



# STATEMENT OF NON-FINANCIAL PERFORMANCE 2020



**ORTEC**  
G R O U P

TELEMENT PLUS  
QU'UNE ENTREPRISE !



# 2020 COMMUNICATION ON PROGRESS



WE SUPPORT THE  
GLOBAL COMPACT

This is our **Communication on Progress** on the implementation of the principles of the **United Nations Global Compact**.

We welcome your feedback on its content.



ORTEC TEAMS SHOW PASSION AND  
COMMITMENT AS THEY DESIGN,  
BUILD AND PRESERVE THE WORLD  
OF TOMORROW.

At the heart of economic, climatic and social issues, the Ortec Group provides innovative and responsible solutions to support regions and industries in their transformation.

## A WORD FROM THE CHAIRMAN

*In many respects, 2020 was an unprecedented and difficult year in terms of the health, social and economic climate. In this context, our Group has demonstrated its exemplary capacity to adapt.*

*The Values or, in other words, the set of actions that our conscience holds as an ideal, and which we share, have taken on an even greater meaning.*

*First and foremost, "Life First" and the implementation of appropriate measures to ensure the **Health and Safety** of all our employees.*

*With **Audacity**, teams rallied together on the front line to help keep the country running and I had a chance at the end of the year to show them my **Recognition**.*

*The **Control** and **Rigour** we applied enabled us to maintain and strengthen the **Trust** of our customers.*

*We also showed **Solidarity** with our employees who were the most affected by the pandemic. However, as the crisis we are experiencing is unprecedented, we have also extended our solidarity outside the Group to those who are unable to work.*

*All this while continuing to assume our social, societal and environmental **Responsibility**.*

*Indeed, although one of our primary responsibilities is the economic health of the Group, a condition that is a prerequisite for independence and growth, Ortec reaffirms its actions as a corporate citizen.*

*As such, we:*

- Renew our commitment to respect and promote the Ten Principles of the United Nations Global Compact regarding respect for human rights, international labour standards, environmental protection and the fight against corruption;*
- Seek to continue contributing to the achievement of several of the UN's Sustainable Development Goals, aimed at ending extreme poverty, protecting the planet and ensuring prosperity for all by 2030.*

*The Ortec Group has demonstrated that it has the strength, the will and the ability to adapt to difficult situations, to progress and to overcome obstacles step by step.*

*This Statement of Non-Financial Performance is an opportunity for us to report on our social, societal and environmental issues, to communicate our Policies and present the actions and results that make us Proud to be Ortec.*

*André Einaudi  
Chairman & CEO*



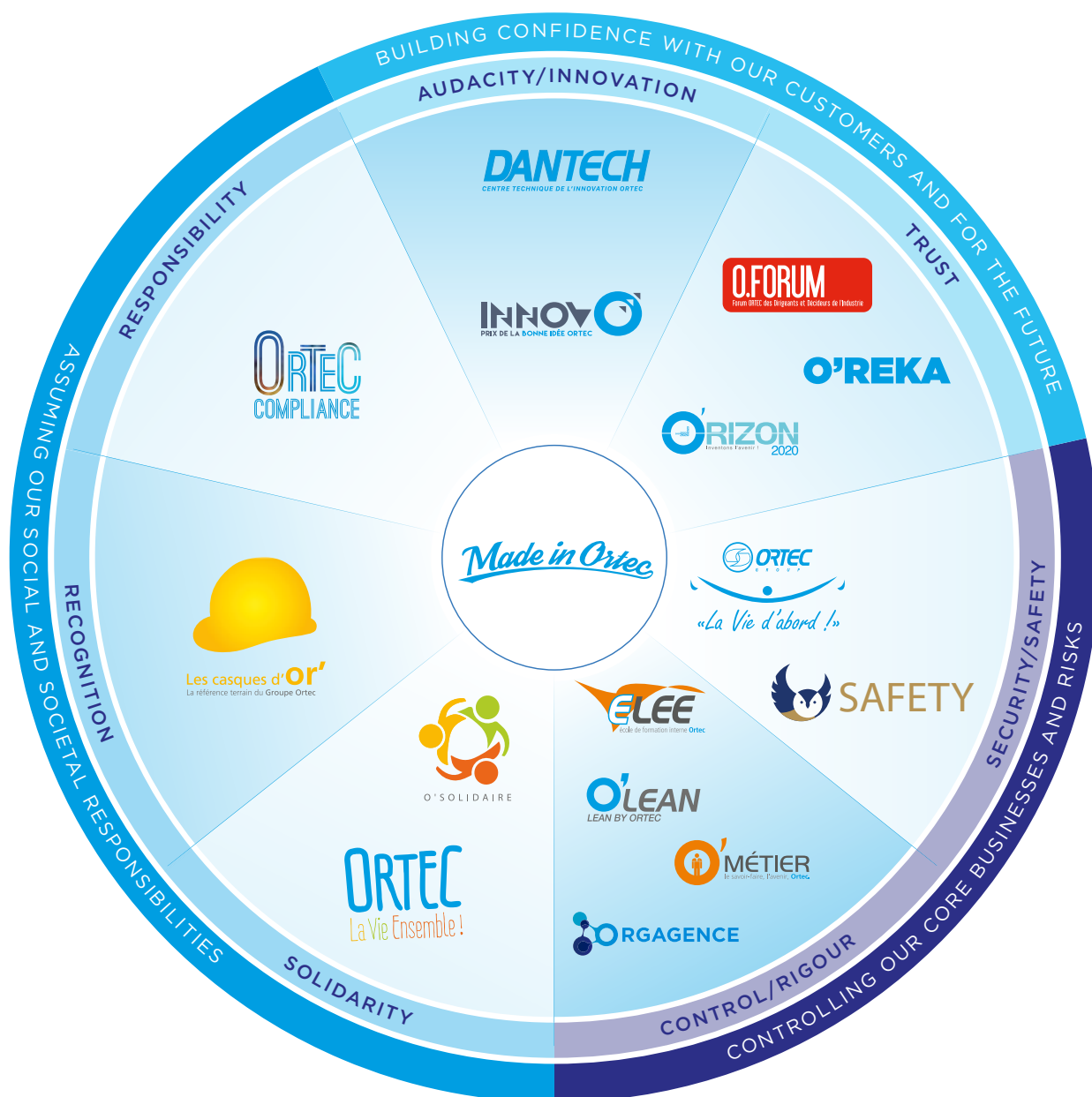


# Contents

<b>1</b>	<b>MADE IN ORTEC</b>	<b>P9</b>
1.1	Our approach A responsible dynamic	P10
1.2	Our values So much more than a company!	P10
1.3	Our ambitions Keep breaking new ground	P10
1.4	Our resources The foundation of the Ortec model	P11
1.5	Our value chain A virtuous circle	P11
1.6	Our service offering High added-value centres of expertise	P12
1.7	Our mission A world "Made in Ortec"	P13
1.8	Our results and our impact Doing our part	P14
<b>2.</b>	<b>CSR RISKS</b>	<b>P19</b>
2.1	Risk control/Social arena	P24
2.2	Risk control/Environmental arena	P36
2.3	Risk control/Societal arena	P42
2.4	Risk control/Ethics and corruption arena	P46
<b>3.</b>	<b>RESPONSIBILITY AND COMMITMENTS</b>	<b>P51</b>
<b>4.</b>	<b>CONCLUSIONS AND OUTLOOK</b>	<b>P55</b>
<b>5.</b>	<b>ITP REPORT (Independent Third Party)</b>	<b>P63</b>



# The values of the Ortec Group



Ortec supports:





# 1.

## MADE IN ORTEC

---

### 1.1

## OUR APPROACH

### A RESPONSIBLE DYNAMIC

**Since it was founded in 1992, the Ortec Group has placed the social, societal, ethical and environmental challenges inherent in its activities at the heart of its development.**

This proactive, responsible approach is symbolised by Made in Ortec, which is both a mindset and a way of working.

It is embodied in the following key commitments:

- safety above all else;
- innovation backed by all stakeholders;
- commitment to our staff;
- building trusting relationships with customers and partners;
- respect for the environment, with particular attention to climate change issues.

### 1.2

## OUR VALUES

### SO MUCH MORE THAN A COMPANY!

**Built on a foundation of strong values, deeply embedded in our DNA, Ortec is so much more than a company.**

Ortec is a key player on the global scene, responsible and committed to its employees and stakeholders. The “Made in Ortec” mindset is embodied in seven values which constitute the bedrock of all our initiatives:

- safety and security;
- control and rigour;
- trust;
- audacity;
- solidarity;
- recognition;
- societal and environmental responsibility.

### 1.3

## OUR AMBITION

### KEEP BREAKING NEW GROUND

**This statement presents Ortec's social, environmental and societal challenges and how we create value in the face of each of them.**

Since 2018, in anticipation of the application of Ordinance No. 2017-1180 of 19/07/2017 on the publication of non-financial information transposing the EU Directive 2014/95/EU, Ortec has chosen to publish a regulated Statement of Non-Financial Performance every year.

This fourth issue illustrates how deeply rooted the CSR approach is within our Group.

Since the 2019 financial year, it specifically illustrates the commitment made as regards compliance with the ten principles of the GLOBAL COMPACT through respect for human rights, compliance with international labour standards, protection of the environment and the fight against corruption. As a responsible company, Ortec is committed to helping achieve the UN's Sustainable Development Goals (SDG), aimed at ending poverty, protecting the planet and ensuring prosperity for all by 2030. Initiatives contributing to the 7 SDGs selected by Ortec are highlighted in this issue and listed in the appendix.

## BEYOND THE CRISIS

THE 2020 FINANCIAL YEAR WAS IMPACTED BY THE HEALTH, ECONOMIC AND SOCIAL CRISES LINKED TO THE COVID-19 PANDEMIC.

DURING THIS CRISIS, THE ORTEC GROUP DEMONSTRATED ITS RESILIENCE. TEAMS RALLIED TOGETHER IN SUPPORT OF LOCAL AUTHORITIES AND FRONT LINE INDUSTRIES TO HELP KEEP THE COUNTRY RUNNING.

THIS REPORT SHOWS HOW THE ORTEC GROUP HAS BEEN ABLE TO ADAPT, WITHOUT ABANDONING ITS VALUES, AND TO DISCOVER NEW FORMS OF SOLIDARITY.

