



Building sustainable solutions together

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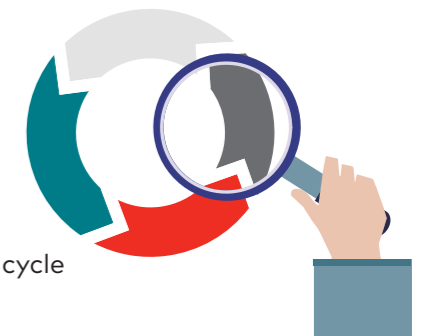
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Foreword

**Pierre-Guillaume
Lansiaux**
CEO



“ We control, inspect and advise our clients so that they meet their obligations, improve their performance and limit their impact on the environment. Consequently, it is our duty to set an example through our CSR policy, which we want to be both ambitious and pragmatic, as well as grounded in the reality of our business. ”

The health crisis has led companies to reconsider their contribution to society and their activities. What has been the impact of the crisis within Qualiconsult Group?

PGL. The activities carried out by the teams working in Qualiconsult Group's different subsidiaries are, in essence, designed to bring security and peace of mind to our clients, since we act as an independent third party to provide them with the best technical insight through the projects they entrust to us.

Some of our contracts have also been delegated to us by the Government, with the purpose of providing guarantees to Society in the broadest sense of the term, for example by carrying out checks and inspections on the safety of individuals or environmental protection.

We did not have to wait for the health crisis to bring to our attention the important contribution we make to society. However, on the one hand, the crisis has encouraged us to shed more light on our work both internally and externally, and on the other hand, to formalise and express this contribution more explicitly. Indeed, the need for reassurance, trust and expertise has probably never been so strongly emphasised, because the general business climate has been so changeable. For example, our teams were able to develop and adopt the COVID Advisor role very quickly, enabling construction sites to resume operations with maximum peace of mind. Another example is the services we provide to support the return to activity after lockdown, through which we have helped our clients to resume their operations.

This powerful feeling of serving a purpose has led us to accelerate and finalise the work we began in 2017 with a discussion on our values, establishing our raison d'être and our vision through collective intelligence workshops that were open to all employees. "Sharing our expertise for a safer, more efficient and sustainable world", the Group's raison d'être resulting from the work of these workshops, embodies both our history and our future guided by the relevance and ambition that collective thinking brings.

Beyond these in-depth reflections on our positioning and our mission, the health crisis also led us to reconsider our organisation as a whole. In the same way as other companies, we had to come up with new ways of working, communicating and interacting almost overnight. The high degree of autonomy that our agencies have enjoyed since the company was founded has been very useful in this respect.

On the one hand, through a collaborative team effort, we were able to rapidly put in place common

organisational measures to respond to the health crisis and put our central services in battle order to provide the resources (IT equipment, networks, protective equipment, etc.) necessary to continue our activities. On the other hand, our agencies were able to define the local organisation methods best suited to their context and situation. This freedom given to our teams has led to the development of numerous solutions, some of which are highly innovative, and to them being shared, so that each member of staff can contribute to finding the most appropriate ways of operating for their local team, in the ultimate interest of the whole Group.

Here again, this observation led us to express in words and share openly with each other the vision we want to bring to our ways of working together. This process resulted in the "Building Together" project that we launched at the end of 2020 with a remote event open to all members of staff, which was a first for us.

What is the ambition of "Building Together"?

PGL. "Building Together" involves first and foremost freeing up energy and ideas to support the raison d'être we had defined together. It means introducing ways of deploying the collective intelligence of our teams. It means enabling each and every one to contribute to our projects, but also giving them the opportunity to initiate projects. From an organisational perspective, it means moving from a top-down hierarchical model where management "commands and controls" to a framework in which the primary function of managers is to create an environment in which employees can pursue their personal development and contribute to the company's wider project.

In practice, this means, for example, that all projects are systematically dealt with in a collaborative manner, via workshops. The methods we use are based on the Appreciative Inquiry approach, i.e., to sum up in a very simplistic way, by starting from our strengths and wishes to find new directions for the future. This goes too for innovation projects, the development of production or management tools, and organisational projects, as well as for agency projects in which the agency team defines its ideal future and the practical steps required to get there. The basic principle we follow is that "the person with the know-how should be the one who actually does things", and even more so, to add the indispensable collective dimension, that "those with the know-how should be the ones who actually do things".

Since the Group was founded in 1982, we have encouraged teams to be independent and to take initiatives. By offering them a more systematic and

integrated dimension through "Building Together", we are therefore fully aligned with our existing practices. In fact, "Building Together" is a way of transforming our history into a corporate culture!

How does the Group's CSR policy fit into this transformation?

PGL. We want to be well-shod shoemakers! Our activities exist for the benefit of society.

We control, inspect and advise our clients so that they meet their obligations, improve their performance and limit their impact on the environment. Consequently, it is our duty to set an example through our CSR policy, which we want to be both ambitious and pragmatic, as well as grounded in the reality of our business.

And to achieve this, what better way than to apply, in as exemplary a manner as possible, the principles of "Building Together" in the development, definition, planning and implementation of our CSR policy?

This policy has therefore been developed jointly by a committee (our CSR Steering Committee) made up of employees from different subsidiaries, regions and backgrounds, so as to be representative of the company and to be able to convey the different viewpoints of the teams. This committee defines and reviews the Group's CSR strategy, which it presents to the Group Executive Committee, and draws up action plans for the various strategic priorities. It draws on interviews with employees and workshops conducted as part of the Appreciative Inquiry approach. The Group Executive Committee supports the CSR Steering Committee in its actions and, if necessary, relays the action plans to the relevant structures.

In fact, it is a mutually reinforcing driving force, a joint development that happens at the interface between our CSR policy and our "Building Together" transformation process. On the one hand, the design and execution of our CSR policy uses the tools and methods developed by "Building Together", and in so doing contributes to improving them through experience. On the other hand, "Building Together" is itself a component of the CSR policy and is informed by it, if only because of the impact of "Building Together" on our management methods and on the contributing role of all our members of staff.

Collaboration is therefore the driving force behind this transformation. It is also key in enabling us to

achieve our ambitious goals, which currently allow us to contribute to 10 of the 17 Sustainable Development Goals (SDGs) and to support the 10 core principles of the United Nations Global Compact. We have made major progress as a result of our CSR approach, and we are proud to announce our voluntary commitment to support the UN Global Compact, as of September 2021.



**Anouk
Géhin**
Group Director
of Human
Resources



CSR offers us a real opportunity to innovate with regard to social issues. We should constantly ask ourselves what gives meaning to our work by developing new approaches to human relations and adapting our management methods to the expectations of new generations.



In concrete terms, what place does CSR occupy within the Qualiconsult Group?

AG. Well beyond our "legal obligations" or "moral considerations", diversity, quality of life at work, employer brand, loyalty, and corporate citizenship are all subjects towards which we work on a daily basis.

