

SUSTAINABLE PURCHASING CHARTER

2024

intelcia

CONTENTS

Introduction	2
Organization of the Group Purchasing Department	2
Compliance with laws, regulations and reference texts	3
Respect for human rights and guarantee of decent working conditions	4
Human rights	4
Discrimination	4
Employment and working conditions	4
Freedom of association & collective bargaining	5
Business ethics and integrity	5
Respect for partners and transparency of transactions	5
Ethical practices	6
Gifts, entertainment and anti-corruption	6
Conflicts of interest	6
Confidentiality and intellectual property	7
Quality and use of third parties	7
Dialogue, alerts and mediation	7
Balanced relationships and territorial responsibility	8
Win-win and fair relationships	8
Support for business partners	8
Impact on the local economic fabric	8
Terms of payment	9
Mutual economic dependence	9
Reduction of environmental impact	10



Introduction

Our suppliers and service providers are important stakeholders and key partners in our business.

This Sustainable Purchasing Charter outlines our commitments and expectations with regard to our suppliers and service providers, to ensure that we share the same ethical values and practices which underpin our relationships.

This document is intended for Intelcia employees and its subsidiaries, especially those in charge of Purchasing; our suppliers and service providers; and anyone who may wish to learn more about our commitments in the field of sustainable purchasing.

It is in line with our internal documents, which we kindly ask our partners to read on our interfaces and in particular on our website:

- **Our Code of Ethics**
- **Our Human Rights Commitment**
- **Our Eco-Responsibility Charter**
- **Our CSR Charter.**

Organization of the Group Purchasing Department

The Group Purchasing Department is made up of teams of buyers who are highly qualified in their field, and who receive regular training on regulations and developments in purchasing-related topics. They are also made aware of ethical and sustainability issues.

The Intelcia Group's own Master Plan and Purchasing Policy provide a framework for the activities performed by these buyers, along with clear governance and procedures in line with ethical commitments and CSR principles.

The Group Purchasing Department is responsible for the application of all these elements.

The department's missions include:

- Managing risks (financial, contractual, sourcing, ethical, etc.) associated with purchasing operations
- Guaranteeing the safety and quality of purchased products and services
- Improving Intelcia's financial and competitive position through purchasing operations, without jeopardizing that of its business partners, in a win-win relationship.
- Managing purchasing operations in strict compliance with ethical rules, and

avoiding purchases where business ethics, human rights, non-compliance with working conditions or the environment are at stake.

- Giving priority to working with partners who meet social, environmental, societal and ethical standards, and raising their awareness or even supporting them in adopting or improving these standards.
- Building long-term relationships with partners
- Incorporating these aspects into the matrix and selection processes for business partners
- Prioritizing local partners, thus adopting a territorial approach, as well as partners of different sizes, in order to give different organizations a chance, particularly smaller ones.
- Never negotiating with partners on the basis of power or dependence.
- Monitoring the level of mutual economic dependence with partners
- Providing all bidders with the full range of information, both before and after they submit their bids, to ensure equal access to information, strict compliance with procedures and ethical rules, integrity in avoiding conflicts of interest, and compliance with regulations.
- Promoting dialogue and transparency at all stages of our business relations with suppliers and service providers.

As part of its Sustainable Purchasing efforts, the Intelcia Group and its subsidiaries give priority to business partners (suppliers and service providers) who share our vision in terms of responsibility and sustainability. To this end, it has a set of criteria which all bidding partners are notified of upstream, and which are taken into account when assessing the latter, through a process which is explained to them in full transparency.

Compliance with laws, regulations and reference texts

Intelcia is demanding when it comes to compliance with national and international laws and regulations, and expects the same of its business partners, including the following:

- the Universal Declaration of Human Rights
- the International Labour Organization (ILO) conventions
- the Organisation for Economic Co-operation and Development (OECD) Guidelines for Multinational Enterprises
- national legislation on labor and social dialogue, ethics and respect for the environment.

