



# CSR CHARTER

 KORUS GROUP

# A WORD FROM THE MANAGEMENT



**Charles Marcolin**  
Chairman and CEO

« Korus Group is built around strong values that guide our actions as responsible entrepreneurs and our behaviour.

The Group shares with its managers and employees the desire to promote its values. Together, we reaffirm the need to embody them by acting in an exemplary manner. Indeed, the success of our company will only be sustainable if we clearly affirm our requirements as an ethical and responsible company.

CSR (Corporate Social Responsibility) is defined as the way companies adapt, integrating social, environmental and economic concerns into their values, decision-making and strategy to improve their performance.

In this context, Korus Group has undertaken the drafting of this Charter so that it becomes a reference for everyone in terms of individual or collective behaviour and a guide for our daily actions enabling us to embody our values.

We are determined to make this Charter a unifying issue, and to share it with the men and women who join our Group with the same aspirations. »



**Hind Boualem-Ettouil**  
QSE/RSE Manager Korus Group

« Korus Group has always wanted to make CSR one of the structural pillars of its corporate strategy.

Without giving up its economic performance, Korus Group makes sure that it contributes to the transformation of society and the interests of its stakeholders. Its vision of performance is not only focused on financial profitability but also on the well-being of its employees, its impact on the environment, the satisfaction of its customers...

It is a responsible and committed company! »

# Overview

This charter summarises our principles around 3 core areas

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# Social equilibrium

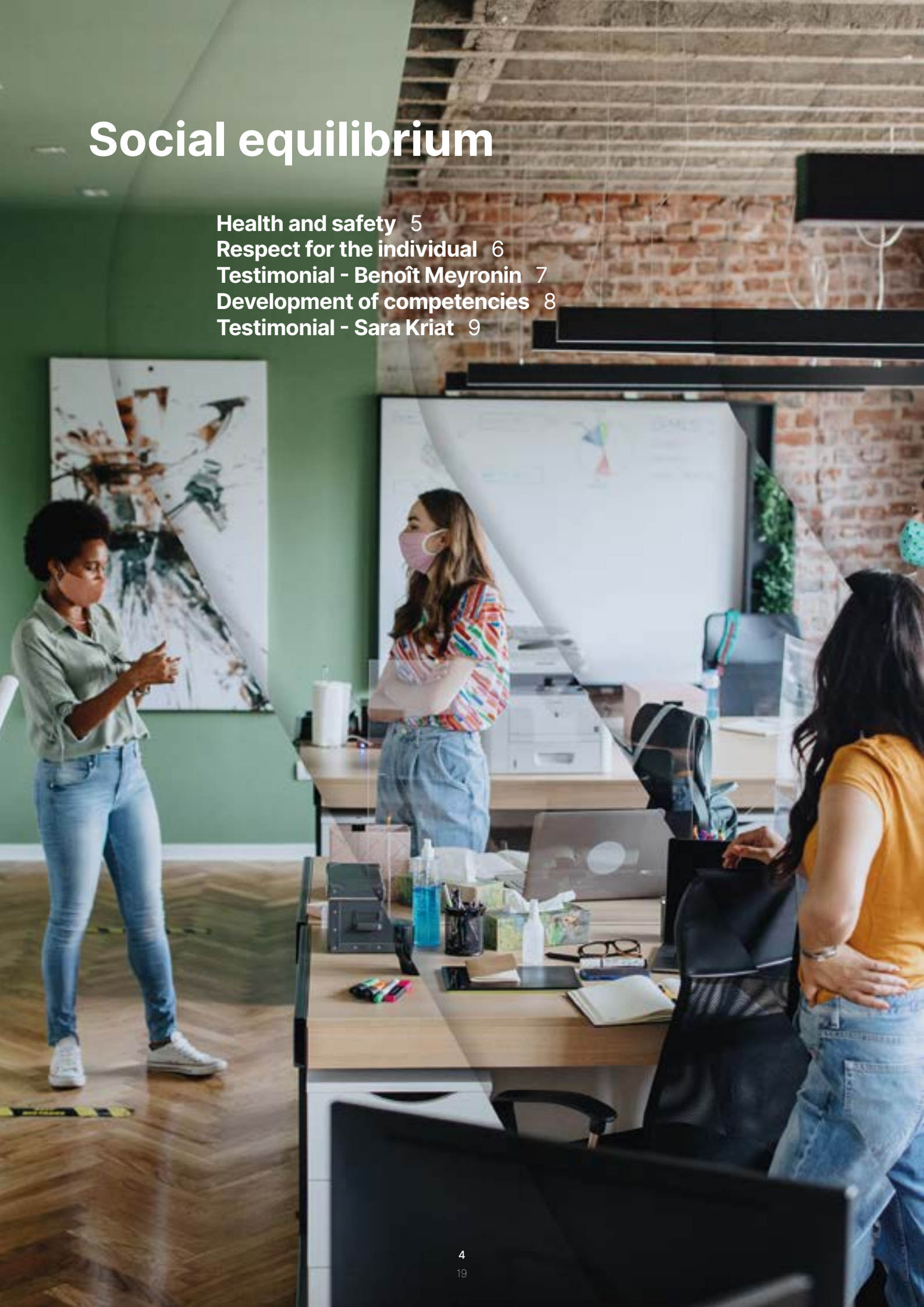
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# Social equilibrium