Since we are convinced that CSR cannot be boiled down to mere posturing, we have set up a Group CSR Committee, and are delighted with the actions and initiatives that have resulted from it! Indeed, the fruit of individual convictions is becoming a shared conviction on subjects as powerful as business ethics and commitments to support non-profit organisations, to name but a few examples.

CSR does actually have an economic purpose, and in order to maintain our position in the market, to grow and to stand out from the competition, we need to integrate sustainable performance into our corporate culture.

How will CSR become a key HR performance driver for the Qualiconsult Group?

AG. CSR offers us a real opportunity to innovate with regard to social issues. We should constantly ask ourselves what gives meaning to our actions by developing new approaches to human relations and adapting our management methods to the expectations of new generations.

To meet our social responsibilities, we are training our managers at Academies with the aim of achieving excellence. We must also ensure the ongoing employability of our personnel in the world of tomorrow. We have no hesitation in inviting our employees to share their initiatives for building the type of company in which they want to develop both personally and professionally.

Every week, new employees join the company. Recruitment is an opportunity for us to illustrate our CSR convictions in response to the expectations of our applicants in this area. Giving meaning to each and every individual, and demonstrating our trust, encourages the commitment of our teams, who are on the front line of value creation.

Changing our perspective on work by transforming risk and cost issues into subjects of motivation and competitiveness is stimulating, not to say essential!

Our organisation, AGILE AND COLLABORATIVE



7 subsidiaries, 6 professions

Through our various areas of activity: construction, voluntary and regulatory inspections, real estate diagnostics, Quality Health Safety and Environment management (QHSE), training and project owner assistance, our teams contribute to making buildings, installations, processes and infrastructures safer, more efficient and smarter.

The activities related to construction, renovation and building sites are carried out by the Construction division, which is composed of Qualiconsult and Qualiconsult Sécurité. The activities related to property and operations, within the Facilities division, are carried out by our companies Qualiconsult Exploitation and Qualiconsult Immobilier. Our project ownership assistance activities are carried out independently by QCS Services. Elyfec focuses on health and safety coordination (CSPS) on construction sites and the legal representation of seconded workers. Finally, our company Qualiconsult International carries out supervision, quality and safety missions as an independent third party in Europe, Africa and the Middle East.

Thanks to this balance, we benefit from great stability and agility. Our activities are complementary and our teams are used to passing the baton to each other to ensure the same quality of service on all or part of an assignment, while respecting the rules of impartiality that are imposed on us or that we set ourselves.

“

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”

Our subsidiaries each provide specific knowledge and expertise:



CONSTRUCTION DIVISION



• **QUALICONSULT**, the Group's historic subsidiary, is an approved body for technical building inspection

- Technical building inspections,
- Regulatory checks and certifications 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 Coordination,
- Health, Safety and Environment contracts related to construction,
- Environmental protection: listed installations, environmental assessments, etc.

FACILITIES DIVISION

• **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 and Water environmental measurements.

• **QUALICONSULT IMMOBILIER**

- Detection of pollutants such as asbestos and lead:
 - on behalf of project owners 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.



QCS SERVICES

- For heritage projects, in the building, infrastructure and civil engineering sectors:
 - Audits
 - Diagnostics
 - Measurements
 - Technical assistance to project owners
 - Partial technical project management
 - Materials laboratory
 - Asset management
 - BIM and digitalisation.



QUALICONSULT INTERNATIONAL

- Inspections in the design and execution phase to prevent technical risks in the construction field (solidity of buildings, functioning of equipment, safety of people).
- Based in Europe, Africa and the Middle East.



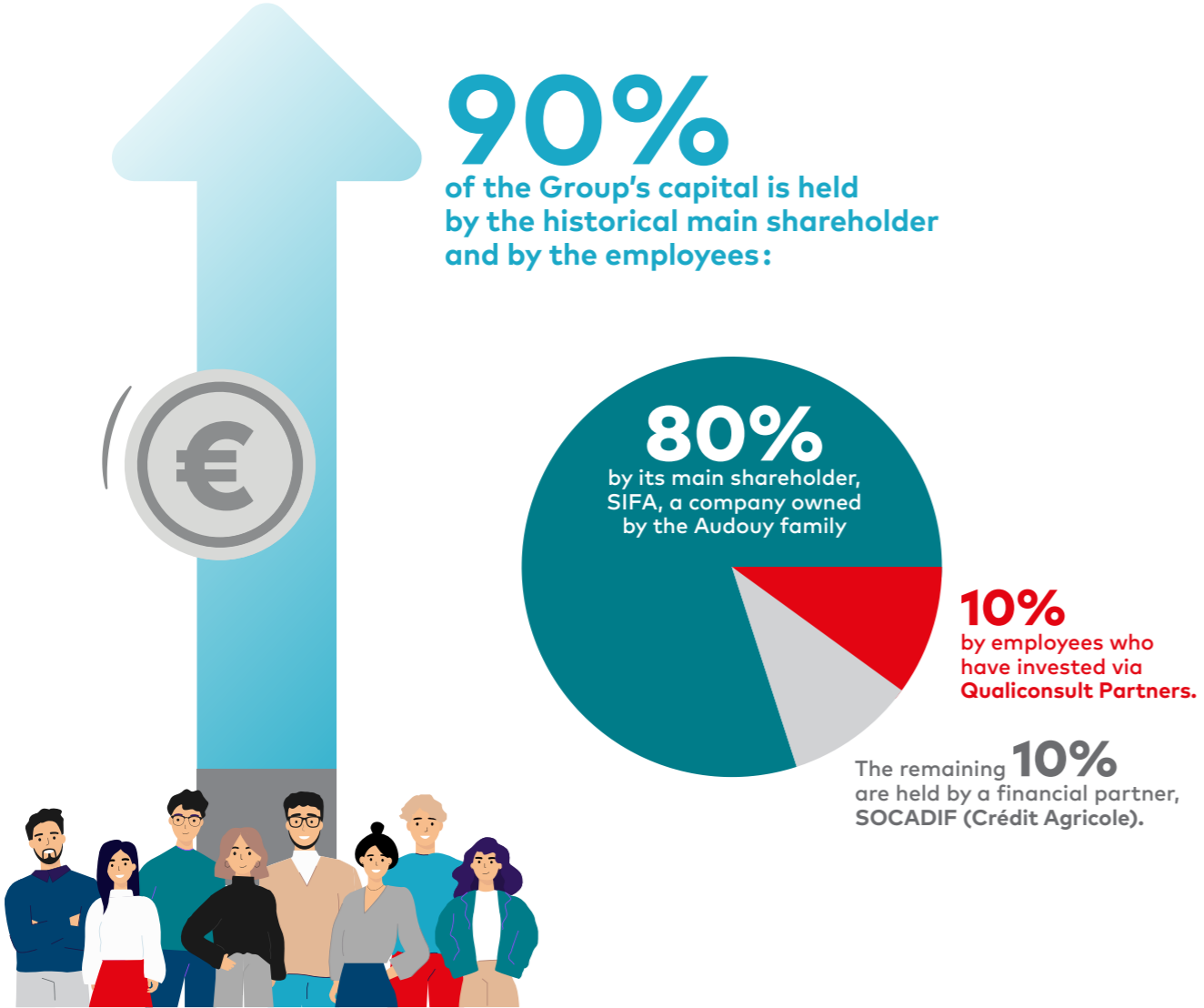
ELYFEC

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



Our governance, ETHICAL & INDEPENDENT

Since its creation in 1982, the Qualiconsult Group, has remained a family holding.
It remains one of the very few groups in the sector to be run by professionals from the industry. It has managed to keep its independence while continuing to expand. Recently, the main shareholder has strengthened its presence in the Group's capital, thus confirming its stability and opening up new development prospects.
This guarantees the Group's full independence, which is so important in the independent third-party business.



