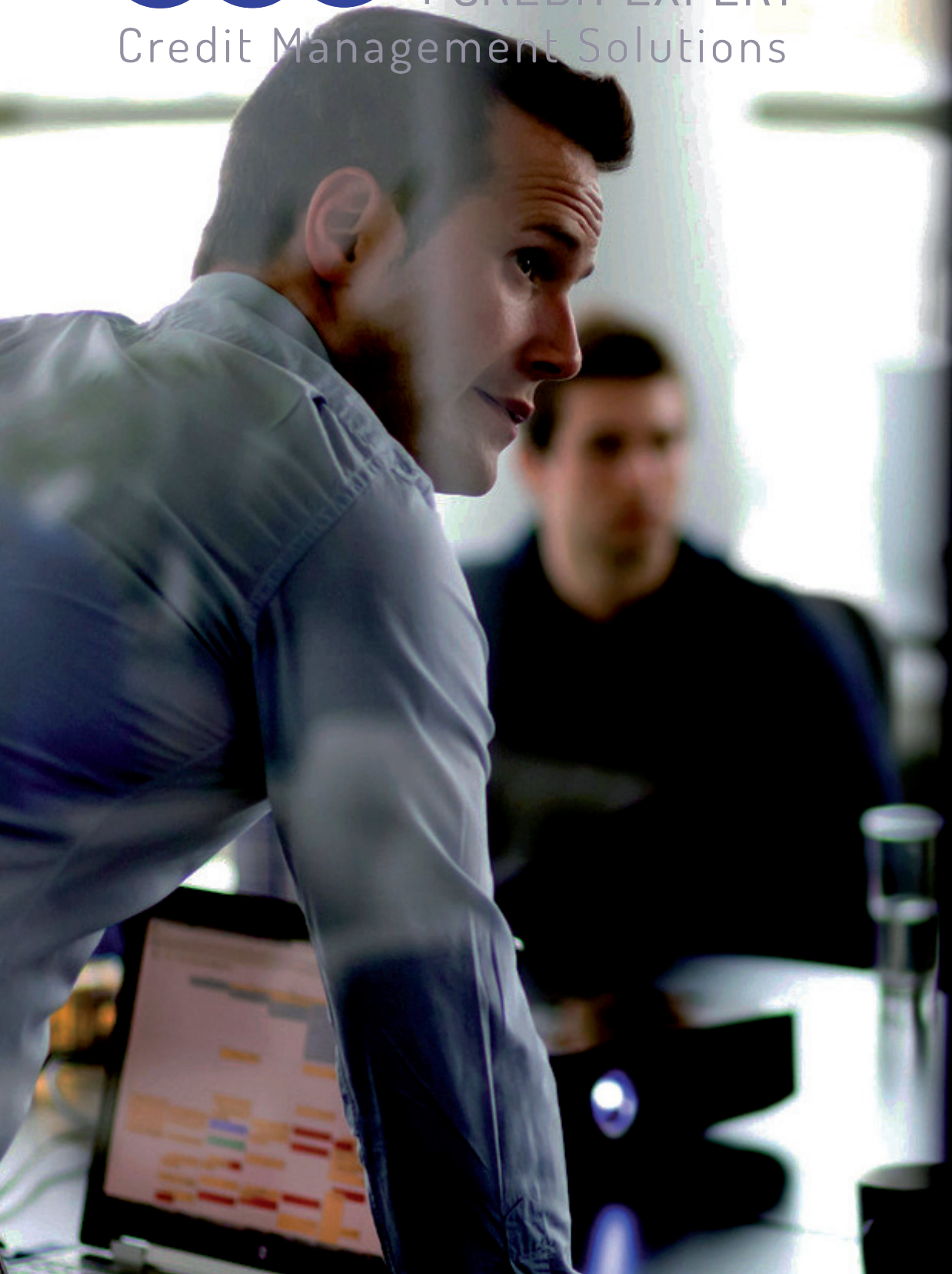




GESTION  
CREDIT EXPERT

Credit Management Solutions



2016

# COMMUNICATION ON PROGRESS



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

We welcome feedback on its contents.

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# CEO STATEMENT OF CONTINUED SUPPORT FOR THE UN GLOBAL COMPACT IN 2016

Since 2011, GESTION CREDIT EXPERT supports the United Nations Global Compact. This major initiative from the United Nations is to call to companies to align strategies and operations with universal principles on human rights, labour, environment and anti-corruption, and take actions that advance societal goals.

Social and environmental responsibility is a voluntary process and has been a priority in the development of GESTION CREDIT EXPERT's activities since 1970.