## Health and Safety

### Our principles

Korus Group makes health, safety and quality of life at work a top priority. The group strives to continuously improve the working conditions of its employees and partners, making the work, sales and reception areas into places that promote and preserve health and well-being.

### In practice

- Training and awareness sessions on professional risks (road risk, MSD, noise, etc.) and safety management are given regularly to our employees and subcontractors.
- Spaces and workstations are

thought out and designed to promote ergonomics and thus prevent musculoskeletal disorders, for example by using ergonomic and adjustable furniture, large screens, light shelves, footrests, etc.

- Internal working groups have been set up to deal with universal issues such as Personal Protective Equipment. The objective is to test and then propose a PPE package combining quality and comfort and adapted to each type of site.
- Korus Group has a health and safety prevention team, to make sure that the group's health and safety standards are applied and fulfilled via site visits and audits.

- The group has implemented and certified its health and safety policy (ISO 45001). This policy is currently known and applied by all our employees and stakeholders.



# Social equilibrium

## Respect for people

### Our principles

Korus Group is committed to respecting people, which is reflected in a commitment to:

- Respecting differences, valuing diversity and rejecting discrimination by ensuring that its employees are treated with respect and fairness, regardless of their sex, gender, origin, religion, age, appearance, sexual orientation, state of health or disability or political commitment.
- Fighting against any pressure, prosecution or persecution of a moral or sexual nature or of any other unlawful nature.
- Protecting the personal data of its employees, customers, partners and other stakeholders by processing it in accordance with the applicable regulations, including the European General Data Protection Regulation (GDPR).
- Complying with the principles of the United Nations Global Compact and the core conventions of the International Labour Organisation (ILO). In this context, Korus Group rejects all illegal child labour and the use of forced or illegal labour and promotes the establishing of a constructive social dialogue.



# Social equilibrium

## In practice

- Diversity is taken into account in the entire recruitment process. This is in line with our approach to disability, employment of young people and seniors, gender equality, etc. For example, in 2019, the percentage of women employed in relation to the entire organisation was 53%.
- Korus Group outsources some of its missions to sheltered workshops, or ESATs (Settlement Work and Labour Assistance Service), in particular the manufacture of communications goodies and the delivery of meal

trays.

- Korus Group prioritises the adoption of professional integration within some of its services, to provide a pathway to employment and socio-professional support to people who are marginalised or excluded from employment.
- Korus Group is committed, on a voluntary basis, to respecting the 10 principles of the Global Compact and to communicating each year on the initiatives taken. Korus Group is a signatory member of the Global Compact since March 2021.



