



Fly with the original



REFERENTIAL CSR

Global Compact

COP 2020

June 20th, 2020



OEMServices

REVISION LIST			
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1 OEMSERVICES PRESENTATION

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➡ 4 FOUNDING PARTNERS

OEMServices was founded by four OEMs, Diehl Aerospace, Liebherr, Thales Avionics and Zodiac Aerospace, with the intention of developing a structure fully focused on supporting airlines by integrating the capabilities, assets and expertise of multiple OEMs.



➡ IN A NUTSHELL



ORIGINAL
Component, Logistic & Trading Services

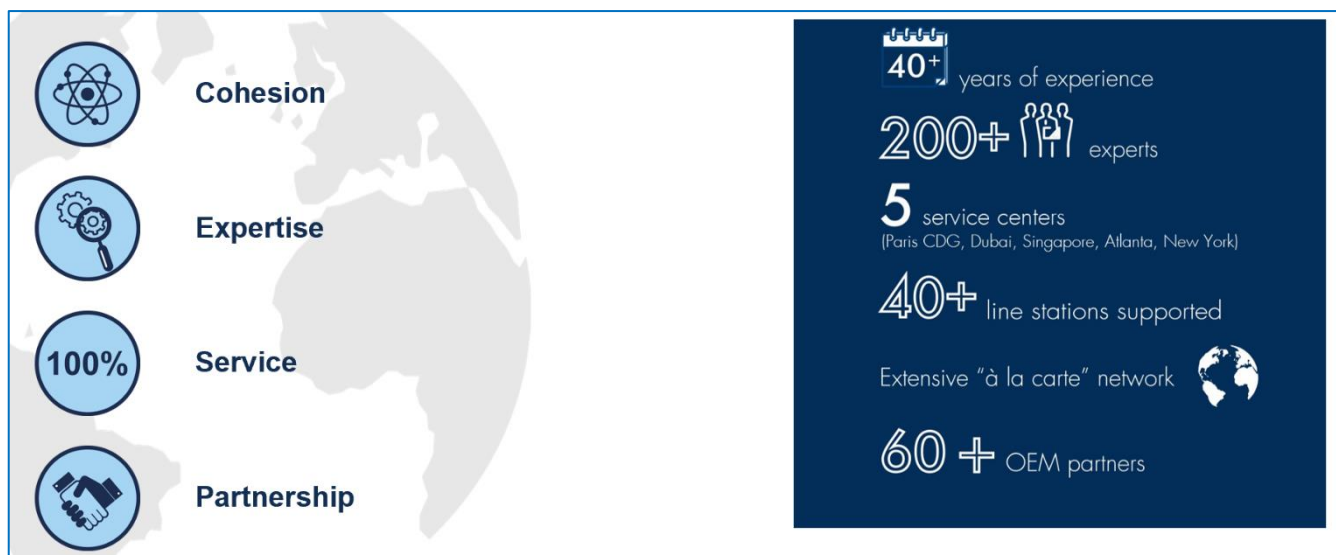


Mission

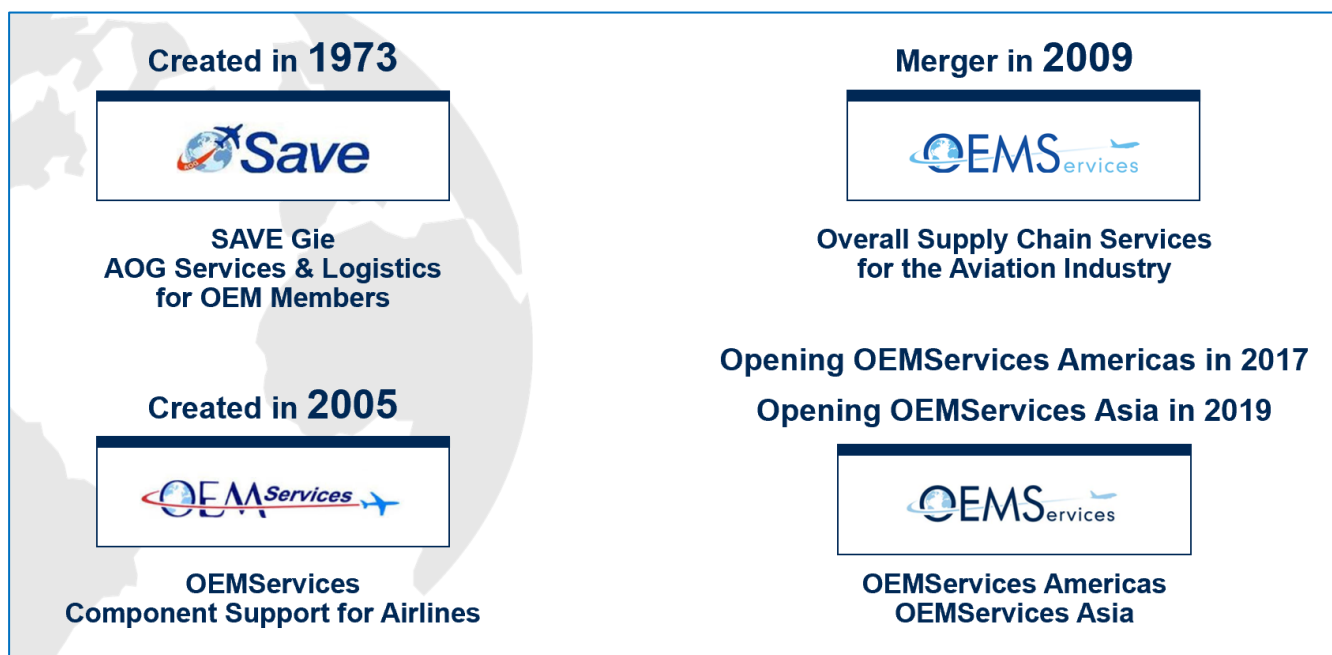
Through our unique know-how and dedicated aerospace skills, OEMServices provides expertise by developing original solutions, linking aircraft operators and original equipment manufacturers.



➡ **FACTS & FIGURES**



➡ **40+ YEARS OF EXPERIENCE**



→ OUR SERVICES

COMPONENT Services

Designed to answer the specific needs of airlines, Original Integrated Services and Original Repair Services offer you a one-stop shop for multiple OEM repair stations, OEM quality and guarantees and a dedicated customer support team.

ORIGINAL INTEGRATED SERVICES
ORIGINAL REPAIR SERVICES

LOGISTIC Services

Engineered to optimize your costs, our Original AOG Management, Original Transport Management, Original Distribution Services and Original In Situ Logistic services are dedicated to OEMs around the world looking for a tailor-made and fully integrated solution.

ORIGINAL AOG MANAGEMENT
