



United Nations GLOBAL COMPACT Communication on the 2020 Progress



WE SUPPORT THE
GLOBAL COMPACT

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

We appreciate your comments on this content.

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I. The Editorial of the General Manager

Telenco networks is pleased to announce its commitment to the United Nations Global Compact for the fourth year in a row. Driven by the experience of these previous years of commitment, we are persuaded that our success is partly the result of our corporate strategy based on sustainable development. Through this editorial, I would like to renew for this year, once again, on behalf of the entire Telenco networks company our commitment to United Nations Global Compact and above all, to reaffirm our complete adhesion to its principles. From a GC Active level, we confirm the pursuit of our efforts in terms of sustainable development and our constant will to apply the 10 Principles of Global Compact through our each and every action. In this report you will find our commitment, our ambitions, our actions and above all, the reflection of our contribution to the universal framework of the United Nations, as well as our constant seeking to supporting the Sustainable Development Goals (SDGs).



Denis Falliex



Denis Falliex
General Manager of Telenco networks

II. Telenco networks



210

Workforce



2019 Turnover

79

millions of euros



8400

m²
manufacturing hub



7600

m²
logistics hub



Export to over

50

countries



III. Reminder: The Global Compact and its 10 principles

The **Global Compact**, what is it ?

Coordinated by the United Nations, Global Compact is a voluntary initiative.

Global Compact involves 13,000 entities from 170 countries, all committed to a social responsibility approach. In France, there are 1,095 members, including 1,026 companies.

Global Compact reunites signatory companies and organisations committed to respecting and « ensuring respect » for the 10 universally recognised principles.



HUMAN RIGHTS

1. *Businesses should support and respect the protection of internationally proclaimed Human Rights.*
2. *Businesses should make sure that they are not complicit in Human Rights abuses.*



INTERNATIONAL LABOUR STANDARDS

3. *Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.*
4. *Businesses should uphold the elimination of all forms of forced and compulsory labour.*
5. *Businesses should uphold the effective abolition of child labour.*
6. *Businesses should uphold the elimination of discrimination in respect of employment and occupation.*



ENVIRONMENT

7. *Businesses should support a precautionary approach to environmental challenges.*
8. *Businesses should undertake initiatives to promote greater environmental responsibility.*
9. *Businesses should encourage the development and diffusion of environmentally friendly technologies.*



ANTI-CORRUPTION

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



IV. Human Rights Principles

HUMAN RIGHTS

- Businesses should support and respect the protection of internationally proclaimed Human Rights.
- Businesses should make sure that they are not complicit in Human Rights abuses.

a. Our policy

In order to preserve the interest of its teams, Telenco networks respects the principles proclaimed by the Universal Declaration of Human Rights (UDHR) and, of course, those enacted by the French law.

As part of this approach and to the extent of its influence capacity, Telenco networks also encourages its suppliers to respect these international rules and to keep on making every effort to ensure compliance with the Global Compact values.

b. Our actions

Telenco networks ensures that the French law is scrupulously respected through each contractual relationship of every one of its employees. Working safely remains one of our top priorities. It goes without saying that the Commercial Code is respected in our relations with our suppliers, both of goods and services.

Without any legal imperative, we have made the choice more than obvious to apply international regulations (Example: Dodd Franck Act), always with the aim of preserving Human

Rights.

In 2020, Telenco remains true to its core values and commitments by pursuing its actions with associations and charities that are dear to its heart. This year, once again, Telenco renews its support to the association of Philippe Sella, « Les Enfants de l'Ovale », as well as to the « FCG in my city » endowment fund of the Grenoble Rugby Club, by reiterating operations such as 1km = 1 euro or by participating to charity events in the benefit of these associations. This year, Telenco has donated 5,000€ to « Les Enfants de l'Ovale » for supporting their project of opening a new house in Ivory Coast.

