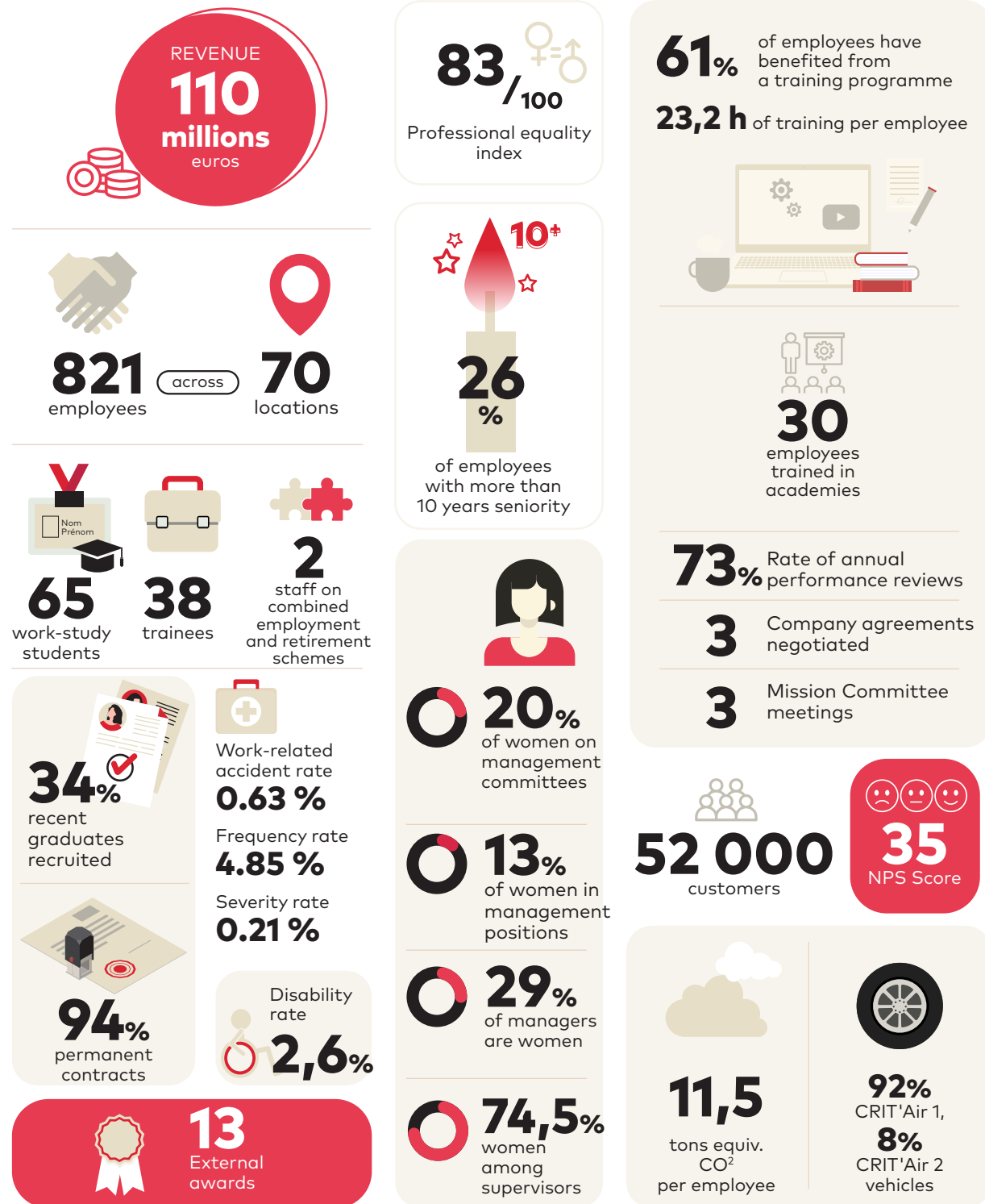
### INTEGRATION OF CSR INTO OUR SERVICES AND SOLUTIONS

