



Building sustainable solutions together

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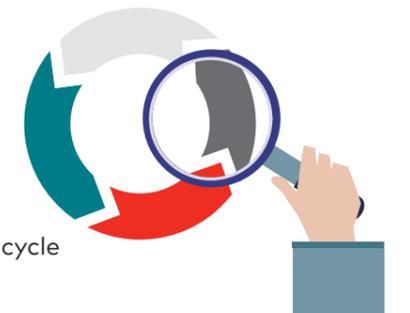
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Foreword

**Pierre-Guillaume
Lansiaux**
CEO



We control, inspect and advise our clients so that they meet their obligations, improve their performance and limit their impact on the environment. Consequently, it is our duty to set an example through our CSR policy, which we want to be both ambitious and pragmatic, as well as grounded in the reality of our business.

The health crisis has led companies to reconsider their contribution to society and their activities. What has been the impact of the crisis within Qualiconsult Group?

PGL. The activities carried out by the teams working in Qualiconsult Group's different subsidiaries are, in essence, designed to bring security and peace of mind to our clients, since we act as an independent third party to provide them with the best technical insight through the projects they entrust to us.

Some of our contracts have also been delegated to us by the Government, with the purpose of providing guarantees to Society in the broadest sense of the term, for example by carrying out checks and inspections on the safety of individuals or environmental protection.

We did not have to wait for the health crisis to bring to our attention the important contribution we make to society. However, on the one hand, the crisis has encouraged us to shed more light on our work both internally and externally, and on the other hand, to formalise and express this contribution more explicitly. Indeed, the need for reassurance, trust and expertise has probably never been so strongly emphasised, because the general business climate has been so changeable. For example, our teams were able to develop and adopt the COVID Advisor role very quickly, enabling construction sites to resume operations with maximum peace of mind. Another example is the services we provide to support the return to activity after lockdown, through which we have helped our clients to resume their operations.

This powerful feeling of serving a purpose has led us to accelerate and finalise the work we began in 2017 with a discussion on our values, establishing our *raison d'être* and our vision through collective intelligence workshops that were open to all employees. "Sharing our expertise for a safer, more efficient and sustainable world", the Group's *raison d'être* resulting from the work of these workshops, embodies both our history and our future guided by the relevance and ambition that collective thinking brings.

Beyond these in-depth reflections on our positioning and our mission, the health crisis also led us to reconsider our organisation as a whole. In the same way as other companies, we had to come up with new ways of working, communicating and interacting almost overnight. The high degree of autonomy that our agencies have enjoyed since the company was founded has been very useful in this respect.

On the one hand, through a collaborative team effort, we were able to rapidly put in place common

organisational measures to respond to the health crisis and put our central services in battle order to provide the resources (IT equipment, networks, protective equipment, etc.) necessary to continue our activities. On the other hand, our agencies were able to define the local organisation methods best suited to their context and situation. This freedom given to our teams has led to the development of numerous solutions, some of which are highly innovative, and to them being shared, so that each member of staff can contribute to finding the most appropriate ways of operating for their local team, in the ultimate interest of the whole Group.

Here again, this observation led us to express in words and share openly with each other the vision we want to bring to our ways of working together. This process resulted in the "Building Together" project that we launched at the end of 2020 with a remote event open to all members of staff, which was a first for us.

What is the ambition of "Building Together"?

PGL. "Building Together" involves first and foremost freeing up energy and ideas to support the *raison d'être* we had defined together. It means introducing ways of deploying the collective intelligence of our teams. It means enabling each and every one to contribute to our projects, but also giving them the opportunity to initiate projects. From an organisational perspective, it means moving from a top-down hierarchical model where management "commands and controls" to a framework in which the primary function of managers is to create an environment in which employees can pursue their personal development and contribute to the company's wider project.

In practice, this means, for example, that all projects are systematically dealt with in a collaborative manner, via workshops. The methods we use are based on the Appreciative Inquiry approach, i.e., to sum up in a very simplistic way, by starting from our strengths and wishes to find new directions for the future. This goes too for innovation projects, the development of production or management tools, and organisational projects, as well as for agency projects in which the agency team defines its ideal future and the practical steps required to get there. The basic principle we follow is that "the person with the know-how should be the one who actually does things", and even more so, to add the indispensable collective dimension, that "those with the know-how should be the ones who actually do things".

Since the Group was founded in 1982, we have encouraged teams to be independent and to take initiatives. By offering them a more systematic and

integrated dimension through "Building Together", we are therefore fully aligned with our existing practices. In fact, "Building Together" is a way of transforming our history into a corporate culture!

How does the Group's CSR policy fit into this transformation?

PGL. We want to be well-shod shoemakers! Our activities exist for the benefit of society.

We control, inspect and advise our clients so that they meet their obligations, improve their performance and limit their impact on the environment. Consequently, it is our duty to set an example through our CSR policy, which we want to be both ambitious and pragmatic, as well as grounded in the reality of our business.

And to achieve this, what better way than to apply, in as exemplary a manner as possible, the principles of "Building Together" in the development, definition, planning and implementation of our CSR policy?

This policy has therefore been developed jointly by a committee (our CSR Steering Committee) made up of employees from different subsidiaries, regions and backgrounds, so as to be representative of the company and to be able to convey the different viewpoints of the teams. This committee defines and reviews the Group's CSR strategy, which it presents to the Group Executive Committee, and draws up action plans for the various strategic priorities. It draws on interviews with employees and workshops conducted as part of the Appreciative Inquiry approach. The Group Executive Committee supports the CSR Steering Committee in its actions and, if necessary, relays the action plans to the relevant structures.

In fact, it is a mutually reinforcing driving force, a joint development that happens at the interface between our CSR policy and our "Building Together" transformation process. On the one hand, the design and execution of our CSR policy uses the tools and methods developed by "Building Together", and in so doing contributes to improving them through experience. On the other hand, "Building Together" is itself a component of the CSR policy and is informed by it, if only because of the impact of "Building Together" on our management methods and on the contributing role of all our members of staff.

Collaboration is therefore the driving force behind this transformation. It is also key in enabling us to

achieve our ambitious goals, which currently allow us to contribute to 10 of the 17 Sustainable Development Goals (SDGs) and to support the 10 core principles of the United Nations Global Compact. We have made major progress as a result of our CSR approach, and we are proud to announce our voluntary commitment to support the UN Global Compact, as of September 2021.



**Anouk
Géhin**
Group Director
of Human
Resources



CSR offers us a real opportunity to innovate with regard to social issues. We should constantly ask ourselves what gives meaning to our work by developing new approaches to human relations and adapting our management methods to the expectations of new generations.



In concrete terms, what place does CSR occupy within the Qualiconsult Group?

AG. Well beyond our "legal obligations" or "moral considerations", diversity, quality of life at work, employer brand, loyalty, and corporate citizenship are all subjects towards which we work on a daily basis.

Since we are convinced that CSR cannot be boiled down to mere posturing, we have set up a Group CSR Committee, and are delighted with the actions and initiatives that have resulted from it! Indeed, the fruit of individual convictions is becoming a shared conviction on subjects as powerful as business ethics and commitments to support non-profit organisations, to name but a few examples.

CSR does actually have an economic purpose, and in order to maintain our position in the market, to grow and to stand out from the competition, we need to integrate sustainable performance into our corporate culture.

How will CSR become a key HR performance driver for the Qualiconsult Group?

AG. CSR offers us a real opportunity to innovate with regard to social issues. We should constantly ask ourselves what gives meaning to our actions by developing new approaches to human relations and adapting our management methods to the expectations of new generations.