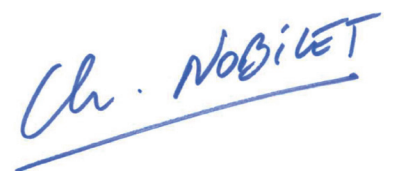
Our mission is to provide our clients with sustainable and effective solutions based on respect for and protection of human rights, employment law and the environment; we are also deeply committed to facilitating the fight against corruption.

This mission would be impossible without our employees, our clients and our partners, who support the firm and share our convictions.

With the present document, I wish to advance the UN global compact 10 principles, so that they will continue to be integrated in our group daily life, its strategy and its process. And maybe, it is my hope that we inspire our readers to support the Global Compact too.

This is why, i am delighted to renew GESTION CREDIT EXPERT Group's commitment to the United Nations Global Compact.

Christophe NOBILET  
President and CEO  
GESTION CREDIT EXPERT





**THREEFOLD EXPERTISE IN A GLOBAL  
APPROACH TO RECEIVABLES**

## GESTION CREDIT EXPERT: 47 YEARS SERVING BUSINESSES

Since its establishment in 1970 in Toulouse, the GESTION CREDIT EXPERT group has always combined growth, performance and the search for 'excellence' by continually adapting to market expectations and to statutory requirements.

It is by means of a **global approach** that the group responds to each different type of client. In fact GCE is perfectly well organised to work with businesses of all sizes, types and sectors of the economy: our client portfolio includes very small businesses and industries, small and medium businesses/industries, middle market companies and major groups, whether French, European or international, banks, financial and credit organisations, e-commerce firms, agricultural cooperatives, professional lessors or investment funds seeking to obtain the best performance for the companies they have in their portfolio...

We offer **tailored solutions to increase their liquid assets and reduce their client credit risks.**

For this task, the GESTION CREDIT EXPERT group has integrated **3 divisions of expertise** which are both separate and complementary and which respond to a wide range of issues in terms of **receivables management**.



**Consulting**  
Optimise your WCR

The **Operational Credit Management Consultancy division** offers six types of tailored offers:

- Organisation audit and consultancy
- Bespoke training,
- Assistance with the choice and deployment of business tools
- Cash running© (a quick and massive method for collecting outstanding amounts due)
- Outsourcing of white-label receivables
- The digitalization of invoices.



**Debt Collection**  
Recover your debts

The **Out of court and judicial collection of civil and commercial debts** in France and internationally division offers:

- Pre-reminder services
- Debt collection services
- Debt re-purchase services

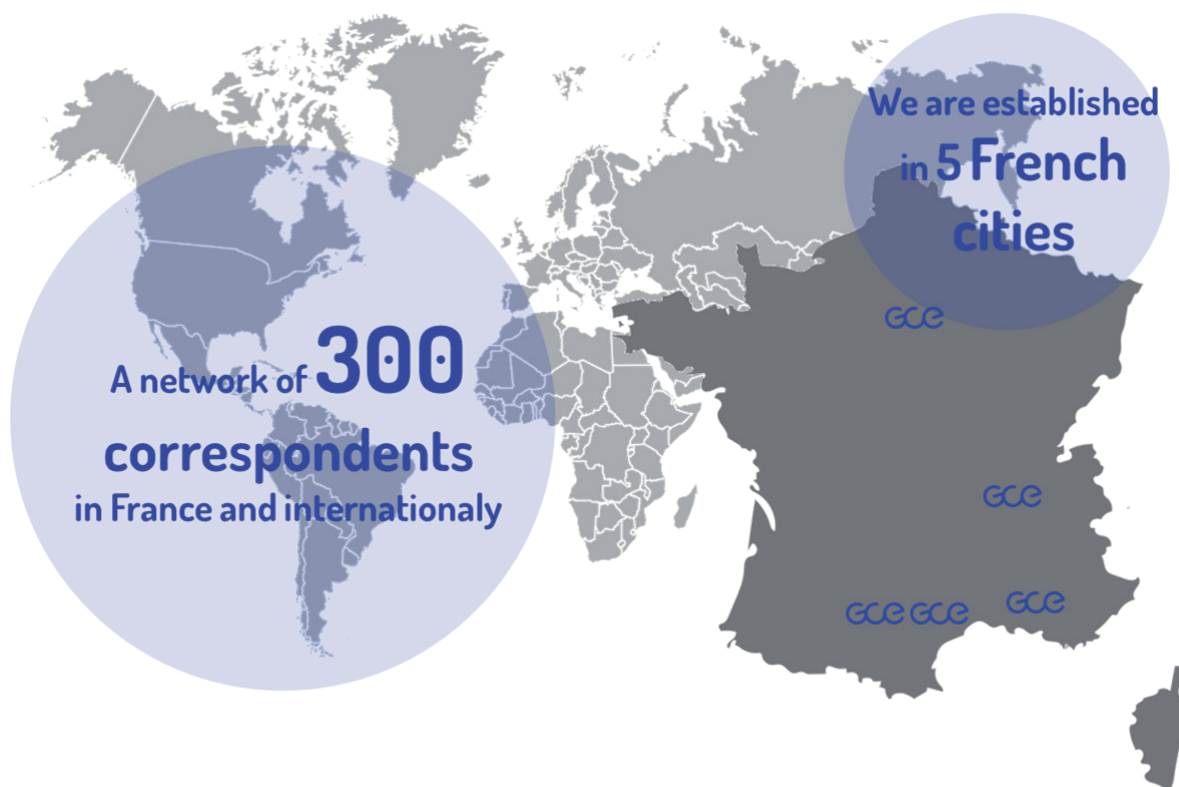


**Investigations**  
Reduce your risks

The **French and International Civil Investigations and Commercial Information division** offers operational solutions:

- Address searches, search for heirs or beneficiaries
- Solvability investigations
- Risk analyses, supervisory orders,
- Opinions on property value

## OUR ESTABLISHMENTS



## OUR HISTORY

### 1970 to 1995: Construction

- 1970: Creation of C.G.D. (CABINET GORRIAS DOUSSET) by Mr and Mrs G. GORRIAS.
- 1980: Founding of the ANCR, the National Union of Debt Collection and Commercial Information Firms, by Mr G. GORRIAS who was chairman from 1981 to 1992.
- 1993: C.G.D. is a founding member of the FENCA (Federation of European National Collection Associations).
- 1995: C.G.D. becomes GESTION CREDIT EXPERT under the name FRANCE CREANCES.

### 1996 to 2011: Consolidation of a major player in debt collection

- 1999: First ISO 9001 Quality Certification issued by the AFAQ. GESTION CREDIT EXPERT launches its civil investigations and commercial information services under the brand name INFORCREDIT.

- 2000: GESTION CREDIT EXPERT launches its training and consultancy service in the management of client risk and optimisation of the order-to-cash cycle.
- 2003: Publication of the «Lexique Juridique pour l'entreprise» by Gérard, Madeleine and Pascal Gorrias, published by «Editions de l'Organisation».
- 2009: Increase in the capital of GESTION CREDIT EXPERT to €100 000.
- 2011: GESTION CREDIT EXPERT enters its new premises at la Garonnette, Toulouse.

## 2012 to date: Ambitious national and international development

- 2013: Takeover of GESTION CREDIT EXPERT by Mr C. NOBILET who continues to be assisted by Mrs M. GORRIAS.
- 2014: Mr C. NOBILET is elected Director of the ANCR – First National Union of Debt Collection and Commercial Information Firms.
- 2015: Mr C. NOBILET is elected Director of the AFDCC – French Association of Credit Managers and Consultants. GESTION CREDIT EXPERT buys out the clientele of the debt collection firm “HUMINDIS” based in Carcassonne. GESTION CREDIT EXPERT takes over “L'INFORMATION MUTUELLE”, a long-standing Parisian debt collection and commercial information firm working in the paper sector.
- 2016: GESTION CREDIT EXPERT enters the capital of ACM EXPERTS, an Operational Credit Management Consultancy firm. ECOVADIS awards a “Silver” rating to GESTION CREDIT EXPERT. This is acknowledgement of the group's proactive and global strategy in terms of corporate social responsibility.
- 2017: GESTION CREDIT EXPERT becomes a member of the SNARP, the First National Union of Private Investigators. GESTION CREDIT EXPERT becomes a member of the BDIU, the First German Debt Collection Firms Association. GESTION CREDIT EXPERT changes its visual identity and undertakes a total makeover of its website. The group thus reaffirms its position within its 3 businesses (consultancy, debt collection, investigations).

## FOUNDING VALUES

**Six essential values guide our decisions**, our actions and our relations every day. They are the real foundations of our group.

### 1 - Simplicity

We endeavour to think, act, decide and communicate as simply as possible.

### 2 - Honesty

We always act with honesty, respect and frankness with all our stakeholders; this is the basis of lasting trust and mutually beneficial relations.

### 3 - Transparency

Our actions are carried out in complete transparency; for example we allow our clients to follow progress made with all their files in real time.