Respect for human rights and guarantee of decent working conditions

Human rights

We require our business partners to strictly ensure compliance with human rights, protecting themselves, their suppliers and subcontractors against:

- All forms of forced or compulsory labor.
- The use of child and adolescent labor, by ensuring that no employment is provided to any one under the minimum working age as defined in fundamental conventions such as the ILO and national legislation.
- All forms of illegal and undeclared work, and to comply with the obligations of declaration and payment to the administrative, social and tax authorities as provided for in the countries in question.
- Discrimination in respect of employment and occupation.

Discrimination

In accordance with ILO fundamental conventions 100 and 111, we require our business partners and their own suppliers and subcontractors:

- not to discriminate between people on the basis of age, gender, nationality, physical appearance, social or ethnic origin, disability, marital status, pregnancy, sexual orientation, religious beliefs, political opinions, trade union activities, patronymic or any other differentiating factor
- to promote equal treatment and equal opportunities for men and women for all work of equal value, and to refrain from any discrimination in hiring, remuneration, access to training, promotion or union membership.

Employment and working conditions

We expect our partners and their suppliers and subcontractors to perform their activities in accordance with the best practices of the country in which their activities are carried out in terms of employment conditions, health, safety and environmental management in the workplace, undertaking in particular to:

- Comply with applicable labor laws, notably concerning maximum daily working hours, minimum wage scales and overtime in accordance with national or sectoral scales, both of which must be paid when due, minimum age, privacy and other fair working conditions
- Register all staff with social security bodies
- Roll out a health and safety policy that ensures a safe and healthy working

environment for its employees, and maintain an environment in which the dignity of individuals is respected

- Comply with current safety standards, including government requirements, safety requirements specific to operations and facilities, and contractual obligations
- Take measures to minimize occupational accidents, as well as proactive actions in the area of health and hygiene
- Identify any impact on public health arising from its activities and the use of its products and services, and implement appropriate measures to minimize them
- Assess the risks associated with its activities, and draw up prevention and progress plans in this respect
- Be up to date with all declarations required by social security and tax authorities, and pay all taxes and contributions due in this respect.

Freedom of association & collective bargaining

Our service providers and suppliers undertake to respect freedom of association and the right to organize and bargain collectively as set out in ILO conventions, in compliance with local legislation.

All their workers must be adequately protected against any act of discrimination likely to undermine freedom of association where employment is concerned.

Business ethics and integrity

Respect for partners and transparency of transactions

All suppliers and service providers are entitled to our respect. In addition to showing the courtesy that is the norm in business relationships, our employees must ensure to show respect for our partners, their interests (in particular the protection of their data) and their reputation.

The Group Purchasing Department guarantees fairness and competitiveness between suppliers and service providers, whether in the drafting of consultation and tender documents, in the way they are tendered for contracts, in scoring rules, or in their evaluation and selection.

Transparency of transactions must be ensured by clear communication during tendering and consultation processes, by informing suppliers and service providers when a contract is awarded, and by exercising discretion and transparency when assessing supplier and service provider performance.

Ethical practices

Intelcia is committed to maintaining a high level of integrity in all its business relationships, including its purchasing operations.

Our partners must conduct their business in all fairness, honesty and equity, in compliance with applicable competition regulations.

As such, they shall refrain from engaging in price-fixing agreements, and more generally from any unfair practice that might hinder free competition, in particular those designed to drive a competitor from the market or to restrict access to markets for new competitors by unlawful means.

Gifts, entertainment and anti-corruption

Our business partners are expected to refrain from offering or proposing gifts, entertainment or any other benefit in kind or in cash to Group employees and their relatives, whether in the form of money, material goods, services, entertainment, travel or any other form of gift or entertainment, in order to safeguard the independence with which the Purchasing process must be conducted.

Similarly, employees of the Intelcia Group and its subsidiaries are required not to accept, directly or indirectly, any gift or personal benefit that might undermine their objectivity and the safeguarding of Intelcia's interests when dealing with suppliers and service providers.