# 1.4

## OUR RESOURCES

### THE FOUNDATION OF THE ORTEC MODEL

**Giving top priority to its men and women: their skills, expertise and experiences constitute the prosperity of the Ortec Group.**

Our resources also include our material, intellectual, operational and financial capital. Taken as a whole and transformed by the initiatives organised within the company, these resources support the Ortec Group's business model. Hence, we create long-term value.



# 1.5

## OUR VALUE CHAIN

### A VIRTUOUS CIRCLE

**Our continued presence throughout the life cycle of our clients' projects is what makes our business model original.**

From design and production to the maintenance of facilities, the scope of our activities covers all phases and the entire life cycle of a project: a unique situation for a medium-sized company! This approach to service sets us apart. Our Group leverages multiple core businesses, across four continents, competencies that interconnect, bridges that are built and synergies that come into play.

# 1.6

## OUR SERVICE OFFERING

### HIGH ADDED-VALUE CENTRES OF EXPERTISE

**Bolstered by the value and skills of its teams and driven by its proximity to our customers, we operate both in France and abroad.**

Our offering comprises three key areas of expertise: Engineering, Contracting and Global Services. These areas of expertise are complementary and enable us to deploy our expertise across numerous markets: Aeronautics, Energies, Oil & Gas, Mines, Industries, Defence, Chemicals & Petrochemicals, Agribusiness, Transport, Railway, Space industry, Environmental Services, etc.



BY VIRTUE OF OUR  
TEAMS' EXPERTISE AND  
ABILITY TO INNOVATE,  
WE OFFER OUR CUSTOMERS  
HIGH ADDED-VALUE  
SERVICES BASED ON OUR  
COMPREHENSIVE KNOWLEDGE  
OF THE REQUIREMENTS  
OF THE INDUSTRIAL SECTOR.

# 1.7

## OUR MISSION

### A WORLD "MADE IN ORTEC"

**Social, societal, environmental challenges: since its inception, the initiatives taken by the Ortec Group have been informed by its responsible development strategy.**

An ambitious, proactive approach structured around seven major focus areas:

**The safety and security of our staff:** This is a daily commitment that can be summed up in just two words: "Life First" This not only constitutes a vital issue for our teams and customers, it is also a measure of sustainable development.

**Innovation backed by all stakeholders:** Our vision for the future is our shared concern, but also the starting point for solutions that serve to achieve our mission.

**The skill and dedication of the teams:** We invest heavily in training and prepare our teams for the jobs of tomorrow, but we also help them to better understand the economic challenges of the company, so that they can better understand how it works and therefore contribute effectively.

**Solidarity:** We supports our employees in the vicissitudes of life. The "Ortec, La Vie Ensemble" and "O'Solidaire" programmes offer scholarships and help provide better support for relatives suffering from serious illnesses. We also support the initiatives geared towards the professional integration and retention of disabled persons, as well as undertaking initiatives in favour of housing.

**Oversight and compliance:** In all our lines of business and markets, we pursue a policy of continuous improvement. Our model is based, inter alia, on management systems that are certified to the ISO 9001 (quality), ISO 14001 (environment) and EN 9100 (aeronautics and aerospace) standards, as well as the ISO 45 001/OHSAS 18001 (safety) standards. We also require that our employees, suppliers and subcontractors strictly adhere to the rules of business ethics and of our internal code of conduct, "Ortec Compliance".

**Environmental protection:** This issue lies at the heart of our businesses as a major player serving industries, communities and individuals. Cleaner construction sites, innovative techniques, raising awareness and training employees, Ortec undertakes to protect the environment.

**Efficiency:** On a day-to-day basis, this comes into play particularly through the internal operational efficiency plan – "O'Lean" – which is based on harmonised working methods and the adoption of better practices. We deploy all the assets of its "Lean Management" strategy to enhance our customer satisfaction. This operational efficiency plan, deployed during our day-to-day operations, is based on an approach of continuous improvement supported by initiatives such as "Get it right the first time" and "The right people in the right places". The optimisation of our processes and resources enables us to be more effective on a daily basis and deliver services to our customers that are of an ever-increasing quality.

**COMMITTED, TOGETHER  
QUALITY, EFFICIENCY, INNOVATION,  
ETHICS; THROUGH THESE CORE  
STRENGTHS, THE ORTEC GROUP AIMS  
TO MAINTAIN RELATIONSHIPS WITH  
ITS CUSTOMERS AND PARTNERS.,  
BASED ON TRUST AND MUTUAL  
SATISFACTION. THIS APPROACH  
IS SUPPORTED BY ALL THE  
MEN AND WOMEN OF ORTEC,  
WHATEVER THEIR ACTIVITY!**



# 1.8 OUR RESULTS AND OUR IMPACT

## DOING OUR PART

**All our resources contribute to the creation of tangible, concrete value.**

This value is measured using performance indicators (KPI) which quantify our level of production and our impact on our environment.

Thanks to our innovation and research capabilities, we create value every day in various aspects, whether human, financial, social, environmental or intellectual.

This value creation is part of our long-term plan for profitable growth called O'Rizon 2025. It reflects our mindset and our objective, namely to make the company sustainable. The roadmap for this plan is divided into 3 clearly identified areas:

- Recruiting;
- Continuing the digital transformation process;
- Reinforcing the commercial structure. In 2018, business development conferences bolstered this initiative and facilitated the establishment of a action plans to be implemented in all branch offices. The positive results of this initiative could be assessed as of 2019.

For each objective, a strategy was developed, implementing concrete measures. All internal stakeholders are completely dedicated to the development of the project.









# OUR VALUE CREATION MODEL



### Humans

9,200 employees  
31% manual workers 42% mid-managers 27% executives  
7.7 years of service (France)



### Financial & Manufacturing

€40M in investments in 2020  
€358M in shareholders' equity  
Fleet of 4,400 vehicles  
External growth sustained:  
+ 18% turnover over 3 years prior to Covid  
2020 / 2019 Covid decrease limited to 9%



### Environmental

Sustainable development policy  
Deployment of ISO 14001 certified organisations  
35 waste treatment centres



### Intellectual and Organisational

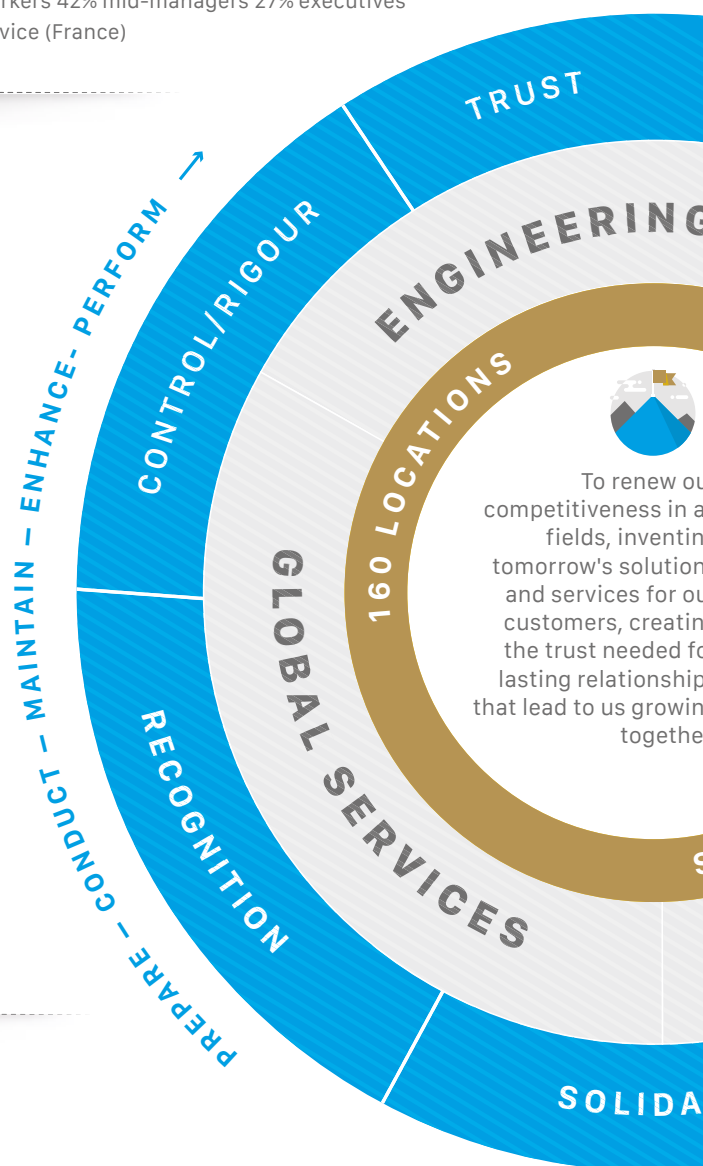
1 centre for technical innovation  
1 digital committee  
1 mechanism for promoting innovation  
1 in-house training school  
1 in-house technical training centre  
Compliance of ISO 9001/EN 9100 certified organisations  
Ortec Forum of Leaders and Decision-makers in Industry



### Social/Societal

Commitment and QHS policy  
Safety action plan per agency  
Deployment of MASE/ISO 45001/OHSAS certified organisations  
Participation in professional organisations  
Member of the Global Compact

OUR RESOURCES





To build resilient infrastructure, promote sustainable industrialisation that benefits everyone and encourage innovation.



### Humans

1,170 people recruited in France in 2020  
85% permanent contracts (CDI)  
€356M on payroll in France  
3.5% of gross payroll maintained for training investment despite the Covid crisis (5% in 2019)  
60% of employees trained in 2020 (79% in 2019)



### Financial & Manufacturing

€980M turnover in 2020  
€50M in taxes and duties paid in France and abroad



### Environmental

To date, 1,261 employees trained in eco-driving  
392,000 T of waste treated and recycled  
14 clean plant contracts (Safran, Total, Exxon, Solvay, etc.)



### Intellectual

31 patent filings, including the development and commissioning of new vehicles, such as cleaner and more economic vacuum trucks.  
4,321 proposals since the creation of the in-house innovation programme  
65 prizes obtained and 268 awards received



### Social/Societal

70% reduction over 3 years in occupational accidents (TRIR = 3.2 in 2017 to 0.97 in 2020)  
Ortec, Life Together: comprehensive aid programme dedicated to employees (housing, disability, social, solidarity funds, etc.).  
Ortec's elite unit (346 Casques d'Or' since 2008)



- Our mission
- Our businesses
- Our value chain

OUR  
VALUE  
CREATION



**MORE THAN EVER**

*“Life First!”*

**The “Life First” tree**

This tree represents the Ortec Group's commitment to safety, to putting life first. Everyone who took part in the “2016 Branch Safety Tour” left a note on the tree as a sign of support for the message conveyed by the entire company: 0 accidents! A small gesture, but a big symbol.