### 4 - A Sense Of Service

We make it a point of honour to always provide the answers our partners expect, and always within the shortest possible time.

### 5 - A Sense Of Result

We are motivated by the desire to obtain the best possible results for our clients, for our partners and for ourselves.

### 6 - Team Spirit

Team spirit is the key to the shared success we aim for, i.e. success for each of our stakeholders. Our clients, our partners and we ourselves together form a single team, for which we coordinate the work in order to obtain the best possible results, as lastingly as possible.

## A COMMITTED GROUP WITH STRONG COMMITMENTS WORKING FOR DEMANDING CLIENTS

### Expertise

GESTION CREDIT EXPERT has existed since 1970, and because of this we have unique, recognised expertise in our three key businesses: consultancy, debt collection, investigations. Our team is stable, experienced, professional and passionate about their work.

### 24/7 Efficiency

Our consultants, who are experts in operational credit management are perfectly up to date with innovations in terms of tools, methods, processes and organisation, to help our clients to implement the most efficient credit policies.

Our lawyers, who are experts in debt collection, and our investigators/analysts, have powerful, specialist tools available to them to assist them with their tasks.



Our secure website, dedicated to our debt collection and investigation activities allows our clients to send their unpaid files to us on line, 24/7, and to obtain information, in real time, about the work we have done and collections made. It also enables debtors to pay on line, 24/7.

Our offices are open Monday to Friday, from 8am to 8pm; some are also open on Saturdays until 1pm.

## Tailor Made Services

The combination of business expertise (credit management, debt collection, investigation...) and perfect knowledge of the tools on the market since 1970 enables us to adapt to all the specific characteristics of our clients, whatever their size or sector of activity.

The right operational strategy is implemented for each client who entrusts us with a consultancy task, to give it an immediate, positive and lasting impact on its cash situation.

A single, dedicated lawyer is nominated in the team for each client who entrusts us with a debt collection task. This lawyer is fully up to date with the specific requirements of his clients and his files, and he deals with them over the long term.

## International

We work in 8 languages in a completely autonomous way: French, English, German, Spanish, Italian, Polish, Russian and Czech.

Our network of 300 partners worldwide enables us to cope with specific local requirements, whenever necessary. This network is made up of credit management consultants, debt collection and/or investigation firms, lawyers, bailiffs ...

We are affiliated to the best international professional organisations (AFDCC, FENCA, LIC, ACA, CSA, IACC, BDIU...).

## Success-Based Fees

We aim for the best results for our clients.

Our fees are mainly success-based.

## Quality

GESTION CREDIT EXPERT has been ISO 9001 certified since 1999. We aim for excellence by means of continuous improvement.

The regular opinions of our clients is essential for this. Every year we send out our annual satisfaction survey to over 300 active clients both in France and abroad.

## Ethics

Our faultless ethics and our irreproachable reputation ensure that our clients' brand image is preserved.

We respect scrupulously the ethics charter of the National Union of Debt Collection and Commercial Information Firms (ANCR), of which FRANCE CREANCES was a founder-member. We follow strictly articles 1984 to 2010 of the Civil Code and articles R124-1 to R124-7 of the Code of Civil Execution Procedures.

We follow the ethics charter of the Code of Interior Security for all civil investigations.  
We follow the AFDCC ethics charter for credit management consultancy.

## KEY FIGURES

**1970**

The year in which the group was created

**300**

correspondents in France and internationally

**100 000**

debts recovered every year

**10 000**

investigations conducted/year

**80%**

% of successful investigations

**300**

audit and advisory missions carried out

**14**

days of DSO saved/ Cash Running© on average

**8%**

of cash flow released on average



# PRESENTATION OF THE GLOBAL COMPACT

The Global Compact is a UN initiative started in 2000 and aimed at encouraging businesses the world over to adopt a socially responsible attitude by committing to integrate and promote, within their sphere of influence, ten principles relating to human rights, international labour standards and the combat against corruption.

These ten principles are inspired by:

- The Universal Declaration of Human Rights
- The Declaration on Fundamental Principles and Rights at Work
- The International Labour Organisation
- The Rio Declaration on the Environment and Development
- The United Nations Convention Against Corruption

Although targeted mainly at the business world, the global compact also encourages the participation of civil society, professional organisations, governments, UN bodies, universities and any other organisation.

Signature of the Global Compact is a proactive decision taken by the company. Member companies undertake to progress every year in each of the 4 themes of the Global Compact and must submit an annual report known as Communication on Progress (COP), which explains progress made.

