



CSR Report

Korus Group 2022

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EDITORIAL

“

Korus Group is convinced that corporate social responsibility (CSR) must gradually lead to exemplary social and environmental performance, which is essential if we are to create the sustainable society of tomorrow.

- By undertaking a corporate social responsibility initiative in 2012, Korus Group wanted to invest more in people and their environment.
- To strengthen our essential societal commitments, based on the ISO 26000 guidelines and the Sustainable Development Goals published by the UN. Each year, we renew our membership of the United Nations Global Compact.
- Co-constructing a new model of governance and internal development that combines collective intelligence, autonomy, benevolence and performance.

Expanding our range of support services, in particular through tools created by our R&D team such as K'SCAN or THESAURUS and our circular economy initiative.

Building on these achievements, which now form a solid foundation, our CSR commitment will focus on quality of life in the workplace and reducing our carbon footprint.

This CSR report is an opportunity to look back at the actions we have taken in line with our commitments.

”



Charles MARCOLIN
President of Korus Group

Korus Group in figures

Our activities



CONSULTING



DESIGN & BUILD



FURNITURE



POST OCCUPANCY
MAINTENANCE

Our key figures

Each year

500

projects worldwide

1991

Creation date

19

Locations

295

Employees

9

Key
markets

People's equilibrium depends on feeling
they're in the right place everywhere
L'équilibre de l'Homme est de se sentir
partout au bon endroit

HOW

By co-designing solutions that are
systemic, participative and adaptable
En co-construisant des solutions
systémiques, audacieuses et adaptables

WHY

Korus Group in the world

HEADQUARTERS

La Murette (near Grenoble)

LOCATIONS IN FRANCE

Paris | Val d'Europe | Lille | Strasbourg | Lyon |

Marseille | Bordeaux | Rennes | Quimper

LOCATIONS IN EUROPE

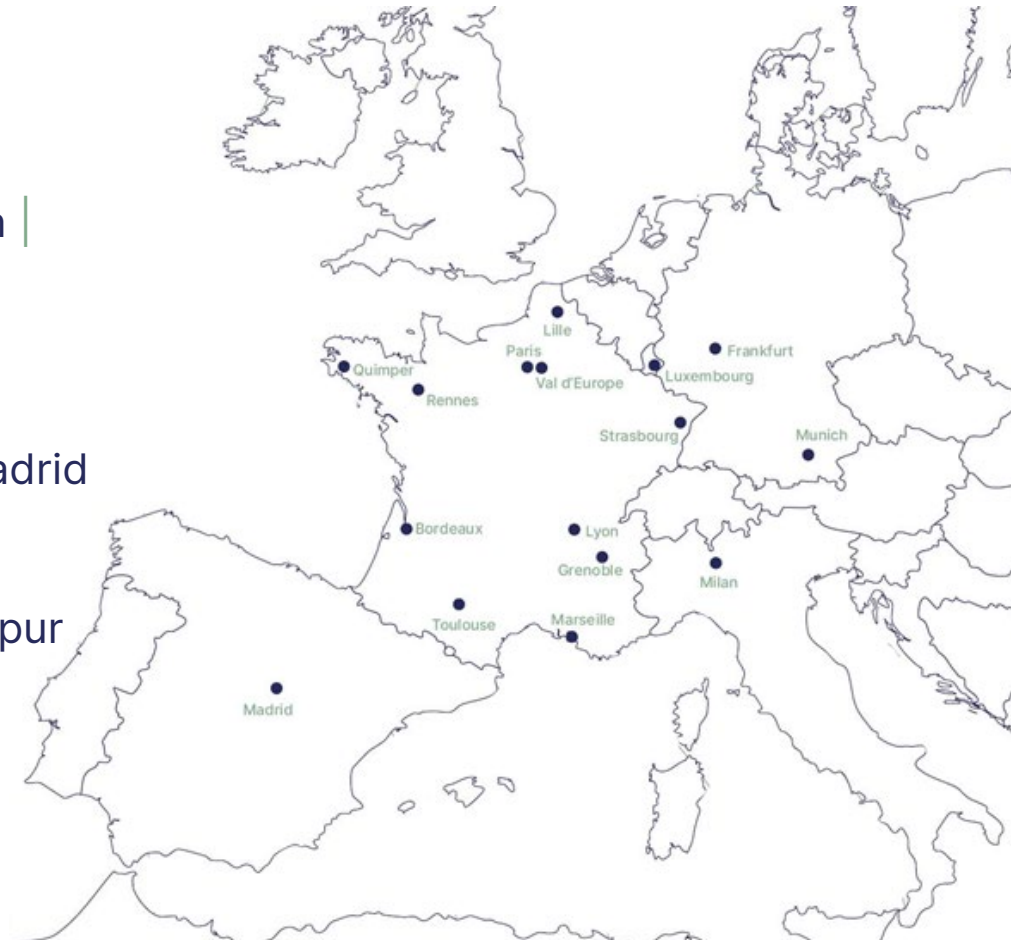
Milan | Luxembourg | Frankfurt | Munich | Madrid

