

## 2019 Communication on progress

For a better World



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.



## **SOLYSTIC has long been aware of its social, societal and environmental responsibilities.**

This tenth COP is a new opportunity to report on our actions in respect of our commitments and is intended for all stakeholders (current and future employees, new recruits, suppliers, customers, industrial partners, etc.). This year, we have opted to present various initiatives which actualise 7 of the 10 UN Global Compact principles. Though not exhaustive, they portray our vision and the way we act on a daily basis. This enables us to better demonstrate the diversity of our actions. This COP also provides a forum to hear feedback from stakeholders who have worked alongside us.

Those who are accustomed to reading our COPs will recognise continuity in our actions and our commitments. First-time readers should feel free to review our previous edition. You will learn about how our approach is guided by long-term interests and continuous improvement.

**Happy reading.**

**For more information:**  
[www.unglobalcompact.org/  
what-is-gc/participants/  
8682#cop](http://www.unglobalcompact.org/what-is-gc/participants/8682#cop)

## The key phases of our approach



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# Edito



“For SOLYSTIC, the respect of the Global Compact principles is more than just a commitment.”

**Pierre IGOU**  
President and CEO

Dear Mr Secretary-General,

SOLYSTIC decided to embrace and support the values of the United Nations Global Compact in October 2009.

I am pleased to confirm and reiterate our commitment to support and promote the ten principles of the United Nations Global Compact.

Our action in favour of human rights, good working conditions, protection of the environment and fight against corruption is fully in line with my vision of SOLYSTIC. A clear vision expressed to SOLYSTIC's employees and within our sphere of influence, customers, partners, suppliers and all our stakeholders.

For SOLYSTIC, respecting the principles of the Global Compact is more than a simple commitment. It is to adhere to a social model based on mutual respect and dialogue. It is to share our values and to commit to continuous progress and improvement within transparency.

This annual communication is the testimony of this commitment.

As President and CEO, I have made it my priority to implement this policy on a daily basis and to involve all my staff.

I am proud that SOLYSTIC, through its support, helps to further the initiative launched by the United Nations.

Yours sincerely,

Pierre IGOU  
President and CEO

**SOLYSTIC, one of the global leading provider for automation of intralogistics, especially for parcels, postal and retail industries.**

**SOLYSTIC is a French subsidiary of the Northrop Grumman group that deploys innovative and bespoke solutions in France and worldwide (almost 30 countries on 5 continents).**



SOLYSTIC has broad capabilities in intralogistics process design, program management and integration, sorting equipment, real-time image and data mining, mobile robotics, lifecycle services (maintenance, spares supply chain, technical support) and "Digital twin" data modelling.

We provide bespoke solutions, based on smart combinations of sorting technologies, mobile robotics and IT applications.

We enable our customers to automate logistics processes, reducing manual operation needs, improving working conditions and the quality of service.

**Intralogistics automation**



# Our CSR commitments

As a subsidiary of the Northrop Grumman group, SOLYSTIC has adopted many of the Group's CSR commitments. However, given the specific business and country context of the company, we have also developed some CSR commitments of our own.



## Respect the interest of customers and end users

- Offer high-quality products and service
- Innovate to meet customer needs
- Purchase responsibly and locally
- Respect human rights and sell with ethics



## Attract, retain and develop highly skilled staff

- Guarantee safety and security, preserve health and improve the quality of life at the workplace
- Advocate diversity and equal opportunities
- Organise constructive and high-quality social dialogue
- Ensure pro-active management of our talents and promote agility



## Reduce our impacts

- Prevent all forms of pollution
- Reduce our waste and consumption
- Combat climate change

**For more information about the Northrop Grumman group's CSR policy:**

[www.northropgrumman.com/CorporateResponsibility/Pages/default.aspx](http://www.northropgrumman.com/CorporateResponsibility/Pages/default.aspx)

## Measuring our performance and progress

As part of our drive for continuous improvement, we regularly submit our CSR approach to ECOVADIS for assessment. ECOVADIS is an independent organisation which measures our CSR performance. Four themes are analysed: the environment, social policy, business ethics and sustainable procurement. The result of this assessment is transmitted to all interested customers on request.