## REMINDER OF THE 10 PRINCIPLES OF THE GLOBAL COMPACT



### HUMAN RIGHTS

#### Principle 1

Companies are asked to promote and support the protection of internationally recognised human rights within their sphere of influence.

#### Principle 2

Businesses are asked to ensure that their own companies do not participate in any way in the violation of human rights.



## INTERNATIONAL LABOUR STANDARDS

### Principle 3

Businesses are asked to support freedom of association and recognise the right to collective bargaining.

### Principle 4

Businesses are asked to contribute to the elimination of all forms of forced or compulsory labour.

### Principle 5

Businesses are asked to contribute to the eradication of child labour.

### Principle 6

Businesses are asked to contribute to the elimination of all forms of discrimination in the workplace.



## ENVIRONMENT

### Principle 7

Businesses are asked to assume a preventive and precautionary approach towards environmental challenges.

### Principle 8

Businesses are asked to undertake initiatives to promote greater responsibility with regard to the environment.

### Principle 9

Businesses are asked to encourage the development and distribution of environmentally-friendly technologies.



## COMBAT AGAINST CORRUPTION

### Principle 10

Businesses are asked to take action against all forms of corruption, including extortion and bribery.



**OUR COMMITMENTS AND ACTIONS  
FOLLOWING SIGNATURE OF THE GLOBAL  
COMPACT**



By supporting the Universal Declaration of Human Rights, GESTION CREDIT EXPERT reaffirms its will to give its employees equal respect, and in complete transparency. GESTION CREDIT EXPERT is also keen to honour the trust of its stakeholders by pursuing a policy of integrity and transparency in all its economic activities.

Finally, the group seeks to promote the compact's principles and create awareness of the Social and Environmental Responsibility Policy amongst its staff, its clients, its suppliers and its partners in general.

## PEOPLE AT THE HEART OF EFFICIENCY

continuous improvement.

### Cohesion, team spirit and well-being at work: a priority

Our staff enjoy a stimulating work environment, exempt from any form of discrimination or harassment.

We are extremely attentive to the balance between private and professional life. In addition to their salary, our staff enjoy quality services in terms of mutual health insurance and provident funds, meal vouchers and the 35h week agreement.

Every year we carry out a **survey amongst all our staff to measure the company's overall satisfaction rate**. Their expectations and perceptions regarding their working environment, as well as their commitment, are scrupulously studied in order to implement

Whenever possible, our directors take part in Conferences on the theme of well-being at work. On 24th May 2016, for example, our CEO Christophe Nobilet attended a conference-debate in Toulouse on "Returners to Work, the power of kindness" organised by the Actes and Solidarités Nouvelles associations working with people who are unemployed.



**88%** OF OUR STAFF ENJOY  
**A GOOD ATMOSPHERE** at WORK

# HUMAN RIGHTS



Outside of the professional context, GESTION CREDIT EXPERT supports those of its staff entering sporting competitions (Volleyball, Running races...) by providing them with financial assistance with the cost involved (jerseys, caps, donations ...).

The company also encourages participation in humanitarian work (employees contributed to equipment for a school for children in Cuzco, Peru).

Also, during the 2016 sustainable development week, Christophe NOBILET invited in representatives from the Namasté charity to create awareness amongst GESTION CREDIT EXPERT staff of the challenges of sustainable development and the solidarity-based economy.

## SUPPORTING AID PROGRAMMES IN STEP WITH OUR VALUES

Our group also provides financial support to non-profit associations with values close to our own.

We are continuing with the commitment initiated in 2011 with the NAMASTE charity which supports and finances humanitarian projects in Southern India (micro-credit and education for women).



Copyright - namasté





Through grants we support the charity Entrepreneurs du Monde, which works with people in developing countries through micro finance and social entrepreneurship programmes, and helps with the creation of very small businesses.

site and will be sent to our partners and clients through e-mailing. It will be also available on our social networks.



In 2016, GESTION CREDIT EXPERT joined the Entreprendre network, a national entrepreneurial assistance network in order to contribute at its own level to the economic development of its area.



## ENGAGING THE RESPONSIBILITIES OF OUR PARTNERS

Aware that our commitment also includes the sharing of CSR values amongst its commercial partners, the group plans to stress more clearly the creation of awareness amongst its stakeholders, by creating and distributing amongst our suppliers a charter of CSR commitments.

Moreover, the creation of a responsible purchasing charter, linked to an evaluation of suppliers, is being looked at for 2017.

Finally, from 2017 we will systematically communicate our Communication on Progress. The document will be available on our web-



A major player in Credit Management, GESTION CREDIT EXPERT is a company on human scale, which has given itself the responsibility of creating and developing an efficient and ambitious social model.