This year, Telenco was also at the initiative of « Cleats for Senegal » operation which aimed to collect sport equipment for two Senagalese football clubs: Palmarin and Gandiaye. Shipped to Dakar in a container for our on site agency and thanks to our local team, the equipment was handed to the representatives of these clubs bringing altogether more than 150 football enthusiasts:

- 299 jersey
- 66 shorts
- 62 balls
- 39 pairs of football cleats
- 40 pairs of basket shoes
- 51 pairs of sockets

IV. Human Rights Principles



According to the Article 23 of the Universal Declaration of Human Rights, everyone has the right to work, to free choice of employment, to fair and favourable work conditions and to protection against unemployment. For several years now, Telenco has actively supported « The Digital Plumbers » association that provides training in their own schools and forms future technicians to fibre deployment, rack and datacenter cabling jobs. All in a context of work-linked training.

The company has donated professional equipment and offered preferential rates for the opening of these schools throughout France. Telenco has already contributed to equipping 6 schools in France. Soon, a new establishment will open its doors in Isère, in the proximity of the Group's headquarters. In addition to the equipment donation, eleven tutorials were produced by our telecom experts to provide trainees with a better understanding of the technical skills and knowledge.

c. Our results and goals



13.6

The injury frequency rate for 2019 per million of worked hours
(national average: 23)

0.46

The injury severity rate for 2019 per thousand of worked hours
(national average: 1.5)

24 300€

Ont été versés à l'association « Les enfants de l'Ovale » en 2019



13 000€

Were donated to the association « Les enfants de l'Ovale » in 2019

40 000€

Of equipment has been granted to « The Digital Plumbers » for the professional training platforms established in Toulouse and Nantes schools.



V. International Labour Standards

INTERNATIONAL LABOUR STANDARDS

- Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.
- Businesses should uphold the elimination of all forms of forced and compulsory labour.
- Businesses should uphold the effective abolition of child labour
- Businesses should uphold the elimination of discrimination in respect of employment and occupation.

a. Our policy

At Telenco networks, we apply the Syntec Collective Agreement which allows all our employees to benefit of more favourable conditions than the ones stipulated by the Labour Code. We also expect our suppliers to respect, at least, the International Labour Law as well as the local law whenever this last one is more favourable to employees.

We prohibit child labour and the use of corporal punishment, which is why we reject any association with suppliers for whom we have even the slightest doubt on these matters.

We refuse any discrimination.

b. Our actions

In strict compliance with French laws, compulsory labour and child labour are prohibited. Our subsidiaries in Portugal are no exception to the rule.

Any discrimination is clearly prohibited (the relevant law articles on this subject are displayed).

A harassment and discrimination referent, appointed last year, attended a week-long training session for being able to deal with difficult situations related to harassment and discrimination that may arise. This training empowers the referent to provide the best possible support to employees experiencing these situations and above all, to prevent these risks. The Human Resources representatives remain at the disposal of employees by ensuring a physical presence on site 3 times a week or by making themselves available, on demand.

V. International Labour Standards

Establishment of a Social and Economic Committee

As required by the French Law, we have created a CSE: a Social and Economic Committee. This is a staff representative body that follows and replaces former representative bodies. The CSE is responsible for the preservation of employees' rights. This Committee currently includes 9 employees, representing all the socio-professional categories of the company. It has access to company data in order to ensure a sound administration by the Management. The CSE also ensures that the necessary measures are implemented in order to preserve the health of the staff members, such as during the Covid-19 global health crisis which required the enforcement of barrier gestures and special measures. In addition, it provides assistance to employees who wish to solve individual relational problems, whether they are hierarchical or not. Finally, the CSE administrates a budget dedicated to organising convivial, fun events and to setting up services for the benefit of all employees.

Fire & Safety Training

This year, some of our employees have received a fire and safety training. The purpose of this training, carried out by a specialized organisation, was to teach people who are not firefighters how to effectively react from the very first moments of a fire outbreak. The aim of the action was, if not to extinguish the fire, at least to delay and contain it before the fire brigade intervention, without taking any risks.