Chairman
Alain AUDOUY



CEO
Pierre-Guillaume LANSIAUX



| CONSTRUCTION DIVISION | FACILITIES DIVISION | | | |
|--|----------------------------------|--------------------------------------|--------------------------------------|-------------------------------------|
| QUALICONSULT | QUALICONSULT EXPLOITATION | QCS SERVICES | ELYFEC | QUALICONSULT INTERNATIONAL |
| President Alexandre EOZENO | President Loïc VISCAPI | President Alexandra VASILE | President Patrick AMICUCCI | President Emmanuel AUDOUY |
| | | | | |
| QUALICONSULT SÉCURITÉ | QUALICONSULT IMMOBILIER | | | |
| President Christophe BOURLON | President Loïc VISCAPI | | | |
| | | | | |

Key figures 2020



2,170
employees



198 M€
of consolidated turnover



10%
of capital
owned by our
managers



82.8 points
Gender equality index



7
subsidiaries

&

180

agencies
worldwide

10+



19.4%
of employees
with more than
10 years' seniority



170,000
existing clients



40,000
hours of training for
our employees



80%
of managers
promoted internally



94%
of jobs are permanent

Collaboration, THE KEY TO TRANSFORMATION

2020, an unusual year for everyone, was an unusual year for everyone, was an opportunity for us to radically transform the Group. We launched the **"Building Together"** project, a collaborative team approach to rethinking our organisation.

From this process emerged our *raison d'être*: to share our know-how for a safer, more efficient and sustainable world. Following on from this initiative, the CSR policy was developed through collective intelligence, during workshops involving the CSR committee and employees wishing to work on these topics. In this way, the teams have co-created our CSR commitment by identifying ethics and responsibility as the driving forces behind our engagement and performance in ensuring the high standard of our relationships.

Our approach and our organisation have evolved accordingly. The HSE Committee has become the CSR Committee, thus broadening its scope of action and its competencies. The CSR coordinators, responsible for developing and implementing initiatives involving all our members of staff, have been added to the team. This enlarged committee continues to deal with HSE issues but covers a broader and more strategic spectrum by actively participating in the definition and implementation of the Group's CSR policy on subjects such as governance, the environmental footprint, relations with our stakeholders, forecasting and innovation, and human capital development.

“

Our *raison d'être* is to share our know-how with all our stakeholders for a safer, more efficient and sustainable world.

”

CSR, AT THE HEART OF OUR ORGANISATION

Group Executive Committee (CODIR)

Members: Group Managing Director, Group Deputy Managing Director Support Functions and the Presidents of the subsidiaries

MEETS
2
per / month

SUBJECTS
ADDRESSED

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

Group Ethics Committee

MEETS
2
per / year

SUBJECTS
ADDRESSED

- Measures taken within the Group in the areas of ethics, compliance, management of conflicts of interest and, more generally, corporate social responsibility
- Control of conflicts of interest to preserve the Group's image and implementation of preventive actions.

Social and Economic Committees (CSE)

MEET
Once +
per / month

SUBJECTS
ADDRESSED

- Strategic orientations of the company
- Economic and financial situation
- Social policy
- Working conditions and employment

Health, Safety and Working Conditions Committees (CSSCT)

MEETS
once +
per / month

SUBJECTS
ADDRESSED

- Analysis of occupational risks
- Exposure to occupational risk factors in relation to the prevention of difficult working conditions
- Fight against all forms of harassment in the workplace
- Handling of issues relating to the working conditions of people with disabilities, women and senior workers.

CSR Committee

MEETS
1
per / month

SUBJECTS
ADDRESSED

- Implementation of the Group's CSR strategy
- Identification of actions resulting from the strategy
- Contribution to preparing of the annual integrated report
- Management of the company's CSR approach
- Monitoring the progress of the actions implemented
- Reporting to the Group Executive Committee on CSR



Matthieu Legros,
QCS SERVICES
North Regional Director



Yannick L'Hoste,
FACILITIES DIVISION
HSE Manager



Vincent Leroux-Lefebvre,
Director of DALI
(Purchasing, Logistics and Real Estate Department)



Georges Dol,
Director of Quality,
Internal Training and Data
Protection Officer



Anouk Géhin,
Group Human Resources
Director



Odile Delorme,
CONSTRUCTION DIVISION
HSE Manager



Philippe Blanchard
QUALICONSULT
Technical Director



Jessica Delferriere,
Communication Officer



Claire Boutain
QUALICONSULT
IMMOBILIER
Technical Director



Myriame Ciret,
QUALICONSULT
SÉCURITÉ
National Technical Advisor

Ethics Committee by Division

(Qualiconsult, Qualiconsult Sécurité, QCS Services)

MEETS
Upon request

SUBJECTS
ADDRESSED

- Potential risks of loss of impartiality
- Implementation of ethics committee decisions by business division

Co-construction

WITH OUR STAKEHOLDERS

Since the quality of our relationships is at the heart of the Group's activities, co-construction with our stakeholders is a key priority.

Stakeholders are those whose interests are directly influenced by the activities of a company. A distinction should be made between internal stakeholders (e.g., employees, shareholders) and external stakeholders (e.g., customers, partners, local community).

The table below shows all the stakeholders of the Qualiconsult Group and the dialogue and consultation methods we have in place with them.



"On the subject of business ethics and personal data management, we have no room for error. These are two subjects that are very closely monitored in-house and we expect the same from our partners." Pascal RODRIGUES, Euromaster Key Account Manager

"The trickle down of a strong corporate culture throughout the company is what generates a consistent CSR approach. The **well-being and quality of life of our employees** is reflected in the quality of our customer relations and the quality of Qualiconsult's services." José Otero, Technical Manager **Derbigum France**

"A good relationship with a responsive local advisor who is open to discussion also helps us to develop our respective expertise and knowledge." Aldo Michelon, Real Estate and Project Management Department, **Greater East Region**

"CSR is becoming a yardstick for selecting our clients and suppliers". Rémy Defay, Technical, Quality and Purchasing Director for Residential Property and the Regions, **Vinci Immobilier**

We asked our external stakeholders (customers and partners) what issues are most important to them.

