

Responsible Purchasing Charter

FOREWORD

The Emeria group, as a leading European real estate services provider for both residential (B2C) and commercial (B2B) markets, is committed to a Corporate Social Responsibility (CSR) approach based on 3 priorities:

1. Community engagement
2. Environmental sustainability
3. Non-financial communication

In this context, Emeria group, including all of its subsidiaries (hereinafter "EMERIA" or the "Group"), wishes to integrate more sustainable practices into its relations with all participants in its Source To Pay chain, in line with its CSR commitments, the Group's ethics charter and the obligations relating to the duty of vigilance as set out in current regulations.

EMERIA requires its suppliers, service providers and subcontractors involved in its value chain (hereinafter the "Suppliers") to comply with the provisions of the Responsible Purchasing Charter (hereinafter the "Charter"), regardless of their location, the volume of business generated with EMERIA and the type of products/services provided.

This Charter includes respect for the environment and human rights as set out in the International Bill of Human Rights, the Conventions of the International Labour Organisation (ILO), the OECD Guidelines and the United Nations Global Compact, as well as compliance with the laws and regulations in force in the Group's area of activity.

It applies to "indirect" purchases that meet the needs of the Group and its subsidiaries.

It describes the environmental, social and societal commitments that the EMERIA Group asks its Suppliers to respect, as well as EMERIA's commitments to them.

This Charter is available on the Group's internet site www.emeriagroup.com.

1. SUPPLIERS' COMMITMENTS TO EMERIA

Suppliers undertake to comply with the requirements listed in this section. In addition to complying with the laws and regulations in force, these requirements reflect the Group's commitment to the environment, respect for human rights and ethical and responsible practices throughout its value chain.

Suppliers ensure that these commitments are respected, including with their own suppliers and subcontractors.

ENVIRONMENTAL COMMITMENTS

RESPECT FOR THE ENVIRONMENT

SUPPLIERS EXERCISE THEIR ACTIVITIES IN COMPLIANCE WITH ENVIRONMENTAL LAWS AND REGULATIONS. THEY UNDERTAKE TO LIMIT AS FAR AS POSSIBLE THE NEGATIVE IMPACT OF THEIR ACTIVITIES ON THE ENVIRONMENT AND TO DEVELOP POSITIVE IMPACTS. THEY ADOPT ALL NECESSARY MEASURES IN ORDER TO:

- Comply with French regulations on carbon footprint assessment (significant direct and indirect emissions);
- Set a target for reducing their carbon footprint;
- Implement ambitious and coherent actions to achieve the decarbonisation objectives. For example, by:
 - Limiting the use of resources (energy and water) and non-renewable raw materials;
 - Reducing waste by limiting packaging and other disposable products and favouring reusable, recycled and/or recyclable materials;
 - Promoting eco-designed, responsible and sustainable products;
- Provide EMERIA with a list of all products and services purchased by EMERIA, for a clearer view of its own carbon footprint on a yearly basis;
- Provide EMERIA with the volume of its greenhouse gas emissions and the associated reduction plans on a yearly basis;
- Raise their employees' awareness of sustainable development issues related to the company's activities and, in particular, train them in the challenges of climate change.

HUMAN RIGHTS, HEALTH AND SAFETY

SUPPLIERS CARE TO RESPECT THE WORKING CONDITIONS REQUIRED BY INTERNATIONAL CONVENTIONS AND BY THE LEGISLATION IN FORCE IN THE COUNTRY WHERE THEY CARRY OUT THEIR ACTIVITIES.

THIS IMPLIES IN PARTICULAR TO:

- Respect the minimum legal working age as defined by the conventions of the International Labour Organisation;
- Take the necessary steps to ensure that each employee is treated with consideration and dignity; Banning all forms of practices involving enslavement or discrimination;
- Ban all forms of verbal, moral or physical threats;
- Promote equal treatment and opportunities;
- Contribute to economic inclusion and diversity;
- Encourage the training and development of staff providing services;
- Respect freedom of association and staff representation;
- Ensure that health and safety conditions are compliant with the law by regularly checking that facilities comply with standards;
- Comply with regulations on pay, working hours and undeclared work;
- Prevent accidents and damage to health resulting from work by minimising the causes of risks inherent in the working environment;
- Provide Emeria annually with the regulatory KPIs relating to workplace accidents (frequency and severity rates).