Intelcia's Code of Ethics further details our guidelines on gifts and entertainment.

Conflicts of interest

Our business partners are also expected not to be involved in any way whatsoever in any conflict-of-interest situation or in any act of corruption, extortion or embezzlement, or in any form of bribery, with Intelcia and its subsidiaries or with any other company, organization or entity.

Any service provider or supplier must report any conflict-of-interest situation concerning him or a member of his team and involving an Intelcia employee.

Intelcia Group buyers are also required to avoid any conflict-of-interest situation between the Group's interests and their personal interests or those of their close relations (for example, if they have a family member in the business partner's company, have a direct interest in the partner's results, have been an employee in the partner's company, etc.). In addition, no Group employee may be directly or indirectly involved in the capital or debt of the business partner's company or of one of its subcontractors, in its parent company or in its subsidiaries, when there is a relationship between the Group and one of these companies.

If such a situation arises, Purchasing Managers must inform their line managers, who shall assess the particular situation and take the necessary measures to guarantee the neutrality of the operation, which may lead, if necessary, to the

assignment of another Purchasing Manager, or to any other necessary measure, depending on the situation, up to and including the termination of the process with the business partner concerned.

Intelcia's Code of Ethics also clearly states our stance on conflicts of interest.

Confidentiality and intellectual property

Intelcia's Purchasing Managers will strictly respect the confidentiality of all information received in the context of a consultation or tender and relating to a business partner, in particular with regard to other candidates.

Business partners shall respect the confidentiality of information they receive, which is Intelcia's property, and shall not disclose to any third party any non-public information communicated to them without Intelcia's prior written consent. They must comply with applicable legislation concerning the assertion of intellectual property rights, including protection against disclosure, patents, copyrights and trademarks, in accordance with the Group's Code of Ethics.

Quality and use of third parties

In addition to complying with laws and regulations, international standards and contractual provisions, we expect our partners to manage their relationship with Intelcia in an honest and clear manner, with integrity and transparency, and to respect the quality and conformity of contractual products and services, as well as agreed subcontracting rules.

We also expect our business partners to honor their social, environmental, societal and ethical commitments, and to engage in a process of continuous improvement in this area.

Lastly, we expect our partners to ensure that all service providers, suppliers and/or subcontractors they use in the course of their business comply with the commitments set out above and below.

Dialogue, alerts and mediation

We undertake to maintain an ongoing, transparent dialogue with our partners at all stages of our relationship, in particular via email addresses which enables them to report any complaints to us for prompt handling :

- **Provedores@intelcia.com** for the countries belonging to the Spanish speaking region (Spain, Chile, Colombia, United-Kingdom)
- **Achat@intelcia.com** for any other Group's countries.

In the event of any breach of ethics or professional conduct, our business partners can report the incident via our Intelcia IntegrityCounts alert platform at **<https://app.integritycounts.ca/org/Intelcia>**. This gives rise to a confidential inquiry to ascertain that the facts are accurate and to take any necessary action.

In the event of a dispute with a business partner during the performance of the contract, Intelcia shall prioritize the use of mediation to reach an amicable settlement.

Balanced relations and territorial responsibility

Win-win and fair relationships

Intelcia and its subsidiaries aim to develop relationships with their business partners based on trust and mutual respect, and to adopt fair and equitable practices, while establishing lasting and balanced relationships.

We treat our partners with honesty and respect, and give equal opportunities to all, whether in the impartial selection phase based on predefined and transparent criteria, or in the awarding of business.

Support for business partners

The Intelcia Group is committed to developing lasting relationships with its business partners, and to working in partnership with them.

As a major purchaser, the Group is committed to working closely with its business partners, which involves, as the case may be:

- co-developing products and services
- helping micro-businesses to develop and upgrade their professional skills
- helping strategic SMEs to improve their business performance (production, purchasing, logistics, etc.)
- supporting SMEs in their efforts to diversify, internationalize and improve their know-how.