# 2.

## RISKS CSR

**IDENTIFY THE RISKS  
TO BETTER CONTROL THEM**

---



### OUR PROTOCOL

#### A MULTIDISCIPLINARY APPROACH

**In November 2017, in preparation for our initial Statement of Non-Financial Performance, the heads of the main services and departments met to identify the CSR risks – social, environmental, societal, human rights and the fight against corruption – more specifically related to our economic model.**

**At the end of 2018, we renewed the exercise, expanding the panel of contributors and the topics covered in the wake of the new 2018 laws. (\*)**

**At the end of 2019 and 2020, the assessment of CSR risks was performed with the active participation of all members of the Executive Committee and internal experts. These two new assessments revealed the increased awareness of environmental concerns and the fight against corruption, in tune with the new guidelines and action plans initiated during the year by the General Directorate (ORTEC GREEN and ORTEC COMPLIANCE).**

At the end of 2020, 30 contributors discussed the 43 topics listed in the decree implementing the ordinance transposing the European directive and the new 2018 laws (\*).

All contingencies liable to affect the Group were analysed and offset: human risks, environmental impact, financial and operational risks and risks relating to our image. This study highlighted thirteen topics (see opposite), ranked in decreasing order of priority.

Certain topics – food waste, respect for animal welfare and responsible, equitable and sustainable food choices – do not seem relevant in view of the nature of Ortec's activities and organisations. They have therefore not been expounded on in this statement.

Other residual risks have been identified within the duty of care framework in accordance with Law no. 2017-399 of 27 March 2017. These are the subject of special action plans to prevent serious violations of human rights and fundamental freedoms and serious damage to the health and safety of persons, as well as the environment, as a result of the activities of the Group and its subcontractors and suppliers.

In particular:

- Risks related to the health and safety of our employees;
- Psychosocial risks and work-life balance;
- Security risks;
- Risks associated with excessive working hours, particularly at subcontractor sites.

Special attention is focused on:

- The occurrence of industrial accidents;
- Risks associated with excessive working hours within our facilities;
- Moral and sexual harassment;
- Non-compliance with personal data privacy, particularly at subcontractor sites.

(\*) Law 2018-898 of 23-10-2018 Article 20

(\*) Law 2018-938 of 30-10-2018 Article 55

## **THE RISKS IDENTIFIED FOR THE EXERCISE OF OUR ACTIVITIES IN THE SOCIAL, ENVIRONMENTAL, SOCIETAL AND ANTI-CORRUPTION FIELDS CONCERN:**

- 1. Occupational health and safety: 1-A**
- 2. Measures to prevent, reduce or restore, as regards the release of pollutants into the air, water and soil and resources dedicated to the prevention of environmental risks and pollution: 2-A**
- 3. Prevention, recycling and reuse measures and other forms of waste recycling and disposal actions taken to prevent corruption: 2-B**
- 4. Policies implemented with regard to training: 1-B**
- 5. Work organisation: 1-C**
- 6. Combating greenhouse gas emissions: 2-C**
- 7. Employment and recruitment: 1-D**
- 8. Organising the social dialogue and combating absenteeism: 1-E**
- 9. Compensation and upward mobility: 1-F**
- 10. Actions taken to prevent corruption: 4-A**
- 11. Employment and local development policy: 3-A**
- 12. Environmental challenges and social responsibility taken into account in the procurement policy: 3-B**
- 13. Combating tax evasion: 4-B**



# OUR PRIMARY RISKS AND OUR GOALS TO REDUCE THEM

The primary risks identified in relation to the previous topics, prioritised and classified according to key focus areas, are presented below.

### 1. Risk control/Social arena

- A. Guarantee the health and physical integrity of our employees by reducing the number of accidents;
- B. Guarantee that our employees' skills match the expectations of their lines of business;
- C. Ensure the right person is in the right place;
- D. Enhance the appeal of the Group in order to recruit new talent;
- E. Maintain the quality of the social dialogue;
- F. Retain our talent through upward mobility policies and suitable compensation.

### 2. Risk control/Environmental arena

- A. Prevent risks, reduce emissions, guarantee regulatory compliance by reducing environmental impact;
- B. Ensure responsible waste management;
- C. Control and reduce greenhouse gas emissions and energy consumption.

### 3. Risk control/Societal arena

- A. Give precedence to local employment and local development;
- B. Guarantee procurement best practices.

### 4. Risk control/Ethics and corruption arena

- A. Prevent and combat corruption;
- B. Prevent and combat tax evasion.





RISKS

BARRIE

DANGER



**PROMOTING  
A CONSTANT  
AND CONCERTED  
EFFORT**

Beyond mapping, the identification of risks structures the non-financial performance of the Ortec Group. All departments and teams are working hard every day to meet these challenges.

# 2.1

## SOCIAL ARENA

### RISK CONTROL

### A. GUARANTEE THE HEALTH AND PHYSICAL INTEGRITY OF OUR ORTEC EMPLOYEES BY REDUCING THE NUMBER OF ACCIDENTS

#### What is at stake?

“Ortec, Life first!” is the expression of one of the Ortec Group's core values, namely safeguarding the health and safety of our employees and service providers. Between 2015 and 2020, the number of accidents and injuries was significantly reduced from a TRIR of 5.7 to a TRIR of 0.97 (1). This constitutes real progress, but we want to consolidate this result and do even better. When it comes to security, nothing can be taken for granted, and constant vigilance is required. Our goal remains unchanged: 0 accidents.

#### Policy

Ortec continued its hard work and achieved a TRIR of 1 in 2020. Our target is to drop below the threshold of 20 accidents among the 12,500 employees present each day at the work sites and facilities (employees and temporary workers) belonging to the Group and its service providers.

In order to achieve this, we are building on the momentum achieved in reducing the number of accidents by virtue of:

- Training, by improving the safety culture of all of the Group's employees through dedicated training sessions for construction workers;
- Technical progress, by giving our employees the means to work safely, thanks to specifically adapted equipment and materials, as well as dedicated innovations;
- A corporate culture, originating from a long-standing industrial tradition, as well as ongoing concern for joint vigilance and commitment to the safety of all stakeholders. Each of our team members shares this safety culture.

#### Measures implemented within the framework of the 2019 Action Plan

##### Compliance with the founding principles:

- The Health and Safety Officer at each branch office spends 70% of his or her time in the field;
- A weekly OSC (Ortec Safety Committee) meeting conducted by the head of each branch office;
- At least two visits to construction sites by management per month, with feedback on their activities;
- Systematic face-to-face interviews between injured workers and their managers for all responsible road accidents.

##### The “safety for all” commitment:

- Train and provide support for supervisors with respect to their roles and responsibilities;
- Continue the roll-out of the “ORTEC Safety Culture” training for all employees;
- Organise safety events and meetings on a regular basis with the participation of all branch office personnel;
- Continue the actions undertaken in 2019 in the fight against alcohol and drug addiction (information, training for supervisors, screening campaigns and zero tolerance).

##### 2020 mobilisation:

- 1. Specific integration plan for new recruits (temporary workers and Ortec employees)
- 2. Specific identification and follow-up for “Increased Vigilance” work sites
- 3. “A summer without accidents” action plans
- 4. Assessment and reinforcement of the Safety Culture in each branch

(1) TRIR: Total Recordable Injury Rate.

The TRIR is calculated based on the total number of incidents x 1,000,000, then divided by the total number of hours worked.

(2) BRUNET will be included in the global Group's TRIR in 2020. For 2019 its TRIR is 1.76.



## RESULTS

# 7,500

visits of construction sites in France

Roll-out of the safety culture training  
for all of the 4,855 construction workers

# 398

supervisors and managers trained  
in their role and responsibilities with  
respect to safety, namely

# 80%

of employees concerned at the end  
of 2020

# 38

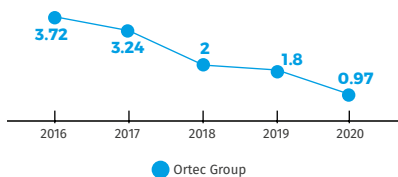
MASE certified branch offices in France  
and 3 in Africa

# 7

ISO 45 001 – OHSAS certified branch  
offices in France and in Africa

## KEY PERFORMANCE INDICATOR (KPI)

Evolution of the TRIR <sup>4</sup>



### 8 DECENT WORK AND ECONOMIC GROWTH



Promote sustained, shared and  
sustainable economic growth, full and  
productive employment and decent  
work for all.

### 3 GOOD HEALTH AND WELL-BEING



Enable all people to live in good health  
and promote the well-being of all people,  
at all ages.



### B. GUARANTEE THAT OUR EMPLOYEES' SKILLS MATCH THE PREREQUISITES OF THEIR LINES OF BUSINESS

#### What is at stake?

Guaranteeing that our employees' technical and managerial skills match their job requirements is a key concern. This aspect is managed by the Training department and the Skills development department.

#### Policy

To address this, we ensure that all employees:

- Master their jobs or roles;
- Possess the capacity to progress;
- Are prepared for migration towards other sectors in anticipation of the transformation of certain jobs.

To meet this challenge, we seek to:

- Guarantee that 70% of the Group's employees receive at least one training course per year;
- Transform the legal obligation to spend 1% of the payroll into a 5% minimum training investment initiative.

The impact of the Covid-19 crisis prevented us from achieving these goals in 2020. Nevertheless, the investment in training totalled 3.5%.

#### Actions implemented

- Each of the Ortec Group's subsidiaries benefits from an annual training plan. The training schedule is established through a needs analysis;
- Since 2001, ÉLÉE, Ortec's in-house training school has contributed to developing the skills and professionalism of our employees.

#### Its contributions are many:

- Offering curricula adapted to jobs for which no initial or continuous training exists;
- Enhancing risk control;
- Providing support for employees in their career development;
- Contributing to propagating Ortec's corporate culture;
- Responding to the emergence of new jobs and skills;
- Since 2010, O'Métier has been supplementing these resources, in particular, supporting the development of technical skills.