FIGHT AGAINST CORRUPTION AND FAIR PRACTICE

SUPPLIERS UNDERTAKE TO REFRAIN FROM ANY FORM OF CORRUPTION OR DISHONESTY, SUCH AS MONEY LAUNDERING AND THE PAYMENT OF BRIBES, AND UNDERTAKE TO IMPLEMENT MEASURES TO PREVENT AND DETECT CORRUPTION AND INFLUENCE PEDDLING.

THEY UNDERTAKE TO PROTECT THE CONFIDENTIALITY OF PERSONAL AND COMMERCIAL DATA, IN ACCORDANCE WITH THE LEGISLATION IN FORCE IN THE COUNTRIES CONCERNED.

SUPPLIERS UNDERTAKE TO REQUEST EMERIA'S AUTHORISATION FOR ANY USE OF SUBCONTRACTORS AND ENSURE THAT THE LATTER COMPLY WITH THE CHARTER.

THEY ALSO COMMIT THEMSELVES TO TAKE ALL NECESSARY MEASURES TO ENSURE FAIR PRACTICES WITH THEIR PARTNERS. THEY ARE REQUIRED TO :

- Comply strictly with the laws and standards in force in each country, particularly in accounting, tax and customs matters;
- Guarantee the fairness and transparency of commercial relations;
- Notify the partner in the event of public controversy;
- Provide their employees with an ethics line.

LOCAL ROOTS AND DEVELOPMENT

SUPPLIERS ENCOURAGE AND PROMOTE LOCAL DEVELOPMENT BY BEING REAL DRIVERS OF THE LOCAL ECONOMY. THEY CONTRIBUTE TO:

- Select as a priority companies that promote local sourcing;
- Encourage local employment and the social economy wherever possible;
- Reduce the risks of subcontractors becoming economically dependent on them.

2. EMERIA'S COMMITMENTS TO SUPPLIERS

EMERIA is committed to its Suppliers to integrate demanding and transparent criteria in the areas of the environment, human rights, ethics, quality and socio-economic performance into its Purchasing process.

Emeria's Responsible Purchasing policy covers the following areas:

ENVIRONMENT

- Favour the purchase of low-carbon products and services;
- Achieve its targets for reducing the carbon footprint of its purchases of products and services;
- Contribute to the promotion of the circular economy and responsible consumption;
- Take into account issues relating to fossil fuels, natural resources, biodiversity and waste treatment.

SOCIAL AND SOCIETAL

SOCIAL

- Respect human rights, fundamental freedoms and the health and safety of individuals;
- Carry out vigilant checks on suppliers and subcontractors.

LOCAL AND SOCIALLY RESPONSIBLE PURCHASING

- Integrate companies from the adapted and protected and/or integration sector;
- Be a trusted partner for local communities.

ETHICS AND GOVERNANCE

ETHICS

- Exclude all conflicts of interest;
- Prevent corruption and influence peddling by all means.

GOVERNANCE

- Strengthen the governance of the Purchasing process: train and/or raise the awareness of Purchasing teams in Responsible Purchasing;
- Objectivise the Responsible Purchasing approach adopted by buyers; treat all Suppliers fairly by guaranteeing full and complete competition; adapt the Purchasing process according to the type of purchases and Suppliers;
- Enable Suppliers to benefit from EMERIA's expertise in social, societal and environmental matters;

- Ensure a responsible financial relationship with Suppliers: reduce situations of mutual dependence between EMERIA and its Suppliers; respect average payment times; ensure financial equity between Suppliers; support Suppliers who are economically dependent;
- Encourage partnerships through mediation;

3. MONITORING OF COMMITMENTS

The Supplier acknowledges that compliance with the principles set out in this Charter is an important element of the relationship with EMERIA and its subsidiaries.