ORIGINAL TRANSPORT MANAGEMENT
ORIGINAL DISTRIBUTION SERVICES
ORIGINAL INSITU LOGISTICS

TRADING Services

With Original Trading Services for airlines, including standard exchanges and loans, and OEMS, among which management of surplus and distribution services, TRADING Services also offers you 24/7 availability.

ORIGINAL TRADING SERVICES
-> FOR AIRLINES & OPERATORS
ORIGINAL TRADING SERVICES
-> FOR OEMs

→ OUR GLOBAL COVERAGE



2 MESSAGE OF THE PRESIDENT



OEMServices places social, societal and environmental responsibility at the heart of its values.

As such, I can confirm that in 2020, OEMServices reiterates its commitment to the ten principles of the United Nations Global Compact concerning respect for human rights, international labor standards, environmental protection and the fight against corruption.

Through this commitment, OEMServices expresses its intention to integrate these principles into its strategy, culture, and daily operations, and to make them progress in its area of influence.

We are aware that this is a long-term process, and we wish to continue our efforts so that these major societal issues are among our fundamental concerns.

In September 2019, we officially launched our commitment, during a day of CSR awareness campaign with all OEMServices employees.

This first COP report illustrates the actions implemented under this commitment and the results obtained.

Didier GRANGER
CEO OEMServices

COMMUNICATION
ON PROGRESS



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

We welcome feedback on its contents.