Here are some of the key points that emerged:



| DESCRIPTION | FORM OF DIALOGUE |
|--|--|
| Developers and property owners Public authorities, local authorities Health care institutions Industrialists Trade and retail companies Energy and environmental companies Transport and logistics companies Property managers Construction companies VSEs/SMEs, tradesmen Architects, design offices... | Website and social networks Customer satisfaction surveys Trade fairs and webinars Regular meetings Telephone and email exchanges Collaborative platforms |
| Employees Agencies, regions Family and friends of employees | Social dialogue Internal surveys Participatory and collaborative workshops Annual and professional appraisal interviews Internal events Intranet, internal newsletters, communities |
| Ministries of Ecological Transition, Labour, Employment and Integration, the Interior State services - DREAL (Regional directorates for the Environment, Planning and Housing), SDIS (Departmental fire and rescue services) Public bodies (Agency for Ecological Transition, Chamber of Commerce and Industry, etc.) | Participation in expert working groups Round tables Conferences Contribution to publications |
| Insurers Car rental companies Lessors Telephone operators IT service providers Suppliers of consumables, PPE, etc. Energy suppliers Waste collection and sorting experts | Periodic meetings Audits Monitoring of contracts Supplier guidelines Awareness-raising and training of buyers (anti-corruption, responsible purchasing, etc.) |
| Shareholders | Reporting and general assemblies |
| Banks and financial institutions | Meetings |
| Professional organisations Trade partners | Participation in working groups Workshops Periodic meetings |
| Higher Education Institutions Voluntary organisations and NGOs Media | Student forums Presentations and participation in student events Partnerships Press relations |

The quality of our relationships,

THE KEYSTONE OF OUR RAISON D'ÊTRE

After a series of workshops attended by 39 people, including 14 stakeholders made up of customers and suppliers, our extended CSR committee defined 10 priority areas of action and a 3-year plan presenting some 100 measures. Thanks to this exercise in collective intelligence, we have been able to structure and co-construct our approach by establishing the outlines of a CSR policy that corresponds to our challenges and contributes to the general good.

Ethics and responsibility, i.e., compliance with the requirements and normative framework specific to the exercise of our business, the development of our governance and the exemplary nature of our purchasing practices as well as with regard to our employees, are essential to unite our teams and guarantee our competitive edge. The development of our teams' skills and expertise, the integration of environmental and social issues into our service provision, the reduction of our environmental footprint and our commitment to society form the basis of our performance.

These commitments contribute to the quality of relations with and between our employees, our partners and our customers, enabling us to shape the process of co-construction and co-innovation with our ecosystem, and to reinforce the climate of goodwill that we hold dear. For each of our commitments, we have set ourselves objectives and indicators to monitor and evaluate our impact over time.

“ Ethics and responsibility drive our commitment and performance in order to ensure high-quality relationships ”

THE KEYSTONE OF OUR RAISON D'ÊTRE



OUR 3 AREAS OF COMMITMENT



OUR 10 PRIORITY AREAS OF ACTION



Our CSR strategy

TO FULFILL OUR RAISON D'ÊTRE

OUR RAISON D'ÊTRE: To share our know-how for a safer, more efficient and sustainable world.

OUR VISION: To strengthen our position as a trusted third party, creating value and innovative services for our clients, thanks to the spirit of cooperation that drives our teams.

Our areas of commitment

01

ETHICS & RESPONSIBILITY

Develop a culture of ethics and responsibility

- Develop and nurture our approach to business ethics, compliance and transparency in governance
- Promote responsible purchasing by suppliers and subcontractors
- Develop a genuine culture of inclusion within our Group

02

QUALITY OF RELATIONSHIPS

Build and maintain high standards of relationships with our employees, stakeholders and customers

- Set up a co-construction & co-innovation approach with our ecosystem
- Implement the concept of High-Quality Relationships (HQR) to further improve the standards of our customer relations
- Strengthen and nurture a climate of caring, solidarity and contribution to build the employer brand

03

COMMITMENT & PERFORMANCE

Increase our contribution to society and our overall performance

- Support the employability and personal development of employees by broadening the scope of skills and boosting internal mobility
- Control the environmental impact of the Group's activities by ensuring consistency between ambitions and practices and meeting the climate challenge
- Organise an in-house approach that promotes social commitment, employee engagement and intrapreneurship
- Integrate CSR into our service provision by leveraging regulatory opportunities to broaden the Group's societal contribution. Delivering the Group's wider contribution in line with our global performance.

Our ambitions

Ethical

- Train 100% of our employees in the area of business ethics
- Develop a monitoring system to perpetuate the culture of ethics

Responsible purchasing

- Comply with our responsible purchasing policy with 100% of our suppliers by 2023

Diversity & inclusion

- Promote diversity, inclusion and equal opportunities by training 100% of our employees on inclusion issues, along with the implementation of measures to ensure diversity and inclusion
- Adapt our recruitment policy for women and people with disabilities

Collaboration with our stakeholders

- Propose at least 1 project per business line in cooperation with our stakeholders by 2022
- Develop our presence in types of schools that are relevant to our business divisions
- Build our stakeholder relations policy on all our CSR issues

Quality of customer relations

- Develop and train 100% of our employees in the "high quality relations" training module by 2023
- Develop and implement a satisfaction and recommendation index linked to the integration of CSR into our service provision and practices

Well-being and quality of life of our employees

- Improve the working environment in order to retain our employees and reduce the turnover rate by 30% as a result of the quality of life at work (ergonomic or relational aspects)
- Establish a culture of well-being at work that includes the "Building Together" proposals and communicate it to all our employees
- Obtain the Happy At Work Label

Develop a skills, employability and talent development plan

- Integrate personal development into our training objectives
- Develop skills in administrative roles and on the challenges of digitalising business lines
- Promote inter-subsidiary gateways to develop talent
- Encourage a group culture
- Organise the transfer of knowledge through mentoring
- Enable self-leadership within teams

Measure and control the environmental impact of our activities

- Structure our carbon policy to align it with the Paris Agreement's 2°C target
- Eliminate all diesel vehicles from our fleet in favour of more eco-efficient vehicles by 2030
- Equip 50% of agencies with charging points by 2025
- Reduce the number of kilometres travelled per employee
- Raise awareness among 100% of our employees by 2023

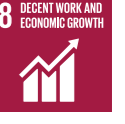
Encourage societal commitment, employee engagement and intrapreneurship

- Structure our social commitment and the participation of our employees in this commitment
- Make systematic the second-hand use with a societal dimension of all our equipment (reuse, recycling, donation, etc.)

Integrate CSR into our service provision

- Consolidate our position as a benchmark organisation for safety and quality control
- Achieve 15% of our turnover through environmental assignments.
- Develop a range of value-added digital services

SDGs



Our key achievements

PILLAR N°1 ETHICAL COMMITMENT AND RESPONSIBILITY



In order to develop a culture of ethics and responsibility, we have built on a number of actions that are already well established in our operations to develop new ones. Opposite is a summary of our key achievements in this area during 2020 and 2021.

- The launch of an initiative for all of our employees to prepare for a **business ethics certification** via a Global Compact learning tool developed by the United Nations Global Compact and the United Nations Office for Democratic Institutions and Human Rights Office.