OUR OBJECTIVES FOR 2021-2023	RESULTS IN 2022	RESULTS IN 2023	AMBITION FOR 2024
<b>Consolidate our position as a benchmark in safety and quality management.</b>	Launched the SYLVIA mobile application to combat illegal work on building sites.		
<b>Develop a range of value-added digital services</b>			Improve the sharing of digital services with our eco-system by implementing a new ERP (Enterprise Resource Planning) system.
<b>Generate 15% of our sales from environmental projects.</b>	<p>Developed biodiversity and improved air quality services, conducted CEE inspections, and provided support for the tertiary sector eco-energy scheme.</p> <p>Promoted energy sobriety and the resilience of construction and buildings to climatic hazards.</p> <p>Implemented an in-house system to support the introduction of innovative services for our customers, referred to as the "innovative solutions reactor".</p>	<p>Active involvement of our Executive Committee in the implementation of the CSRD (Corporate Sustainability Reporting Directive) in France.</p> <p>Implementation of CSRD and ESG due diligence assignments in the Quardina subsidiary.</p> <p>Deployment of the partnership with Beevent and implementation of the CSR event auditor assignment.</p> <p>Organisation of an innovation seminar: development of two new sustainable services, integrated construction and sustainable performance renewable energy, using a sustainable innovation methodology.</p> <p>Creation of Qualiconsult Audit at the end of 2023 to audit and certify CSRD sustainability reports.</p>	<p>Develop CSRD project management assistance and ESG due diligence at the Quardina subsidiary.</p> <p>Include the corresponding GHG emissions in our commercial offers.</p> <p>Obtain COFRAC accreditation for Qualiconsult Audit and register with H2A (Haute Autorité de l'Audit), and develop the business activity.</p>