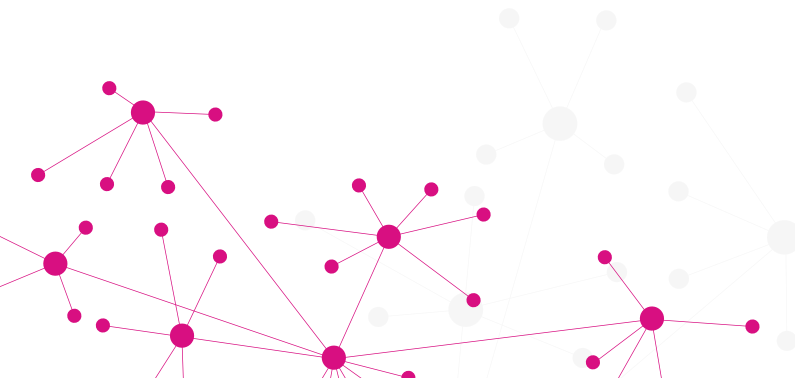
Redesign of [telenco-networks.com](https://www.telenco-networks.com) website

Telenco networks cares as much about training as about information: this is why on the digital side, seeking transparency, the Telenco networks' website benefitted of a massive overhaul. More than a relooking, a massive overhaul was conducted in order to improve access to information for customers and internal users.

To optimise the user experience, a new architecture has been implemented. This will enable Internet users to better find their way and to benefit of an easier access to corporate information such as our CSR actions.

Find this page on :

www.telenco-networks.com/en/our-commitments



V. International Labour Standards

c. Our results and goals

1
Social and Economic
Committee formed of

9

employees

5 Staff representatives for the « Employee »
category: 2 titular members and 2 alternates.

4 Staff representatives for the « Executive,
Technician, Supervisor » category:
2 titular members and 2 alternates.



75%

Of employees have a
permanent contract
25% are on a fixed-term,
temporary or a subsidised
contract

0

Underaged worker

0

Worker without contract

We do not keep statistics on the origins, confessions or other such criteria of our team. We strongly believe that this does not have to be taken into account in the professional sphere: it is not and it will never be part of the selection or evaluation criteria for our employees.



VI. Environmental Protection Principles

ENVIRONMENTAL PROTECTION PRINCIPLES

- Businesses should support a precautionary approach to environmental challenges
- Businesses should undertake initiatives to promote greater environmental responsibility
- Businesses should encourage the development and diffusion of environmentally friendly technologies

a. Our policy

La charte 

Lors de la conception de ses produits, Telenco networks s'engage

« Penser cycle de vie »

- Prendre en compte l'environnement dès l'expression et l'analyse du besoin
- Analyser les impacts dans leur globalité : de l'extraction des ressources à la fin de vie du produit, sans se concentrer uniquement sur la fabrication
- Considérer les différents aspects de l'environnement (épuiement des ressources, pollutions, effet de serre, altération des écosystèmes...)

« Choisir ses matériaux »

- Ne pas recourir à des matériaux interdits par les réglementations européennes REACH et RoHS ou la loi américaine Dodd-Frank
- Favoriser l'usage de matériaux recyclés dans les produits et les emballages (taux d'acceptation de matière recyclée/déchet de fournisseurs de matières premières recyclées en R3 et R4)
- Opter pour les matériaux les moins énergivores en limitant la production de déchets (matériaux d'origine naturelle/matériaux produits avec des process faiblement énergétiques et à faible taux de rebuts/ajustement du raffinement au besoin : pas de blanchiment ou d'additifs inutile)

« Produire responsable »

- Privilégier les process les moins polluants et produisant le moins de déchets (technologies récentes, acceptations de taux de rebuts rebroyés...)
- Limiter le transport nécessaire à la fabrication en évitant les choix de technologies pouvant conditionner une provenance éloignée et aborder les impacts et coûts globaux du transport en réunion R3 et R4.

« Anticiper la fin de vie »

- Faciliter le déassemblage des produits en fin de vie et la séparation des matières, en privilégiant les assemblages démontables au moyen d'outils standards et en évitant les matériaux « sandwichs »
- Restreindre le nombre de composants et de matières différentes afin de réduire les étapes de valorisation
- Favoriser les matériaux recyclables dans les produits et les emballages : carton, métaux, bois, ou à défaut plastiques recyclables non-chargés (PET, PEHD, PS, ABS, PVC...)

 www.telenco.com - Développons aujourd'hui les réseaux de demain

La charte 

Au quotidien, le personnel et les dirigeants s'engagent

« Triier/ Recycler »