- The roll-out of a **tool for monitoring and evaluating our suppliers** on dependency and compliance with their social and legal declaration obligations, and the signature by all our main suppliers of our CSR charter and code of conduct.

- **The participation in and organisation of events to promote inclusion in the company :**
 - European Disability Employment Week (EDEW)
 - "DuoDay": a day dedicated to disabled people who want to find out more about our business.



- **The creation of a CSR Committee**, making CSR a strategic and cross-cutting topic in our company (see pages 16 -18).



- The large-scale **recruitment of trainees and work-study students** in order to offer a generation that was undermined by the Covid-19 crisis the possibility of training and access to a first job.

- The release of our first **integrated report** in 2021.



- The implementation of initiatives enabling senior employees to benefit from **the cumulation of employment and retirement**.

PILLAR N°2 QUALITY OF RELATIONSHIPS



To create and maintain a high standard of relationships with our employees, stakeholders and customers, we favour co-construction, caring and solidarity. Opposite is a summary of our main achievements on the subject during 2020 and 2021.

- The organisation of **“Building Together”**, a collaborative intelligence approach which took the form of the organisation and running of various workshops, and led to the definition of important subjects for our employees. It helped to identify the important issues that need to be addressed according to our employees. The approach was supported by specially trained internal facilitators.

- The continuation of the **Cosy Cafés - meetings between our sales teams** to discuss the improvement of our best practices - which have become a body for discussion, collaboration and commercial reflection directly linked to our Group Sales Steering Committee. Twenty sales ambassadors have been appointed to facilitate these exchanges and develop synergies.



- The creation of a **national working group to respond to “France Relance”** - the government’s plan to boost the French economy affected by the health crisis. Some fifty participants have been specifically enlisted from the Group to propose a cross-cutting and mutualised commercial approach to facilitate customer relations by presenting us as a single point of contact.

- The launch of **training** courses aimed at developing the “soft skills” - **human and interpersonal skills** - of our managers. For example, our “Management Academy” training programme, designed by our managers, includes modules on interpersonal relations and collective intelligence. Also, training on the Appreciative Inquiry approach, a method for exchanging and fa-

ilitating which makes it possible to create a constructive state of mind for problem solving based on the company’s successes, assets and positive energies. This method is used in particular by facilitators to bring out ideas in workshops, as it establishes a climate of trust and allows employees to express themselves.

- The special attention paid to the **well-being of our teams** by listening to their needs and implementing actions to meet their expectations, such as the signing of a company agreement on teleworking, the result of the joint determination of the Staff Representative Bodies (IRP) and Management to set out a clear and worry-free working environment for our employees.

- The continued deployment of **the Planning and Organisation Charter (CAO)** in nine new agencies helps to improve the working conditions and well-being of our employees.

- The realisation of our **first-ever ‘social climate survey’** with a participation rate of 63%. 81% of respondents enjoy their work and are satisfied with their life within the Group. 89% are satisfied with the relationship of trust they have with their manager. 81% are proud to work for the Qualiconsult Group.



- The launch of an **employer branding campaign** aimed at promoting our subsidiaries’ professions, by demonstrating the meaning and impact of each one, as well as our contribution to preserving the health and safety of individuals, structures and property, and the environment.

PILLAR N°3 COMMITMENT AND PERFORMANCE



To improve our societal contribution and overall performance, we promote the employability of our employees and their citizenship, control our environmental impact and integrate CSR into our product and service provision. Opposite is a summary of our main achievements in this area in 2020 and 2021.

- The encouragement of **internal transfers** (vertical and horizontal) via annual appraisals, internal promotions, bridge-building between subsidiaries and the opening up to new professions. 80% of our managers are promoted from within.



- The implementation of a **co-option programme** encouraging our employees to recommend profiles that share our Group's values and have the corresponding human and technical qualities. This inclusive approach encourages high-quality recruitment and is a win-win initiative.
- Our participation in **recruitment forums** with various engineering schools has enabled our Human Resources teams to meet 130 students and recruit 40 of them into our agencies.
- The **mentoring and sharing of expertise** by our senior staff, who have a wealth of knowledge and experience in the field, is in keeping with our raison d'être in promoting the sharing of know-how.
- Obtaining the **Happy Trainees label** in 2021 acknowledges the quality of our Group's support for students, interns and work-study students.

- The updating of our **eco-gestures guide** distributed to all members of staff. It covers best practices in terms of water and energy consumption, paper consumption, travel and production, and waste management, thus contributing to a collective awareness of how to improve our everyday actions.



- The renewal of **partnerships for the recycling** of printing consumables with the CO-NIBI consortium and paper with RECY'GO, and the implementation of a new partnership with the company ÉLISE within our agencies, which manages the installation of waste sorting bins and the collection and recycling of waste. This eco-citizen scheme helps to preserve the environment, develops the circular economy and creates jobs for people with disabilities or those in need of assistance with their integration into society.
- **The transformation of our fleet of vehicles** to limit our greenhouse emissions and corrective measures to reduce our impact on climate change. Our fleet is now equipped with 19% LPG vehicles, compared to 100% diesel vehicles the year before.
- **The donation of 160 refurbished laptops and tablets** to FCPE 78 (Federation of Parent Governor Boards in Schools in the Yvelines region) and the 'Les Restos du Coeur' food banks.
- The **creation of an "innovative solutions reactor"** for our clients, aimed at encouraging our employees to propose their ideas for new services or changes to existing services. The aim of this system is to support our teams in developing and improving their ideas, using a collective intelligence approach.

Our business model

FOR A SAFER, MORE EFFICIENT AND SUSTAINABLE WORLD

01. QUALICONSULT GROUP'S OPERATING MODEL

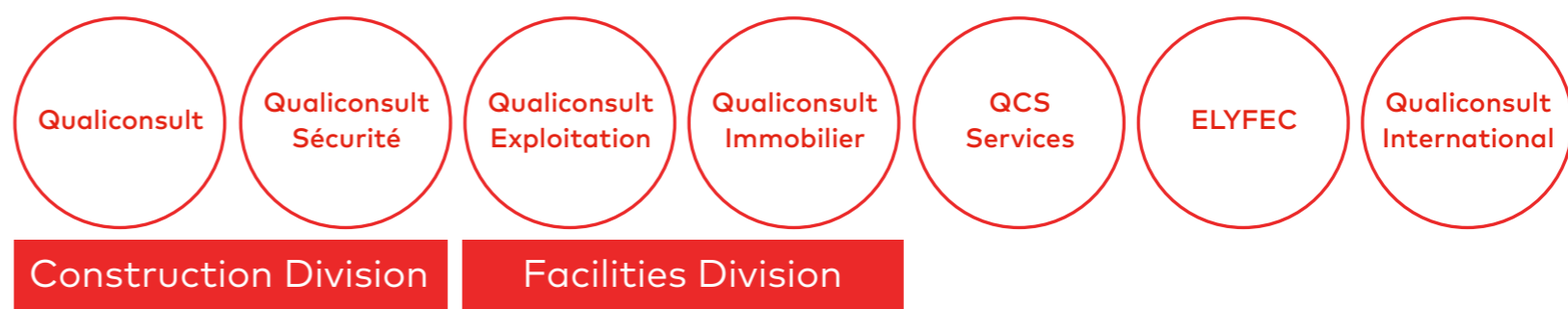
Most of the activity of the companies making up the Qualiconsult Group is carried out by our 180 agencies. As profit centres, they carry out their own commercial activities, the production of marketed services and the related administrative tasks.