To meet our social responsibilities, we are training our managers at Academies with the aim of achieving excellence. We must also ensure the ongoing employability of our personnel in the world of tomorrow. We have no hesitation in inviting our employees to share their initiatives for building the type of company in which they want to develop both personally and professionally.

Every week, new employees join the company. Recruitment is an opportunity for us to illustrate our CSR convictions in response to the expectations of our applicants in this area. Giving meaning to each and every individual, and demonstrating our trust, encourages the commitment of our teams, who are on the front line of value creation.

Changing our perspective on work by transforming risk and cost issues into subjects of motivation and competitiveness is stimulating, not to say essential!

Our organisation, AGILE AND COLLABORATIVE



7 subsidiaries, 6 professions

Through our various areas of activity: construction, voluntary and regulatory inspections, real estate diagnostics, Quality Health Safety and Environment management (QHSE), training and project owner assistance, our teams contribute to making buildings, installations, processes and infrastructures safer, more efficient and smarter.

The activities related to construction, renovation and building sites are carried out by the Construction division, which is composed of Qualiconsult and Qualiconsult Sécurité. The activities related to property and operations, within the Facilities division, are carried out by our companies Qualiconsult Exploitation and Qualiconsult Immobilier. Our project ownership assistance activities are carried out independently by QCS Services. Elyfec focuses on health and safety coordination (CSPS) on construction sites and the legal representation of seconded workers. Finally, our company Qualiconsult International carries out supervision, quality and safety missions as an independent third party in Europe, Africa and the Middle East.

Thanks to this balance, we benefit from great stability and agility. Our activities are complementary and our teams are used to passing the baton to each other to ensure the same quality of service on all or part of an assignment, while respecting the rules of impartiality that are imposed on us or that we set ourselves.

“

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”

Our subsidiaries each provide specific knowledge and expertise:

CONSTRUCTION DIVISION

• **QUALICONSULT**, the Group's historic subsidiary, is an approved body for technical building inspection

- Technical building inspections,
- Regulatory checks and certifications during construction,
- Diagnostics and condition reports,
- Environmental quality of construction.

• **QUALICONSULT SÉCURITÉ**
Control of risks related to the health and safety of workers.

- Health and Safety Coordination,
- Health, Safety and Environment contracts related to construction,
- Environmental protection: listed installations, environmental assessments, etc.

ELYFEC

- Health and Safety Protection Coordination (CSPS),
- Legal representation of seconded workers,
- Assistance to contractors with regard to due diligence and compliance.

FACILITIES DIVISION

• QUALICONSULT EXPLOITATION

Approved body for regulatory technical inspections

- Regulatory technical inspections of installations and equipment to meet customer safety and performance requirements, in compliance with regulations or internal standards.
- Training organisation.
- Laboratory providing sampling services for asbestos, air quality at work, and Air and Water environmental measurements.

• QUALICONSULT IMMOBILIER

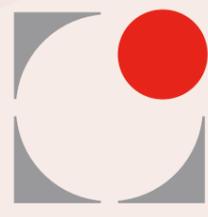
- Detection of pollutants such as asbestos and lead:
 - on behalf of project owners prior to demolition or rehabilitation projects,
 - for rental or sale to private individuals and real estate professionals.
- Accompanying private individuals and real estate professionals in carrying out real estate diagnostics, measurements and inventories for the residential and tertiary sectors.

QCS SERVICES

- For heritage projects, in the building, infrastructure and civil engineering sectors:
 - Audits
 - Diagnostics
 - Measurements
 - Technical assistance to project owners
 - Partial technical project management
 - Materials laboratory
 - Asset management
 - BIM and digitalisation.

QUALICONSULT INTERNATIONAL

- Inspections in the design and execution phase to prevent technical risks in the construction field (solidity of buildings, functioning of equipment, safety of people).
- Based in Europe, Africa and the Middle East.

 **Groupe Qualiconsult®**



Our governance, ETHICAL & INDEPENDENT

Since its creation in 1982, the Qualiconsult Group, has remained a family holding. It remains one of the very few groups in the sector to be run by professionals from the industry. It has managed to keep its independence while continuing to expand. Recently, the main shareholder has strengthened its presence in the Group's capital, thus confirming its stability and opening up new development prospects. This guarantees the Group's full independence, which is so important in the independent third-party business.



90%
of the Group's capital is held by the historical main shareholder and by the employees:



Chairman
Alain AUDOUY



CEO
Pierre-Guillaume LANSIAUX



CONSTRUCTION DIVISION	FACILITIES DIVISION			
QUALICONSULT	QUALICONSULT EXPLOITATION	QCS SERVICES	ELYFEC	QUALICONSULT INTERNATIONAL
President Alexandre EOZENO	President Loïc VISCAPI	President Alexandra VASILE	President Patrick AMICUCCI	President Emmanuel AUDOUY
				
QUALICONSULT SÉCURITÉ	QUALICONSULT IMMOBILIER			
President Christophe BOURLON	President Loïc VISCAPI			
				

Key figures 2020



2,170
employees



198 M€
of consolidated turnover



10%
of capital
owned by our
managers



82.8 points
Gender equality index



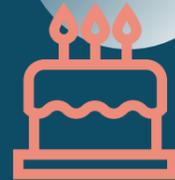
7
subsidiaries

&

180

agencies
worldwide

10+



19.4%
of employees
with more than
10 years' seniority



40,000
hours of training for
our employees



80%
of managers
promoted internally



170,000
existing clients



94%
of jobs are permanent



Collaboration, THE KEY TO TRANSFORMATION

2020, an unusual year for everyone, was an unusual year for everyone, was an opportunity for us to radically transform the Group. We launched the **"Building Together"** project, a collaborative team approach to rethinking our organisation.

From this process emerged our *raison d'être*: to share our know-how for a safer, more efficient and sustainable world. Following on from this initiative, the CSR policy was developed through collective intelligence, during workshops involving the CSR committee and employees wishing to work on these topics. In this way, the teams have co-created our CSR commitment by identifying ethics and responsibility as the driving forces behind our engagement and performance in ensuring the high standard of our relationships.

Our approach and our organisation have evolved accordingly. The HSE Committee has become the CSR Committee, thus broadening its scope of action and its competencies. The CSR coordinators, responsible for developing and implementing initiatives involving all our members of staff, have been added to the team. This enlarged committee continues to deal with HSE issues but covers a broader and more strategic spectrum by actively participating in the definition and implementation of the Group's CSR policy on subjects such as governance, the environmental footprint, relations with our stakeholders, forecasting and innovation, and human capital development.

“

Our *raison d'être* is to share our know-how with all our stakeholders for a safer, more efficient and sustainable world.

”

CSR, AT THE HEART OF OUR ORGANISATION

Group Executive Committee (CODIR)

Members: Group Managing Director, Group Deputy Managing Director Support Functions and the Presidents of the subsidiaries

MEETS
2
per / month

SUBJECTS
ADDRESSED

- Analysis of cross-company issues
- Sharing of strategic thinking and decision-making in line with the company's vision
- Discussions with the various steering committees

Group Ethics Committee

MEETS
2
per / year

SUBJECTS
ADDRESSED

- Measures taken within the Group in the areas of ethics, compliance, management of conflicts of interest and, more generally, corporate social responsibility
- Control of conflicts of interest to preserve the Group's image and implementation of preventive actions.