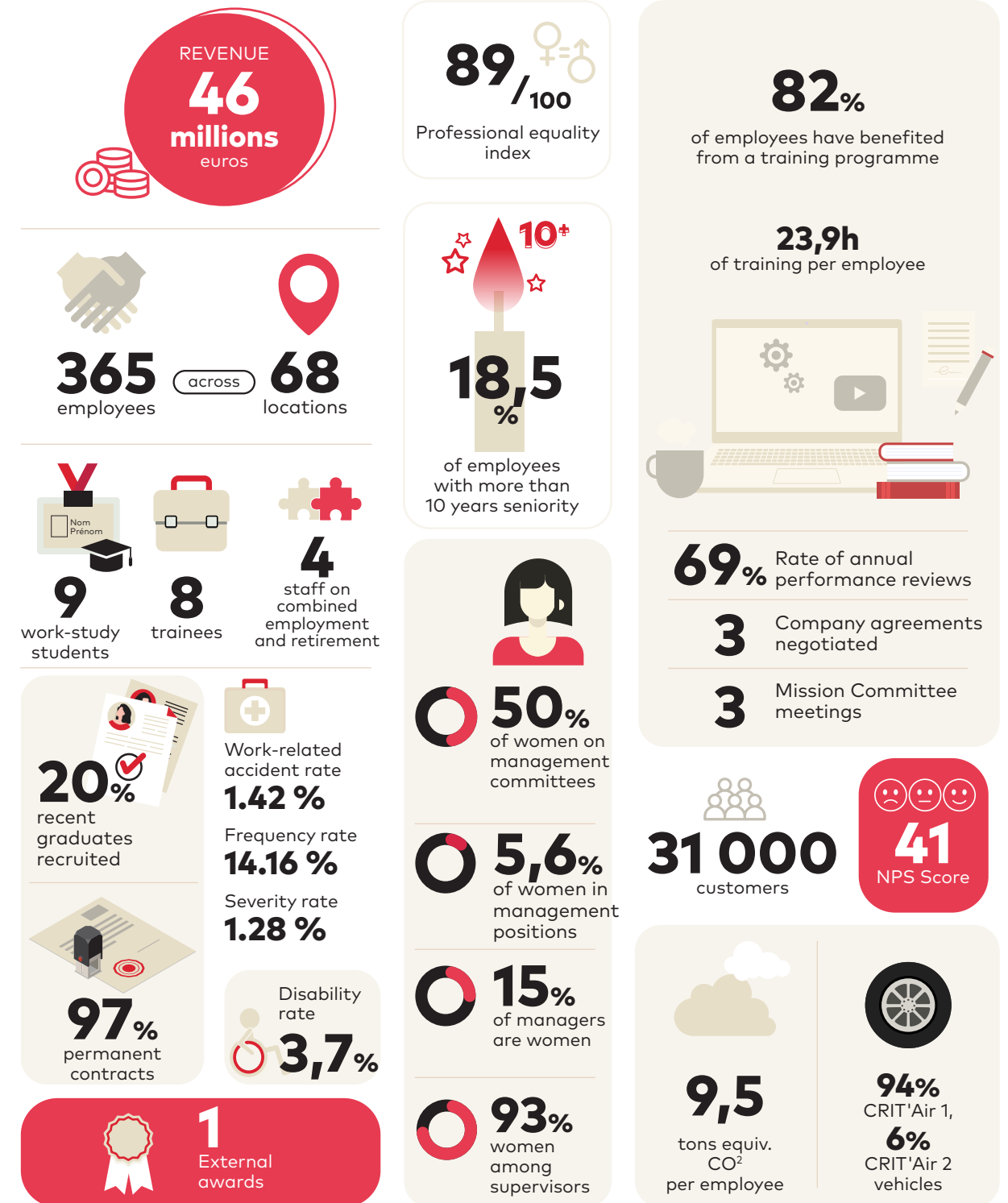


Key figures for 2023  
**Qualiconsult**



(\*) Carbon footprint for scopes 1, 2 et 