LOCATIONS IN ASIA PACIFIC

Sydney | Melbourne | Singapore | Kuala Lumpur

PARTNERS

London | New-York



03 Our CSR approach

Korus Group has been built around strong values. They guide our actions as responsible entrepreneurs and our behaviour. Our CSR commitment is based on 3 key areas:

1

Social balance

"To be exemplary in our day-to-day actions to promote fairness, respect for health, safety and diversity".

- **Training and raising awareness of occupational risks**
- **Offering our customers solutions based on the well-being and satisfaction of their employees**

2

Respect of the environment

"Contribute to the preservation of our resources by adopting responsible behaviour".

- **Reducing the energy consumption of our premises**
- **Eco-designed premises (Korus Group head office - Le Hangar)**
- **Responsible purchasing charter**
- **Reuse of site waste**

3

Economic integrity

"Contribute to the dynamism of local ecosystems by maintaining integrity with all stakeholders".

- **Drawing up a code of conduct**
- **Several sponsorship initiatives**

THE TEAM

A collaborative approach at the heart of our CSR approach

A CSR Steering Committee was set up in 2020, and has been meeting quarterly, with the aim of :

- Define the Group's CSR policy and strategy
- Validate the CSR action plan and define priority actions
- Validate the documents/deliverables drafted by the CSR manager



Hind BOUALEM
QSE/CSR



Isadora ROMAND
Marketing



Véronique GIROUX
CRM



Valérie DOIGNON
CSR



Valérie GRAMBIN
Legal



Dimitri PRUVOT
HR



Mathilde GAUVRY
Communication

Certifications & Labels



CSR performance reassessed each year

In order to guarantee transparency in its CSR approach, Korus Group has submitted to the numerous evaluation criteria of the international EcoVadis platform. Korus Group has maintained its Gold level since 2012, and is renewing its performance in 2022. It remains in the top 5% of companies assessed.



A member of UN Global Compact

Since 2021, Korus Group has been committed to the United Nations Global Compact social responsibility initiative and its ten principles around human rights, labour standards, the environment and anti-corruption.



ISO 9001 certified

Since 2019, Korus Group Italy has had its Quality policy certified and holds ISO 9001 certification. ISO 14001 and ISO 45001 certifications are in the process of being obtained.



Member of the French Business Climate Pledge

This is a voluntary commitment by companies based in France to take concrete action to make the transition to a low-carbon economy a success, through innovation and the development of low-carbon solutions, technologies, products and services.

Membership to Global Compact

Since February 2021, Korus Group has been a member of the Global Compact and fully adheres to the 10 principles.



- 1 Businesses should support and respect the protection of internationally proclaimed human rights; and
- 2 make sure that they are not complicit in human rights abuses.