Social and Economic Committees (CSE)

MEET
Once +
per / month

SUBJECTS
ADDRESSED

- Strategic orientations of the company
- Economic and financial situation
- Social policy
- Working conditions and employment

Health, Safety and Working Conditions Committees (CSSCT)

MEETS
once +
per / month

SUBJECTS
ADDRESSED

- Analysis of occupational risks
- Exposure to occupational risk factors in relation to the prevention of difficult working conditions
- Fight against all forms of harassment in the workplace
- Handling of issues relating to the working conditions of people with disabilities, women and senior workers.

CSR Committee

MEETS
1
per / month

SUBJECTS
ADDRESSED

- Implementation of the Group's CSR strategy
- Identification of actions resulting from the strategy
- Contribution to preparing of the annual integrated report
- Management of the company's CSR approach
- Monitoring the progress of the actions implemented
- Reporting to the Group Executive Committee on CSR



Matthieu Legros,
QCS SERVICES
North Regional Director



Yannick L'Hoste,
FACILITIES DIVISION
HSE Manager



Vincent Leroux-Lefebvre,
Director of DALI
(Purchasing, Logistics and Real Estate Department)



Georges Dol,
Director of Quality,
Internal Training and Data
Protection Officer



Anouk Géhin,
Group Human Resources
Director



Odile Delorme,
CONSTRUCTION DIVISION
HSE Manager



Philippe Blanchard
QUALICONSULT
Technical Director



Jessica Delferriere,
Communication Officer



Claire Boutain
QUALICONSULT
IMMOBILIER
Technical Director



Myriame Ciret,
QUALICONSULT
SÉCURITÉ
National Technical Advisor

Ethics Committee by Division

(Qualiconsult, Qualiconsult Sécurité, QCS Services)

MEETS
Upon request

SUBJECTS
ADDRESSED

- Potential risks of loss of impartiality
- Implementation of ethics committee decisions by business division

Co-construction

WITH OUR STAKEHOLDERS

Since the quality of our relationships is at the heart of the Group's activities, co-construction with our stakeholders is a key priority.

Stakeholders are those whose interests are directly influenced by the activities of a company. A distinction should be made between internal stakeholders (e.g., employees, shareholders) and external stakeholders (e.g., customers, partners, local community).

The table below shows all the stakeholders of the Qualiconsult Group and the dialogue and consultation methods we have in place with them.



"On the subject of business ethics and personal data management, we have no room for error. These are two subjects that are very closely monitored in-house and we expect the same from our partners." Pascal RODRIGUES, Euromaster Key Account Manager

"The trickle down of a strong corporate culture throughout the company is what generates a consistent CSR approach. The well-being and quality of life of our employees is reflected in the quality of our customer relations and the quality of Qualiconsult's services." José Otero, Technical Manager **Derbigum France**

"A good relationship with a responsive local advisor who is open to discussion also helps us to develop our respective expertise and knowledge." Aldo Michelon, Real Estate and Project Management Department, **Greater East Region**

"CSR is becoming a yardstick for selecting our clients and suppliers". Rémy Defay, Technical, Quality and Purchasing Director for Residential Property and the Regions, **Vinci Immobilier**

We asked our external stakeholders (customers and partners) what issues are most important to them.

Here are some of the key points that emerged:

	DESCRIPTION	FORM OF DIALOGUE
 <p>CLIENTS</p>	Developers and property owners Public authorities, local authorities Health care institutions Industrialists Trade and retail companies Energy and environmental companies Transport and logistics companies Property managers Construction companies VSEs/SMEs, tradesmen Architects, design offices...	Website and social networks Customer satisfaction surveys Trade fairs and webinars Regular meetings Telephone and email exchanges Collaborative platforms
 <p>MEMBERS OF STAFF</p>	Employees Agencies, regions Family and friends of employees	Social dialogue Internal surveys Participatory and collaborative workshops Annual and professional appraisal interviews Internal events Intranet, internal newsletters, communities
 <p>PUBLIC AUTHORITIES</p>	Ministries of Ecological Transition, Labour, Employment and Integration, the Interior State services - DREAL (Regional directorates for the Environment, Planning and Housing), SDIS (Departmental fire and rescue services) Public bodies (Agency for Ecological Transition, Chamber of Commerce and Industry, etc.)	Participation in expert working groups Round tables Conferences Contribution to publications
 <p>SUPPLIERS AND SERVICE PROVIDERS</p>	Insurers Car rental companies Lessors Telephone operators IT service providers Suppliers of consumables, PPE, etc. Energy suppliers Waste collection and sorting experts	Periodic meetings Audits Monitoring of contracts Supplier guidelines Awareness-raising and training of buyers (anti-corruption, responsible purchasing, etc.)
 <p>PARTNERS</p>	Shareholders Banks and financial institutions Professional organisations Trade partners	Reporting and general assemblies Meetings Participation in working groups Workshops Periodic meetings
 <p>CIVIL SOCIETY</p>	Higher Education Institutions Voluntary organisations and NGOs Media	Student forums Presentations and participation in student events Partnerships Press relations

The quality of our relationships,

THE KEYSTONE OF OUR RAISON D'ÊTRE

After a series of workshops attended by 39 people, including 14 stakeholders made up of customers and suppliers, our extended CSR committee defined 10 priority areas of action and a 3-year plan presenting some 100 measures. Thanks to this exercise in collective intelligence, we have been able to structure and co-construct our approach by establishing the outlines of a CSR policy that corresponds to our challenges and contributes to the general good.

Ethics and responsibility, i.e., compliance with the requirements and normative framework specific to the exercise of our business, the development of our governance and the exemplary nature of our purchasing practices as well as with regard to our employees, are essential to unite our teams and guarantee our competitive edge. The development of our teams' skills and expertise, the integration of environmental and social issues into our service provision, the reduction of our environmental footprint and our commitment to society form the basis of our performance.

These commitments contribute to the quality of relations with and between our employees, our partners and our customers, enabling us to shape the process of co-construction and co-innovation with our ecosystem, and to reinforce the climate of goodwill that we hold dear. For each of our commitments, we have set ourselves objectives and indicators to monitor and evaluate our impact over time.

“ Ethics and responsibility drive our commitment and performance in order to ensure high-quality relationships ”

THE KEYSTONE OF OUR RAISON D'ÊTRE



OUR 3 AREAS OF COMMITMENT



OUR 10 PRIORITY AREAS OF ACTION



Our CSR strategy

TO FULFILL OUR RAISON D'ÊTRE

OUR RAISON D'ÊTRE: To share our know-how for a safer, more efficient and sustainable world.

OUR VISION: To strengthen our position as a trusted third party, creating value and innovative services for our clients, thanks to the spirit of cooperation that drives our teams.

Our areas of commitment

01

ETHICS & RESPONSIBILITY

Develop a culture of ethics and responsibility

- Develop and nurture our approach to business ethics, compliance and transparency in governance
- Promote responsible purchasing by suppliers and subcontractors
- Develop a genuine culture of inclusion within our Group

02

QUALITY OF RELATIONSHIPS

Build and maintain high standards of relationships with our employees, stakeholders and customers

- Set up a co-construction & co-innovation approach with our ecosystem
- Implement the concept of High-Quality Relationships (HQR) to further improve the standards of our customer relations
- Strengthen and nurture a climate of caring, solidarity and contribution to build the employer brand

03

COMMITMENT & PERFORMANCE

Increase our contribution to society and our overall performance

- Support the employability and personal development of employees by broadening the scope of skills and boosting internal mobility
- Control the environmental impact of the Group's activities by ensuring consistency between ambitions and practices and meeting the climate challenge
- Organise an in-house approach that promotes social commitment, employee engagement and intrapreneurship
- Integrate CSR into our service provision by leveraging regulatory opportunities to broaden the Group's societal contribution. Delivering the Group's wider contribution in line with our global performance.