3 DESCRIPTION OF ACTIONS

3.1 Human Rights

Since 2019 OEMServices is engaged in a CSR approach. As a responsible company, we are committed to respecting human rights wherever we are involved. As such, the management of the company considers the following themes to be essential elements for monitoring this commitment:

- Training of employees
- Careers and skills management
- Implementation of an employment policy for young people
- an approach to responsible purchasing

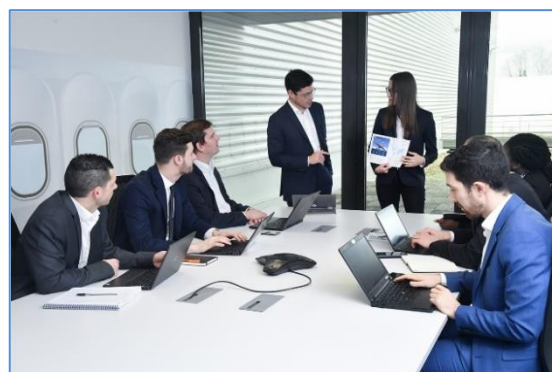


3.1.1 Training of employees

Training

A significant budget dedicated to employee training with a training effort dedicated to skills development

	Euros	%
Target		30%
Total budget training plan	119 000	100%
Skills development budget	86 490	73%

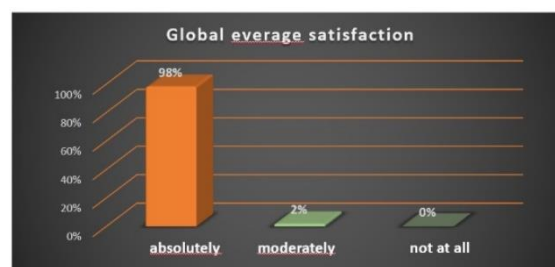


Creation of a Resources Centre within OEMS, that:

- Values the knowledge of expert employees
- Allows to transmit and disseminate the knowledge of our experts within the company through internal training.
- Offers company employees access to conferences on various subjects, carried out by external experts
- Provides employees with a language lab allowing language learning via e-learning courses

Our results 2019 :

13 Internal Trainers
12 types of existing training
19 training carried out
163 people trained



Dates	Conferences list
March 2019	What's an OEM ?
May 2019	The impact of artificial intelligence in businesses and the challenges of intelligence for OEMServices
October 2019	The intercultural dimension in an international environment

3.1.2 Careers and Skills management

This process of [Careers and Skills Management](#) enables us to:

- Anticipate the need in terms of positions and recruitments
- Anticipate our needs in terms of training
- Foster internal mobility and the career development of our employees

Our results in 2019:

11 recruitments for permanent positions have been fulfilled by internal candidates:

- 2 apprentices recruited on permanent positions
- 3 employees in temporary contract recruited in permanent positions
- 5 internal promotions
- 1 intern recruited on a permanent position

Positions fulfilled by internal employees: ➔

	2019	2018
Target	10%	10%
Result	24%	16%
Total number	45	25

A people review is organized each year with the Managers, it is the opportunity to identify the profiles with potential to whom we propose an evolutionary course. A group talent program for employees with a high potential:

- Identify employees with a potential who are able to follow or evolve through the growth of the company
- Promote internal promotions and capitalize on the preservation of knowledge in the company
- Identify the training paths for each position and ensure the transfer of skills.

3.1.3 Implementation of an employment policy for young people

Apprenticeship

OEMSservices has developed partnerships with certain schools in order to encourage the reception of students. Each year, students are welcomed to the company, from the Baccalaureat to the Master.

The objective is to involve ourselves in the training of our future employees and to detect talents.

17 students have joined the company in 2019

The VIE (International Contracts for young employees)

OEMSservices uses the structure of Business France (Government agency) to be able to send young graduates abroad and allow them to perfect their knowledge of the English language by opening them to other cultures.



Currently, we have 2 VIE in Dubaï, 3 VIE in Singapore and 1 VIE in Japan.

3.1.4 An approach to responsible purchasing

In 2019, our purchasing department was restructured and a Vice President Purchasing was appointed. This department worked in collaboration with the QSE service, to start directing our purchases not only towards economic performance, but also by combining respect for social and environmental values.

When choosing a new supplier, we have been verifying since 2019, its compliance with OEMServices rules which include, among other things, CSR criteria.

As such, we have built a questionnaire which must be completed by the suppliers, and which allows us to see the share of commitment of each of them. When selecting a supplier, the QSE service, which is one of the stakeholders involved in the choice, will give its opinion based on the supplier's responses to the CSR criteria. We try to match our needs with our values.