#### O'MÉTIER MISSIONS:

- Develop tools for assessing employees' technical skills in order to better identify their training needs;
- Create technical training modules for jobs specific to our activities;
- Deploy and disseminate these modules in the Lançon de Provence technical training centre or in branch offices;
- Propose specific measures for mentorship or support in the field.

Deployment of the O'Métier initiative has been extended to the SONOVISION and BRUNET subsidiaries and will continue in 2021. Special training courses for managers have been rolled out within the framework of the ORTEC EXECUTIVE and ORTEC PREMIUM KEDGE programmes, which have trained 228 and 18 trainees respectively since they were created.



## RESULTS

### Training investment

**€8.6M**  
in 2020

**€13.1M**  
in 2019

### Hours of training during the year

**113,000**  
in 2020

**186,000**  
in 2019

### People trained during the year

**4,200**  
in 2020

**5,700**  
in 2019

### Average number of hours of training per person

**27**  
in 2020

**32**  
in 2019

### Average investment per person trained

**€2,028**  
in 2020

**€2,285**  
in 2019

### 2020 BREAKDOWN IN TRAINING INVESTMENT:

**64.4%**

Development of technical skills  
(38.4% in 2019)

**30.2%**

Safety and regulatory  
(38.4% in 2019)

**2.8%**

Management  
(38.4% in 2019)

**2.6%**

Languages  
(38.4% in 2019)

### 2020 KEY PERFORMANCE INDICATOR (KPI) FOR FRANCE

Percentage of the payroll attributed to training

**3.5%**  
5.1% in 2019

Proportion of employees trained during the year

**60%**  
79% in 2019

### SPOTLIGHT ON COVID-19

The health and economic crisis in 2020 led to the postponement of a number of training courses. The 2019 figures illustrate the level of commitment in a non-Covid context.

### C. ENSURE THAT THE RIGHT PERSON IS IN THE RIGHT PLACE

#### What is at stake?

Too ensure that each employee has the means to perform their tasks efficiently and under the best conditions possible: Ortec is committed!

It is based on this condition that we can guarantee the quality of our services and our competitiveness, in order to maintain our growth and secure our longevity.

#### Policy

Our work organisation incorporates the following key concepts:

- Putting the right person in the right place, i.e. achieving a balance between the employee's skills and the responsibilities entrusted to them;
- Prior preparation of tasks to be performed;
- Providing suitable workstations and workplaces;
- Adopting procedures that facilitate each employee's job.

The Ortec Group is seeking to achieve an average value of recorded productive time of over 70%. A non-productive time value of 30%, including wait times due to customer operational constraints, is deemed to be acceptable. They must, however, be discussed and targeted by action plans implemented in conjunction with the customer.

#### Actions implemented

##### **The operational efficiency plan called O'Lean (Lean Management "Made in Ortec"):**

Our organisational model, which has been deployed since 2015, aims to improve our performance for our customers, employees, shareholders and all our stakeholders,

- Within this framework, the branch offices establish and follow an annual performance optimisation plan. Since 2019 measures have been in place for transport and travel expenses;
- Management and departmental and divisional heads audit the branch offices regularly on the basis of a target organisation chart to ensure compliance of their organisation and an optimal match between skills and positions;
- The plans for the integration and provision of support for new employees also supplement **these provisions and these will be strengthened in 2021.**

##### **5S audits and support:**

Since 2015, efficiency and prevention measures are supplemented by 5S audits and support. They enable us to assess how clean and orderly the premises and work sites are, and also contribute to improving work organisation and conditions.

##### **Productivity audits and analyses/TSVA:**

Since 2015, the efficiency of our construction sites has been measured through sampling. This constitutes a valuable benchmark to measure performance and to identify areas in need of improvement as regards work organisation, including interfaces with the customer.

##### **Orgagence:**

The Orgagence plan, launched in 2017, harmonises operating methods and optimises work organisation. It is currently being rolled out in the French branches.





## RESULTS

# 150

assessments of the adequacy of branch office organisation charts in 2020

# 20

Branch office 5S audits and support systems for the past 3 years

# 78%

progress of the Orgagence deployment initiative

## KEY PERFORMANCE INDICATOR (KPI)

MEAN VALUE OF RECORDED PRODUCTIVITY OVER THE PAST 3 YEARS

# 68%

Including the impact of customer interfaces and Covid-19



### D. ENHANCE THE APPEAL OF THE GROUP TO RECRUIT NEW TALENT

#### What is at stake?

Recruiting men and women capable of strengthening the skills within our Group is a key issue; it is the sine qua non for our development. In light of tense market conditions affecting our lines of business, and to achieve our recruitment objectives, we are enhancing our appeal in a bid to encourage new talent to join us.

#### Policy

Over the last 2018-2020 period, we needed to recruit 3,500 people, including 150 “key” positions, with a particular focus on the Engineering division.

This recruitment need is brought about by several factors, driven by growth, but also the need to replace departed employees. The Ortec Group wishes to attract and develop talent in order to limit departures, excluding retirement. We are favouring internal professional mobility, while simultaneously pursuing our strategy of external recruitment. Lastly, targeting and identifying potential candidates constitutes a major objective for the Ortec Group in order to recruit in a manner that is optimal and to always place the right people in the right positions. At the end of the hiring process, the Ortec Group strives to retain its employees.

#### Actions implemented

Attracting the best talent involves the use of recruitment processes that are both dynamic and innovative. This requires knowing how to objectively present to candidates the advantages of joining our Group:

- A stimulating remuneration policy;
- Career management support;
- A desire to make the Group's men and women our main focus;
- “Made in Ortec”, promoting supportive initiatives and social ties.

Our ability to recruit hinges on strengthening our presence and partnerships with targeted schools.

#### Recruitment team:

Recruitment is a key issue and is handled by a specialised department.

Comprising 40 recruiters for the Contracting, Engineering and Global Services segments, this department recruited nearly 1,200 new employees in 2020. It has several satellite offices in different regions for maximum responsiveness.

#### Future Managers Programme:

“Future Manager Assessment” is a job simulation campaign intended to identify and support our future operational managers: young graduates with technical degrees (Master's/Bac + 5) and 0-3 years' work experience, and if possible, having completed at least one internship or sandwich course at an engineering or construction firm. They are then monitored during the integration process and supported in the acquisition of skills. In 2020, in the context of the pandemic, only one session of four young graduates was held.

#### Employer brand:

For several years now, we have been very proactive in this area, boosting visibility on social networks, creating a dedicated website, [www.ortec-group.com](http://www.ortec-group.com) and increasing our presence on both general and specialised jobs boards.

#### School relations:

Our school relations team and internal “ambassadors” work closely with future and recent graduates. We also provide an interface deployed on the Intranet of these schools, called JobTeaser.

#### Events to identify and meet candidates:

In addition, the “My Engineering pathway” programme for the SOM Industrie subsidiary offers special training for new employees and itinerant integration circuits in the various branch offices.

#### Cooptation:

352 candidate profiles were proposed in 2020 by our employees themselves, which resulted in 102 recruitments.

### SPOTLIGHT ON "JEUNES EN OR'TEC"

In 2020, the Ortec Group launched a recruitment campaign called "Jeunes en Or'Tec" for young people with the aim of recruiting 650 people by the end of 2021 (of which 166 were recruited at the end of 2020).

**JEUNES  
OR'TEC**



CENTRE TECHNIQUE DE FORMATION

ACCUEIL

**8** DECENT WORK  
AND ECONOMIC  
GROWTH



Promote sustained, shared and sustainable economic growth, full and productive employment and decent work for all.

By 2020, significantly reduce the proportion of young people not in employment, education or training.



## RESULTS

### Events:

**2**

"Afterwork" in 2019  
Cancelled in 2020 due to Covid

**41**

Regional recruitment days  
and job-dating in 2019  
Reduced to 9 in 2020

**75**

Participation in regional and  
student forums in 2019  
Reduced to 6 in 2020

**1**

Assessment Sessions enabling the  
recruitment of junior engineers  
via evaluations with simulated  
scenarios

### Recruitment in France

**1,170**

Hirings in France, including 994  
permanent contracts

## KEY PERFORMANCE INDICATOR (KPI)

**85%**

Proportion of permanent contract  
candidates confirmed at the end  
of their probationary period in France

### E. MAINTAIN THE QUALITY OF SOCIAL DIALOGUE

#### What is at stake?

Our Group undertakes to respect the laws and regulations in all circumstances, particularly with respect to both national and international standards governing labour law and human rights, to respect freedom of association and the right to collective bargaining and to combat all forms of discrimination as regards employment and career development.

Beyond this, Ortec strives to maintain social dialogue in order to guarantee the balance between employee expectations and corporate constraints.

Today, the quality of social relationships within the Group is recognised as being excellent. Mutual respect and listening led to a peaceful climate. This was manifest in the absence of strikes in France over the last five years and the signing in 2019 and 2020 of wage agreements in each of the Group's companies.

This atmosphere of trust between the social partners and Management, both general and local, is based on consistent transparency. It is also based on open communication and the belief that social progress is inextricably linked to economic performance. Social stability is a mainspring that promotes employee trust in the company, which translates into an absenteeism rate that is under control.

#### Policy

We foster ever-increasing dialogue in all Group subsidiaries. This commitment is supported by a coherent, dynamic social policy which revolves around upward employee mobility, social protection and action, individual recognition and redistribution.

On a practical level, this policy takes the form of controlling the rate of absenteeism, with the minimum objective being to maintain it below 5%.

#### Actions implemented

- Systematic establishment of employee representation. As a reminder, the new Social and Economic Committee (SEC) was set up in each company in 2019. This received the unanimous agreement of the trade unions.
- Deployment of our corporate project entitled "Ortec: doing life together", which focuses on three key areas,
  - Social Action, providing a social worker to advise and support employees in regard to their rights, budget and administrative management and social security benefits,
  - Housing Action: financial aid and services to facilitate access to housing,
  - O'Solidaire: a solidarity fund sustained by the Group's earnings for employees in difficulty,
  - Handicap Mission: for inclusion of people with disabilities in the workplace. In this context, each year we take part in the European Disability Employment Week (EASPD)

The Covid crisis demonstrated the quality of social dialogue in 2020. Discussions with all employees and negotiations with their representatives contributed to the acceptance and rapid implementation of special measures (taking leave, short-time working and working from home), attesting to everyone's sense of responsibility.