Our ambitions

Ethical

- Train 100% of our employees in the area of business ethics
- Develop a monitoring system to perpetuate the culture of ethics

Responsible purchasing

- Comply with our responsible purchasing policy with 100% of our suppliers by 2023

Diversity & inclusion

- Promote diversity, inclusion and equal opportunities by training 100% of our employees on inclusion issues, along with the implementation of measures to ensure diversity and inclusion
- Adapt our recruitment policy for women and people with disabilities

Collaboration with our stakeholders

- Propose at least 1 project per business line in cooperation with our stakeholders by 2022
- Develop our presence in types of schools that are relevant to our business divisions
- Build our stakeholder relations policy on all our CSR issues

Quality of customer relations

- Develop and train 100% of our employees in the "high quality relations" training module by 2023
- Develop and implement a satisfaction and recommendation index linked to the integration of CSR into our service provision and practices

Well-being and quality of life of our employees

- Improve the working environment in order to retain our employees and reduce the turnover rate by 30% as a result of the quality of life at work (ergonomic or relational aspects)
- Establish a culture of well-being at work that includes the "Building Together" proposals and communicate it to all our employees
- Obtain the Happy At Work Label

Develop a skills, employability and talent development plan

- Integrate personal development into our training objectives
- Develop skills in administrative roles and on the challenges of digitalising business lines
- Promote inter-subsidiary gateways to develop talent
- Encourage a group culture
- Organise the transfer of knowledge through mentoring
- Enable self-leadership within teams

Measure and control the environmental impact of our activities

- Structure our carbon policy to align it with the Paris Agreement's 2°C target
- Eliminate all diesel vehicles from our fleet in favour of more eco-efficient vehicles by 2030
- Equip 50% of agencies with charging points by 2025
- Reduce the number of kilometres travelled per employee
- Raise awareness among 100% of our employees by 2023

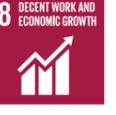
Encourage societal commitment, employee engagement and intrapreneurship

- Structure our social commitment and the participation of our employees in this commitment
- Make systematic the second-hand use with a societal dimension of all our equipment (reuse, recycling, donation, etc.)

Integrate CSR into our service provision

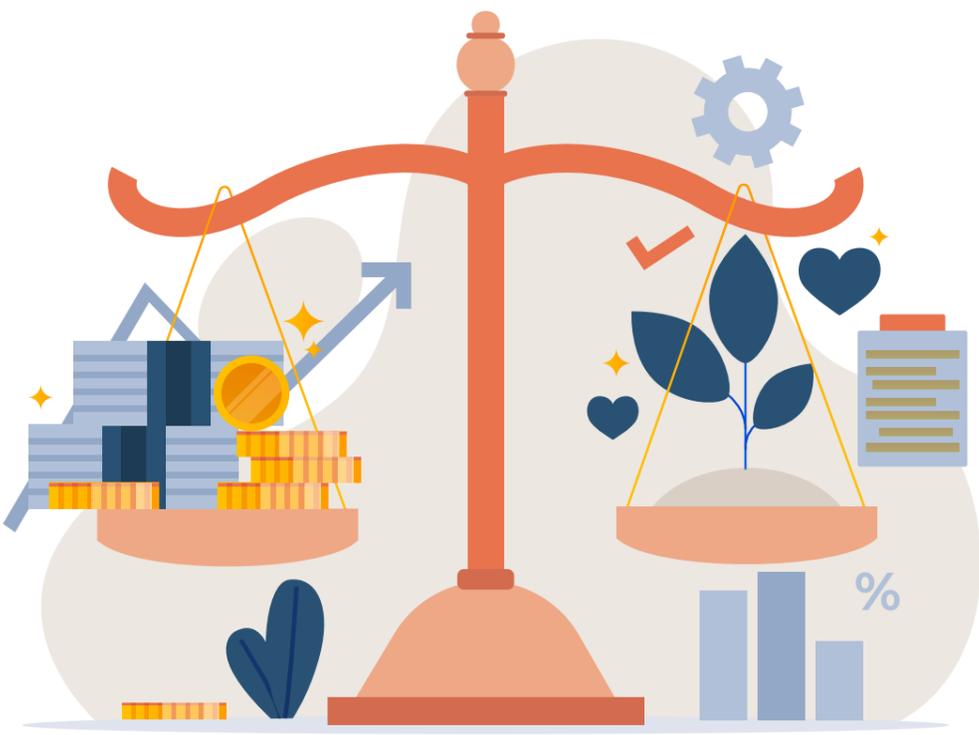
- Consolidate our position as a benchmark organisation for safety and quality control
- Achieve 15% of our turnover through environmental assignments.
- Develop a range of value-added digital services

SDGs



Our key achievements

PILLAR N°1 ETHICAL COMMITMENT AND RESPONSIBILITY



In order to develop a culture of ethics and responsibility, we have built on a number of actions that are already well established in our operations to develop new ones. Opposite is a summary of our key achievements in this area during 2020 and 2021.

- The launch of an initiative for all of our employees to prepare for a **business ethics certification** via a Global Compact learning tool developed by the United Nations Global Compact and the United Nations Office for Democratic Institutions and Human Rights Office.



- The roll-out of a **tool for monitoring and evaluating our suppliers** on dependency and compliance with their social and legal declaration obligations, and the signature by all our main suppliers of our CSR charter and code of conduct.

- **The participation in and organisation of events to promote inclusion in the company :**
 - European Disability Employment Week (EDEW)
 - "DuoDay": a day dedicated to disabled people who want to find out more about our business.



- **The creation of a CSR Committee**, making CSR a strategic and cross-cutting topic in our company (see pages 16 -18).



- The large-scale **recruitment of trainees and work-study students** in order to offer a generation that was undermined by the Covid-19 crisis the possibility of training and access to a first job.

- The release of our first **integrated report** in 2021.



- The implementation of initiatives enabling senior employees to benefit from **the cumulation of employment and retirement**.

PILLAR N°2 QUALITY OF RELATIONSHIPS



To create and maintain a high standard of relationships with our employees, stakeholders and customers, we favour co-construction, caring and solidarity. Opposite is a summary of our main achievements on the subject during 2020 and 2021.

- The organisation of **“Building Together”**, a collaborative intelligence approach which took the form of the organisation and running of various workshops, and led to the definition of important subjects for our employees. It helped to identify the important issues that need to be addressed according to our employees. The approach was supported by specially trained internal facilitators.

- The continuation of the **Cosy Cafés - meetings between our sales teams** to discuss the improvement of our best practices - which have become a body for discussion, collaboration and commercial reflection directly linked to our Group Sales Steering Committee. Twenty sales ambassadors have been appointed to facilitate these exchanges and develop synergies.



- The creation of a **national working group to respond to “France Relance”** - the government’s plan to boost the French economy affected by the health crisis. Some fifty participants have been specifically enlisted from the Group to propose a cross-cutting and mutualised commercial approach to facilitate customer relations by presenting us as a single point of contact.

- The launch of **training** courses aimed at developing the “soft skills” - **human and interpersonal skills** - of our managers. For example, our “Management Academy” training programme, designed by our managers, includes modules on interpersonal relations and collective intelligence. Also, training on the Appreciative Inquiry approach, a method for exchanging and fa-

ilitating which makes it possible to create a constructive state of mind for problem solving based on the company’s successes, assets and positive energies. This method is used in particular by facilitators to bring out ideas in workshops, as it establishes a climate of trust and allows employees to express themselves.