The technical and quality control departments carry out internal audits and monitoring, which are essential for the sustainability of our activities and are an integral part of our continuous improvement process.

The development of new customer services and solutions once again places our agencies at the heart of the model. In continuous contact with our customers, they are in a prime position to identify their expectations. They make a major contribution to the launch of new services or the adaptation of existing ones, alongside the sales, technical, legal, information systems, marketing and communication departments.

This system, which is guided by our general management team, would be incomplete without the expertise provided by our central services, which work hand in hand with our agencies: human resources, training, finance, purchasing, quality control, technical, information systems, marketing and communication, sales, development and innovation.

Sales & Production



Internal Audits & Controls

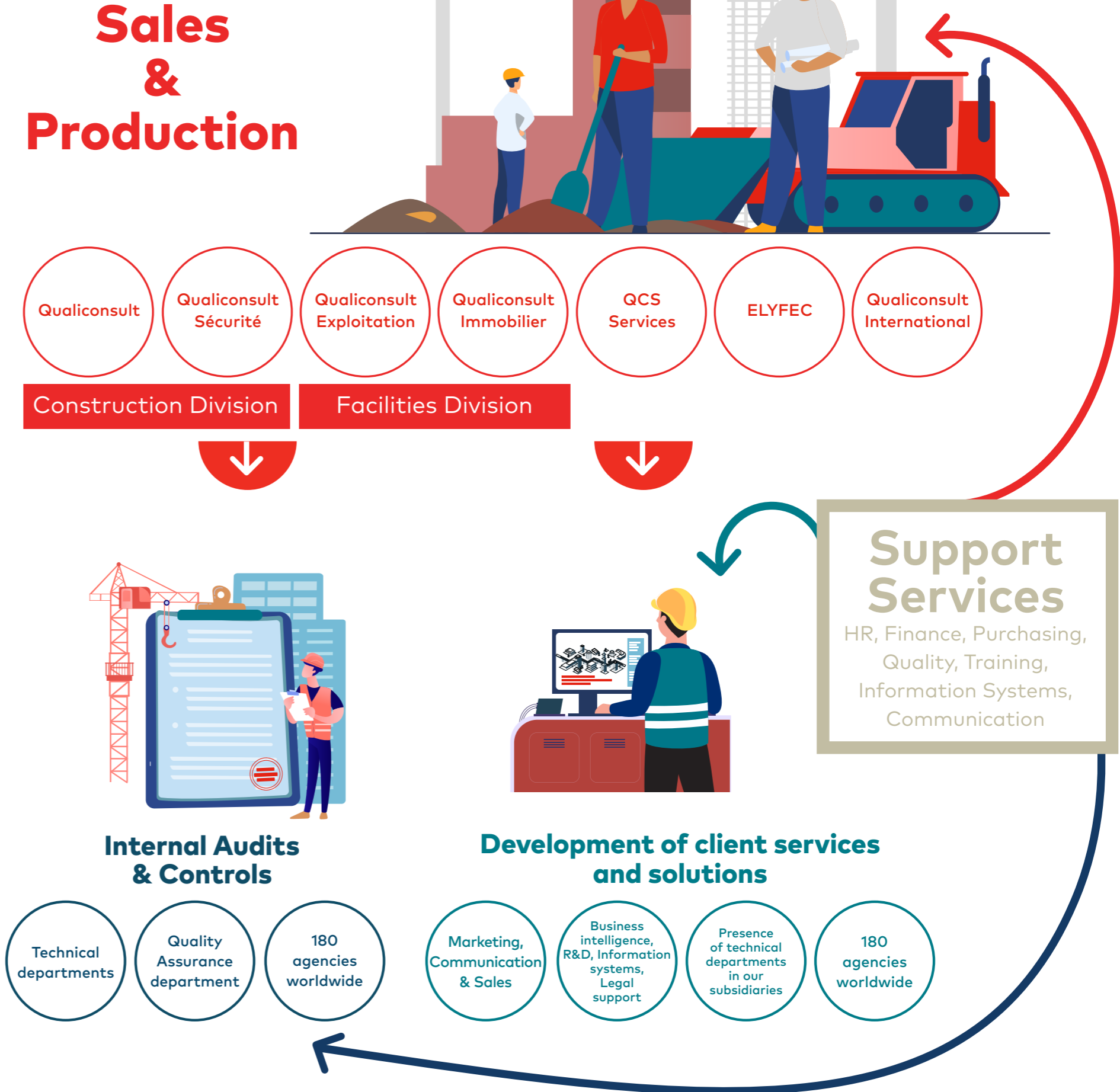


Development of client services and solutions



Support Services

HR, Finance, Purchasing, Quality, Training, Information Systems, Communication



Our business model

02. OUR GLOBAL VALUE CREATION CYCLE

Our operating model, presented above, demonstrates how each of our business divisions participates in the creation of economic, environmental and social value for our company.