Extract from our questionnaire containing the CSR criteria:

Question	Yes	No	N/A	Comments
1. Environmental informations				
Do you have any environmental certifications, approvals or other? (if so, which ones? Attach a copy of the certificates obtained in the file)				
If you do not have environmental certifications, approvals or other, how is this subject treated in your company?				
Do you measure the CO2 emissions linked to your activities? (If yes, please specify your operating mode (tools used, objectives, etc.))				
2. CSR information (Corporate Social Responsibility)				
Is your company committed to a CSR approach? If so, can you specify how				
If you do not yet have a CSR approach, do you plan to implement it in the near future? If so, can you give us details of the means?				
Does your company have any certifications or has it signed a charter to formalize its commitment to sustainable development? (If yes, please attach a copy) - Global Compact (United Nations Global Compact) - ISO 26000 - Responsible Purchasing Charter - Diversity or Equality Labels - Other:				
3. Informations anti bribery				
Do you have anti bribery procedures in place to fight corruption related to practices and relationships with your suppliers and subcontractors ?				
Avez-vous des suggestions et propositions à nous faire pour mieux intégrer dans nos relations client/fournisseur ?				

3.2 International labor standards

OEMServices respects International Labor Standards and ensures that its employees are provided with comfortable, adequate, safe and hygienic work arrangements.

As such, the management of the company considers the following themes to be essential elements for monitoring this commitment

- Respect of international standards
- Focus on work conditions and environment
- Promote well-being at work



3.2.1 Respect of local and international labor standards

The Human Resources Department of OEMServices supervises the application of the principles of the Labor Code, the Collective Metalworking Agreement and the company's internal regulations, which prohibits and sanctions sexual harassment, moral harassment, and all form of discrimination, and ensures respect for equality between men and women.

Out of 36 employees who left the company between 2018 and 2019, no litigation has been initiated.

Establishment of a Social Economic Committee – CSE (works council) which integrates the employees representatives:

- Quarterly meetings with the CSE and Management - Meeting minutes and internal distribution
- Annual presentation of the company's results by the president to all employees
- Annual presentation of the company's strategy to CSE representatives
- Annual salary negotiations with union representation and management



3.2.2 Adapted work conditions and environment

We are fully aware that the women and men who build OEMServices contribute to its success and dynamism. This is why we are committed and take care to provide our employees with comfortable, adequate, safe and hygienic work arrangements.

The OEMServices Tremblay site was built in 2014. The building consists of 4500M2 of warehouse and 1500M2 of offices in which both administrative and handling activities are carried out. A QSE department and an HR department ensure good working conditions for all employees, in terms of hardship, risk, time schedule, and work environment.

A single professional risk assessment document is reviewed annually.

No work accidents reported in 2019.

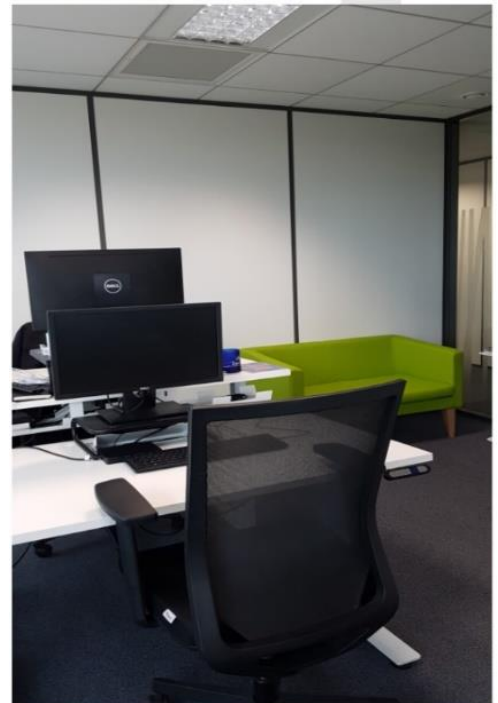
The important existing measures are as follows:

- Distribution of safety equipment adapted the warehouse staff
- Annual check of various criterias: pest treatment, maintenance of water devices, maintenance of defibrillators, check and maintenance of the electric and gaz supply networks, verification of smoke + fire detectors, control of smoke extraction hatches, verification of fire extinguishers, control of anti-intrusion system, maintenance and verification of storage means, verification and maintenance of sprinklers.
- Annual visit of the safety adviser for the storage and transport of dangerous goods
- Acoustic study carried out to control the noise level of the warehouse, which complies with regulations
Heated warehouse with a temperature never <17 °C and installation of auxiliary heaters if necessary

3.2.3 Focus on Well-Being at work

OEMServices also strives to foster a strong human relationship in a working environment that brings well-being and conviviality.