3 according to the GHG protocol

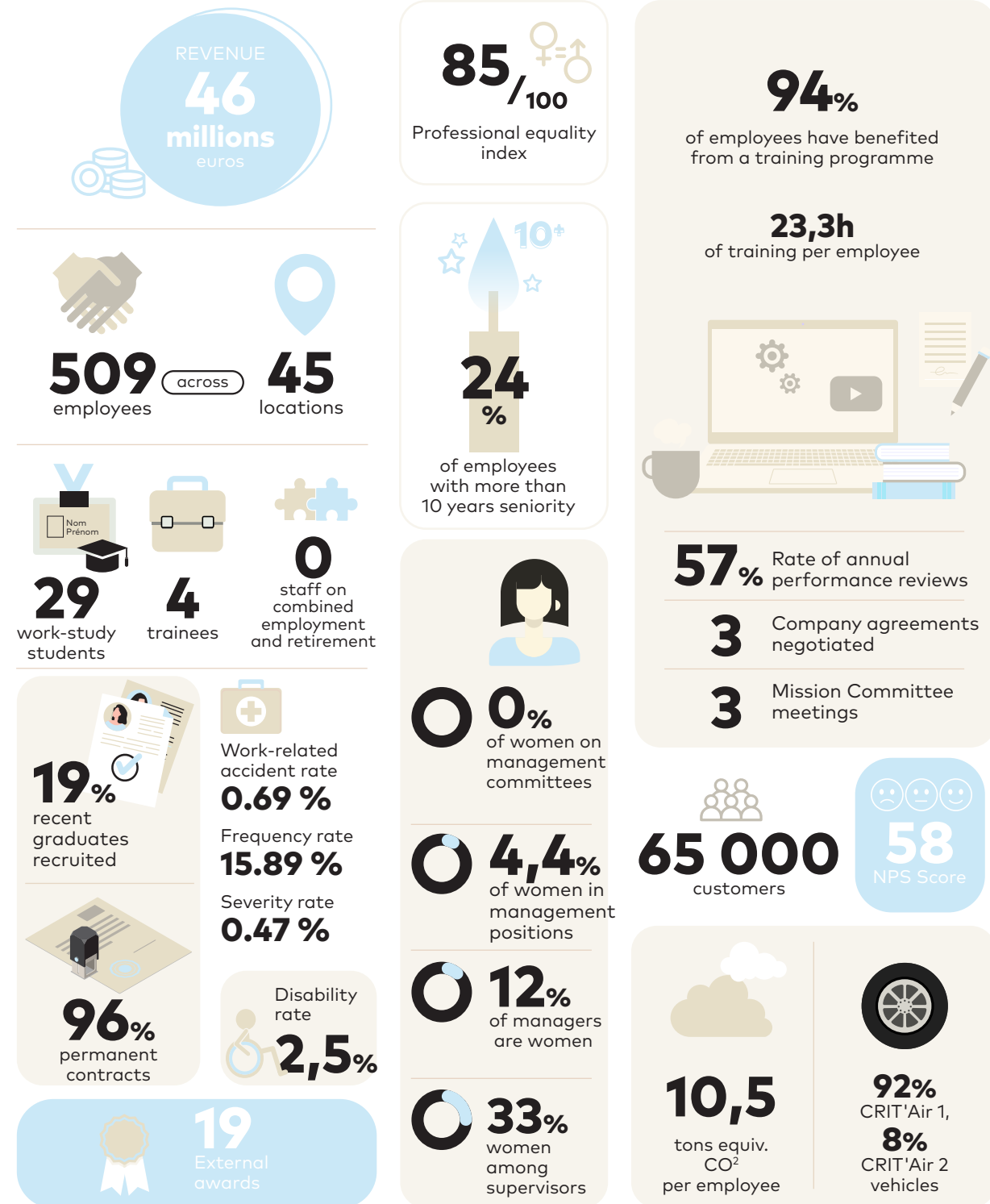
Key figures for 2023  
**Qualiconsult Sécurité**