GESTION CREDIT EXPERT respects French legislation in terms of labour law and the eight fundamental conventions of the International Labour Organisation which cover all the fundamental principles and rights at work: freedom of association, the right to collective bargaining, a ban on all forms of discrimination and harassment, respect for individuals and maintenance of their safety and dignity.

## INCREASING STAFF NUMBERS

In 2016, the GESTION CREDIT EXPERT group increased its staff numbers with the recruitment of 6 people, including 5 operations' managers. On 31st December 2016 the group had 23 employees, a figure up by 15% compared to 2015, i.e. net creation of 3 jobs.



With **78.3%** of its employees on **permanent contracts**, GESTION CREDIT EXPERT is helping to combat job insecurity.



## A WELCOME PROCESS FOR NEW STAFF MEMBERS THAT IS FOLLOWED TO THE LETTER

For quick and easy adaptation of all new staff members, the GESTION CREDIT EXPERT

group has set up a monitored integration path. Right from arrival at the company, the new member of staff is welcomed by a named “buddy” and then by the human resources department. He or she is given a welcome booklet and follows a discovery trail to visit all of the group’s departments over the course of one day.

## VARIED, MULTICULTURAL PROFILES FOR ACTIVITIES WITHOUT BORDERS

Because it is a company that is by nature diverse and open to the world, GESTION CREDIT EXPERT makes multiculturalism a high priority in its HR policy.

30% of our turnover is achieved internationally. 22% of employees are foreigners or originally from abroad. We work in **8 different languages** to operate around the world and activate our network of 200 international correspondents (lawyers, bailiffs, colleagues ...).

The **average age of staff** at the company is **37** (9% of staff are aged under 25 years and 9% are aged over 55).



Although the number of women working in the services to companies sector is large in France, the share of the workforce who are men is increasing year on year at GESTION CREDIT EXPERT, with a 50/50 balance achieved on the Management Board.



78% women in the group  
83% of managerial staff are women  
**The Management Board is made up of 50% women and 50% men.**

## A GROUP IN FAVOUR OF EQUALITY OF OPPORTUNITY

GESTION CREDIT EXPERT has one person with a disability on its staff.

In 2017, the group has a project to work with a company for employees with special needs (French EA) for stationery supplies. This company, where at least 80% of production employees are people with disabilities, allows these people to have a job in conditions that are adapted to their requirements.



## ATTENTIVE AND PERSONALISED CAREER TRACKING

All employees benefit from an annual individual interview, a real time for discussion and an up-date on the past year. It is a source of both individual and collective progress. The employee is encouraged to give his or her opinion on working conditions and to look at solutions with the team manager to improve his or her performance or to remedy any dif-

iculties encountered. He or she can also put forward his or her desires for evolution, express needs and ask for additional information.

## DEVELOPING THE PROFESSIONAL COMPETENCIES OF OUR STAFF

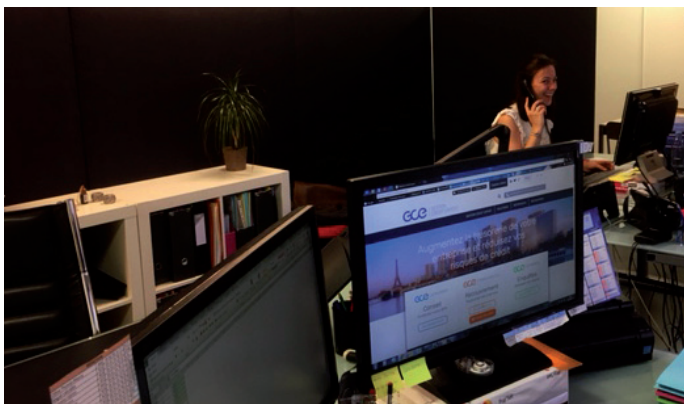
Since the competencies of our staff are our most important asset, GESTION CREDIT EXPERT is keen to develop them. The group has a strong training policy in order to offer staff the possibility of continually improving their skills. This is how we ensure that we remain agile as our businesses develop and always respond as closely as possible to the specific needs of our clients. And to optimise employee productivity and their satisfaction rate, several training methods are offered (on line, by phone, special sessions ...).

**104 hours of training** were **provided** to 48% of company employees in 2016. With **1.5% of the payroll devoted to training**, the human resources team works alongside staff members in the development of their skills, with a wish to see them progress. The objective for 2017 will be to cross the 2% mark.