- Office space: open space with dedicated space per employee
Dividers and cupboards in open space with absorbent surfaces to reduce noise
- Regular renewal of furniture if necessary
- Workstations ergonomics
- Cafeteria with vending machines, sweets + microwave and fridge
- Implementation of 5S sites in the warehouse
- Break room with nice furniture
- Opening patio in summer with tables and chairs.
- Flexible work hours for office staff, adapted breaks for warehouse staff
- Creation of a collaborative vegetable garden in 2019



3.2.4 Covid-19 and Work organisation

Since the beginning of 2020, the COVID-19 crisis has completely changed the management of the priorities for the year, the aeronautical sector having been strongly affected by the economic consequences of this crisis.

The health watch was set up by the management to follow the evolution of the situation for all the OEMServices service centers.

Of course, all the equipment necessary to protect the health of employees was provided at all sites and the appropriate behaviors (not kissing, not shaking hands, keeping a safe distance) were adapted from the start.

At group level and in this context, OEMServices no longer authorizes any business trip to and from any country.

No visitor, except for operational purposes, is allowed to enter our premises. Delivery and collection of packages are done in strict compliance with preventive measures.

All employees whose activity allows it were requested to work from home.

The people who must be present on site are in two teams (warehouse) and during the day (facility management, IT, accounting, HR).

The return to the office is very gradual and very limited. In June, an alternating return to telework - office every other week. People using public transport are kept on telework until July 6.

3.3 The environmental approach

OEMServices is aware of the importance of protecting the environment and wants to act to show its commitment as a member of the community.



To deal with environmental issues, OEMS has implemented a policy which aims to anticipate, control and reduce its impact on the environment.

3.3.1 Our environmental policy

Our goal is to have an efficient environmental system that fights pollution.

We annually measure the performance of our environmental management system (EMS) using an evaluation grid that brings together critical criteria and objectives to be achieved for each of them.

Below is a list of the criteria and the objectives to be achieved:

List of environmental management system performance criteria	Targets
Water consumption indicator	Consumption level equivalent to the previous year at constant workforce (ratio / workforce)
Electrical consumption indicator	Consumption level equivalent to the previous year at constant workforce (ratio / workforce)
Paper consumption indicator	Consumption level equivalent to the previous year at constant workforce (ratio / workforce)
Photocopier usage indicators (toner consumption)	Level of use (B / W copy and color equivalent to the previous year at constant workforce (ratio / workforce)
Gas consumption indicator	Consumption level equivalent to the previous year at constant workforce (ratio / workforce)
Fuel consumption indicator	Consumption level equivalent to the previous year (ratio) Or overall consumption lower than the previous year (equivalent fleet or km traveled)
Waste recovery indicators	More than 90% of withdrawals carried out must be subject to recovery
Carry out the periodic checks (Extinguishers, hatches, electrical, hydrocarbon separator, boiler)	100% of checks carried out
Compliance with ICPE regulations (Installation classified for environmental protection)	Maintain a compliance rate of 95% or more
Compliance with environmental regulations	Maintain a compliance rate of 95% or more
Follow-up of actions resulting from periodic inspections	95% of actions completed within 12 months
Environmental improvement project	At least 2 new environmental projects launched and in progress
Risks	90% of AES (significant environmental aspects) under 'Good control'
Environmental employees awareness	80% of staff sensitized

Our results in 2019

Target			
Goals to achieve:	➡	>= 825 points = Efficient environmental management system	
		Points obtains	conclusion
Results:	➡	Systems performance	870
		>2018 =800 points , partially efficient system	
		efficient system	

3.3.2 Garbage sorting

OEMServices has implemented a sorting of its garbage.



In the office space:

Waste sorting devices are available in the various premises and placed near the printers (no trash can is located in offices): Blue trash: paper and cardboard, green trash: other types of waste

In the warehouse:

In the warehouse, different bins are placed in the activity areas that generate waste. These trash cans are classified according to their waste categories: Blue trash cans for the deposit of paper / cardboard, green trash cans for all other waste (non-recoverable waste DNV), gray trash cans, for recycling packaging (all reusable materials for packaging, wedge our products during packaging), brown bins, for wood

Our recycling certificate in 2019



“Other Waste” collection point:

A Collection Point is set up in the warehouse to store all specific waste: batteries, bulbs, neon, toners.