(\*) Carbon footprint for scopes 1, 2 et 3 according to the GHG protocol

Key figures for 2023

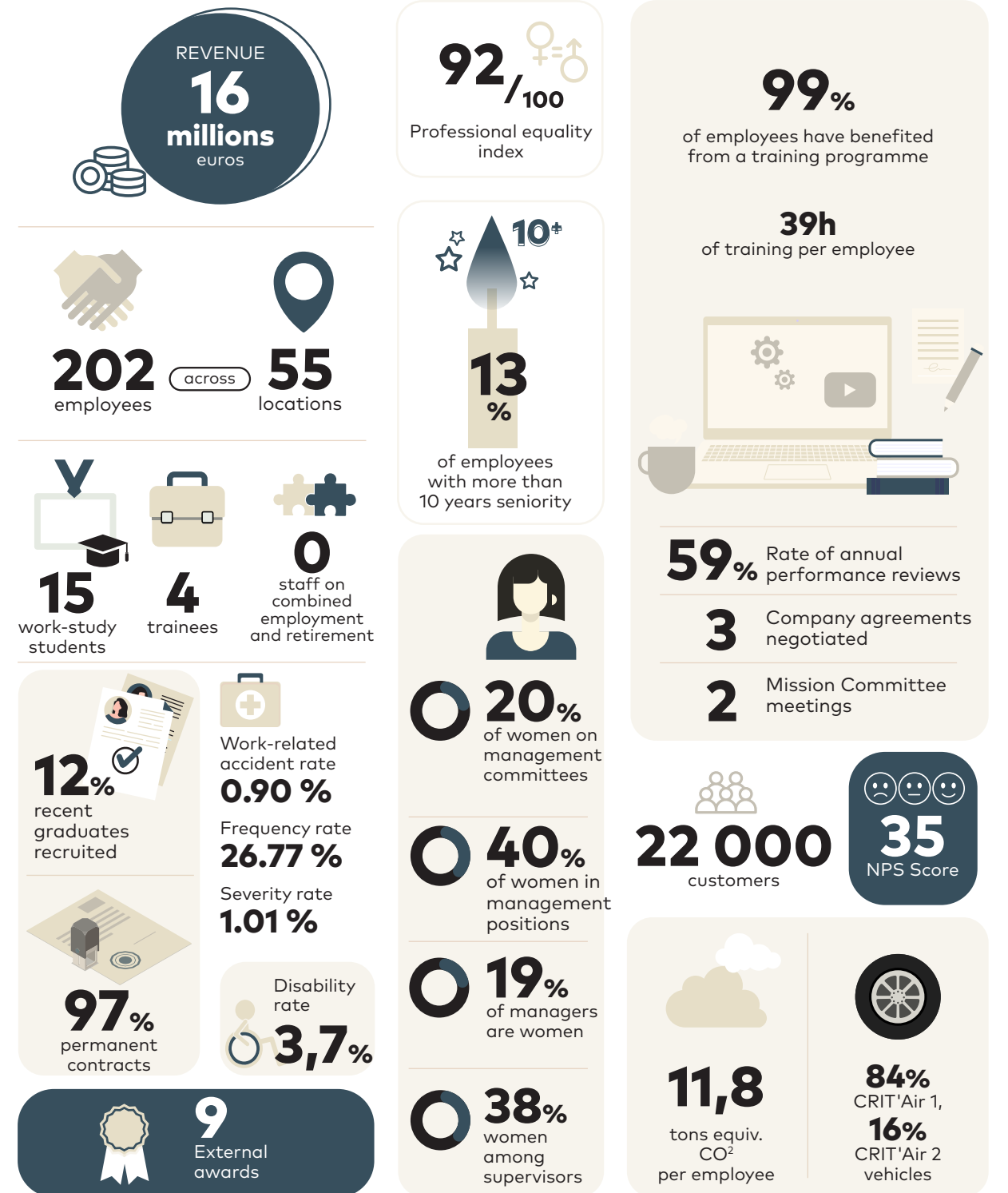
# Qualiconsult Exploitation



(\*) Carbon footprint for scopes 1, 2 et 3 according to the GHG protocol

Key figures for 2023

# Qualiconsult Immobilier

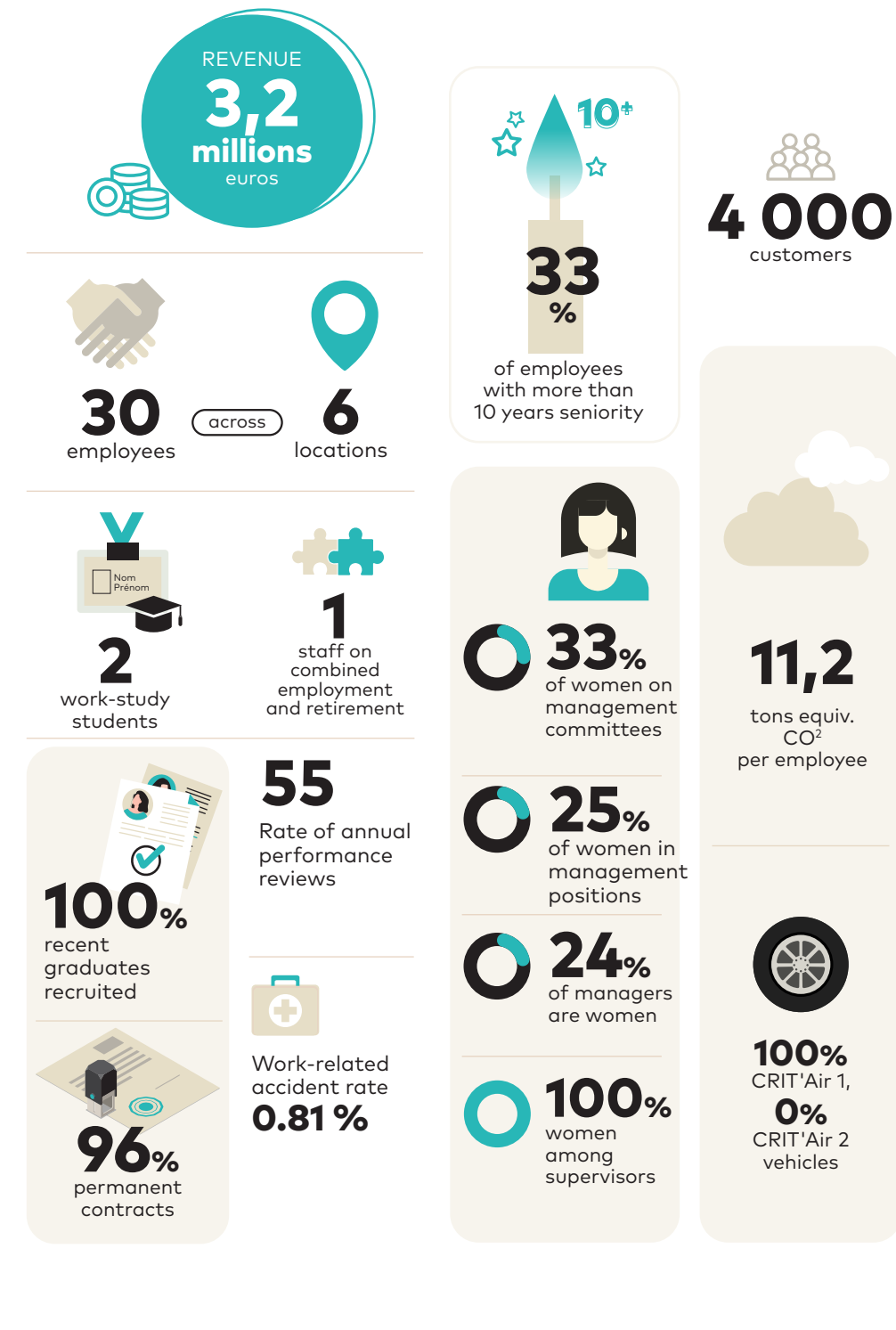


(\*) Carbon footprint for scopes 1, 2 et 3 according to the GHG protocol



Key figures for 2023  
**Quardina**

Key figures for 2023  
**Elyfec**



(\*) Carbon footprint for scopes 1, 2 et 3 according to the GHG protocol

(\*) Carbon footprint for scopes 1, 2 et 3 according to the GHG protocol



# About this report

Since 2020, the Qualiconsult Group has published an integrated report giving an overall view of the company's activities and the strategy we deploy to combine performance and creation of shared value. This edition of the report presents the continuation of the transformations carried out in 2023, as well as future prospects for the Group.



Inspired by the reporting framework recommended by the International Integrated Reporting Council (IIRC), the document was compiled according to the guiding principles of the Global Reporting Initiative (GRI). The report illustrates how the work accomplished by our teams fits into the Group's value creation model. A special section describes the business model showing the redistribution of the financial and non-financial value created, along with the societal contribution of the various projects carried out. It presents the collaborative work undertaken to achieve the status of a mission-driven company, and illustrates the depth of our employees' commitment to their key stakeholders by highlighting the environmental, social and societal issues prioritised according to our stakeholders' expectations. The report also reveals the Group's CSR strategy developed in line with the Sustainable Development Goals (SDGs), and the associated roadmap for the coming year following the three-year plan outlined in our very first Integrated Report for 2020. A special section then presents the key figures from across the Group's various subsidiaries.