- Recycler les cartons, emballages, papiers, bois, métaux et capsules à café pendant le travail, mais également sur les temps de pause
- Jeter les cartouches d'encre, piles et déchets électroniques selon la réglementation DEEE en vigueur
- Gérer le recyclage des produits dangereux utilisés lors de la conception des produits

« Consommer avec modération »

- Utiliser les faces verso des ratés d'impression en brouillon
- Développer l'archivage informatique
- Ne pas imprimer systématiquement les courriels

« Maîtriser les énergies »

- Éteindre les lumières dans les bureaux et les locaux communs en les quittant
- Éteindre systématiquement les postes informatiques, imprimantes...
- Couper le robinet après utilisation
- Trouver le bon équilibre chaud/froid l'été et l'hiver
- Aménager les locaux en utilisant dès que possible des technologies éco-responsables

« Bouger autrement »
(Réduction des émissions de gaz à effet de serre liés aux transports)

- Adopter une éco-conduite
- Développer le covoiturage
- Privilégier les rendez-vous téléphoniques plutôt que les déplacements systématiques
- Favoriser les modes de transports doux

La société s'engage

« Former et informer »
(pour mieux agir)

- Diffuser la Charte à l'ensemble du personnel
- Mettre à disposition et signaler des zones de tri

« Acheter mieux »

- Privilégier les achats éco-responsables et les fournitures à longue durée de vie ou rechargeables
- Favoriser le partenariat avec les acteurs locaux et/ou ISO 14001
- Approvisionner des composants RoHS compliant pour nos besoins de réparations électroniques

« Communiquer »

- Sensibiliser les salariés et les impliquer dans les initiatives environnementales de l'entreprise
- Communiquer à nos parties intéressées notre engagement en faveur du développement durable, notamment via le Global Compact des Nations Unies auquel Telenco networks est adhérent.

« Assurer le suivi de la charte »

- Réaliser un suivi annuel de la consommation énergétique et mettre en place des actions pour résoudre les problèmes soulevés.

 www.telenco.com - Développons aujourd'hui les réseaux de demain

Find the charter on :
www.telenco.com/engagement/environnement



VI. Environmental Protection Principles

b. Our actions

In view of the obvious risks, the transport of dangerous goods is governed by very strict international regulations. As each mode of transport has its own specific constraints and risks, there are regulations which are particular to each one of these modes. These regulations ratify unified rules on quantities, packaging, labelling, technical safety measures, administrative declarations, etc.

The regulations for the Transport of Dangerous Goods (TDG) being complex, training is necessary in order to apprehend them. All our new sales representatives have been trained on the subject this year.

At Telenco networks:

- Declarations are established and signed by an authorized body
- Documents are kept 1 year by the designated authorized body (proof of completion of administrative procedures + photo of the packaging)
- The proof of the information transmission to the carrier is kept by Telenco
- The UN number of each concerned reference is available in our Enterprise Resource Planning, as well as Safety Data Sheets.
- A shipment including dangerous goods is made according to the dedicated procedure and operation mode.

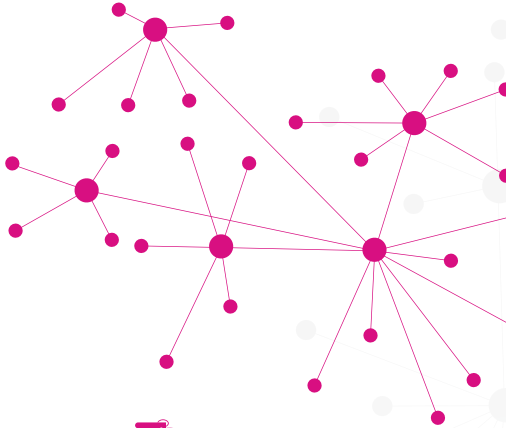
Furthermore, for the protecting of the environment and to encourage our employees to use environment-friendly transportation modes, we continue to participate in our Region's Ecomobility Challenge. On the occasion, breakfast is offered to all employees who come to work on foot, by train, by bicycle or by carpooling.