- The special attention paid to the **well-being of our teams** by listening to their needs and implementing actions to meet their expectations, such as the signing of a company agreement on teleworking, the result of the joint determination of the Staff Representative Bodies (IRP) and Management to set out a clear and worry-free working environment for our employees.

- The continued deployment of **the Planning and Organisation Charter (CAO)** in nine new agencies helps to improve the working conditions and well-being of our employees.

- The realisation of our **first-ever ‘social climate survey’** with a participation rate of 63%. 81% of respondents enjoy their work and are satisfied with their life within the Group. 89% are satisfied with the relationship of trust they have with their manager. 81% are proud to work for the Qualiconsult Group.



- The launch of an **employer branding campaign** aimed at promoting our subsidiaries’ professions, by demonstrating the meaning and impact of each one, as well as our contribution to preserving the health and safety of individuals, structures and property, and the environment.

PILLAR N°3 COMMITMENT AND PERFORMANCE



To improve our societal contribution and overall performance, we promote the employability of our employees and their citizenship, control our environmental impact and integrate CSR into our product and service provision. Opposite is a summary of our main achievements in this area in 2020 and 2021.

- The encouragement of **internal transfers** (vertical and horizontal) via annual appraisals, internal promotions, bridge-building between subsidiaries and the opening up to new professions. 80% of our managers are promoted from within.



- The implementation of a **co-option programme** encouraging our employees to recommend profiles that share our Group's values and have the corresponding human and technical qualities. This inclusive approach encourages high-quality recruitment and is a win-win initiative.
- Our participation in **recruitment forums** with various engineering schools has enabled our Human Resources teams to meet 130 students and recruit 40 of them into our agencies.
- The **mentoring and sharing of expertise** by our senior staff, who have a wealth of knowledge and experience in the field, is in keeping with our *raison d'être* in promoting the sharing of know-how.
- Obtaining the **Happy Trainees label** in 2021 acknowledges the quality of our Group's support for students, interns and work-study students.

- The updating of our **eco-gestures guide** distributed to all members of staff. It covers best practices in terms of water and energy consumption, paper consumption, travel and production, and waste management, thus contributing to a collective awareness of how to improve our everyday actions.



- The renewal of **partnerships for the recycling** of printing consumables with the CO-NIBI consortium and paper with RECY'GO, and the implementation of a new partnership with the company ÉLISE within our agencies, which manages the installation of waste sorting bins and the collection and recycling of waste. This eco-citizen scheme helps to preserve the environment, develops the circular economy and creates jobs for people with disabilities or those in need of assistance with their integration into society.
- **The transformation of our fleet of vehicles** to limit our greenhouse emissions and corrective measures to reduce our impact on climate change. Our fleet is now equipped with 19% LPG vehicles, compared to 100% diesel vehicles the year before.
- **The donation of 160 refurbished laptops and tablets** to FCPE 78 (Federation of Parent Governor Boards in Schools in the Yvelines region) and the 'Les Restos du Coeur' food banks.
- **The creation of an "innovative solutions reactor"** for our clients, aimed at encouraging our employees to propose their ideas for new services or changes to existing services. The aim of this system is to support our teams in developing and improving their ideas, using a collective intelligence approach.

Our business model

FOR A SAFER, MORE EFFICIENT AND SUSTAINABLE WORLD

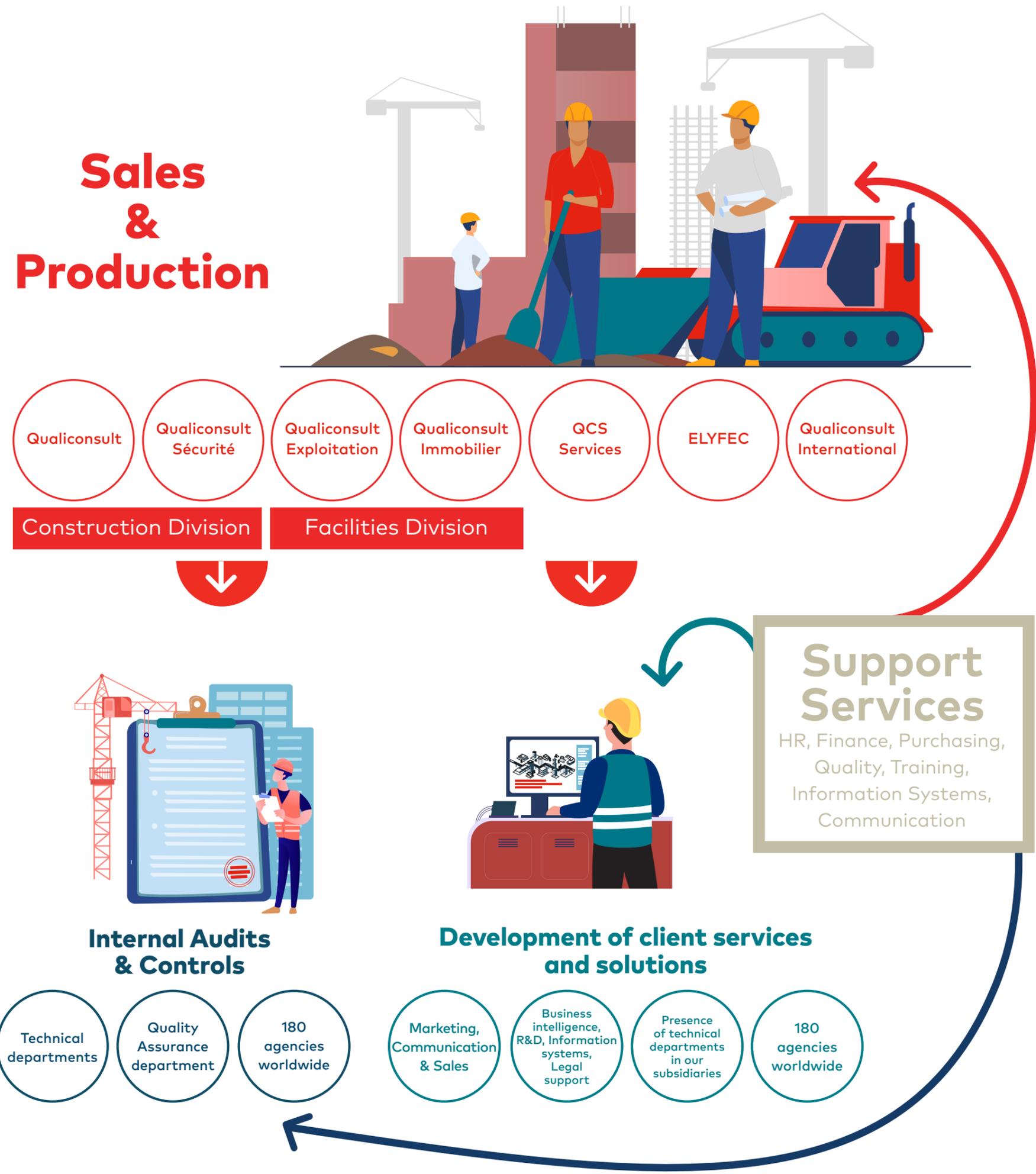
01. QUALICONSULT GROUP'S OPERATING MODEL

Most of the activity of the companies making up the Qualiconsult Group is carried out by our 180 agencies. As profit centres, they carry out their own commercial activities, the production of marketed services and the related administrative tasks.