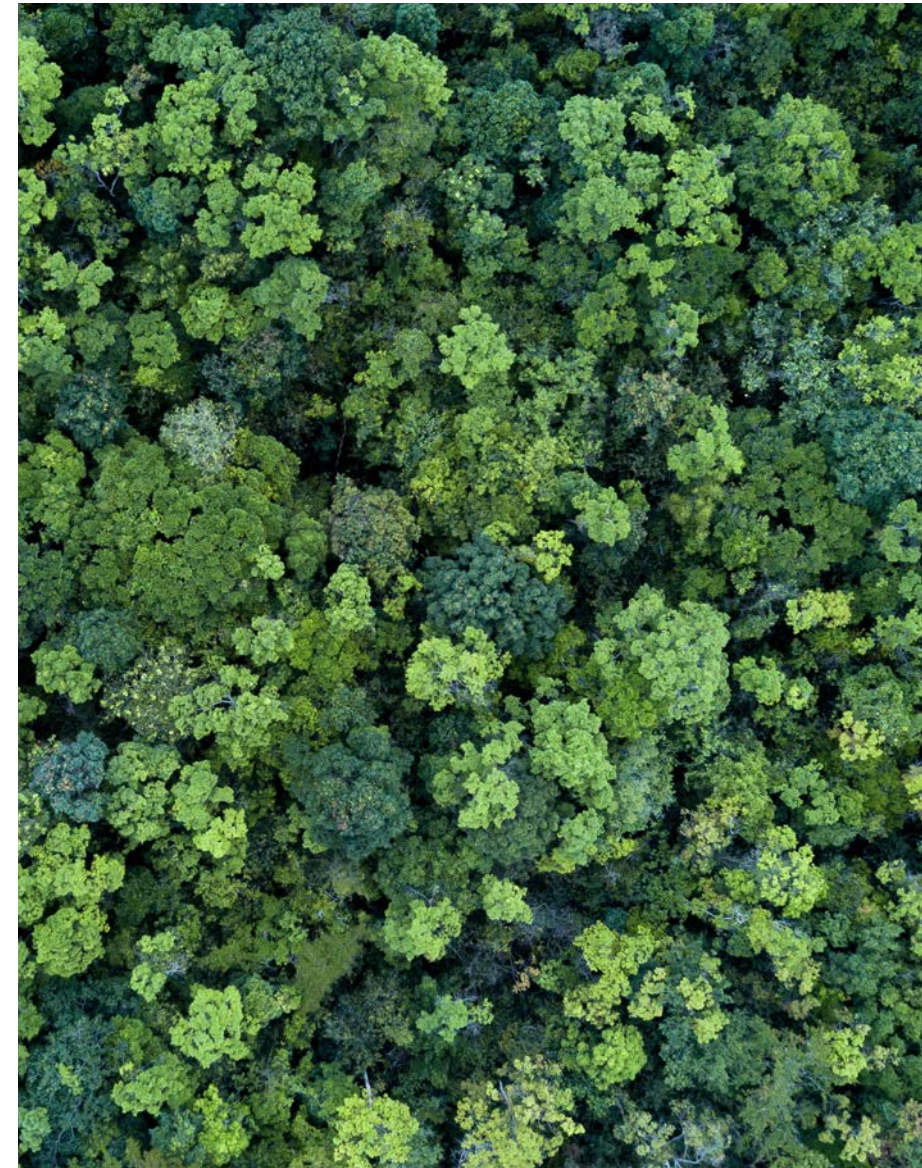
Our engagement is assessed annually by independent expert bodies such as Ecovadis and the United Nations Global Compact. As the result of this work, the 10 Principles of the Global Compact have been integrated into the Group's strategy and operations. And thanks to our membership, Qualiconsult's teams have been able to play an active role in both national and regional

working groups. We are therefore committed to a process of continuous improvement and to communicating the progress we have made.

The data and information provided in this integrated report are for 2023. The methodology used to collect the data is as follows:

- Interviews were conducted to obtain qualitative data.
- The Social, along with the Health, Safety and Environment (HSE) data come from the company's Economic, Social and Environmental Databases (BDESE). The data itself comes from the company's Information System (IS).
- Financial data comes from the company accounts and certified consolidated accounts.
- Training data was compiled by the training department.
- Data related to the vehicle fleet comes from the Purchasing, Logistics and Real Estate Department (vehicle fleet IS).
- Data on fuel consumption is based on statements provided by our suppliers, to which are added fuel expenses incurred on expense accounts.
- Data on clients and projects has been extracted from the Group's IS, and the customer satisfaction measurement tool.
- The data related to the Carbon Footprint is taken from the Group's 2023 Carbon Footprint assessment carried out by South Pole. This data has been verified by an independent third party: Crowe Sustainable Metrics.
- Data related to paper orders comes from the Purchasing, Logistics and Real Estate Department.
- Data on grey and green electricity, gas and waste generated, recycled or reused comes from the Purchasing, Logistics and Real Estate Department. Some of the missing data for certain sites has been estimated based on standard ratios for tertiary activities.
- Data on sites and floor space comes from the Purchasing, Logistics and Real Estate Department, and the Management Control Department.