EMERIA, convinced of the merits of these provisions to improve the overall performance of the Group and its Suppliers, is aware of the efforts that will have to be made by some of them to comply with the provisions of the Charter.

EMERIA asks its Suppliers to collaborate actively in its implementation, and if necessary, to take any appropriate corrective action as part of a continuous improvement approach to Responsible Purchasing.

EMERIA's Purchasing Department and Suppliers undertake to implement and monitor the correct application of the Charter, which is essential to the continuity of commercial relations.

EMERIA ensures its application by:

- Designating one or more persons responsible;
- Having its Suppliers sign the Charter;
- Asking Suppliers to remedy any non-compliance pointed out by EMERIA;
- Asking Suppliers to draw up an annual report on the progress of the objectives assigned and of compliance;
- Reserving the possibility to conduct document reviews;
- Terminating, if necessary, relations with any Supplier who does not comply with this Charter, in the event that a solution for improvement has not been found;
- Regularly updating the Charter, in line with changes in applicable regulations.

PRINCIPLE OF PROPORTIONALITY

Emeria recognizes the specific challenges faced by small and medium-sized enterprises and is committed to:

- Limiting its requirements to what is necessary, regulatory, legal, and reasonably achievable;
- Prioritizing support and dialogue in the process of gradual compliance.

4. SIGNATURE AND LEGAL EFFECTS OF THE CHARTER

By signing this Charter, the Supplier signifies that it:

- Adheres to the principles and provisions of the Charter, and undertakes to respect them;
- Ensures that its own suppliers, service providers and sub-contractors respect these principles and provisions;
- Gives EMERIA the right to monitor their compliance with the Charter in the event of non-compliance;
- Will implement any useful action or remediation plan defined in consultation with EMERIA;
- Undertakes to send EMERIA an annual report on the progress of the objectives assigned and of compliance.

In the event that a Supplier is unable or no longer able to comply with some of the provisions of the Charter, it must inform EMERIA, which will be free to decide what action to take.

This Charter is applicable from the date it is signed.

For any clarification, the Supplier may contact the Purchasing and CSR Department.

ELECTRONIC SIGNATURE

Each Party consents to the use of an electronic signature process and recognises its validity, in the same way and under the same conditions as a handwritten signature.

The Parties acknowledge that each Digital Certificate generated, signed, exchanged and retained in accordance with this electronically signed Charter, is admissible as evidence in the same way as a manually signed paper document.

Date:

For the Supplier

Last name:

First name:

Position:

Signature

GLOSSARY

- **Eco-design:** A preventive approach to environmental problems, centred on the product. It involves integrating environmental protection into the design of goods or services.
- The aim of eco-design is to reduce the environmental impact of products throughout their life cycle: extraction of raw materials, production, distribution, use and end of life (extract from the [definition of the French Ministry of Ecological Transition](#)).
- **Circular economy:** The circular economy consists of producing goods and services in a sustainable way by limiting the consumption and wastage of resources and the production of waste. The aim is to move from a throwaway society to a more circular economic model ([Ministry for Ecological Transition](#)).
- **Recyclable:** that can be recycled. It is a characteristic of a product, packaging or associated component that can be taken from the waste stream by available processes and programmes, and which can be collected, treated and put back into use in the form of raw materials or products (definition according to ISO 14021).
- **Recycled:** an object containing recycled content has been manufactured using materials obtained from recycling.
- **Recycling:** any recovery operation by which waste is reprocessed into substances, materials or products for its original function or for other purposes (extract from the [INSEE](#) definition).
- **Responsible product:** a product which, as a minimum, has a reduced impact on the environment and is the result of the work of a workforce whose rights have been respected ([ECPAR](#) definition).
- **Sustainable:** 1. of a long-lasting nature, with a certain stability and resistance; 2. which takes into account the future of the planet