## Testimonial

### Benoît Meyronin

Director of the Consulting and Strategy Division

« Korus Group develops and deploys an approach to the transformation of spaces inspired by a code of 'care' (taking care of others). The notion of 'care' is thus the matrix of an original approach to consulting and the transformation of spaces. This notion implies a systemic vision that encompasses:

- Managerial practices, by encouraging the development of "management by care" or what is known as the symmetry of attention.
- Well-being and health, and its strong link to the above via the notion of "empowerment" (strengthening the initiative and autonomy of employees).
- The translation of these attentional logics "within the walls", via the design and creation of work environments and service spaces that "take care" of the



world around us, and first of all of the people who will occupy them, live in them: it is a question of being attentive not only to the occupants (employees, clients, suppliers, etc.), but also to those who maintain it (cleaners as well as the actors of daily life in more general terms). »

« transformation des espaces inspirée par un forme d'éthique, celle du "care" (prendre soin, de l'attention à l'autre). »

# Social equilibrium



## Skills development

### Our principles

The development of the Korus Group's employees and the building of their careers within our company are of paramount importance in our human resources management policy. This is reflected in our commitment to:

- Ensure that teams are motivated and that all employees give their best by valuing their work and giving them opportunities for internal promotion by giving them access to all the training tools necessary for their development.
- Facilitate the entry of young graduates into professional life through work placements and sandwich courses.
- Encourage internal mobility and career development.
- Apply a clear and motivating remuneration and benefits policy.



# Social equilibrium

## In practice

Korus Group implements an annual training plan that combines personal and group development objectives :

- Collective training to keep up with technical and regulatory changes in our businesses in order to guarantee quality services to our clients (ERP, HVAC, etc.)
- Individualised training to promote the professional development of our employees: conducting meetings, management, etc.
- Individual interviews are conducted every year for all employees who also benefit from meetings with a member of the HR team at each site throughout the year. The key words in

these interactions are: listening, proximity and availability. This allows us to discuss day-to-day issues and any requests for progress.

- Individual career interviews are conducted each year with all employees. The data are centralised on our HRIS and analysed by the Human Resources department in order to establish a responsive training plan, and encourage mobility within the group: from one Regional Management to another, from one profession to another.
- An integration programme is offered to each newcomer with the aim of getting to know the company's organisation, professions and premises better.

- The group offers its managers membership of the APM (Association pour le Progrès Managérial) and GERME (Groupe d'Entraînement et de Réflexion au Management).



## Testimonial

### Sara KRIAT

Interior designer at the Paris office of KGP

« Korus Group allows you to work in a very dynamic and multicultural environment, which opens the doors to diversity in all its forms. Being of Italian origin with a very strong accent, I felt immediately and fully integrated.

My workplace offers a cosy atmosphere where you feel at home. It's a pleasure for me to go to work because we have spaces for all situations: closed spaces for working in peace and quiet, spaces dedicated to creativity and group work, convivial spaces, etc.»



# Respect for the environment

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# Respect to the environment

## Application

### Our principles

Respect for the environment is reflected in the implementation of measures to comply with regulations, prevent risks and control the potential impact of production and marketing activities. The Group is committed to environmental progress and intends to reduce the ecological footprint of its products and operations by committing to :

- Reduce energy and resource consumption: paper, water, electricity, fuel, etc;
- Sort and recycle waste;
- Give priority to sourcing resources from sustainable sources.

### In practice

- The Korus Group has set up an Eco-Gestures Pack for its teams at its various sites. The aim is to raise awareness of the fact that environmental savings can also be made through small everyday actions and employee involvement. Five major themes are addressed: heating and air conditioning, travel, sorting in the workplace, stationery and computers.
- Korus Group implements energy-saving installations during the construction period (general cut-off switch, LED or detection lighting, controlled by a timer, hydro-economy system).
- The Korus Group's Works Managers demand eco-citizen behaviour from their teams.
- The group monitors water and electricity consumption in the branches and on the sites in order to analyse consumption peaks and propose corrective actions.

- The internal car fleet consists of hybrid vehicles and vehicles with low CO2 emissions.

- Korus Group wishes to make its clients' redevelopment projects eco-responsible and exemplary by coordinating all the players in the building industry around the challenges of sustainable development from consulting to maintenance.

- The group promotes sustainable consumption patterns (eco-design): when creating a concept, Korus Group proposes layout solutions and environmentally friendly creations (HQE/BREEAM/LEED, etc.)

- On the other hand, consideration is being given to the optimisation of energy needs upstream (development) and downstream (operation):

- Minimisation of energy needs through increased requirements for insulation and spatial organisation.

- Encouraging the appropriate

use of renewable energy in the design process

- Korus Group makes its purchases with care focusing on the following: compliance with current standards and durability (fire resistance, shock resistance, lightfastness, weight, etc.); the ability to recycle products by studying possible developments and transformations; the proximity of manufacturers and suppliers; the composition of the products; for example, the wood used in the manufacture of furniture is FSC and PEFC certified.