**Since our first assessment in 2013, we have always received a Gold status, i.e. the highest level of recognition.**

The last score obtained is **73%**. This ranks us at an "advanced" level amongst the top 3% of the most high-performing suppliers of the thousands of companies assessed.

**This result is the recognition of our commitment and the culmination of our efforts and the good practices implemented on a daily basis by all our employees and partners.**

## Our contribution to SDGs

**The Sustainable Development Goals (SDGs) came into effect in September 2015 and are a global call to action to end poverty, protect the planet and ensure that all people enjoy peace and prosperity. For the goals to be reached, everyone has a role to play, governments, businesses, associations and everyday citizens alike.**

“The SDGs bring a common language to the companies and new impetus to the CSR”

**Interview with Frédéric SANDT,**  
QSSE Director at SOLYSTIC

### What is the connection between the CSR approach, the COP and the SDGs?

SOLYSTIC's activities have always been firmly embedded in an approach that places strong emphasis on respecting its customers, employees, partners and the environment. It has been organised by relying on ISO 9001 certification since 1995 and ISO 14001 certification since 2007. In 2008, we commissioned an external consultant to carry out a diagnostic study of our corporate social responsibility. We entered a new phase in 2009 by joining the UN Global Compact and by committing to promoting its ten principles with our employees and partners.

At present, although the CSR approach is deeply rooted within the company's departments, the publication of the COP is an opportunity to take a step back, measure the progress made and agree on the next goals to be achieved in terms of Human Rights, working conditions,

environmental protection and the fight against corruption. With the Global Compact, SOLYSTIC and its CSR approach, can take advantage of a community that shares our good practices and the pride of contributing to the UN initiative.

The SDGs allow us to further enhance our contribution by incorporating new concerns and base our actions on shared and global goals. They provide a common language to companies and give new impetus to the CSR.

### How can SOLYSTIC contribute to the SDGs via its operations?

SOLYSTIC contributes to 12 of the 17 SDGs. This COP gives examples of 9 of these, such as, the professional equality index (p.8), employee employability (p.10), the VAE (p.11), the reduction of energy consumption (p.12), General Data Protection Regulation (p.14).



# Human Rights

**Principle 1:** Businesses should support and respect the protection of internationally proclaimed human rights.

Often referred to as the “birthplace of human rights”, France’s labor laws strongly promote them. However, French businesses still have some leeway to adopt the best managerial practices. SOLYSTIC is particularly sensitive to this matter and committed to making continuous progress. This involves at least applying the labor laws, a field in which many businesses still have some way to go. But it also means raising awareness of the possible discrimination between men and women, and therefore intensifying a collective approach initiated several years ago. Lastly, it also means promoting efficiency, the quality of work life: this year’s annual negotiations led CEO Pierre Igou to talk directly with all employees, in small groups.

Professional  
Equality Index:  
**85%** in 2019

1

## Gender equality index

The new law on freedom to choose a professional future requires employers to publish every year an index composed of five indicators on the pay gap between men and women, and on the actions taken to eliminate it. The business must publish this “professional equality index” on its website. If no conclusive corrective action is taken within three years, the company may be fined. SOLYSTIC has wholeheartedly adopted this new instrument, in particular relying on the comparative situation report drawn up every year with the social partners. With regard to the pay gap, individual and collective promotions, or the situation of women returning from maternity leave, all indicators are green.

2

## Sexual harassment contact persons

Victims of sexual harassment or assault within the company can now turn to a representative. This contact person is required in all businesses with a Social and Economic Committee. In 2019, SOLYSTIC chose to appoint its two Ethics correspondents to this function. They will receive training this year on the prevention methods.

3

## International Women’s Day

An iconic awareness-raising day around the world, March 8 has been dedicated to women’s rights. For the occasion, SOLYSTIC invited volunteers to discuss the situation of women within the company and to promote their rights and their participation in economic life. This friendly breakfast, bringing men and women together, forms part of the cultural changes that mark SOLYSTIC as a company seeking to attract women to its staff and enable them to be promoted within its teams.

## CEO and employees: direct communications

After a period of social tension, and facilitated by an agreement reached between management and all the representative trade unions during the annual negotiations, **in early 2019 SOLYSTIC CEO Pierre Igou decided to meet with all employees with a view in order to enhancing communications and strengthening ties with them.**

The meetings are organized in the workplace, in small groups of 12 to 15 people. Held successively throughout the year, they always yield rich results.