- 3 Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- 4 the elimination of all forms of forced and compulsory labour;
- 5 the effective abolition of child labour; and
- 6 the elimination of discrimination in respect of employment and occupation.

Mandated by the UN, the Global Compact aims to be a catalyst and support for companies' commitments, actions and innovations.

Its aim is to translate the Sustainable Development Goals (SDGs) to companies by integrating them into their approach. Among the 17 SDGs, Korus Group is currently involved in the following SDGs:



- 7 Businesses should support a precautionary approach to environmental challenges;
- 8 undertake initiatives to promote greater environmental responsibility; and
- 9 encourage the development and diffusion of environmentally friendly technologies.



- 10 Businesses should work against corruption in all its forms, including extortion and bribery.

1

COMMITMENT

Social balance

"Exemplary on a daily basis for fairness, health, safety and diversity in the workplace".



Our tools

Offering our customers solutions based on the well-being and satisfaction of their employees, as well as the environmental impact of their projects

K'SCAN

This is an online questionnaire created by our R&D team. It has been designed to collect the input data needed to understand the project properly, with the aim of designing the most relevant and effective layouts in response to employees' needs and expectations.

It allows everyone to "have their say", thereby helping to support the change process.

Upstream and downstream of our projects, we are able to assess employees' level of satisfaction with their workspaces.

+ 20
companies

+ 5 000
employees
surveyed

THESAURUS

The use value

Our team has mastered a decision-making tool that assesses a building's value in use.

This audit covers almost 300 points, including

6 major evaluation themes:

- Comfort and health (thermal comfort, nutrition, biodiversity, etc.)
- Accessibility (building location; means of access)
- Functionality and ergonomics (layout, flow, etc.)
- Occupant services (catering, concierge services, etc.)
- Art and architecture (aesthetics of the site)
- Technical quality (maintenance, durability, etc.)

The “care” ethic at Korus Group Consulting



Korus Group is developing and deploying an approach to transforming spaces that is inspired by a form of ethics known as 'care'. The notion of 'care' is thus the matrix of an original approach to consultancy 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**, by integrating ergonomics into our support services
- **Sobriety**: working with future occupants to design workspaces that take into account their environmental impact; integrating the circular economy into our support services
- **Measuring impact**: in partnership with GOODWILL MANAGEMENT, we have developed metrics to help our customers with their property strategies - measuring use value; measuring 'environmental debt', etc.

European Sustainable Development Week

As part of the European Sustainable Development Week 2022, the CSR team made a presentation to employees of the Regional Directions in Paris, Rennes, Quimper, Bordeaux, Lille, Strasbourg and at Korus Group headquarters.

It provided an excellent opportunity to:

- Present the principles of the United Nations Global Compact
- Promote the CSR actions in place
- Raise awareness of everyday actions (eco-actions), particularly in relation to energy consumption.

These meetings are an ideal opportunity for employees to have their say, find out their expectations in terms of CSR and share the best practices in place in each branch.

At the end, a call for CSR ambassadors was launched and each branch elected its own CSR ambassadors. Their main role is to act as a link between the CSR department and employees.

Each presentation ended with a fun activity in the form of a climate quiz. Employees were asked 10 questions, such as:

What are the causes of global warming?

What is the rebound effect?

What is the share of fossil fuels in global energy consumption?



The Korus Group Tour



La Murette



Strasbourg



Paris



Bordeaux

Skills development

ESG training

For 4 months, two of our Italian employees attended the 'ESG* Analysis & Investing' course offered by the Polimi Graduate School of Management, in partnership with the CFA Society Italy.

The ESG Analysis & Investing course aims to provide participants with all the skills needed to master and apply ESG analysis methodologies to company and security valuation, portfolio selection and client reporting.

*environmental, social and governance factors in companies



160 badges

awarded by Politecnico Milano for this training



First aid training

The First aid at work training course is aimed at all employees who wish to contribute to the prevention of occupational risks in the company and intervene effectively in the event of an accident at work, without any particular prerequisites.