Collection area outside the warehouse

The waste is deposited in the "containers or compactor" placed outside the warehouse near the Reception / Shipping area. The choice of containers or compactor will depend on the type of waste: 1 container for wood (pallets), 1 waste compactor for paper and cardboard, 1 container for all other waste (non-recoverable waste).

3.3.3 Guide for good practices

OEMServices has put in place a guide to good practices in order to make all employees aware of the simple gestures for a cleaner planet.

Switch off the lights when leaving a room, favor daylight, switch off devices when they are not in use (computers, fans, video projectors, etc.), delete unnecessary e-mails, use the heating and air conditioning in a reasoned manner, close the "reception / dispatch" dock doors after use in winter, do not let the water run when it is not necessary, close the tap properly after use, report any leaks to facility management service, preferably use an electric vehicle of society during business trips, carpool when possible, reduce paper printing, respect double-sided printing which is offered by default,, use a mug for when you take a drink from the dispenser, be sure to keep clean the surroundings of the company

3.3.4 A collaborative vegetable garden

Everybody can act to preserve and restore biodiversity on our life places and work places. It is not necessary to launch ourselves in big actions. Small steps are enough to start. We think that any renaturation, however modest, is welcome

That's why, in 2019, the QSE team proposed to set up an OEMServices vegetable garden.

A call for volunteers was made to all employees and a working group, the "Green Team" was formed. Fences, small greenhouse, sowing, tubs, watering were put in place and the first harvests took place in summer 2019.

This vegetable garden improves well-being at work, makes it possible to share moments of conviviality, becomes a place conducive to exchanges between colleagues



Our first harvest :

3.4 Anti corruption policy

3.4.1 Guide to good commercial practices

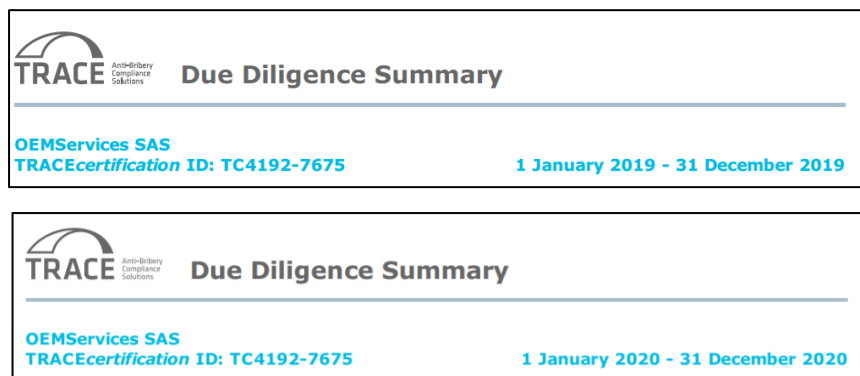
- OEMServices wishes to govern with ethics and honesty
- Implementation of a "Guide to Good Commercial Practices" which is given to all employees of the Company who are in commercial relations with third parties: customers, Business Partners, intermediaries and suppliers.



- For each employee concerned, this guide is the subject of an exchange with QSE management in order to ensure that the measures to be understood are understood and to answer any questions on the subject.
- The mission of the Company is to encourage its employees to act for the Company and to provide its products and services with total integrity.
- The guide is based on 3 main chapters:
 - o Defining relationships with partners
 - o Prohibited behaviors
 - o Reporting obligations

3.4.2 Trace Certification

OEMServices obtained TRACE certification in December 2018, and renewed in December 2019.



TRACE is a globally recognized association for the fight against corruption.

TRACE certification is a comprehensive due diligence review, analysis and approval process which establishes that an organization has been carefully assessed, trained and certified by TRACE. Certification by TRACE means that a company has carried out a detailed examination meeting international requirement.

TRACE certification includes an annual renewal requirement. Online training on the fight against corruption is administered by TRACE annually to employees of companies that are certified.