### **These discussions must, of course, contribute to the continuous improvement process.**

The company managers were made particularly aware of the importance of their feedback. In the long term, these reports will give rise to action plans, the monitoring of which is included in the 25% target-based ("relationship quality") variable portion of Managers' earnings for 2019.

"Significant efforts have been made to ensure equal pay for women and men."

**Karine BAUDET**  
Engineer, Software Project Manager

### GENDER EQUALITY: TAKING SOLID BABY STEPS

**Interview with Karine Baudet,**  
Engineer, Software Project Manager

#### **Can you describe your experience within SOLYSTIC?**

As Software Project Manager, I manage the software development of some projects, in particular for one of our customers, the Norwegian postal system. My background is simple: after doing a preparatory course and earning an engineering degree at ISEP Paris, I was hired at SOLYSTIC more than twenty years ago. I have remained in the same Division but my responsibilities have grown steadily.

#### **As a woman, do you feel that you work in a world that is still largely masculine?**

Yes indeed! Already at engineering school, at work, when I visit my client's premises, and among our service providers, I'm always surrounded by men... Which is only compounded by the fact that I have three boys of my own! This situation has not changed much over the years, even if it is improving. The subject is complicated because all the players in the business sector share the responsibility for this. Although they target equality, engineering schools are struggling to increase the percentage of women attending, with numbers languishing at around 28% since 2012. Perhaps girls hold themselves back or apply a form of self-censorship that keeps them out of science studies. Maybe we should visit primary and secondary schools to tell them how exciting this work can be!

#### **What can we do to change things?**

I was a member of the Committee for Professional Equality which, at SOLYSTIC, monitors pay equality, balanced promotions, the number of women in the company and their access to management positions. Of course, there is still progress to be made since there is only one female director, the technical division managers and group leaders are all males.

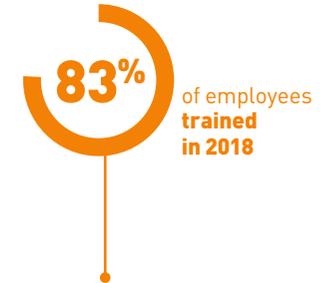
Finally, outside work and especially at home, it is important to share tasks equally. We are taking solid baby steps to achieve this balance, but I see that the company is taking action to do so.

# International labor standards

**Principle 3:** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

**Principle 4:** Businesses should uphold the elimination of all forms of forced and compulsory labour.

**SOLYSTIC has embarked on a virtuous spiral to develop its human capital, first by attracting new talent from schools, and secondly by supporting its employees throughout their career. Allowing each person to take charge of their professional development, enhancing the employability of the workforce, is a priority for the company, which is responsive to the changing business lines towards activities around parcels and services, boosted by the digital transformation and technological change. In doing so, it also proves to students that it will be capable of offering them exciting challenges.**



# 1

## Employability and training: HR policy

In order to support the 2020/22 strategic plan and the social commitments, the upskilling plan pursues three goals: strengthening support for transformation and facilitating transitions, continuously improving operational efficiency at the service of the customer, and consolidating the skills base of the activity essential to strengthen the workforce's employability. Some resources have been stepped up, such as internal training on products and techniques, or strengthening partnerships with schools/laboratories/entities in order to integrate specific modules that train employee awareness of changes in the industrial environment.

# 2

## Attract talent from schools

In France, attracting talent to factory jobs remains problematic. SOLYSTIC deploys a program of actions to stand out and demonstrate that its technologies and products meet the needs of the future. This year, SOLYSTIC is developing its employer brand on its YouTube channel and in an ongoing relationship with schools, mainly ESIEE Marne-la-Vallée, UTC in Compiègne, Centrale-Supélec in Paris, LITIS in Rouen, INSA Lyon, Grenoble INP and ESISAR Valence. These partnerships are a win-win situation: the schools place many trainees and apprentices at the company, which offers many case study subjects; in return, SOLYSTIC invests in what it considers most promising: preparing future generations.