16 employees

certified within Korus Group by 2022.

Health and safety: an absolute priority at Korus Group

Audits & site visits

The QSE team visits worksites as part of the roll-out of the health and safety policy.

Objective :

0

work accident
on all our operations

The programme:

- Site visit/audit
- Awareness-raising for all those involved via ¼ hour safety and environmental training sessions
- Site evaluation using an internal evaluation grid

At the end of each visit, the works team receives an illustrated visit report with suggestions for improvement, as well as an overall score for the site and a certificate of attendance at the ¼ hour safety session.

In 2022,

18

sites audited

300

safety-conscious
staff

71

visits carried
out

Integration & PPE

In 2020, an internal working group was set up to deal with the issue of Personal Protective Equipment. The aim of this unit, made up of 7 site operatives, was to propose a PPE package adapted to each type of site, combining quality and comfort. After several months of PPE selection and testing, the unit decided on a package that was distributed to all operational staff (project managers, works managers and works supervisors in June 2021).

In 2022, a new induction process has been introduced by the HR Department. Under this process, employees are systematically sent a kit sheet to help them choose their PPE.

Diversity and inclusion at the heart of our policy

Numerous studies have shown that diversity and inclusion are real performance drivers for companies. Korus Group is no exception to the rule.

The mission of the CSR steering committee is to coordinate and promote actions and events in favour of a mixed and multicultural company.

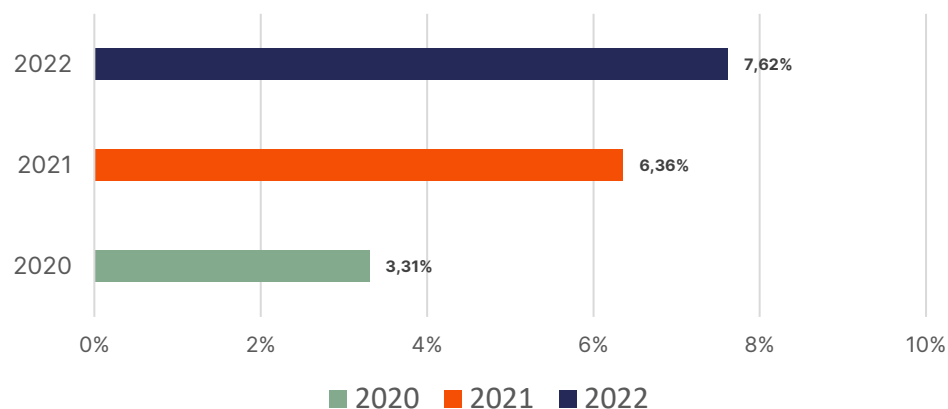
Today, 55.1% of our employees are women.

31.5% of them hold management positions and 25% have managerial functions.

Korus Group is also strongly committed to the professional integration of young graduates. Between 2020 and 2022, the number of work-study students in our workforce doubled.

We also regularly take on interns in France and abroad. One example: in November 2022, an intern from Polimi (Politecnico di Milano) joined the Milan team for 6 months as an assistant assessor.

Work-study students' evolution (2020-2022)



Diversity and inclusion at the heart of our policy

New recruitment method

As part of a new contract, the Post-occupancy maintenance Department needed to recruit new account managers quickly. The current recruitment difficulties prompted the Human Resources Department and managers to rethink their recruitment methods. The idea was to organise group recruitment sessions without having seen the candidates' CVs beforehand, in order to assess them solely on their suitability for the job, rather than their experience or qualifications.

Thanks to this new approach, the number of applications was much higher and three sessions involving 4 to 5 candidates were finally set up in a very short space of time. Each session was built around a presentation of Korus Group, the Post-occupancy maintenance Department and the position. Afterwards, each candidate was received individually by one of the managers to put the training into practice: role-playing over the telephone, role-playing, writing emails and various aptitude assessments.