89% of the employees surveyed at the end of 2020 (on a representative sample of the various lines of business) said that the Ortec Group had handled the Covid crisis period well. This survey will be extended to all employees in France in 2021.

The employees surveyed particularly appreciated the regular communications sent to them personally during the period from March to May by the CEO, Mr. André Einaudi.





## RESULTS

# 12

unanimous wage agreements signed within the Group

# 100%

coverage for employee representative bodies in France

## KEY PERFORMANCE INDICATOR (KPI)

Good control of the absenteeism rate (despite Covid) contained for France at

# 6.5%

(reminder: 4.8% in 2019)

### SPOTLIGHT ON ORTEC'S GENERAL CULTURE

To ensure that all employees have a solid grasp of the challenges the company faces, an awareness campaign focused on the company's economy and each individual's rights and duties has been deployed within the Group.

- 3,150 employees have taken part in the "Economics Minute" training since the launch
- 3,076 employees have taken part in the "Rights and Duties" training since the launch

### SPOTLIGHT ON ABSENTEEISM

Absenteeism is a relevant indicator to assess the social environment. In our service business lines, an absenteeism rate (including illness and accidents) below 5% is considered a good performance level, in non-Covid times.

### SPOTLIGHT ON COVID-19

In March and April 2020, 740 managers, supervisors and workers offered more than 3,650 days of leave to set up a Solidarity Fund to help top up the salaries of colleagues on short-time working and pay a Covid bonus to all those who had to continue working in the field under the difficult conditions of the first lockdown.

### F. RETAINING OUR TALENT THROUGH UPWARD MOBILITY POLICIES AND SUITABLE COMPENSATION



#### What is at stake?

Retaining our talent and controlling our turnover is imperative in order to strengthen and pursue our development. To achieve this, our Group is relying on its attractive compensation policy and its ability to offer career development prospects. Actions promoting social cohesion, a key component of the “Made in Ortec” model, supplement these talent retention boosters.

#### Policy

We offer our employees compensation that is in line with the labour market and the specific requirements of the job. Ortec's senior management has made the firm commitment to redistribute part of the revenue earned through profit-sharing agreements. The level and progress of economic performance are the main factors of these agreements. However, our commitment to safety is also a major component of these agreements, from which all our entities benefit, irrespective of their size.

We are making every effort to earn the loyalty of our employees and attract new talent. Our main objective is to control and limit voluntary departures within our teams to below 8% for construction activities and 15% for engineering activities.

#### Actions implemented

- We regularly review the relevance of compensation schemes based on investigations conducted by specialised agencies;
- We are vigilant with respect to all forms of discrimination, whether related to age, employee representation or gender. “Professional Equality” agreements enable the monitoring committee to offer wage envelopes intended to remedy situations of non-compliance;
- We promote the professional development of our employees through a structured process, including a portal and an internal mobility manual;
- The Group has implemented a skill development policy to support every employee throughout their rich and rewarding careers;
- Investment in training in non-Covid times represents over 5% of the payroll. The policy is based on an in-house training school, a technical training centre, career management tools and countless opportunities for upward mobility both in France and abroad;
- All employees benefit from high-quality health and welfare coverage.





## RESULTS

Wage policy average over a 3-year period

**3.8%**

Inflation

**5.9%**

Wage policy

Internal mobility

**54%**

of internal mobility requests  
were met during the year

## KEY PERFORMANCE INDICATOR (KPI)

**5.9%**

of turnover related to resignations for  
the construction segment in France  
(6.7% in 2019 and 7.4% in 2018)

**9.9%**

of turnover related to resignations for  
the Engineering segment in France  
(6.7% in 2019 and 7.4% in 2018)

**3** GOOD HEALTH  
AND WELL-BEING



Enable all people to live in good health  
and promote the well-being of all  
people, at all ages.

## ENVIRONMENTAL ARENA

### RISK CONTROL

WE SUPPORT THE  
GLOBAL COMPACT



### A. PREVENT RISKS, REDUCE EMISSIONS, GUARANTEE COMPLIANCE WITH REGULATIONS AND REDUCE OUR IMPACT ON THE ENVIRONMENT

#### What is at stake?

Owing to the nature of our core businesses and the values involved, we provide our services in compliance with the laws, codes and regulations as regards environmental protection. This is a critical challenge for our Group, which is deploying every resource at its disposal to ensure compliance in its activities and adopt a precautionary approach in the face of environmental issues.

#### Policy

As a key player in environmental services, we are committed to:

- Endeavouring to control environmental impacts on our customers;
- Limiting the impact of our activities and facilities;
- Complying with all environmental laws, regulations and codes, with this commitment being made by the Group and each of our employees;
- Guaranteeing the exemplary nature of our establishments bearing the environmental protection classification (ICPE). They are the benchmark in terms of best practices shared by all establishments, including those that are not classified;
- Improving the energy performance of our existing buildings;
- Paying particular attention to the performance of our future buildings.

Alongside all our stakeholders, we make every possible effort to avoid serious accidents involving pollution.

#### Actions implemented

- A unit for “Regulatory and environmental monitoring” is in charge of the regulatory watch and provides assistance to the various operational units;
- Units handling pretreatment of aqueous effluents and washing water have been established at plants subject to authorisation (ICPE) with inspection of waste water treated at urban waste water treatment plants;
- Regular renewal of fleet equipment to limit emissions;
- The development of new equipment within our Technical Innovation Department:
  - A new generation of pump trucks to reduce volatile organic compounds (VOCs) during operations,
  - Electric vacuum trucks for clean-up projects.
- The installation of “GEODE” software developed by our teams to guarantee strict adherence to applicable regulations in terms of waste transport and to the ADR regulations (European Agreement concerning the International Carriage of Dangerous Goods by Road);
- The deployment of ISO 14001 certification at branch offices, particularly those with the highest environmental impact, to support the various management systems within the branch offices. 16 branch offices had been certified at the end of 2020.





## RESULTS

### Exemplary nature of ICPE centres:

**0**

No. of formal notices out of the 32 ICPEs of the Ortec Group in France

### Deployment of ISO 14 001:

**16**

entities at the end of 2020 (Ortec Industrie Fos-sur-Mer, Ortec Services Environnement Amiens and Orsam Ghana, 13 SOM entities)

### Accident monitoring:

**0**

accidental spillages onto roads

**0**

pollution reported

**0**

incident with environmental impact

**6.4 years**

*average age of the registered vehicle fleet (The average economic life of the machines is 12 years).*

## KEY PERFORMANCE INDICATOR (KPI)

**0**

Accidents that required an accident report for which Ortec was liable in terms of pollution.



### B. ENSURE RESPONSIBLE WASTE MANAGEMENT

#### What is at stake?

Bolstered by its long-standing expertise in waste treatment lines of business, we provide support for our customers in the implementation of solutions that guarantee the best environmental performance. Operating in high-risk environments, we have adapted our organisations to effectively respond to the issues they encounter. We offer specialised technical services allowing for the transformation of this waste into energy resources and secondary raw materials. Finally, within the framework of our other missions conducted for our customers (Construction, Engineering), we guarantee the absence of any significant environmental impact of our own waste management.

#### Policy

Our Group, through each of its employees, undertakes to observe the regulations as regards environmental impact and to improve waste management at customer sites. In our own treatment plants, we are striving to develop recycling processes rather than disposal processes. We have invested in our treatment centres, to transform them into plants at the cutting edge of innovation in waste recycling. In all of our establishments and offices, we undertake to implement the collection and recycling of waste (paper, cardboard, etc.).

In terms of environmental performance, we have set the objective of maximising the recycling of waste collected in our treatment centres.

#### Actions implemented

- “Clean plant” contracts (waste management and / or clean-up of plants) for our industrial customers and manufacturers;
- Waste collection and treatment centres, as well as platforms for the treatment of rubble from polluted construction sites;
- Studies and works on activities such as decontamination, optimisation of recycling and reuse of land, particularly for real estate programmes;
- Development of our in-house software, GAIA, to contribute to this optimisation;
- Development of in-house software, GEODE, to ensure compliance, traceability of waste and the optimisation of waste processes for waste entrusted to our teams;
- Gradual deployment of the French “5 streams” decree within our establishments, through a structured organisation for the collection and recycling of office waste, in partnership with companies that employ the disabled or those seeking to return to the workforce, for the collection and recycling of “tertiary” waste. This initiative enables us to reconcile our environmental and societal obligations.





## RESULTS

**14**

"clean plant" contracts in France

**35**

waste treatment facilities. 30 in France and 5 abroad

**522,024**

tons of waste treated by the plants in France

**11,033**

tons of waste treated by the plants abroad

**538,417**

tons of waste treated in our treatment plants and collection facilities, that are monitored and traced by the in-house software GEODE

## KEY PERFORMANCE INDICATOR (KPI)

**75%**

Global recycling rate in Ortec treatment centres in France.

**6**

CLEAN WATER AND SANITATION



Ensure access to water and sanitation for all and sustainable management of water resources.

**12**

SUSTAINABLE CONSUMPTION AND PRODUCTION



Ensure sustainable consumption and production patterns.



### C. CONTROL AND REDUCE GREENHOUSE GAS EMISSIONS AND ENERGY CONSUMPTION

#### What is at stake?

Combating climate change is a global issue and an ethical necessity. Aside from this, today it is a guarantee of credibility in our markets and, tomorrow it will be an obligation imposed both by law and by most of our customers. Moreover, this need to reduce our environmental footprint is increasingly shared by our employees and the candidates wishing to join our ranks.

#### Policy

We have the duty to assess, control and reduce our greenhouse emissions and energy consumption. The "ORTEC GREEN" initiative presented at the end of 2019 by senior management has two components:

- Proper measures to reduce emissions and consumption.
- Learn from these initiatives to activate new growth boosters.

#### Actions implemented

##### Greenhouse Gas Emissions:

In addition to carrying out the compulsory Greenhouse Gas Emissions Assessment and introducing associated action plans, in 2020 the CSR department initiated an approach tailored to the Group's specificities to estimate our CARBON FOOTPRINT by joining the CARBON ASSESSMENT Association in 2019 and using its methodology. The first carbon footprint estimates have been completed for all French activities.