The technical and quality control departments carry out internal audits and monitoring, which are essential for the sustainability of our activities and are an integral part of our continuous improvement process.

The development of new customer services and solutions once again places our agencies at the heart of the model. In continuous contact with our customers, they are in a prime position to identify their expectations. They make a major contribution to the launch of new services or the adaptation of existing ones, alongside the sales, technical, legal, information systems, marketing and communication departments.

This system, which is guided by our general management team, would be incomplete without the expertise provided by our central services, which work hand in hand with our agencies: human resources, training, finance, purchasing, quality control, technical, information systems, marketing and communication, sales, development and innovation.



Sales & Production

- Qualiconsult
- Qualiconsult Sécurité
- Qualiconsult Exploitation
- Qualiconsult Immobilier
- QCS Services
- ELYFEC
- Qualiconsult International

- Construction Division
- Facilities Division

Support Services
 HR, Finance, Purchasing, Quality, Training, Information Systems, Communication

Internal Audits & Controls

Development of client services and solutions

- Technical departments
- Quality Assurance department
- 180 agencies worldwide
- Marketing, Communication & Sales
- Business intelligence, R&D, Information systems, Legal support
- Presence of technical departments in our subsidiaries
- 180 agencies worldwide

Our business model

02. OUR GLOBAL VALUE CREATION CYCLE

Our operating model, presented above, demonstrates how each of our business divisions participates in the creation of economic, environmental and social value for our company.

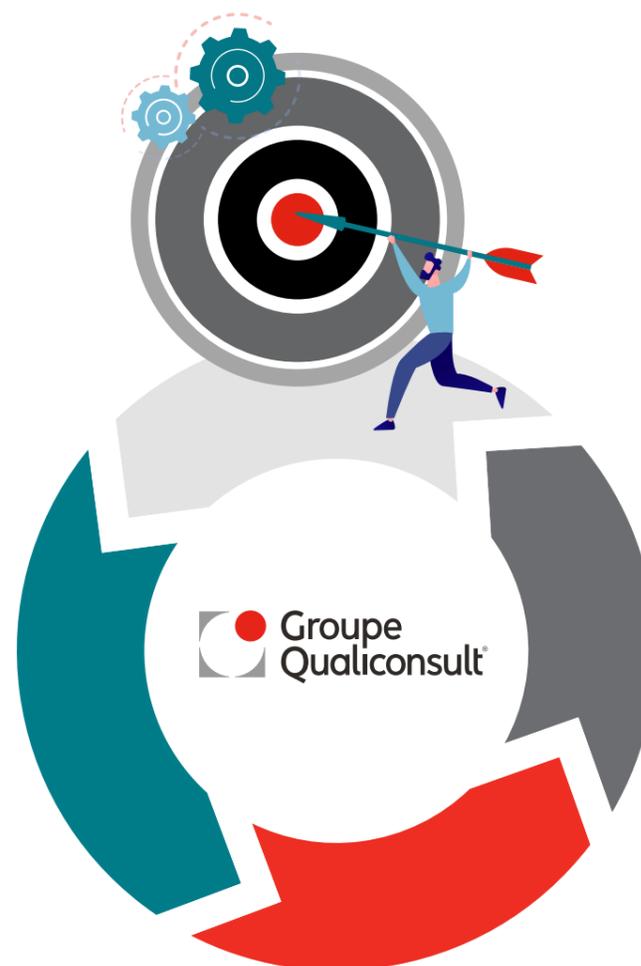
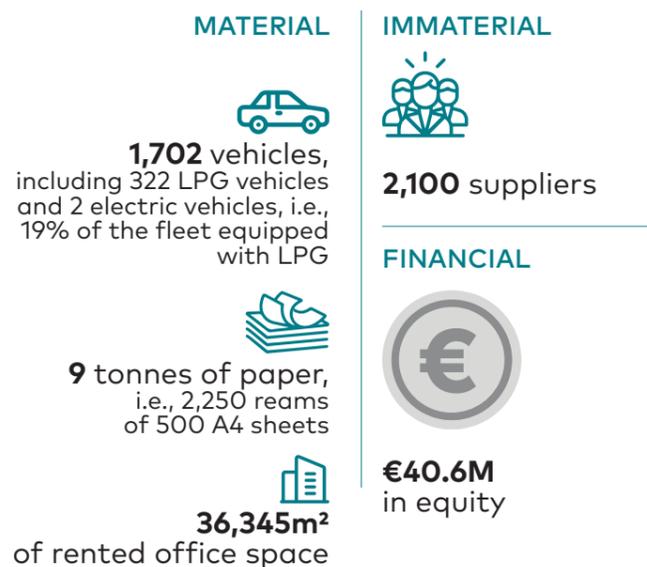
The diagram opposite shows the human, intangible and financial resources employed by Qualiconsult Group in 2020 to make progress in implementing key actions on the 10 priority areas of action within the framework of its operations. It also describes how the Group creates extra-financial value and how the revenues generated are redistributed to the Group's stakeholders (to employees via salaries, to suppliers and subcontractors via purchases, to communities via taxes, etc.). Beyond the jobs generated by the Group's activities, its business divisions have a positive impact on the environment and on society through the contributory nature of its activities, which help to protect people, property and the environment, and also through its supporting role for various actors working in this area.

01.

OUR PRIORITY AREAS OF ACTION

- Business ethics, compliance & transparency
- Well-being and quality of life at work
- Skills, employability and talent development
- Diversity and inclusion
- Environmental impact of the Group's activities
- Responsible purchasing from suppliers and subcontractors
- Collaboration with our stakeholders
- Community involvement, employee engagement and intrapreneurship
- Quality of customer relations
- Integration of CSR across our services and solutions

02. OUR RESOURCES EMPLOYED



03. OUR INCOME GENERATED



EBITDA :
€7.6 M

04. OUR VALUE CREATION

Enhanced value creation

More than 600,000 assignments for 170,000 clients protecting people, property and/or the environment, including:

- 390,000 voluntary and regulatory inspections
- 180,000 property diagnostic assignments
- 25,000 construction technical control assignments in progress
- 15,000 Health and Safety assignments in progress
- 1,200 COVID advisory missions undertaken
- 3,500 technical assistance projects carried out by QCS Services.

Redistribution of financial value

- Payroll: **€118.4M**
- Participation: **€1.4M**
- Total expenditure on suppliers and subcontractors: **€68.4M**
- Taxes and rents: **€13.9M**
- **2.4%** of turnover allocated to training

Societal contribution OF OUR ACTIVITIES



“

Every day, our teams put their expertise at the service of society by protecting people, property and the environment.

”

The teams working for the companies in the Qualiconsult Group operate as independent third parties on all the installations and equipment required for social, economic and cultural activities, in France and overseas. Every day, our teams put their expertise at the service of society by protecting people, property and the environment.

Most of our activities enable us to contribute to **the protection of people**: health and safety coordination is a perfect example of this, with its objective of limiting the risks associated with joint activity during the construction phase and anticipating the measures to be put in place for when the building is in operation. Similarly, property diagnostics aimed at detecting pollutants (asbestos, lead, etc.) and therefore at protecting the users of the diagnosed premises are part of the same approach.

Technical inspection of constructions, and in particular work relating to structural strength, aims to prevent risks and hazards to buildings after their completion. Technical diagnostics make it possible to detect design defects, structural defects, deteriorations or alterations, and can lead to the repair of structures already in use by our clients.

These two examples illustrate our activities to **protect property**, which account for almost a third of our work.