Results:

- 17 participants in the group sessions
- 12 interviews scheduled, 9 of which were completed
- 3 recruitments completed out of 4 promised



Quality of life at work

Quality of Life at Work Week 2022

A program organized by Ouilive was launched in early summer 2022. In partnership with TrainMe (a Decathlon subsidiary), this inter-company program dedicated to Quality of Life at Work brought together several activities including physical challenges, fun activities on well-being, and preventive health webinars.

Each employee's participation earned points and helped the company move up the rankings.

By taking part in this challenge, Korus Group also helped finance a training course for an Ivorian cocoa producer at the Fairtrade Africa Leadership School.



trainme
corporate
Groupe **DECATHLON**

Telework charter

Since 2018, Korus Group has been promoting teleworking. In 2022, a new version has been drawn up to take account of changes in society. This amended charter bears witness to the company's desire to make teleworking a sustainable organisational mode within the company, at the heart of major actions to improve the quality of life at work and health at work. Teleworking is a lever for the modernisation of managerial relations, based on the voluntary nature of the employee and on a relationship

of mutual trust between the employee and his or her manager. It helps to give employees greater autonomy in the performance of their duties. The aim of teleworking is to provide a better balance between personal and professional life, in particular by reducing the number of journeys to and from work. This charter is also part of the Group's commitment to contribute to sustainable development by reducing the environmental impact of transport. This new way of working thus promotes a balance between economic and social performance.

Constantly improving working conditions for our Italian employees

The Italian offices of Korus Group, based in Milan, include a gym accessible to all employees. Korus Group has also selected a yoga room as a tenant for part of its premises so that its employees can benefit from it.

The ground floor and the basement have been completely refurbished (soundproofing, etc.); the communal areas have been redesigned with outdoor furniture to create a warm atmosphere conducive to exchanges.





Social barometer




LBC by Korus Group, our furniture division, conducts a social barometer among its employees.



Here are a few examples of the questions we ask:

- Are you proud to work at Lbc?
- Is the company flexible in terms of working hours?
- Does my manager motivate me?
- Other examples of topics discussed:
 - Recognition
 - Listening
 - Workload
 - Training
 - compensation

Indicators for major actions in 2021-2022

THEMES & SDGs		INDICATORS		2021	2022
 Promoting diversity and inclusion	Professional equality index		-	85 %	
	Gender diversity (proportion of women in the company)		56,82 %	60,09 %	
 Improving quality of life at work	Skills development : number of people trained		80	189	
	 Developing the skills of our employees	Health and safety	Workers trained in site safety	290	302
Frequency rate			3,24	3,67	
Severity rate			0,01	0,00	
Number of accidents at work			0	0	

Social balance

"Exemplary on a daily basis for fairness, health, safety and diversity in the workplace".



2

COMMITMENT

Respect of the environment

"Contribute to the preservation of resources through responsible behaviour".

Responsible and sustainable consumption

To reinforce our paper recycling policy, we have been working to reduce paper consumption. We have gradually dematerialised our processes, such as the contracting of subcontractors and services in general, as well as those for individual annual interviews using the SKILL UP tool. We are committed to using only FSC and PEFC-certified paper from sustainably managed forests. To reduce our carbon footprint, Korus Group has introduced a fleet of hybrid and low CO2 emission vehicles.

A completely revamped goodies catalogue

The use of promotional items has been drastically reduced and now only concerns:

- A welcome pack for new employees
- Gifts given to prospective customers or clients on an individual basis and in a reasonable manner
- Corporate clothing used on construction sites

These items are chosen on the basis of their origin (priority to France and/or Europe), the materials used (recycled paper, GOTS-certified organic cotton, etc.) and compliance with standards, as in the case of down jackets, for example:

Certifications:



Renewable energy

Korus Group has had a contract with Yeli since 2016 for its headquarters in La Murette as well as for Korus Group's premises in Bordeaux.