## OFFERING CONDITIONS THAT ARE FAVOURABLE TO THE QUALITY OF WORK

Located in the heart of Toulouse, just two steps from the Carmes district, the GESTION CREDIT EXPERT head office premises are functional, with a human scale open space that offers the possibility of setting up discussions and meetings to encourage collaborative work.



We are extremely attentive to the balance between private and professional life. In addition to their salary, our staff enjoy quality services in terms of mutual health insurance and provident funds over and above the legal minimum, meal vouchers and the 35h week agreement.

In addition, for many years we have respected the right to de-connection, to enable employees to reconcile their personal and professional lives, combatting the risks of burnout. All the company's employees have the possibility of not connecting to digital tools (computers, mobile phones...) and of not being contacted for a professional reason outside of their habitual working hours, including on their personal communication devices, (paid leave, working time reduction agreement leave, week-ends, evenings...). This right to de-connection is for all employees, mainly those who have chosen home working or who have managerial status.

In 2017, we will make this right to de-connection official, in writing, including it in our IT charter.

## REGULAR, TRANSPARENT SOCIAL DIALOGUE

Regular dialogue with Staff Representatives and the monthly meetings with all staff are used to identify and take into account any difficult or abnormality that may arise.

Transparency, which is one of the group's founding values, is applied on a daily basis, through regular communications by directors and managers to all staff: team meetings, monthly meetings for the whole group, newsletters and information messages on company news, special events ...

## RECOGNITION OF COLLECTIVE PERFORMANCE

In order to strengthen the feeling of belonging and of pride amongst teams, the GESTION CREDIT EXPERT group has implemented in recent years an annual bonus that can be as large as one month's salary for all employees, depending on results obtained compared to the turnover objectives set.



## AN INCREASINGLY COMMITTED GROUP

With a concern to be a responsible company, the GESTION CREDIT EXPERT group needed to have its vision evaluated by an independent body such as EcoVadis.

In 2016 we took the leap and faced the challenge. Since the EcoVadis CSR audit is purely based on documents, the amount of official documents required was huge. But the effort paid off, since on its first evaluation, **GESTION CREDIT EXPERT was awarded the Silver rating, taking it into the TOP 15% of suppliers evaluated by EcoVadis** in the category 'Activities of collection agencies and credit bureaus' and in the TOP 15% of suppliers evaluated by EcoVadis across all categories.



In 2017, for its second audit, GESTION CREDIT EXPERT is aiming for the best possible rating, the EcoVadis Gold status.



The GESTION CREDIT EXPERT group has based its policy for the control and reduction of its environmental impact on three fundamental commitments:

- 1- compliance with current regulations
- 2- the prevention of various types of pollution
- 3- continuous improvement of knowledge, challenges and action implemented for better environmental performance.

## OBJECTIVE: ENERGY SAVING, RECYCLING AND WASTE REDUCTION

Eco-action, near-generalised practice which must become systematic.

Within the context of communications to employees, **awareness of eco-responsible actions** is regularly aroused using e-mail. For example we encourage the use of stand-by mode on computers, screens and printers, we encourage people to turn the lights off when they leave their offices ... by frequent reminders of good practice either sent by e-mail or displayed on posters in high people traffic areas.

Water fountains are available to employees, to limit the need to purchase of plastic bottles.

**To reduce our operating waste**, we have parametered printers to ensure that recto/verso printing in black and white is the default choice.

We also recycle used cartridges, cardboard boxes and plastics. For this we have set up a partnership with a local recycling company. We make staff aware of the need to recycle and we have provided collection skips.

The GESTION CREDIT EXPERT group has also undertaken a major project to **digitalise some of its procedures**: requests for leave and requests made to HR for employment

certificates, salary certificates, copies of salary slips ... are done on line using the HR intranet. All internal communications have also been digitalised, including the welcome booklet, all documents for new recruits, internal notes and general information, which are transmitted by e-mail. We have thus reduced our consumption of paper.

Savings made in 2016 thanks to the recycling and sorting of our waste with



537,5 Kg of CO<sup>2</sup>



2 946 Kg of wood



39 284 Litres of water



1 981 Litres of petrol



19 650 kWh





## Restricting pollutant business travel and carbon emissions.

Our head office is equipped with a videoconference system to reduce business travel.

We also encourage staff to prefer the use of public transport and “green” travel (train, tram, bus, metro, city hire bikes) by reimbursing 50% of the cost of their season tickets/ registration fee.