In 2021, we will share our approach with our customers and partners, establish our reduction commitments and implement the necessary action plans.

##### Reduction of energy consumption:

The equipment department is working on shifting our truck investments to natural gas-powered vehicles. The technical innovation department is developing a new range of equipment including a new electric hydro-cleansing truck and one with low VOC emission to reduce the impact of our pumping activities on the environment. A patent has been filed.

As part of the roll-out of renewable energy, a feasibility study for the implementation of a 500 KWp solar field on our R&D centre near Angers has been launched, as well as a pre-study for a 7 MWp solar field on the Ortec site in Lançon-Provence.





## RESULTS

Development of new range of hydro-cleansing trucks with low VOC emissions

---

Completion of an initial carbon footprint estimate for the Group's French activities

---

Launch in 2021 of an O'REKA "Ortec Group climate policy" think tank led by the Deputy CEO

## KEY PERFORMANCE INDICATOR (KPI)

# 3.23

CO<sub>2</sub> equivalent in tons per employee based in France related to main sources of energy consumption (electricity and gas).

**7** CLEAN AFFORDABLE ENERGY



Ensure access to affordable, reliable, sustainable and modern energy for all.



# 2.3

## SOCIETAL ARENA

### RISK CONTROL

#### A. GIVE PRECEDENCE TO EMPLOYMENT AND LOCAL DEVELOPMENT

##### What is at stake?

As a service provider, we must have an excellent grasp of the needs and specificities of our customers, to be reactive and ready to intervene, both in terms of expertise and geographic proximity.

In order to grow, our branches rely on the assets of the various regions in which they are located, but they also contribute to their development.

##### Policy

Our organisation is based on a strong network of autonomous branch offices, charged with developing local business and employment opportunities. The aim of the local recruitment policy regarding permanent contracts is that the areas where our company operates are also the places where families live and contribute to local development.

The operational responsiveness our customers expect from us requires the development of short supply chains and the selection of local subcontractors (subcontracting capacity and speciality).

Abroad, each facility is run by a managing director who has extensive knowledge of the cultural and societal specificities of the region of the world in question.

##### Actions implemented

###### Employment:

We contribute to local hiring thanks to our:

- Recruitment Days at branch offices and in the regions and participation in student and regional forums (see 2.1.D);
- Partnerships with the local schools and training centres for apprentices;
- Aids for internal mobility (to encourage families to settle at the job sites);
- Access to training and skills development programmes for new recruits (see 2.1.B);
- “Job Booster” initiatives to facilitate recruitment and basic training for new employees with poor employability profiles.

Abroad, specifically depending on the country and needs:

- Coverage of the cost of special complementary health insurance (e.g. UK);
- Coverage of part of the children's school fees (e.g. in India);
- Partnerships with universities to host PhD students on important topics for society (e.g. UK) – to build degree programmes (e.g. Spain, Romania).

Employees are only required to travel far away from the work site during occasional shortages in local labour. Less than 10% of days worked are far from the job site and therefore far from where the families are settled.

Within the International Division, **96%** of employees are local.

###### Procurement and Subcontracting:

The branch offices give precedence to local suppliers and subcontractors, including the local ESATs. In 2019, 20% of the procurement expenses of the branch offices in France were made in the areas in which they are located.

###### Involvement in the life of the territories:

The branch office managers are invited to participate in the meetings of various bodies such as the chamber of commerce and industry, economic and executive chamber, but also to forge partnerships with the schools and training centres in the territories.

Abroad, they are also in contact with the official representatives of the host countries and French institutions (embassies and consulates) in order to establish themselves as key players in local life, but also purveyors of the values upheld by the Group.



## RESULTS

**67%**

of trainees are hired permanently after Job Booster courses

## KEY PERFORMANCE INDICATOR (KPI)

*The indicators below do not apply in 2020 in view of the organisations introduced to deal with health constraints (remote work, etc.). 2019 therefore remains the most recent year of reference, during which:*

**90%**

of work days of the branch offices in France were performed within the local employment pool.

**96%**

of the employees of the branch offices in the International Division were local personnel.

**8** DECENT WORK  
AND ECONOMIC  
GROWTH



Promote sustained, shared and sustainable economic growth, full and productive employment and decent work for all.

### B. GUARANTEE PROCUREMENT BEST PRACTICES

#### What is at stake?

We interact with partners, suppliers and subcontractors who uphold our values and who undertake to:

- Make every effort to ensure the health and safety of their employees;
- Comply with corporate ethical standards;
- Comply with and promote the protection of international law relating to human and citizen rights. Specifically prohibitions relating to forced labour, child labour, harassment and all forms of discrimination;
- Ensure they are not complicit in the infringement of human rights;
- Comply with the rules of social law, particularly with respect to illegal work, and contribute to eradicating all forms of forced or mandatory labour;
- Respect the freedom of association and right to collective bargaining;
- Contribute to eradicating all forms of discrimination as regards employment and occupations;
- Adopt a compensation policy in accordance with the legal framework and observe rules in force pertaining to working hours;
- Promote social dialogue and the development of skills;
- Limit the environmental impact of their activities.

In line with these choices, our group aims to ensure the implementation of procurement best practices by all delegated representatives of the company.

#### Policy

We undertake to control our panel of suppliers and implement processes to ensure that procurement is carried out by all of its representatives in a professional manner. Our objective is to consolidate our purchases and channel them to our most reliable partners.

The commitment made by the Group to deploy a “vigilance” plan reinforces the relevance of risk analyses and mechanisms that allow for secure purchases, particularly with respect to human rights, safety and environmental protection.

#### Actions implemented

- Use of ERP software and a procedure regulating procurement;
- The training of all company representatives  
A new training programme on Procurement and delegation processes was initiated in October 2019, geared towards new branch office heads and project managers having delegated procurement authority and “authorised to pay” signatures within the Group. 53 trainees have completed the course;
- The establishment of framework contracts for recurring purchases;
- A centralised procedure for the approval of new suppliers, called the Monitored Opening of Supplier Accounts, to guarantee compliance with health and safety, compliance, technical and administrative requirements. 1,429 suppliers were approved in 2019 and 1,138 in 2020;
- Introduction, in conjunction with PROVIGIS, of a platform to secure the collection of “mandatory” documents to improve the oversight of our suppliers;
- Introduction in 2020 of a tool for optimising and organising business travel reservations.



## RESULTS

**€353M (\*)**

amount of purchases and subcontracting of which 35% is subcontracting

**14,876**

active suppliers of which 8% are new suppliers (approved using the Monitored Opening procedure)

**100%**

purchases managed by the Ortec or BRUNET ERP in France

**200**

framework agreements valid at the end of 2020 covering 18% of the Group's purchases

**2942**

service providers in 2020 concerned by the secure collection of mandatory documents

## KEY PERFORMANCE INDICATOR (KPI)

**9%**

new suppliers in the database.

### 8 DECENT WORK AND ECONOMIC GROWTH



Promote sustained, shared and sustainable economic growth, full and productive employment and decent work for all.



# 2.4 ETHICS AND CORRUPTION ARENA

## RISK CONTROL

### A. PREVENT AND COMBAT CORRUPTION

#### What is at stake?

In an ever-changing regulatory environment, our Group acts responsibly throughout the world. Compliance with legislation and regulations is a requirement to which there can be no exceptions or waivers.

#### Policy

Ortec's general management has made the commitment that all of our activities, whether in France or abroad, shall be conducted in accordance with applicable legislation. Within this framework, the Group has voluntarily excluded some countries from its potential scope of action. This commitment encompasses the social, fiscal, commercial and environmental arenas. All our employees are urged to adhere, in all circumstances, to the highest standards of ethics, honesty and integrity. In order to support them, we have set an objective of deploying training for all relevant executives within a period of three years.

#### Actions implemented

The Compliance division has structured its approach and drawn up an action plan following adoption by the French parliament of the Sapin 2 Law of 09/12/2016.

- An Ortec Code of Conduct has been available since December 2017. It implements our compliance policy and is supplemented by an awareness and training campaign deployed in 2018. An e-learning module was launched in 2019 to supplement in-person training sessions.

In 2020, we continued our approach, adapting the existing mechanisms to strong trends by deploying our Compliance policy internationally in the countries where we have established operations:

- "Codes of Conduct" tailored to the different countries were presented to employees and appropriate training was provided;
- In addition to reporting through the hierarchy, a hotline has been in service since 1 June 2019, which enables employees working in France (for the moment) to report any behaviour deemed contrary to the Group's commitments;
- Regular updating of the corruption and fraud risk map;

- Specific procedures and associated internal controls have been set up to guarantee compliance with the commitments made to:

- Prevent and combat corruption and money laundering;
- Anticipate and manage conflicts of interest;
- Prevent and combat fraud;
- Comply with antitrust laws;
- Communicate with precaution (use of information systems, safeguard classified information, respect confidentiality and intellectual property);
- Protect personal data;
- Implement audits of our partners in conjunction with risk mapping.

- As regards the principles related to compliance with competition law, a special awareness and training initiative was continued in 2020 on the basis of a special training tool, adapted to the commercial environment of our employees. A dedicated E-Learning module, including a knowledge test, completes the system.

Lastly, the new legal framework governing the protection of personal data required the development of outreach tools to familiarise employees with this very specific topic. A GDPR E-Learning module has also been deployed to raise awareness among all users.



REQUIREMENTS

COMPLIANCE

LAW

16 PEACE, JUSTICE  
AND STRONG  
INSTITUTIONS



Promote peaceful and inclusive societies for sustainable development, ensure access to justice for all and build strong, accountable and inclusive institutions at all levels.



## RESULTS

### Risk mapping for fraud and corruption:

1<sup>st</sup> issue in 2017 and regularly updated according to changes in the Group's scope

### Provision

of a Code of Conduct for all Group employees and our partners

### DEPLOYMENT OF TRAINING

**1,063**

managers trained face-to-face in Compliance.

Number of employees:

E-Learning Compliance: 982

Competition Law E-Learning: 1127

GDPR E-Learning: 3047

(Cumulative figures as of 22/02/2021 for the last two years)

### KEY PERFORMANCE INDICATORS (KPI)

**70%**

progress of the training programme on the subjects of ethics and corruption.

### B. COMBATTING TAX EVASION

#### What is at stake?

Our Group has included fiscal discipline in its CSR approach. Our commitment to integrity means that we strictly abide by the laws and regulations governing the fight against tax evasion. As an integral part of this proactive approach, our focus on this issue is intended to guarantee transparency in our fiscal practices.