# 3

## The engagement survey appeals to employees

Northrop Grumman group has set up global engagement surveys that reflect the dynamics within its subsidiaries, by questioning employees individually and anonymously. The 27 questions focus on quality of life in the workplace, relationships and organizational methods. Employee participation in this survey, which is a sine qua non condition for its success, is progressing steadily. In France, 77% of employees responded in 2019. Almost as many as the 79% in the group's companies in the US, traditionally more familiar with this type of survey and much more than the average of the French companies surveyed. The results will be reported and action plans drawn up for each country and department, implemented by the managers.

## Promote patent applications

The development of SOLYSTIC is based on a research and development policy that Anne-Marie Devornique, Responsible for Patents, describes as follows:

"To innovate in the field of mail and parcels, SOLYSTIC places strategic value on intellectual property. Hence the importance of motivating our employees. Giving an inventor compensation is part of the employer's obligations, but there are no rules as to the amounts in question.

SOLYSTIC has set up a bonus system based primarily on a technical patent application information sheet, accessible to all.

A committee composed of engineers and business developers then assesses the relevance of the proposals and, if favorable, decides to file a patent. A validation process is then implemented to ensure that the person or team that initiates the innovation is paid a fair amount for their contribution. These selection and compensation methods lead us to file patents that customers subsequently find in their equipment and technical solutions."

"When the company launched this collective VAE operation, I immediately said to myself, that's what I need!"

Jean-Jacques HUERTAS  
Production Controller

### TEAM SPIRIT FOR THE VALIDATION OF ACQUIRED EXPERIENCE

Interview with Anne PAULE, HR Manager and Jean-Jacques Huertas, Production Controller

**Validation of Acquired Experience (VAE) is a demanding process. How do you support the candidates?**

**Anne Paule, HR Manager:**  
VAE demands a lot from candidates. This is why SOLYSTIC has set up a collective VAE program alongside individual requests, to stimulate participants. In 2017, an initial applications examination phase was conducted with the Dauphiné CFAI, a technology industries training center, and GRETA, a national education organization arranging adult training courses. The training sessions took place in 2018 and 2019, accompanied by a tutor. Three employees prepared a vocational Baccalaureate diploma and another four an advanced technical certificate

in electromechanics. Our design office helped them to acquire the skills to round off their experience. This is how they were able to move forward and become successful!

**You took part in this collective VAE experience. What was your career path until then?**

**Jean-Jacques Huertas, beneficiary of the VAE:** I joined SOLYSTIC as a wiring fitter for electrical cabinets. I already had my Industrial science and technology Baccalaureate diploma in electronics, but I'd failed my advanced technical certificate. I became a production controller in 2015, a job that involves powering up the electrical cabinets for the first time in order to inspect them. Then, by March 2019, and thanks to the collective VAE scheme, I became the production controller for specific modules. Being part of the group that was preparing VAEs helped me a lot and motivated me. And throughout this journey, I also felt that my manager acknowledged my work and supported me.

**What was the collective VAE experience like for you?**

**Jean-Jacques Huertas:**  
In 2013, I had tried to do it on my own, but it was still too soon for me in terms of professional achievement. Nevertheless, my department head encouraged me to persevere. In 2017, when the company launched this collective approach, I immediately said to myself, that's what I need! I received additional training, I worked once a week in the design office to expand my knowledge. Our group was mentored by the SOLYSTIC's HR team and a GRETA trainer, helping us both to write the documents to be submitted and to prepare the oral presentation individually. I worked at home every weekend. So I was proud and relieved to validate all the modules in one go!

# Environment

**Principle 7:** Businesses should support a precautionary approach to environmental challenges.

**Principle 8:** Businesses should undertake initiatives to promote greater environmental responsibility.

**Principle 9:** Businesses should encourage the development and diffusion of environmentally-friendly technologies.

**SOLYSTIC has been committed to reducing the environmental footprint of its solutions and production for many years. Regarding production, SOLYSTIC in particular focuses on energy consumption at its sites, commuting and waste treatment. Its approach is ISO 14001 certified, renewed since 2007. For its solutions, SOLYSTIC acts, among other things, on its equipment's electrical consumption, the extension of its service life, and the recyclability of its components.**

“Carpooling has made me save 500 euros every year for the past 3 years. In addition to being more enjoyable, with the other two employees we’re protecting the environment.”