Our measurement and support services related to Quality, Health, Safety and the Environment, and our technical assistance services provided to project owners on the environmental quality of works under construction or in operation, on energy, carbon or climate, illustrate the role we play in **protecting the environment**.



BREAKDOWN OF OUR TURNOVER ACCORDING TO THE SOCIETAL AND ENVIRONMENTAL CONTRIBUTION OF THE PROJECTS CARRIED OUT

(SHOWN DIAGRAMATICALLY AS A SINGLE ASSIGNMENT CAN SOMETIMES BE CLASSIFIED IN 2 OR 3 OF THE CRITERIA)

The societal contribution of our activities

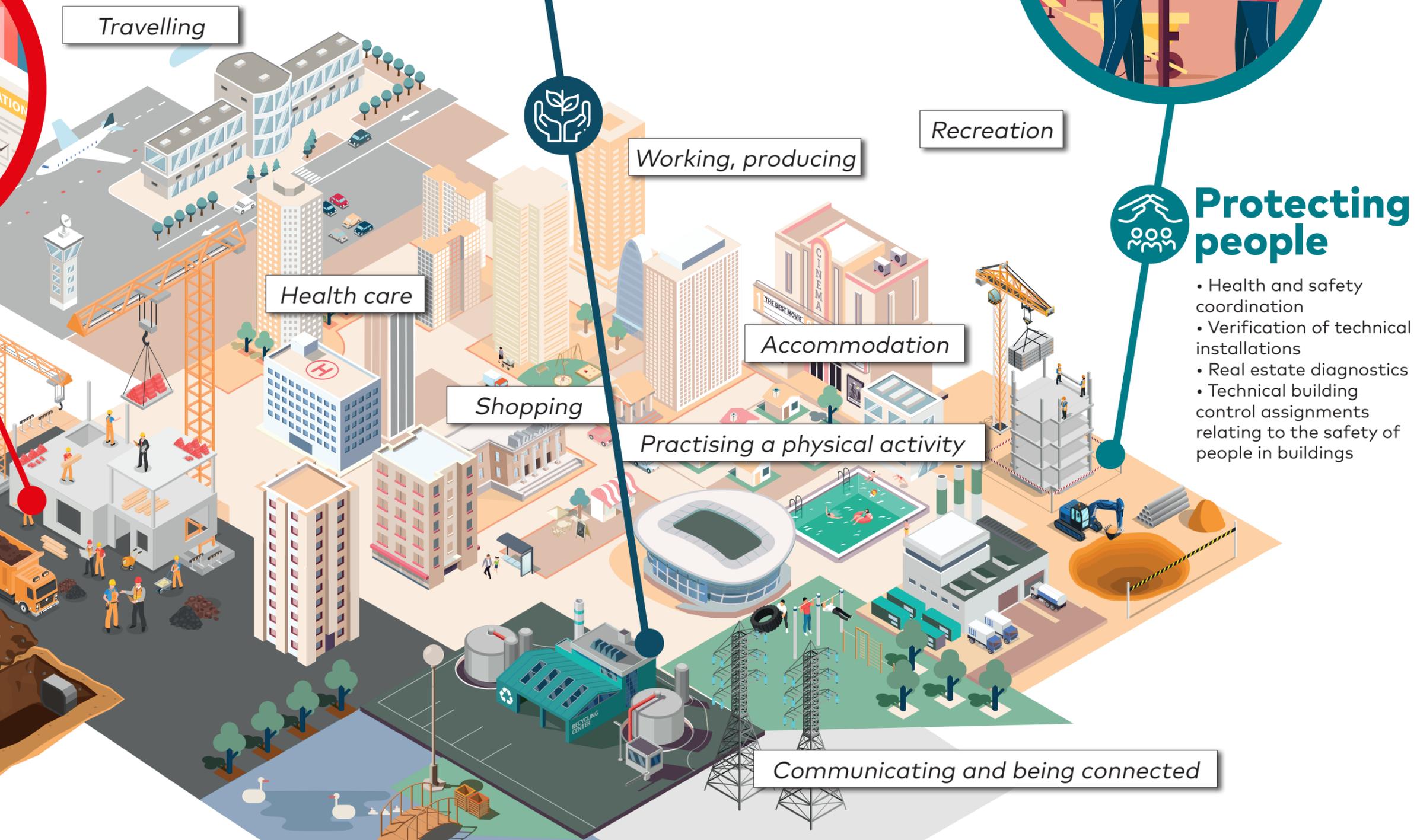
OUR WORK INVOLVES US PLAYING A ROLE IN ALL ASPECTS OF HUMAN ACTIVITY FROM A SOCIAL, CULTURAL AND ECONOMIC PERSPECTIVE, AND AFFECTS THE QUALITY OF THEIR PERFORMANCE.

Protecting property

- Technical control of construction works
- Technical diagnostics
- Property asset audits
- Technical due diligence

Protecting the environment

- Quality, Health, Safety, Environment
- Technical Assistance to Project Owners on Energy, Carbon Footprint, Climate Hazards, Environmental Quality



Protecting people

- Health and safety coordination
- Verification of technical installations
- Real estate diagnostics
- Technical building control assignments relating to the safety of people in buildings



818
employees in
59
agencies



TURNOVER:
97 million
euros



Gender
equality index
81/100

Workplace accident rate

0.74%

Frequency rate

4.95%

Severity rate

0.25%



12
External
recognitions



27
graduates trained
in the Qualiconsult
Academy in 2020



58,000
clients

QUALICONSULT

AS THE LONGEST-STANDING SUBSIDIARY OF THE QUALICONSULT GROUP AND AN APPROVED BODY SPECIALISING IN TECHNICAL CONTROL, QUALICONSULT ENSURES THE QUALITY, COMPLIANCE AND SAFETY OF CONSTRUCTION OPERATIONS BY PREVENTING TECHNICAL HAZARDS AND RISKS. WE ALSO CARRY OUT AUDITS AND ISSUE REGULATORY CERTIFICATES, DIAGNOSTICS AND REPORTS ON THE CONDITION OF BUILDINGS, THE ENVIRONMENTAL QUALITY OF CONSTRUCTIONS AND, INCREASINGLY, INSPECTIONS OF OPERATIONS AS PART OF THE ENERGY SAVING CERTIFICATE SCHEME.

As a technical controller, we work on a daily basis to verify the structural strength of residential, commercial and industrial buildings and civil engineering structures. Our scope of inspection includes, among other things, closed and covered areas, fire safety, accessibility for people with disabilities, acoustics, etc. Depending on the contract, we also intervene in technical installations. To do this, we work as a team, calling on the expertise of our different agencies.

KEY EXAMPLES OF OUR ACHIEVEMENTS IN THE FIELD OF SUSTAINABLE DEVELOPMENT AND INNOVATION

Technical control of timber structure buildings

In 2021, our company was missioned to control the ODYSSÉE building, in the heart of the RENAULT techno-centre, located in Guyancourt (Yvelines). With a surface area of 12,000 m² made of wood (core, structure and facades) and able to accommodate around 900 people, the building has a flat roof equipped with 1,000 m² of photovoltaic panels enabling energy to be produced and redistributed to the network. This self-sufficient structure is part of a low-carbon approach. Our work consisted of checking the compliance of the wooden structure with fire, building solidity, insulation and safety standards. Our work contributes to ensuring the sustainability of the building and the safety of the people who occupy it.