We are also committed to helping our partners achieve continuous improvement in terms of social and environmental responsibility, by transferring skills and sharing experience.

Impact on the local economic fabric

As a major player in the territories in which it operates, Intelcia is committed to territorial development, maintaining good business relations with local players, and purchasing from local players wherever possible, in order to contribute as much as possible to the development of the local economy.

Intelcia also gives preference to micro, small and medium-sized enterprises businesses (micro- and SMEs). The purpose of this approach is to contribute to the

development of the local economic fabric, as well as to the emergence and growth of partners capable of driving innovation and competitiveness. The Group is therefore committed to adapting its practices to facilitate these companies' access to its contracts.

Finally, in order to maximize the social impact of its purchases, the Intelcia Group undertakes to spare no effort in turning to social impact organizations such as:

- organizations producing products or services with a positive social and/or environmental impact;
- fair trade organizations;
- players in the so-called protected sector;
- non-profit organizations and social enterprises.

Terms of Payment

Intelcia undertakes to pay its business partners in accordance with contractual provisions mutually agreed on.

The Group shall endeavor to monitor and reduce its partners' terms of payment, going beyond the regulatory framework, by implementing innovative solutions that, for example, reduce invoice issue and approval processes.

Mutual economic dependence

Intelcia seeks to avoid any economic dependence that could undermine the Group or any of its subsidiaries. Accordingly, the Group undertakes to exercise vigilance with regard to the risk of reciprocal dependence with service providers and suppliers, and to implement appropriate controls to identify, monitor and minimize this risk.

In order to safeguard against any risk of economic dependence vis-à-vis Intelcia, service providers and suppliers shall diversify their customer base and increase their business volume with customers other than Intelcia.

The Group's disinvolvement with a partner will be planned and gradual, taking into account the history of the relationship and, where appropriate, the degree of dependence, as well as the partner's ability to diversify and adjust.

Aware that its clout as a principal is a risk factor in the event of sudden changes in order volumes, particularly for small and medium-sized companies, our Group works with its partners to support their development whenever possible, through the above-mentioned measures.

A supplier who gains a technical monopoly, or a service provider with special expertise, can jeopardize the Group's sourcing and business. We therefore also expect our business partners not to use any advantage they may have, such as product, exclusivity or advanced expertise, to create an imbalanced power relationship or negotiation with Intelcia.

Reduction of environmental impact

We require our business partners to be committed to reducing their environmental impact.

As a baseline, they must comply with all applicable environmental laws and regulations in the country in which they operate, and demonstrate that they have adopted measures to reduce their environmental impact as part of a continuous improvement process.

In the various stages of manufacturing, transport, on-site installation, marketing of products and services, and waste disposal, they therefore shall ensure that they:

- Eliminate or reduce pollution sources generated by their activities;
- Reduce their water and energy consumption, particularly electricity and fossil fuels;
- Avoid or reduce the use of hazardous or toxic substances. Where there is no alternative to the use of such products, they must ensure that their handling and use do not pose a threat to human health, and must strictly comply with applicable legal provisions;
- Commit to the circular economy, giving priority to eco-design, reuse and recycling of waste;
- Limit nuisance to local residents;
- Refrain from destroying or altering surrounding or distant natural sites indirectly impacted by their activity.
- Preserve natural resources (water, raw materials) and the ecosystem, protect nature and maintain biodiversity.

Our business partners must strive to offer “eco-responsible” solutions wherever possible, and to highlight the environmental characteristics of the services and products they market, in response to the environmental criteria applied by Intelcia when selecting its partners.

Finally, we grant preference to business partners who have put in place policies that contribute to environmental preservation and the mitigation of their impact on natural resources wherever possible, as well as those certified for their overall CSR approach and more particularly their environmental management system with an internationally-recognized certification such as ISO 14 001.