#### Policy

Ortec is an unlisted, independent French group with global influence. Its success is essentially derived from the fact that its shareholders comprise the members of a French family. The CEO has always expressed his desire to maintain Ortec's registered offices in Aix-en-Provence. All of the Group support functions and over 450 employees are based at the Group's headquarters.

Our global influence is due to our presence in 25 countries and across 4 continents. However, we are not present in any country on the French ETNC list (uncooperative states and territories) or the European Union's blacklist of uncooperative countries and territories.

Monitoring these intra-group, cross-border operations constitutes the primary weapon in the fight against the transfer of profits abroad. Conscious of this issue, we ensure scrupulous compliance with documentary obligations with regard to transfer pricing. What is more, we closely monitor and comply with all OECD guidelines.

We increasingly involve tax advisers in the decision-making process.

The most significant investment projects are subject to an in-depth analysis of the tax risks. As such, our Group favours a careful approach and is closely monitoring international developments in the area of fiscal transparency, effective fiscal governance and the fight against tax evasion.

#### Actions implemented

- Constant collaboration with local councils to ensure effective tax monitoring and the proper implementation of local legislation;
- In-house mechanisms: administrative and financial managers (AFM) must report important information to the tax department at Ortec's headquarters;
- Face-to-face meetings with the central tax team at the various subsidiaries: meeting and supporting local teams;
- In-depth study of each country's tax and environmental risks prior to making any decision to set up operations there, particularly during tender procedures.



## RESULTS

# 100%

of complex projects and/or projects of over 10 million Euros are monitored by the tax department

# 52

legal and tax advisers who are our partners in France and abroad

## KEY PERFORMANCE INDICATORS (KPI)

In recent years and within the framework of tax audits conducted throughout the world, the tax authorities have not reported any tax evasion or lack of economic substance.





# 3. RESPONSIBILITIES AND COMMITMENTS

## GLOBAL COMPACT COMMUNICATION ON PROGRESS

---



WE SUPPORT THE  
GLOBAL COMPACT

This is our **Communication on Progress** on the implementation of the principles of the **United Nations Global Compact**.

We welcome your feedback on its content.

# 3. RESPONSIBILITIES AND COMMITMENTS

Launched by the United Nations in 2000, the global compact constitutes both a political platform and a concrete framework for organisations who are committed to conducting their activities in a sustainable manner. Our Group has recognised in the 10 principles enshrined in the United Nations Global Compact, the values and commitments we uphold, and which are presented in this Statement of Non-Financial Performance. These 10 principles form an integral part of our strategy, culture and daily commitments. By publicly adhering to them in July 2019, Ortec wished to share this commitment made with its stakeholders.

In order to demonstrate the consistency of all these undertakings, we have opted to incorporate our communication on progress (COP/specific to the Global Compact) into our Statement on Non-Financial Performance, primary vector of its communication in this area.

### COMMITMENT TO COMPLIANCE WITH THE 10 PRINCIPLES OF THE GLOBAL COMPACT

#### HUMAN RIGHTS

##### Companies are urged to:

1. Promote and respect the protection of international law relating to human rights  
*Chapter 2.1.E and 2.3.B*
2. Ensure that they are not complicit in the infringement of human rights  
*Chapter 2.3.B*

#### INTERNATIONAL LABOUR STANDARDS

##### Companies are urged to:

1. Respect the freedom of association and recognise the right to collective bargaining  
*Chapters 2.1.E and 2.3.B*
2. Contribute to eradicating all form of forced and mandatory labour  
*Chapter 2.3.B*
3. Contribute to the effective abolition of child labour  
*Chapter 2.3.B*
4. Contribute to eradicating all forms of discrimination as regards employment and occupations  
*Chapter 2.1.E and 2.3.B*

#### ENVIRONMENT

##### Companies are urged to:

1. Adopt a precautionary approach in the face of environmental issues  
*Chapter 2.2. A*
2. Take initiatives that would foster greater responsibility as regards the environment  
*Chapter 2.2. A, 2.2. B, 2.2.C*
3. Support the development and dissemination of environmentally-friendly technology  
*Chapter 2.2.C*

#### COMBATING CORRUPTION

##### Companies are urged to:

1. Take steps to combat corruption in all its forms, including extortion and bribery  
*Chapter 2.2. A*



Promote sustained, shared and sustainable economic growth, full and productive employment and decent work for all.

# SUSTAINABLE DEVELOPMENT GOALS (SDG)

As a signatory to the Global Compact, Ortec is committed to help achieve the UN's Sustainable Development Goals (SDG), aimed at ending poverty, protecting the planet and ensuring prosperity for all by 2030.

Throughout this issue, we have highlighted actions that address the 7 SDGs to which we contribute.

We have listed them below:

SDG NO.		SDG title	Target	Title	§ SNFP
SDG 3		Enable all people to live in good health and promote the well-being of all people, at all ages.	3.5	Strengthen the prevention and treatment of substance abuse, including narcotic drug abuse and harmful use of alcohol	2.1.A
SDG 3		Enable all people to live in good health and promote the well-being of all people, at all ages.	3.6	By 2020, halve the number of global deaths and injuries from road traffic accidents	2.1.A
SDG 3		Enable all people to live in good health and promote the well-being of all people, at all ages.	3.8	Achieve universal health coverage, including financial risk protection, access to quality essential healthcare services and access to safe, effective, quality and affordable essential medicines and vaccines for all	2.1.F
SDG 6		Ensure access to water and sanitation for all and sustainable management of water resources	6.3	By 2030, improve water quality by reducing pollution, eliminating dumping and minimising release of hazardous chemicals and materials, halving the percentage of untreated waste water and substantially increasing recycling and safe reuse globally	2.2.B
SDG 7		Ensure access to affordable, reliable, sustainable and modern energy for all	7.3	By 2030 double the global rate of improvement in energy efficiency	2.2.C
SDG 8		Promote sustained, shared and sustainable economic growth, full and productive employment and decent work for all	8.6	By 2020, significantly reduce the proportion of young people not in employment, education or training	"2.1.D 2.3.A"
SDG 8		Promote sustained, shared and sustainable economic growth, full and productive employment and decent work for all	8.7	Take immediate and effective measures to eliminate forced labour, end modern slavery and human trafficking, prohibit and eliminate the worst forms of child labour, including the recruitment and use of child soldiers, and by 2025 end child labour in all its forms	"2.3.B 3"
SDG 8		Promote sustained, shared and sustainable economic growth, full and productive employment and decent work for all	8.8	Protect labour rights and promote safe and secure working environments of all workers, including migrant workers, particularly women migrants, and those in precarious employment	2.1.A
SDG 9		Build resilient infrastructure, promote sustainable industrialisation that benefits everyone and encourage innovation.	9.5	Enhance scientific research, upgrade the technological capabilities of industrial sectors in all countries, in particular developing countries, including, by 2030, encouraging innovation and substantially increasing the number of research and development workers per 1 million people and public and private research and development spending	"Value Creation (business model)"
SDG 12		Ensure sustainable consumption and production patterns	12.5	By 2023, substantially reduce waste generation through prevention, reduction, recycling and reuse	2.2.B
SDG 16		Promote peaceful and inclusive societies for sustainable development, ensure access to justice for all and build strong, accountable and inclusive institutions at all levels	16.5	Substantially reduce corruption and bribery in all their forms	2.4.A







# **4. CONCLUSIONS AND OUTLOOK**

**A SPRINGBOARD FOR THE FUTURE**

---

## OUR RESULTS

### WIDELY RECOGNISED VALUES

**Since the establishment of the CSR department, the Ortec Group has capitalised on its values. "Made in Ortec" is gaining momentum each day with our customers and current and future employees.**

Several audits and assessments have already paid tribute to our CSR performance: the EDF CSR audit for the SOM subsidiary issued a favourable opinion, the ACESIA assessment for the Orys subsidiary, then for the entire group, and the ECOVADIS assessments, which awarded the "Silver" level to SONOVISION, renewed in 2019, the "Gold" level to the Ortec Industrie subsidiaries, in 2020, for Ortec Environnement and SOM.

These results have encouraged us to pursue our social, societal and environmental responsibility approach. Beyond making statements, we turn each of our commitments into actions. Our employees, future recruits, customers, prospects and more generally all of our stakeholders can put their trust in us: Ortec partners their success and development.









### 3. CONCLUSIONS AND OUTLOOK

## ORTEC COMMITS

**A socially responsible company is a company that takes its employees into consideration, in the good times as well as the bad times, that supports them in both their career plans and their personal projects... A socially responsible company is simply one where employees are attentive to each other and willing to take action or provide assistance.**

## FOCUS

### Ortec - Partner of the Fondation de France

The Ortec Group encouraged its employees to join it in the "Staying United Against the Coronavirus" campaign. This initiative has been set up to help associations with fewer than three employees as a priority, as part of an exceptional aid scheme set up by the Fondation de France and the "Relance Solidaire" programme.



### Ortec - Partner of the Arc Foundation

The Ortec Group is rallying its troops in the fight against cancer by lending its financial support to the ARC Foundation. So that one day, research will find a cure.



### Ortec - Partner of the Military Reserve

In support for its military reservist employees, the Ortec Group wished to provide support through the conclusion of an agreement with the Ministry of the Armed Forces, whose primary objective is to facilitate the organisation of reserve periods for employees in the military reserve. A strong commitment which has earned Ortec the title of National Defence Partner.



### Ortec - supports the start-up @-Health

This start-up helps to improve health conditions throughout the world by revolutionising the manner in which healthcare professionals diagnose cardiovascular problems.

**@-HEALTH**

### Ortec - Casque d'Or'

Recognising expertise Our 304 Casques d'Or' are the elite unit within Ortec. Through this status, Ortec distinguishes the men and women whose exemplary careers, comprehensive knowledge of the field and espousal of the Group's values confer upon them a value on which both customers and colleagues can rely.



## ORTEC – COMMITTED TO EMPLOYMENT OF THE DISABLED

**Each year, during the European week dedicated to the employment of the disabled, the Ortec Group establishes multiple initiatives to help associations with their projects.**

### Ortec – Partner of the Presedys association

The Presedys association provides support for children/ students who suffer from cognitive disorders (DYS) by financing scanners (transcription of lessons, directly on the computer) which enable them to participate in classes at the same pace as other children and students.