**Cyril MARGARON**  
QHSE Technician

# 1

## Less energy-intensive heating

Over the past three years, SOLYSTIC renovated and then optimized the gas heating at its Bourg-lès-Valence production site, representing 30,000 m<sup>2</sup> of buildings to be heated: changing boilers, setting up water law regulation, varying the temperature of the circuit depending on the day and time. In addition, staff awareness was raised of good practices such as closing doors and windows. These actions resulted in an almost 32% drop in gas consumption in three winters, i.e. 197 tons of natural gas saved and 524 tons less CO<sub>2</sub> produced.

# 2

## A new environmentally-responsible production site

At the beginning of 2020, SOLYSTIC will leave its historic site in Bourg-lès-Valence (Drôme) and settle just a few kilometers away in Alixan (see COP 2018 for more details). SOLYSTIC chose the Rovaltain business park, confirming its environmental commitment because the park enables reduced energy consumption and maximized natural lighting, promotes biodiversity with 35% of green areas planted with local species, and allows use of the park collective infrastructures (catering, transport). For this new site, SOLYSTIC aims to obtain “Breeam in Use” certification Good rating from design through operation.

# 3

## Mobility and awareness-raising: involving people

For the 9th consecutive year, SOLYSTIC participated in the mobility challenge organized by the Auvergne-Rhône-Alpes region aimed at promoting alternative forms of commuting with low environmental impact. This year, carpooling took center stage, through feedback and a regional app to link up users. This initiative is added to others such as the bicycle mileage allowance already implemented by SOLYSTIC. Over the course of this mobility day, between carpooling, cycling, scooters or walking, over 700 km and 121 kg of CO<sub>2</sub> were saved.

## Recycling and recovery of WEEE

**SOLYSTIC facilities produce little waste, particularly “Waste Electrical and Electronic Equipment” (WEEE), with only 2.1 tons per year.**

These WEEE are mainly IT hardware (computers, servers, screens) and batteries.

Gas consumption

**- 47.8 %**

in 6 years



SOLYSTIC is also interested in the lifecycle of its products, studying their composition and communicating it to its customers for their future dismantling. By way of example, the study of one of its products showed that 80% of components could be easily removed and recycled, 10% required prior separation of material, while the remaining 10% required using specialized channels. WEEE represented 4% of the components on this product. SOLYSTIC approached waste recovery specialists such as Triade Electronique (Veolia group), in charge of dismantling similar products, to determine the current recyclability and recovery capabilities. Similarly, SOLYSTIC is studying the lifecycle of batteries used in new solutions based on mobile robots.

### WEEE: A MATTER FOR SPECIALISTS

#### **Interview with Triade Electronique, Veolia**

##### **Tell us briefly about Triade Electronique?**

We represent the WEEE business of Veolia. Spread across 5 sites in France, 500 employees process 112,000 tons of WEEE per year. We have triple Quality (ISO 9001), Safety (OHSAS 18001) and Environment (ISO 14001) certification for all our sites. Our facilities are classified for environmental protection (ICPE). At the same time, we are certified WEEELABEX, a baseline for WEEE specialists.

With 3 adapted businesses and 1 insertion company, one third of our employees come from the social or solidarity economy.

##### **What is your WEEE processing process?**

We have 3 types of activities. The first concerns domestic appliances for the general public. We have automated and semi-automatic units that separate materials that are then sent to the appropriate processing channels. The second is done directly at our customers' facilities. We work on their worksites to dismantle their equipment and do the sorting on-site (for example, SOLYSTIC sorting machines at the end of their useful life). Finally, the third concerns the WEEE of our professional clients. We collect and take them to our sites, where we disassemble and sort them aiming for the maximum recycling rate.

##### **Can you tell us more about these processing channels?**

Triade Electronique uses 4 different processing channels: recycling (turning waste back into raw materials), energy recovery, reuse (reusing hard disks, processors or memory

cards in new equipment) and burial (storage in the ground). For all these channels, we have chosen European service providers to guarantee to our customers that their waste will be processed as expected. It also ensures compliance with European regulations such as REACH or GDPR.

##### **What are the challenges for recycling WEEE in the future?**

Today, we achieve an 88% to 94% recovery rate, depending on the equipment. Some compounds are very difficult to process, or even banned, such as asbestos, brominated plastics, mercury or radioactive materials.

But the true target for the future is batteries. Today, devices increasingly have them. For some technologies, the sectors are mature. But for others, solutions are costly or non-existent. With the scarcity of some metals and raw materials, the recycling of WEEE will become strategic for certain sectors.