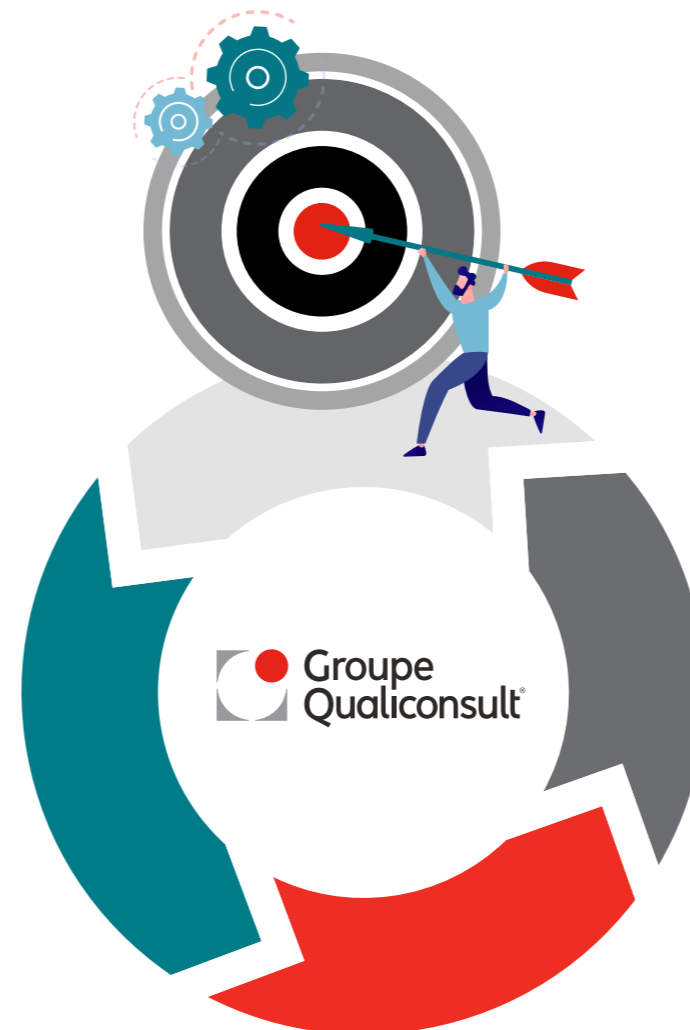
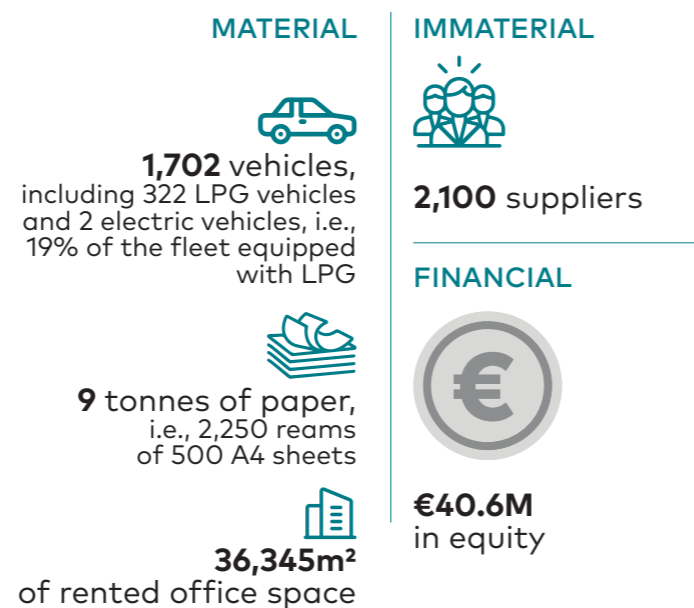
The diagram opposite shows the human, intangible and financial resources employed by Qualiconsult Group in 2020 to make progress in implementing key actions on the 10 priority areas of action within the framework of its operations. It also describes how the Group creates extra-financial value and how the revenues generated are redistributed to the Group's stakeholders (to employees via salaries, to suppliers and subcontractors via purchases, to communities via taxes, etc.). Beyond the jobs generated by the Group's activities, its business divisions have a positive impact on the environment and on society through the contributory nature of its activities, which help to protect people, property and the environment, and also through its supporting role for various actors working in this area.

01.

OUR PRIORITY AREAS OF ACTION

- Business ethics, compliance & 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 subcontractors
- Collaboration with our stakeholders
- Community involvement, employee engagement and intrapreneurship
- Quality of customer relations
- Integration of CSR across our services and solutions

02. OUR RESOURCES EMPLOYED



03. OUR INCOME GENERATED

EBITDA : €7.6M

TURNOVER €198M

04. OUR VALUE CREATION

Enhanced value creation

More than 600,000 assignments for 170,000 clients protecting people, property and/or the environment, including:

- 390,000 voluntary and regulatory inspections
- 180,000 property diagnostic assignments
- 25,000 construction technical control assignments in progress
- 15,000 Health and Safety assignments in progress
- 1,200 COVID advisory missions undertaken
- 3,500 technical assistance projects carried out by QCS Services.

Redistribution of financial value

- Payroll: €118.4M
- Participation: €1.4M
- Total expenditure on suppliers and subcontractors: €68.4M
- Taxes and rents: €13.9M
- 2.4% of turnover allocated to training

Societal contribution OF OUR ACTIVITIES



“

Every day, our teams put their expertise at the service of society by protecting people, property and the environment.

”

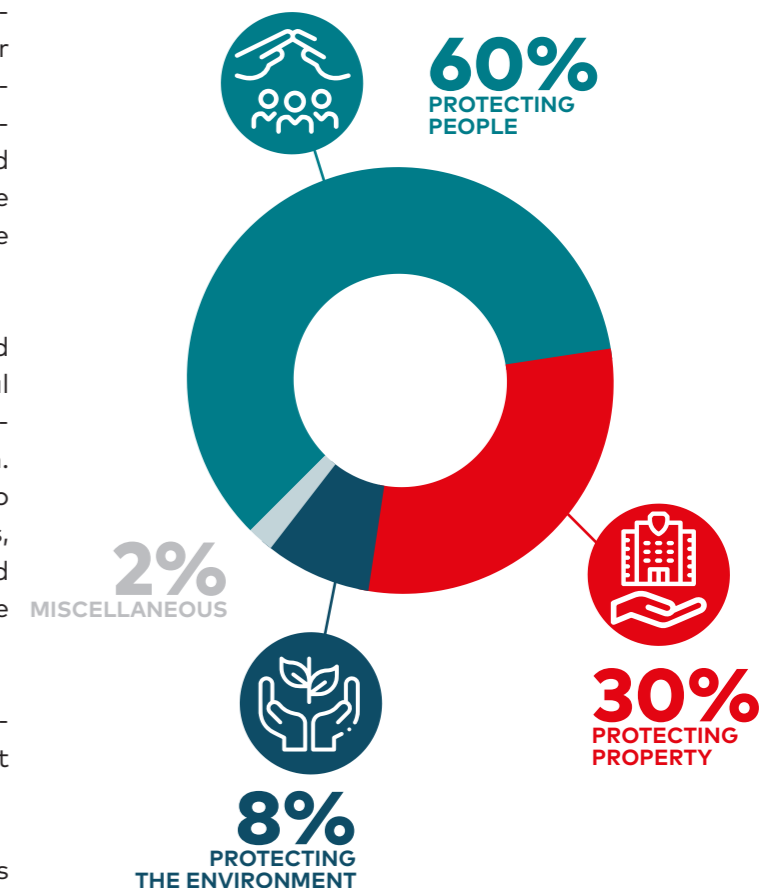
The teams working for the companies in the Qualiconsult Group operate as independent third parties on all the installations and equipment required for social, economic and cultural activities, in France and overseas. Every day, our teams put their expertise at the service of society by protecting people, property and the environment.

Most of our activities enable us to contribute to **the protection of people**: health and safety coordination is a perfect example of this, with its objective of limiting the risks associated with joint activity during the construction phase and anticipating the measures to be put in place for when the building is in operation. Similarly, property diagnostics aimed at detecting pollutants (asbestos, lead, etc.) and therefore at protecting the users of the diagnosed premises are part of the same approach.

Technical inspection of constructions, and in particular work relating to structural strength, aims to prevent risks and hazards to buildings after their completion. Technical diagnostics make it possible to detect design defects, structural defects, deteriorations or alterations, and can lead to the repair of structures already in use by our clients.

These two examples illustrate our activities to **protect property**, which account for almost a third of our work.

Our measurement and support services related to Quality, Health, Safety and the Environment, and our technical assistance services provided to project owners on the environmental quality of works under construction or in operation, on energy, carbon or climate, illustrate the role we play in **protecting the environment**.