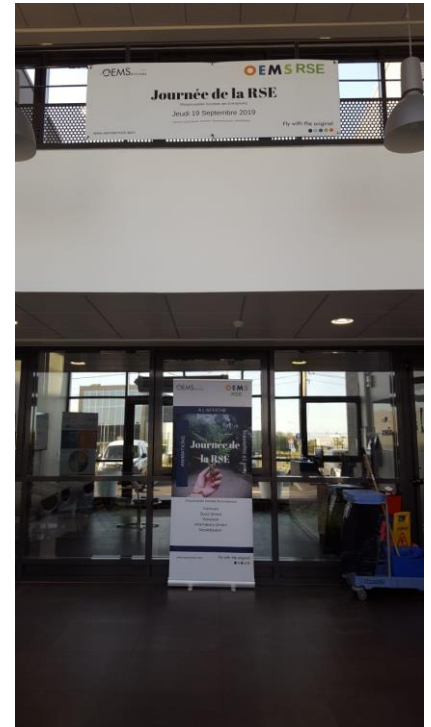
OEMServices employees have to follow this training.

Any employee who becomes aware of this, have to report in good faith to his or her management or superiors any recognized or suspected breach of the GGBP or any misconduct or pressure to compromise the Company's rules of conduct and ethical standards.

4 HIGHLIGHTS

4.1 CSR Day

On September 19, 2019, the OEMServices CSR day took place



The objectives of this day were:

- Sharing with all of the OEMServices employees about What is CSR?
- Officially launch the CSR commitment of OEMServices
- Highlight the daily commitments of the company
- Show our long-term involvement (Contribute to the UN Objectives, Set up the action plan linked to the 6PL Label
- Affirm and symbolize our commitments: animation, competition to win a 3-month subscription to a short circuit (cost € 250), quiz, funding of an associative project for an amount of € 1000 to Aviations sans frontières, distribution of goodies for each employee (OEMS fabric bag to shop and avoid plastic bags, portable ashtray so as not to throw cigarette butts on the ground anymore)

4.2 6PL : Certification for sustainable Logistics

The 6PL certification was born from an initiative of the Normandy logistics network (LSN: Seine-Normandy Logistics), in order to encourage and enhance the efforts of logisticians in the area of sustainable development.

The Label is based on 5 logistics CSR areas:

- Organizational governance
- Economic performance
- Social progress
- Environmental Protection



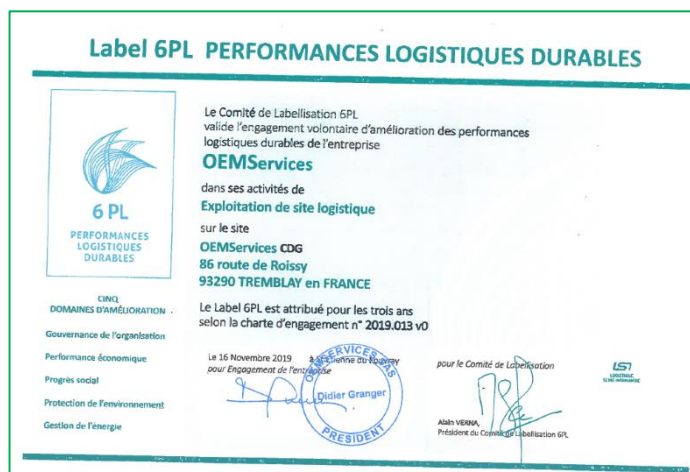
- Energy management

As part of our CSR approach, we wanted to be awarded this certification and followed the following steps for obtaining the certificate:

- Self-assessment with the support of an expert
- Diagnosis and result of the evaluation after audit by the expert guide
- Decision on priority improvements to be implemented over 3 years with at least one action per area
- Commitment to carry out the action plan (commitment charter)

OEMServices obtained the Label 6PL for 3 years.
The action plan will be followed up with the auditor every year

The 6PL label is the only French CSR label targeted at the logistics activities of SMEs / SMIs and the logistics sites of large groups.



4.3 Proximity Management

Establishment in 2019 of a Lean culture centered on the employee. Creation of a Method and continuous improvement department to contribute to this process.

This management system has made it possible to set up "Animation at Interval Court" (AIC) (Short Intervals Management Meeting), an organizational tool which is used to predict and anticipate drifts of situations which disrupt activities.

These AICs are carried out daily or weekly in the presence of a manager, one or more employees and other guests if necessary. This participative communication and management system makes it possible to raise the irritants encountered by the collaborators and to alert as soon as possible of a problem, to release tension and to be able to be reassured on the continuation.

This method favors exchange, participation, it is useful for both employees and managers:
It makes it possible to discharge the mental burdens that weigh on daily work as soon as possible.
It allows the manager to help his collaborators in the good accomplishment of their tasks.