- In addition, Korus Group is a member of VALDELIA, the recycling organisation for professional furniture.



# Respect to the environment

- The Korus Group's commitment to the environment begins upstream of projects, right at the planning and design phase:

- Follow-up and implementation of recommendations relating to the target environmental focus.

- Recommendation in our offers on our Unit Price Schedules, during our invitations to tender, of Eco-Responsible technical products that are more favourable to the environment (e.g.: odourless paint with low VOC emissions, etc.)

- Development of partnerships with manufacturers and suppliers who are committed to environmental sustainability.

- Korus Group can assist its clients in collecting financial aid called "eco-premiums" for renovation work (CEE: Energy Savings Certificates).



## Témoignage

### Guillaume Cousin

Head of Works Group - KGP

« If we lose all relationship with the environment and nature, we lose all relationship with the human being.

We develop a global approach on our sites, firstly, we share our vision and our environmental objectives with all our partners, such as selective sorting and recycling of waste, but we also build an environment that will allow our subcontractors to get involved and be instigators of good practices.»



« Si l'on perd toute relation avec l'environnement et la nature, on perd toute relation avec l'être humain. »

# Respect to the environment

## Commitment to a circular economy

Transitioning from a linear economic model (manufacture, consumption, disposal) to a circular model, which limits the impact of our consumption by reducing raw materials and leveraging an optimal reuse of 'waste'.

A circular economy, in relationship to Korus Group and its customers,

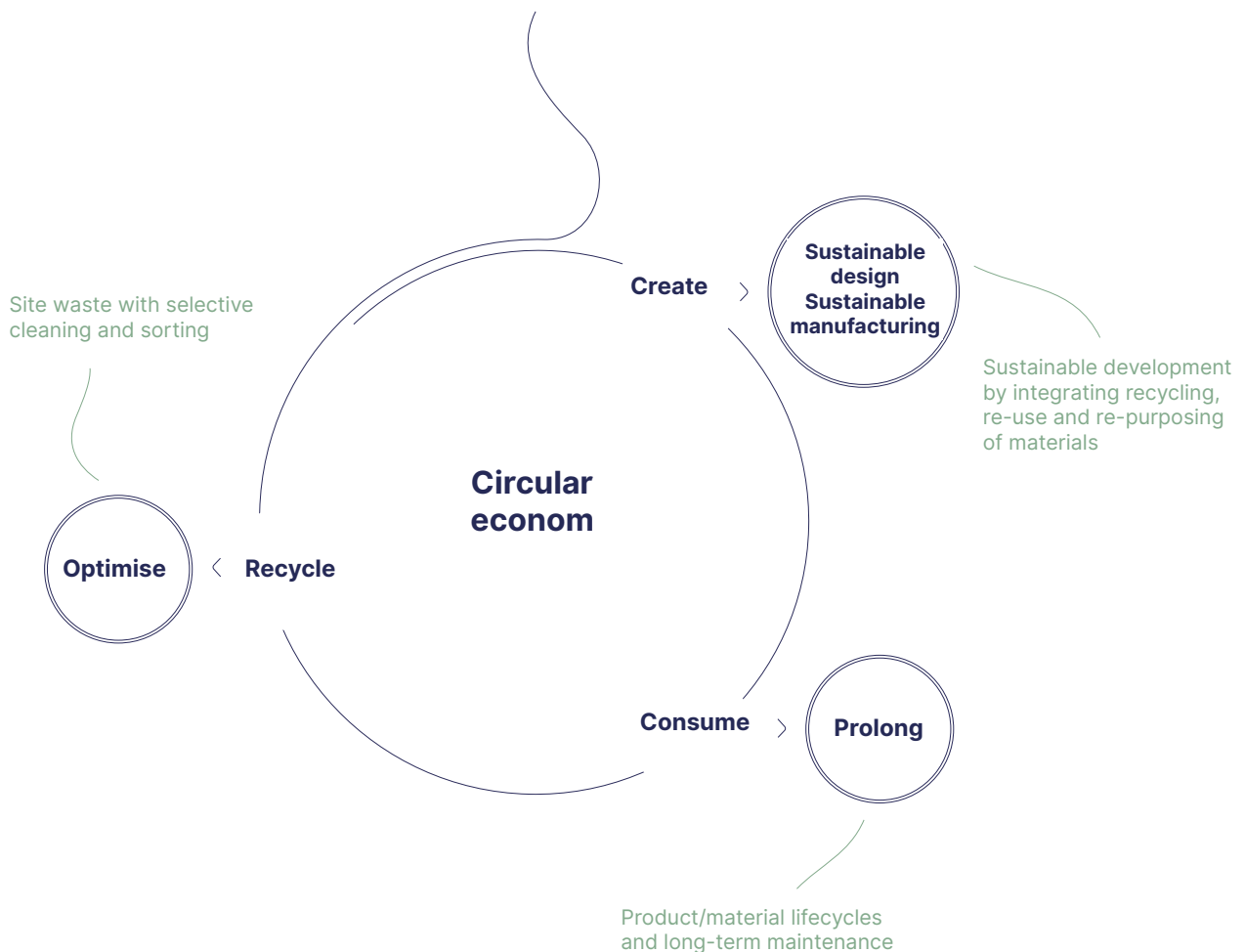
contributes to:

- Compliance with the Energy Transition Law, by recovering 70% of waste produced (compared to an average of 30% in the secondary sector).
- Investment in sustainable development, while at the same time controlling costs by reducing flows, using essential and appropriate resources

and recovering waste, all while responding to market requirements.

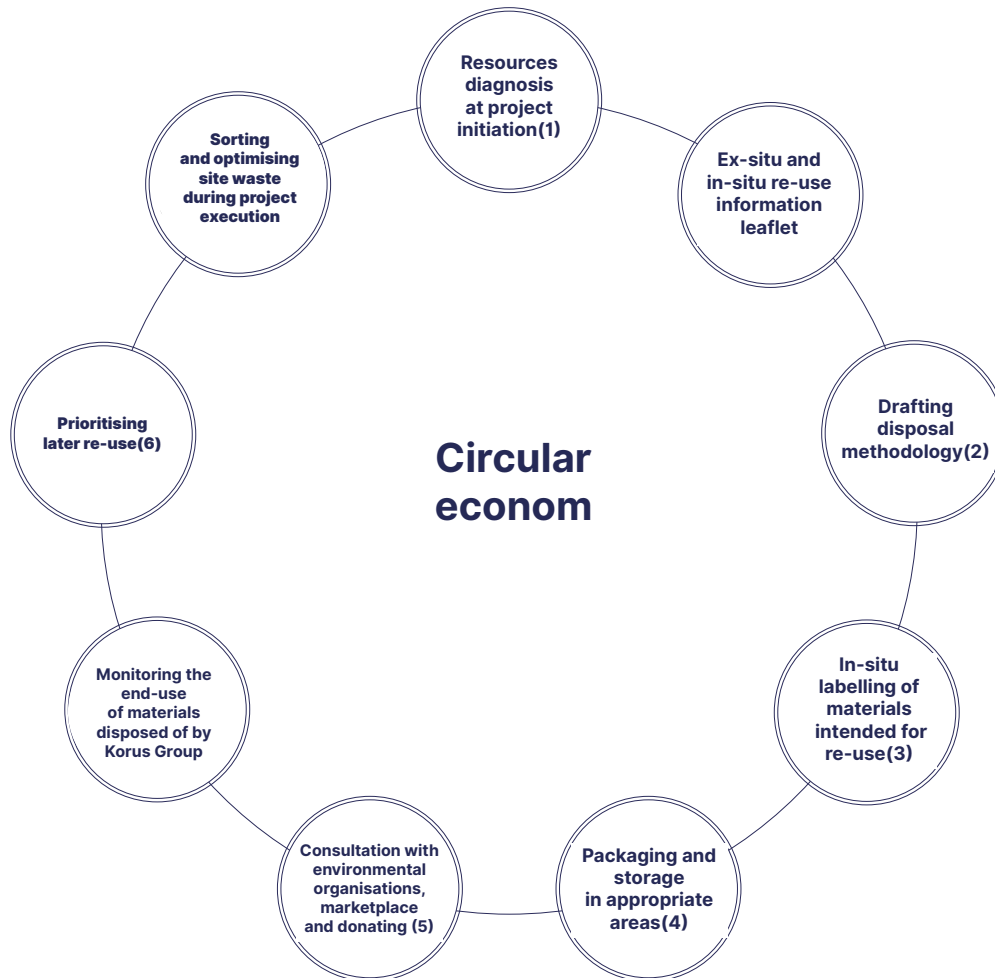
- Integration into projects of materials that have a low impact on the health of employees.
- Enhancing the image and employer brand in terms of CSR commitment, and internal and external communications.