To go even further and again within a more proactive approach, in 2017 GESTION CREDIT EXPERT will look at the possibility of **reimbursing either partially or in their entirety all costs incurred by employees coming to work by electric or non-electric bike.**

**For the dispatch of mail and parcels**, we mainly use the French postal service, “La Poste” and its subsidiary Maileva, which guarantee **the carbon neutrality of their services.**



## Maileva

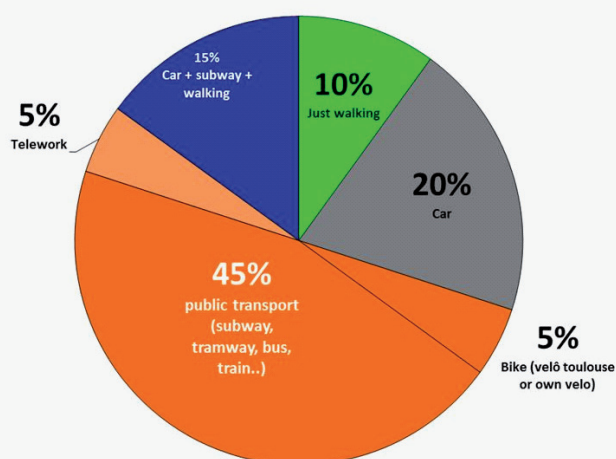
## More efforts in 2017

In 2017, in order to **intensity our efforts in terms of waste reduction** and to anticipate the new regulations that will come into force in 2018, we plan to order mugs in the group’s colours for all employees, to put a final end to the use of throw-away plastic cups.

**For better quality of life at work**, GESTION CREDIT EXPERT plans to **equip its offices with acoustic totems and panels.** A meeting room will also be made available to staff for work meetings, private telephone calls or for use during the lunch break.

GESTION CREDIT EXPERT also plans to make its responsible purchasing action official for all general purchasing (PEFC paper produced from sustainably managed forest, use of ISO 14000 certified and *imprim’vert* printers, ecological cleaning products ...). Although in reality the purchasing department already ensures that it gives preference to ecological products, **a written charter will mean that all these actions are properly managed and made general practice for the purchase of all general products.**

Employee travel modes





As a founder member of the ANCR, the National Union of Debt Collection and Commercial Information Firms, and then of FENCA, the Federation of European National Collection Associations, which define the profession's ethical rules, GESTION CREDIT EXPERT is committed to complying with these rules and to promoting them.

In 2014 Christophe Nobilet, CEO of GESTION CREDIT EXPERT, was elected as a director of the ANCR, through until end of 2017.

## TRANSPARENCY

GESTION CREDIT EXPERT is committed to a policy of complete transparency with regard to financial communication.

## OBJECTIVE, IMPARTIAL SELECTION OF SUPPLIERS

It is our practice to consult several suppliers in order to compare the quality of products/services and prices offered in an objective and impartial manner. For the visual reworking of our identity and our website, for example, we launched a competition for agencies. 3 responded to our call for tender. The agency that won the contract was selected on the basis of a detailed analysis grid. Marks for each agency were then communicated in complete transparency to all those who entered the competition, with a guarantee of total protection over their intellectual property rights.

**A suppliers' charter is also being studied in 2017 for the formal processing of all commercial offers received.** This process will also ensure better management of supplier risks.

## SPECIFIC FRAMEWORK

### REGARDING BUSINESS GIFTS AND OTHER BENEFITS

Business gifts and other benefits (entertainment, reduced prices, service provision, etc.) either accepted or offered by GESTION CREDIT EXPERT and its staff are intended to build up firm relations between partners.

However, accepting such advantages could give rise to doubts as to the ability of a staff member to make an independent decision in the best interests of GESTION CREDIT EXPERT. By consequence, staff members have a duty of probity and agree not to ask for business gifts or other benefits.

Accepting business gifts or other benefits from third parties or offering such benefits to third parties in contact with GESTION CREDIT EXPERT must be done, where applicable, in compliance with the following three principles:

- gifts must be for common usage and of a value of less than 150 euros
- gifts offered in the name of GESTION CREDIT EXPERT must be, wherever possible, gifts to be shared by a team of people
- if a staff member finds him/herself confronted with a gift that exceeds this limit, he/she must inform the line manager who will then take the decision as to whether to accept (or offer) the gift or benefit in question.





## NO CONTRIBUTIONS TO POLITICAL PARTIES BY AND IN THE NAME OF GESTION CREDIT EXPERT

GESTION CREDIT EXPERT is committed to not financing any political parties or associations whose purpose is mainly political and/or to contribute to any campaigns for candidates seeking local or national election.

Consequently, staff members are not authorised to make any political contributions in the name of GESTION CREDIT EXPERT.



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