Yeli (by GEG) offers customised green electricity and biogas packages, and supports Korus Group in its drive towards responsible energy consumption.

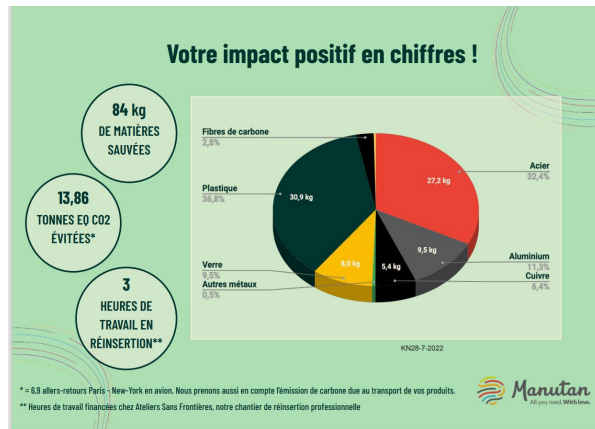
<https://www.yeli.fr/>

Actions implemented on our premises

Our recycling and recovery policy

WEEE recovery by Manutan

Korus Group has reduced its environmental footprint by outsourcing the management of its used IT equipment to Manutan.



This involves :

- The collection of 4 boxes of 26 PCs by Zack SAS.
- Assessing and sorting the equipment according to its second life.
- Redirecting reusable products (resale or charitable donations).
- Environmentally-friendly recycling of electronic waste (WEEE).

Example of waste management on the co-working Space where the Korus Group's South Mediterranean Regional Direction's team is based:

- Recycling bins are available in all common areas and all occupants are encouraged to sort their waste.
- Empty printer cartridges are stored in a special bin on each floor.
- Collection of waste (including printer cartridges) and distribution of each type of waste in the appropriate containers by the cleaning company, PROCLAIR (<https://www.proclair.com/>)

Office consumables:

- Reduction of paper printouts.
- Reduction of Waste Electrical and Electronic Equipment (WEEE) or, failing that, recovery by CONIBI, a service provider specialising in the collection and recycling of used office consumables (ink cartridges).
- Management of office waste in our coworking premises.

De-archiving operation by then communications / marketing team:

Korus Group calls on Elise Alpes to recycle its old brochures and other communication media. Committed to a pioneering and different approach since 1997, the ELISE network plays an active part in protecting the environment while at the same time creating long-term, local jobs for people who have difficulty finding work or who are disabled.



Actions implemented on our sites

Building site waste

In collaboration with our waste service provider PAPREC, we are looking into the possibility of reusing cleaning waste and sorting waste in order to achieve an overall recovery target for the operation. PAPREC undertakes to recycle at least 70% of all waste produced during the worksite. This percentage may increase depending on the selective sorting implemented.

In situ reuse of certain materials

In line with our circular economy approach, we reuse certain materials in situ.

In 2022, a number of renovation projects were carried out using a re-use approach, for example:

- Korus Group called on the Orak company as part of its projects to reuse existing carpets. The customers who have benefited from this service are: Becton Dickinson, Klesia, MGEN, Schneider.
- Orange called on Korus Group to renovate its emblematic Place d'Alleray site in the 15th arrondissement of Paris to accommodate more than 900 employees. Orange wanted to emphasise the re-use of existing materials: furniture, partitions, false ceilings, etc.

Integration and solidarity

We contribute to the development of employment for people with disabilities or people who are far from finding work, by using ESAT, EA or integration organisations for certain services, in particular the ordering of meal trays and the production of goodies.

Our national recycling service providers (RECYGO and CONIBI) have been chosen for their dual environmental and social commitment: the majority of their workforce is made up of employees on social integration schemes or with disabilities.



On the international front

DGNB – Korus Group Germany



Since 2022, Korus Group Germany has been an active member of DGNB (German Sustainable Building Council), an association that operates not only in Germany but also worldwide. DGNB, a non-profit organisation based in Stuttgart, has been committed to the construction of attractive buildings and urban districts since it was founded in 2007. Its main objective is to promote change in the construction and property market, by encouraging residents to adopt quality as the basis for responsible and sustainable action.