*Note: With the exception of the consolidated financial data, this report contains no data on the Group's international activities.*



This report is intended for our employees, clients, supervisory bodies, investors, public authorities, competitors or voluntary organisations, and all those who wish to be kept informed of our progress.

**Available in English and French, the integrated report can also be downloaded from our website:**

[www.groupe-qualiconsult.fr](http://www.groupe-qualiconsult.fr)



GRI REFERENCE	INDICATOR DESCRIPTION	WHERE TO FIND THE INFORMATION IN THE REPORT	
		SECTION	Page number
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	2-2 Entities included in the organisation's sustainability reporting	Our organisation	page 14
	2-3 Reporting period, frequency and contact point	About this report	page 54
	2-4 Restatements of information	About this report	page 54
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### STRATEGY & ANALISYS

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	2-22 Statement on sustainable development strategy	Our strategy	page 30
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<b>GRI 3: Material Topics 2021</b>	3-1 Process to determine material topics	Our business model, Our skateholders, Our strategy	pages 22, 28, 30
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	2-9 Governance structure and composition	Our organisation	pages 11, 18, 19, 20,21
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	2-12 Role of the highest governance body in overseeing the management of impacts	Our organisation	page 20

GRI REFERENCE	INDICATOR DESCRIPTION	WHERE TO FIND THE INFORMATION IN THE REPORT	
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	2-14 Role of the highest governance body in sustainability reporting	Our organisation	page 20
	2-15 Conflicts of interest	Roadmap and results	pages 32, 33
	2-16 Communication of critical concerns	Risk analysis	pages 28, 29
	2-17 Collective knowledge of the highest governance body	Our organisation	pages 18, 19
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	2-21 Annual total compensation ratio		

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	201-2 Financial implications and other risks andopportunities due to climate change	Risk analysis, Roadmap and results	pages 28, 42, 43
	201-3 Defined benefit plan obligations and other retirements plans		
	201-4 Financial assistance received from government		
<b>GRI 202: Market Presence 2016</b>	202-1 Ratios of standard entry lever wage bygender compared to local minimum wage202		
	202-2 Proportion of senior management hiredfrom the local community		
<b>GRI 203: Indirect Economic Impacts 2016</b>	203-1 Infrastructure investments and servicesupported	Our business model, Roadmap and results	pages 22, 44, 45
	203-2 Significant indirect economic impacts	Our business model	page 22
<b>GRI 204: Procurement Practices 2016</b>	204-1 Proportion of spending on local suppliers	Our business model	page 22
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	304-2 Significant impacts of activities, products and services on biodiversity		
	304-3 Habitats protected or restored		
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<b>GRI 305: Emissions 2016</b>	305-1 Direct (Scope 1) GHG emissions	Key figures, Our business model, Roadmap and results	pages 8, 22, 42, 43
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**General Management Qualiconsult Group**

Novalizy - Bât E - 1 bis rue du Petit Clamart 78941 Vélizy Cedex

Phone: +33 (0)1. 40.83.75.75 - Mail: [contact@qualiconsult.fr](mailto:contact@qualiconsult.fr)

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**Coordination & editing**

Management, Marketing & Communication Departments

**Design, editing & graphic design**

Agence Sugarcane & Studio hellomilo

**Marketing department**

Karine MIQUEL, Marketing Director, CSR & Corporate Mission Facilitator  
[karine.miquel@qualiconsult.fr](mailto:karine.miquel@qualiconsult.fr)