## Moving from waste management to resource management



# Respect to the environment

## A circular economy in practice



(1) Resources diagnoses are made by the internal teams using Batiscript.

(2) Drafting a methodology for the removal of materials intended for reuse in situ and ex situ is done in collaboration with the cleaning company carried out with the clean-up company.

(3) Labelling is done before packaging in order to identify the areas for subsequent placement.

(4) Storage areas are adapted to the materials: dry, temperature-controlled space, installation of ventilators where

necessary. Storage areas are organised by end use of the materials (in situ/ex situ/after re-use).

(5) Consultation with marketplace environmental bodies and organisations in order to recover the ex-situ materials to be re-used.

(6) Prioritising the reuse of materials at other Korus Group/customer sites and materials bought on marketplaces such as CYCLE UP and Bâticycle; And involve specialist carpenters such as Pimp your Waste for customised work.



# Economic Integrity

**Application 16**

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# Economic Integrity



## Application

### Our principles

The Korus Group and its employees consider their integrity towards customers, end-users, suppliers, service providers and other business and financial partners as a fundamental ethical principle. This includes:

- Fight against all forms of corruption and fraudulent practices
- Meeting contractual commitments
- Optimising customer satisfaction and listening to their expectations and comments in order to achieve continuous improvement

The Group expresses its commitment as a corporate citizen through public interest initiatives, particularly in the

areas of training, innovation and research, and contributes to the socio-economic development of the areas in which it operates by promoting local purchasing.

In addition, Korus Group has a number of health-related sponsorship initiatives and offers its employees the opportunity to become involved in some of its projects on a voluntary basis.

### In practice



# Economic Integrity

All employees and partners are informed of prohibited behaviour, the rules of conduct for risky situations, the whistleblowing system and the disciplinary system stipulated in the group's code of conduct.

- A fair and honest selection process for subcontractors and partners is systematically applied.
- The group has a transparent pricing policy.
- The group has an in-house research, development and innovation department.
- Several research and development projects in partnership with schools and universities are underway, such as the TIM

Lab project with the Grenoble Management School (GEM) and the sustainable development project with IMT Lille Douai.

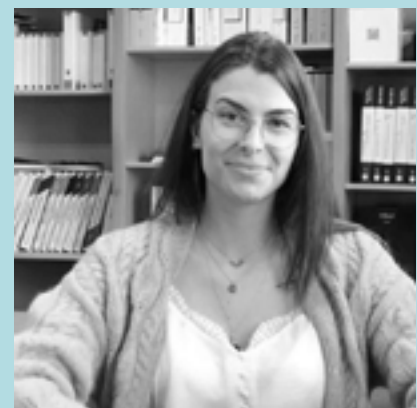
- The group is an administrator of the following associations: Global Heart Watch, Coline en Ré and Gestes d'or.
- Korus Group finances the Ge-Reviens scheme developed by the Gefluc association, which allows for early treatment of employees affected by cancer and provides support for up to one year after their return to work.



## Testimonial

**Lisa Richard**  
Ergonomist - Korus Group

« The TIM Lab is an immersive space for strategic thinking and customer experience. Through its architecture and methodology, it allows us to respond to well-defined problems. Stakeholders leave with a real solution prototype. The feedback from clients is positive. They speak of a real experiment! »



« Ces derniers parlent d'une réelle expérimentation »

# To conclude

In order to guarantee transparency in its CSR approach, the Korus Group has submitted to the numerous evaluation criteria of the international EcoVadis platform.

Korus Group has maintained the Gold level since 2012, and is renewing the performance in 2021.

EcoVadis assesses 21 CSR performance criteria categorised into 4 themes: Environment, Social and Human Rights, Ethics, and Responsible Purchasing. The sector of activity is taken into consideration.

The Korus Group illustrates CSR ethics through its values of Boldness, Sharing and Commitment.





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