Our German team, led by Dennis Köpp, managing director Germany, regularly takes part in the events and webinars organised by the association to learn about best practice and find new sources of inspiration that are essential to building a sustainable future.




A number of initiatives have been implemented by our Italian colleagues:

- New car policy: to date, 40% of the vehicle fleet is hybrid.
- Responsible purchasing policy: selection of service providers based on their responsible management of the supply chain. To date, 15% of service providers have environmental certification
- The water fountains on Korus Group premises have been replaced by a water tap to limit the use of plastic and water consumption. Containers are now made of recycled paper or glass
- Selective sorting of waste

Indicators for major actions in 2021-2022

Respect of the environment

"Contribute to the preservation of resources through responsible behaviour".

THEMES & SDGs	INDICATORS	2021	2022
 Paper consumption and waste management	Renewable energy as a percentage of total electricity consumption on our premises	70 %	85 %
 Renewable energy consumption	Recycling rate of waste from renovation sites in Paris	84%	84%
 Controlled energy consumption	Percentage of hybrid or low-emission vehicles in the Group's fleet	8%	40%



Mosa.

3

COMMITMENT

Economic integrity

"Boosting local ecosystems by working closely with stakeholders".

Our sponsorship initiatives



Grenoble Ecole de Management Foundation

Charles Marcolin, CEO and Founder of Korus Group, has been unanimously re-elected for a third term at the head of the GEM Foundation.

This collaboration with the Grenoble business school took concrete form in 2018 with the creation of the TIM Lab, a space dedicated to discovering through experimentation the different stages of the innovation process.

"The GEM Foundation is a fundamental lever for continuing to open Korus Group up to the world, within a rich and varied ecosystem, alongside Grenoble Ecole de Management. This support and this mandate are part of a twofold movement for us: to strengthen our commitment to society, and to consolidate our R&D", explains Charles Marcolin.



Global Heart Watch

We support the GHW association, which aims to combat sudden adult death by cardiac arrest, by raising public awareness of life-saving techniques and supporting scientific research into heart health.



Club Entreprises Grenoble

An initiative of Grenoble's two IUTs (University Institutes of Technology), the Club, under the impetus of its President Charles Marcolin, strives to build bridges between the university and the companies that will train the professionals of tomorrow, through:

- **Apprenticeship:** training tomorrow's professionals with kindness, developing their skills, passing on experience, codes and values and benefiting from the momentum of these young people to build tomorrow's world with them.
- **People skills and values:** instilling by example a taste for hard work, commitment, respect, humility, consideration and care for others, their training, well-being and health.



Our commitments

Guaranteeing data confidentiality



In the course of our business, we are required to process certain personal information. As guardians of this data, we have adapted to the regulations in force since 2018 (EU Regulation 2016/679). The General Data Protection Regulation (GDPR) provides an equal framework for data processing throughout the European Union.

Its aim is to protect individuals with regard to the processing of personal data and the free movement of such data. The Group has drawn up a personal data protection charter and an IT charter that are binding on all employees.

Developing relationships based on trust

We are committed to combating all forms of corruption, in accordance with the French Sapin II law of 2016. To this end, we have put in place a system to prevent corruption, based in particular on our code of conduct, the identification of corruption risks and the implementation of preventive actions. This code informs each employee about what he or she can and cannot do. It also includes a reporting procedure.

Indicators for major actions in 2021-2022

THEMES & SDGs	INDICATORS	2021	2022
 Relationships based on trust  Support through sponsorship	Relationships based on trust	65 %	65 %
	Number of organisations supported by sponsorship	3	3
	Number of data protection complaints	0	0

Economic integrity

"Boosting local ecosystems by working closely with stakeholders".



Where Balance enhances Belonging