# Business ethics

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

**SOLYSTIC regularly strengthens its anti-corruption processes and the structural framework of business ethics, thus securing its markets for the benefit of its customers, and therefore of its users. Thanks to Northrop Grumman's recognized expertise in this area, these risks are carefully controlled. In an international environment dominated by electronic exchanges, the company focuses in particular on securing all its data. One example are the hackers the group hires to test the vulnerability of its information systems. The security of the operative systems delivered to customers is also a major concern, as demonstrated by the Orange Défense consultants testing the MARS machine.**



# 1

## Business Ethics: training and information

The Northrop Grumman group, which has just updated its Ethics charter, produces training tools regularly shared as e-learning modules. Every employee must pass these courses on corruption, conflicts of interest and IT security issues. Today, professional awareness, common sense and values are no longer enough unless they are accompanied, as at SOLYSTIC, by an individual approach giving each person responsibility within the company.

# 2

## ISO 27001 diagnosis: the duty to protect

*"SOLYSTIC has always made a point of guaranteeing its customers a high degree of security and protecting their data. Today, the next step is implementing the ISO 27001 standard, ISO and IEC's international information system security standard covering the dissemination of connected objects and cybersecurity imperatives. It can contribute to the quality of our customer relations,"* explains Patrice Malandran, IT Manager. Since September 2019, SOLYSTIC is carrying out an initial analysis of its IT system with a view to preparing for certification.

# 3

## Giving meaning to GDPR

The GDPR (General Data Protection Regulation), which entered into force in the European Union in 2018, requires the protection of personal data, reinforcing the obligation of information and transparency towards the persons whose data the company processes, be their customers or employees. All Northrop Grumman Group European subsidiaries immediately complied with GDPR, by means of procedures adapted to national regulations. An e-learning course was launched in 2019 to raise employee awareness of GDPR issues.

## “Good” hackers to prevent rather than cure

**No business is safe from hacking.** Northrop Grumman has therefore taken the initiative: **what better way than a “white” hacker to uncover computer system flaws** that other – dark- hackers could too easily exploit?

Once a year, these specialists from the head office’s cybersecurity department, visit the site and devote their efforts to breaching the network. **In 2019, two experts tried to attack, one after the other, and were both surprised by the resilience of SOLYSTIC’s systems.**

In the same spirit, Deloitte, our auditor, carries out its own probes once a year. Operational excellence in IT services also depends on ITIL (Information Technology Infrastructure Library) best practices. They set out the rules, procedures and recommendations that enable IT teams to respond to the problems experienced by users of their network and IT tools.

“SOLYSTIC has always made a point of guaranteeing its customers a high degree of security and protecting their data. Today, the next step is implementing the ISO 27001 standard.”

**Patrice MALANDRAN**  
Information System Manager

## VULNERABILITY TESTS TO SECURE CONNECTED DEVICES

**Interview with Philippe SAULGEOT,** Business Manager **and Jean-Marc POIZAT,** Activity Manager

“ **The MARS project for the German postal system led you to test the vulnerability of your operating system. Why?**

**Philippe SAULGEOT:** This machine sorts mail by processing each mailpiece individually, using an image acquisition system that interprets the address or bar code containing the necessary information. It distributes the mail in the order imposed by the sorting plan supplied by the customer. In the MARS project, this plan is based on extended postcodes. It complies with the GDPR (General Data Protection Regulation) requirements. Since 2013, the beginning of the relationship with this customer, standards have evolved, as have the technology and, of course, the operating systems themselves. We wanted to test the hardening, i.e. the security, of our PCs. This recognition focused on securing connected devices, and therefore products installed at our customers’ facilities.

## **What were these tests?**

**Jean-Marc POIZAT:** We contracted these vulnerability tests out to Orange Cyberdéfense. Two consultants performed an initial analysis of the supervision PCs, which run on either Windows or Linux OS. This first test revealed no critical points, and only recommended improvements. Then the corrected version was analyzed. This version was subsequently delivered to our customer, as it fully met its requirements. We have ensured that the customer can update the operating system himself, which adds efficiency and further secures the hardening process. Clearly, this operation carried out for the German postal service with Orange Cyberdéfense helped us make progress in terms of IT security!



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