### Ortec – Partner of the Coquelicot association

Association for Parents of Deaf and Hearing-Impaired Children in the Bouches-du-Rhône region The objective of the Coquelicot association is to support parents of deaf and hearing-impaired children, who are desirous of mobilising every possible resource to facilitate their educational, social and cultural integration. The associations also aims to inform and create ties between families.



### Ortec – Partner of the Handidream association

The objective of the Handidream association is to assist people with mobility impairment following an accident to accept their disability by helping them find the strength and desire to forge ahead and dare to meet new challenges.



## A RESPONSIBLE FUTURE

**Our strength resides in human interaction and relationships.**

**This is true among our teams, and more generally, in each of our partnerships with the industries that are building today's as well as tomorrow's world.**

Ortec therefore advocates the idea of the extended company: one that promotes the sharing of common values among employees, partners and customers, at the forefront of which are trust, respect and recognition. Ortec seeks to be a unique player: close to its customers, presenting a united front with them in the face of global competition and conducive to achieving success together. Ortec believes that the competitiveness of a project relies on mutual understanding. Ortec has as its foundational principle the duty to honour commitments made.

As part of its approach to continuously improve its CSR performances and with a view to sharing its enthusiasm with all its trusted partners, the Ortec Group is strengthening its actions for years to come. These results confirm the validity of its societal responsibility approach. When the Ortec Group makes a commitment, it always delivers!











# 4.

# ITP REPORT

## INDEPENDENT THIRD PARTY

---

# ITP REPORT

## Ortec Expansion

**Report by one of the statutory auditors, designated an independent third party, on the consolidated statement of non-financial performance included in the management report.**

**Year ended 31 December 2020**

At the General Assembly of the company Ortec Expansion SA,  
Parc de Pichaury  
ZI Les Milles  
550 rue Pierre Berthier  
12290 Aix en Provence

In our capacity as statutory auditor of the company Ortec Expansion (hereinafter referred to as “the entity”), a designated independent third party and accredited by the Cofrac (Cofrac Inspection accreditation no. 3-1060 rev.2, the scope of which is available on the website [www.cofrac.fr](http://www.cofrac.fr)), we hereby present our report on the consolidated statement of non-financial performance for the year ended 31 December 2020 (hereinafter referred to as the “Statement”), presented in the Group's management report pursuant to the legal and regulatory provisions set forth in Articles L. 225 102 1, R. 225 105 and R. 225 105 1 of the French Commercial Code.

### The entity's liability

The Board of Directors is responsible for issuing a Statement in accordance with the legal and regulatory provisions, including a presentation of the business model, a description of the key non-financial risks, a presentation of the policies implemented in the light of these risks as well as the results of said policies, including the key performance indicators.

The Statement was established implementing the entity's procedures (hereinafter referred to as the “Framework”) the significant elements of which are presented in the Statement.

### Independence and quality control

Our independence is defined by the provisions laid down in Article L. 822-11-3 of the French Commercial Code and the profession's Code of Ethics. Furthermore, we have instituted a quality control system that comprises documented policies and procedures aimed at ensuring the observance of the rules of ethics, professional standards and the applicable legal and regulatory requirements.

### Liability of the statutory auditor designated ITP

It is our responsibility, on the basis of our audit, to issue a reasoned opinion expressing a conclusion of moderate assurance on:

- the conformity of the Statement with regard to the provisions laid down in Article R. 225 105 of the French Commercial Code;
- the fairness of the information provided pursuant to the 3° of I and of II of the Article R. 225 105 of the French Commercial Code, namely the results of the policies, including the key performance indicators and the actions, relating to the primary risks, hereinafter referred to as the “Information”.

However, it is not our responsibility to issue an opinion on:

- the entity's compliance with the other applicable legal and regulatory provisions, in particular, the vigilance plan and the fight against corruption and tax evasion;
- the conformity of products and services with applicable regulations.

### Nature and scope of the audit

Our audit set forth hereinafter was performed in accordance with the provisions laid down in Articles A. 225 1 and following of the French Commercial Code determining the conditions under which independent third party organisations may conduct their missions and in accordance with the professional standards of the French Institute of Statutory Auditors relating to this audit as well as to the international standard ISAE 3000-

*Assurance engagements other than audits or reviews of historical financial information.*

This audit has enabled us to assess the conformity of the Statement with the regulatory provisions and the fairness of the information:

- we have gleaned knowledge of the activities of all of the companies falling within the scope of consolidation, of the presentation of the primary social and environmental risks linked to these activities, as well as the policies arising from their results;
  - we have assessed the appropriateness of the Framework with respect to its relevance, exhaustive nature, reliability, neutrality and comprehensive nature, taking into consideration, where applicable, the best practices of the sector;
  - we have verified that the Statement covers each category of information provided for in III of Article L. 2251021 on social and environmental matters;
  - we have ensured that the Statement presents the business model and the primary risks related to the activities of all entities falling within the scope of consolidation, including, where relevant and proportionate, the risks created by its business relationships, products or services, as well as its policies, actions and results, including the key performance indicators;
  - we ensured, where relevant, with respect to the primary risks or the policies presented, that the Statement presents the information provided for in II of Article R. 225 105;
  - we assessed the selection and validation process for the primary risks;
  - we enquired about the existence of internal control and risk management procedures implemented by the entity;
  - we assessed the consistency of the results and of the key performance indicators identified with respect to the primary risks and the policies presented;
  - we ensured that the Statement covers the scope of consolidation, namely all of the companies falling within the scope of consolidation in accordance with Article L. 233-;
  - we assessed the collection process established by the entity aimed at guaranteeing the exhaustive nature and fairness of the Information;
  - we implemented for the key performance indicators and the other quantitative results that we deemed important, a list of which is provided in the appendix:
    - analytical procedures consisting in verifying the proper consolidation of the data collected as well as the coherence of their evolution;
    - detailed tests on the basis of surveys, consisting of verifying the correct application of the definitions and procedures and reconciling the data with the supporting documentation. This audit was conducted at the Group's headquarters and covers 100% of the consolidated data of the key performance indicators and the results selected for these tests;
  - we consulted the documentary sources and conducted interviews to corroborate the qualitative information (actions and results) we deemed important and for which a list is provided in the appendix;
  - we assessed the consistency of the entire Statement based on our knowledge of all the companies included within the scope of consolidation.
- We consider that the audit we conducted by exercising our professional judgement has enabled us to formulate a conclusion of moderate assurance; an assurance of a higher level would have required more extensive auditing.



## 4. ITP REPORT

---

### Means and resources

Our audit mobilised the skills of four persons and was conducted between November 2020 and March 2021 for a total duration of three weeks.

To assist us in our work, we called on our specialists in sustainable development and societal responsibility. We conducted approximately ten interviews with the persons responsible for preparing the Statement, representing in particular senior management, administration and finance, risk management, compliance, human resources, health and safety, environment and procurement.

### Conclusions

On the basis of our audit, we have not identified any material misstatement that would negate the fact that the consolidated statement of non-financial performance is in compliance with the applicable regulatory provisions and that the information, taken in its entirety, is presented in a fair manner, in accordance with the Framework.

Produced in Marseille, 22 April 2021

**One of the statutory auditors**  
**PricewaterhouseCoopers Audit**

**DIDIER CAVANIÉ**

Associate

**PASCAL BARANGER**

Director within the Sustainable  
Development Department

## Appendix: List of information that we deemed most important

### Key performance indicators:

#### Social arena:

- Evolution of the TRIR in France (excluding Brunet),
- Proportion of employees trained during the year,
- Mean value of recorded productivity over the past 3 years,
- Proportion of permanent contract candidates confirmed at the end of their probationary period in France,
- Turnover related to resignations for the construction and engineering segments in France,
- Evolution of the rate of absenteeism.

#### Environmental Arena:

- Number of accidents that required an accident report for which Ortec was liable in terms of pollution,
- The global rate of recycling in the treatment centres in France,
- Monitoring and evolution of global electricity/ diesel consumption by the number of employees in France.

#### Societal arena:

- Percentage of local employees,
- Supplier renewal rate.

#### Ethics and Corruption arena:

- Deployment of compliance training.

### Other quantitative and qualitative information (actions and results):

#### Social arena:

- 2020 mobilisation,
- 7 ISO 45 001 – OHSAS certified branch offices in France and in Africa,
- Each of the Ortec Group's subsidiaries benefits from an annual training plan.
- 2020 training investment,
- Audit of branch offices based on a target organisation chart,
- Assessments of the adequacy of branch office organisation charts in 2020,

- “Assessment of Future Managers”,
- Number of recruitment days,
- Number of mobility requests taken into account,
- Percentage of mobility requests that were met during the year,
- Percentage of coverage by staff representation bodies in France.

#### Environmental Arena:

- Guarantee the exemplary nature of the establishments bearing the environmental protection classification (ICPE),
- Number of ISO 14001 certified branch offices,
- Number of “clean plant” contracts in France,
- Tonnes of waste managed at treatment facilities and collection sites (tracked in GEODE),
- Development of new range of hydro-cleansing trucks with low VOC emissions.

#### Societal arena:

- Aids for internal mobility,
- The establishment of framework contracts for recurring purchases,
- Number of framework contracts still valid at the end of 2020,
- Number of service providers in 2020 affected by the secure collection of mandatory documents.

#### Ethics and Corruption arena:

- Hotline and mapping of risks of fraud and corruption,
- E-learning on the subject of Competition Law and Compliance,
- In-house mechanisms: administrative and financial managers (AFM) must report important information to the tax department at Ortec's headquarters,
- Percentage of substantial projects and/ or projects of over 10 million Euros are monitored by the tax department.



## **FOR MORE INFORMATION ON THE ORTEC GROUP'S CSR POLICY**

**Thierry PERRIN**  
CSR Manager  
[thierry.perrin@ortec.fr](mailto:thierry.perrin@ortec.fr)

### **ORTEC GROUP**

Groupe Ortec | Parc de Pichaury | 550 rue Pierre Berthier  
CS 80348 | 13 799 Aix-en-Provence Cedex 03

Tel.: +33 (0)4 42 12 12 12 | Fax: +33 (0)4 42 12 13 14  
E-mail: [service.communication@ortec.fr](mailto:service.communication@ortec.fr)