VI. Environmental Protection Principles



Information on environment-friendly modes of transport and the related compensations are disseminated. In our municipality there are two train stations and we refund half of the cost of public transport passes and/or bike rental fees. In order to have a positive impact on the environment, hives were installed in June 2019. After a difficult summer season due to drought, heat and lack of water, our colonies did not develop enough to completely fill in the hive. However, with the arrival of good weather, the first cleansing and foraging flights herald good harvests to come. Finally, each employee received a bamboo cup to minimize and to ultimately eliminate the use of plastic cups during the coffee break.



c. Our results and goals

1012km



Travelled other than by car by Telenco employees on the Challenge day

6

Charging stations:
4 for electric bicycles
2 for cars

2257€

Transport compensation paid in 2019

88%

Of waste is recovered (in n° removals)



20

Employees trained in the Transport of Dangerous Goods

17



Employees trained in Fire Risk


VII. Anti-Corruption


ANTI-CORRUPTION

- Businesses should work against corruption in all its forms, including extortion and bribery.

a. Our policy

Code de conduite éthique






1. Assurer la sécurité de nos collaborateurs

- Garantir un milieu de travail sûr et de bonnes conditions de travail pour tous
- Suivre les règles et procédures indispensables à la sécurité de chacun (garder nos lieux de travail libres d'alcool et de drogues, porter en tout temps l'équipement de protection individuel exigé,...)

• • •



2. Traiter les autres avec respect et dignité

- Comprendre et apprécier l'importance de la diversité et de l'inclusion
- Favoriser un environnement de travail libre de comportements choquants, insultants, hostiles ou intimidants.

• • •



3. Protéger l'environnement

- Réduire nos émissions, préserver l'énergie et les autres ressources, réutiliser ou recycler les produits dérivés

• • •



4. Mener les affaires avec intégrité et uniquement au profit de la société

- S'abstenir de tout comportement qui nuirait à la réputation de l'entreprise
- Éviter toute situation où l'acceptation d'un cadeau serait inappropriée


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5. Mener nos activités de manière licite et équitable

- Respecter les lois et règlements nationales et internationales
- Fournir seulement des informations honnêtes et exactes quant aux produits ou services
- Prohiber le travail d'enfant ou le travail forcé


• • •



6. Garantir la sécurité des données et la protection de la vie privée

- Préserver et protéger tous les renseignements personnels dont nous disposons
- Ne pas utiliser des informations confidentielles à l'extérieur de nos responsabilités ou pour un bénéfice personnel

• • •



www.telenco.com - Développons aujourd'hui les réseaux de demain

b. Our actions

For the past five years, Telenco networks had its own Code of Ethical Conduit, signed by all its employees, at all levels of responsibility and applied at the scale of the entire Telenco Group.

An ethical referent has been appointed among the Management members and a memorandum was disseminated in order to define the notion of «acceptable» gift, a procedure for accepting gifts, contracts or transactions in case of doubt, as well as an alert procedure.



VII. Anti-Corruption

In order to turn the words into deeds, an anti-corruption training has been put into place, based on the training material designated by Transparency International. This training concerns all staff exposed to international markets as well as decision-makers: management, marketers, sales representatives and purchasers. A training session for the staff in place had been carried out at that time. But we couldn't stop there. Indeed, Telenco networks is a fast-growing company and we recruit new employees every year. This year once again, training sessions allowed each one of these new recruits to benefit of the same level of knowledge as the rest of our teams.

Find the training support on:
www.fairedesaffairesanscorruption.com



c. Our results and goals

For the 5 past years
100%

Of our new employees have signed the Code of Ethical Conduit

3

Ethical referents within the Telenco Group including 1 within Telenco networks

2

Anti-corruption training sessions



0

Tolerance in the event of a proven corruption case, even for a small amounts of money

VIII. Conclusion on the year 2020



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networks

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After a 2019 year of stabilization, the year 2020 has finally allowed us to visualize and appreciate the results of our efforts.

A healthy organization and actions carried out with seriousness by our teams, always in the strictest respect of the 10 principles of the Global Compact. We are permanently consolidating our GC Active level thanks to our processes of adaptation to the evolutions of our company and to the general context.

This has been an unprecedented year as we had to face an exceptional event, a global health crisis, in sustained working conditions linked to a growing activity, where each employee was able to continue to work and feel safe at Telenco networks.