BREAKDOWN OF OUR TURNOVER ACCORDING TO THE SOCIETAL AND ENVIRONMENTAL CONTRIBUTION OF THE PROJECTS CARRIED OUT

(SHOWN DIAGRAMATICALLY AS A SINGLE ASSIGNMENT CAN SOMETIMES BE CLASSIFIED IN 2 OR 3 OF THE CRITERIA)

The societal contribution of our activities

OUR WORK INVOLVES US PLAYING A ROLE IN ALL ASPECTS OF HUMAN ACTIVITY FROM A SOCIAL, CULTURAL AND ECONOMIC PERSPECTIVE, AND AFFECTS THE QUALITY OF THEIR PERFORMANCE.

Protecting property

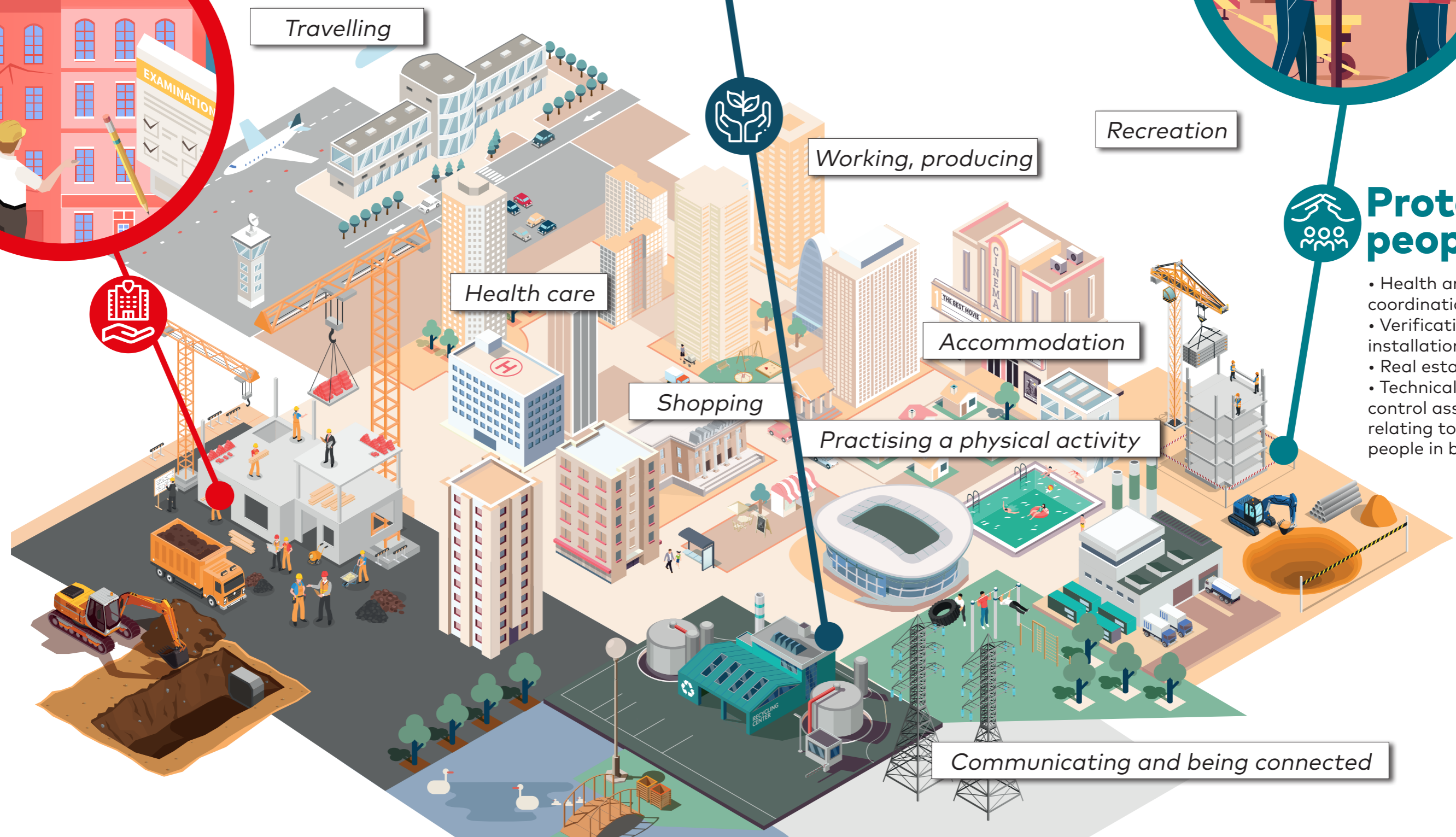
- Technical control of construction works
- Technical diagnostics
- Property asset audits
- Technical due diligence

Protecting the environment

- Quality, Health, Safety, Environment
- Technical Assistance to Project Owners on Energy, Carbon Footprint, Climate Hazards, Environmental Quality

Protecting people

- Health and safety coordination
- Verification of technical installations
- Real estate diagnostics
- Technical building control assignments relating to the safety of people in buildings



Travelling

Working, producing

Recreation

Health care

Shopping

Practising a physical activity

Accommodation

Communicating and being connected

ABOUT

THIS REPORT

For the first time this year, QUALICONSULT GROUP has produced an integrated report providing an overview of the company's activities and the strategy deployed to combine performance and shared value creation. Significant steps have been taken to transform the company and this new report outlines the steps in this process.



Inspired by the reporting framework proposed by the **International Integrated Reporting Council (IIRC)**, the document was compiled following its guiding principles and in accordance with the standards of the **Global Reporting Initiative (GRI)**. Accordingly, it presents the joint work carried out by the teams who have revisited the company's raison d'être together, and shows how this fits into the Group's value creation model. It illustrates the depth of the employees' commitment to their key stakeholders by presenting the environmental, social and societal issues they prioritised, in line with our stakeholders' expectations. The report also reveals the CSR strategy in line with the **Sustainable Development Goals (SDGs)** and the associated roadmap for the next three years. The latter is the result of the priority-setting work mentioned above. The main projects carried out in 2020 and 2021 are also listed. Finally, a special section describes the business model for creating financial and extra-financial value and the societal contribution of the various assignments carried out by the teams.



This work has resulted in the sustainable inclusion of the **Ten Principles of the United Nations Global Compact** in the Group's strategy and operations. As a new signatory to the UN Global Compact, the Group is committed to continuous improvement and reporting on progress.

COMMUNICATION
ON PROGRESS



This is our **Communication on Progress** in implementing the Ten Principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

The majority of the data and statements in this integrated report are for the year 2020. The methodology used to collect the data was as follows:

- Interviews were conducted to obtain qualitative data
 - The social and Health, Safety and Environment (HSE) data come from the company's economic and social databases (BDES). 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
 - Data on clients and contracts have been extracted from the Group's information system
- NB: The social data consolidated at Group level excludes Elyfec and Qualiconsult International, which are considered to be unrepresentative in view of their respective size and the consolidation method used.

This report is intended for our employees, clients, supervisory bodies, investors, public authorities 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



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