This year, our company was chosen to carry out the technical inspection of the Woodwork building, located in Champs-sur-Marne, a wooden construction eligible for the BBCA (Low Carbon Building) Excellence label, which certifies that the building is exemplary in terms of carbon footprint. For a new building, the BBCA label certifies a reduction in the carbon footprint over 50 years, through avoided

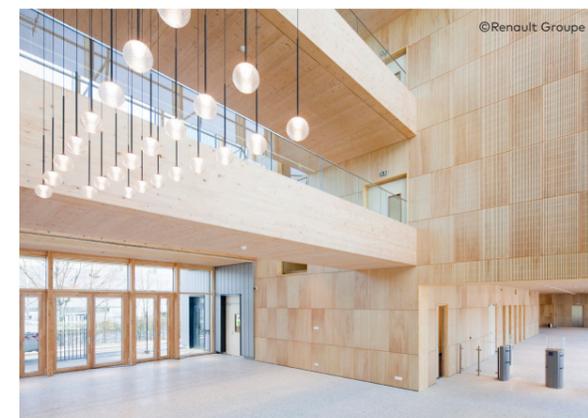


“
**Personal
account**

Antoine DACCACHE
ENGINEER, SECTOR BUSINESS MANAGER

“We are fortunate to work on innovative projects of this type, which allows us to advance our profession by participating in the prevention of technical hazards in relation to often non-traditional processes. Teamwork and collective intelligence are key to assessing new risks and meeting our clients' expectations in commercial, technical, regulatory, social and environmental terms. Our teams come out of this empowered and our customer satisfaction improved thanks to the innovative solutions to which we contribute.”

or stored emissions, of around 700 kg of CO₂/m² of floor area for a BBCA Excellence building - 2018 standard (i.e., the equivalent of a round trip between Paris and New York by plane). To achieve this, the construction of this building is well thought out, i.e., the design is minimal and the mix of materials is intelligent. The use of low-carbon energy and renewable energy is controlled and the building allows carbon to be stored since it is made of bio-sourced materials. Finally, a circular economy approach is being studied to encourage the use of re-used materials. Once the solution has been chosen, our teams will work, among other things, to check the structures that incorporate re-used materials, and to ensure that they comply with regulations in terms of fire safety, solidity and accessibility for people with reduced mobility.



Re-use Booster

Since December 2020, Qualiconsult has joined the Re-use Booster. This initiative aims to help and guide project owners and designers to recommend materials from re-use by encouraging dialogue with the various stakeholders involved in the construction process. One of the first actions of the booster involves defining a reference system and standardising the conditions of re-use of a list of materials that project owners will be able to include in their construction contracts. Qualiconsult is participating in the co-drafting of a reference framework for each material, addressing a number of issues raised by project owners, in particular the steps and procedures required to put re-use into practice, the assessment of its carbon impact and its use within the framework of the RE 2020 regulation.



“
Personal account

Alexandre EOZENOU
PRESIDENT OF QUALICONSULT
Carole LE BLOAS
TECHNICAL DIRECTOR OF QUALICONSULT

“Qualiconsult's objective is to help make re-use techniques more reliable and secure.

Our actions and decisions aim to favour the long term by guaranteeing the quality of the structures built or renovated. The intention of certain clients and their partners, architects, design offices and companies, is to change certain practices by envisaging the large-scale re-use of materials. This ambition is entirely commendable from an environmental and economic point of view: it is in the general interest and this new initiative will once again lead us to be even more agile by rethinking some of our practices while favouring the long-term interests of our clients and their constructions. Our contribution to the re-use booster is a real opportunity to think differently.”

Inspection work within the framework of the energy saving certificate scheme

One of the main instruments in the energy demand management policy is the energy saving certificate scheme. Qualiconsult is accredited to carry out inspections under this scheme and has been selected by the Ministry of Ecological Transition to verify the proper use of these certificates.

Our mission is to ensure that funding for energy improvement work is used wisely, through on-site inspections to verify the reality of the work and its compliance with regulations. In 2020, we carried out more than 10,000 inspections, mainly for private individuals and also for legal entities (EHPAD nursing homes, prisons, shops, etc.). We also took part in 200 Energy Saving Certificate Scheme (EEC) area challenges, in particular with a new scheme encouraging contractors (energy suppliers) to promote complete renovation.



“
**Personal
account**

Philippe DECQ
DIRECTOR OF NEW PRODUCT
DEVELOPMENT

“Our inspection work within the framework of the EEC scheme have a double social impact: through our controls we participate in the fight against subsidy fraud and contribute to preventing the risks of poor-quality work on behalf of the beneficiaries. Poor quality can result in risks to people and property, but also in poor thermal performance of the work done. In the latter case, the energy bill would not be reduced as expected; this is particularly critical for low-income households experiencing fuel poverty and who are concerned by specific EEC grants.”



349
employees in
59
agencies



TURNOVER:
44 million
euros



Gender
equality index
89/100

Workplace accident rate
2.70%

Frequency rate
21.43 %

Severity rate
1.13 %



1
External
recognition



1,200
COVID
advisory missions
in 2020



34,000
clients

QUALICONSULT SÉCURITÉ

CONSTRUCTION SITES ARE BECOMING INCREASINGLY COMPLEX AND REQUIRE THE INVOLVEMENT OF MANY DIFFERENT PROFESSIONS. TO ENSURE THE SAFETY OF ALL, PROJECT OWNERS CALL ON QUALICONSULT SÉCURITÉ TO GUARANTEE THE CONTROL OF RISKS RELATED TO THE HEALTH AND SAFETY OF WORKERS.

Our teams offer a range of solutions to help our clients meet their safety, health and environmental obligations:

- Health and Safety Coordination
- Health, Safety and Environment assignments related to construction
- Environmental protection (listed buildings, environmental assessments...)

KEY EXAMPLES OF OUR ACHIEVEMENTS IN THE FIELD OF SUSTAINABLE DEVELOPMENT AND INNOVATION

Health, Safety and Security (SPS), and Health, Safety and Environment (HSE) plus COVID measures for Amazon located in Metz



Our company was contracted from January 2020 to the end of July 2021 to carry out SPS and HSE work, including COVID measurements, during the construction of a 182,000 m² industrial building for Amazon in Metz, which will accommodate between 1,000 and 3,000 employees. Through this work, we contributed to safeguarding the health and safety of the staff and workers involved in the opening of the site, i.e., 800 people permanently on site, 120 companies and workers representing 17 nationalities. Our work was carried out on several fronts:

- Recruitment of the Qualiconsult Security team, i.e., 15 people divided between the reception of workers, procedures linked to the COVID crisis, health protection measures, and the security team.
- Support for SPS coordination, including management of compliance standards, their implementation, monitoring of actions, reporting, reception and specific monitoring of the implementation of the COVID prevention protocol (questionnaire translated into 17 languages, disinfection chamber, temperature measurement, distribution of 2 masks per person per day, 2 PCR tests per week, compulsory wearing of masks), audit at the end of the month to assess the level of application of SPS measures by the companies working on the site, rewarding those who perform best. No COVID cases were detected out of 1,400 people tested.

- Support in setting up special operating methods, processes, procedures and specific risk analyses, organising information sessions, monitoring on the ground, raising awareness, coordinating, monitoring suppliers and deliveries, such as the creation of boom lift or scaffolding protocols, installing posters and barriers to regulate the direction of traffic on site, customer information and setting up a fire alarm system.

Project ownership assignment for environmental protection on behalf of Arcelor Mittal

At Qualiconsult Sécurité, we have a team of 11 people working on environmental protection issues. Their work is to ensure the compliance of facilities, to assist project owners in impact and hazard studies, in the preparation of paperwork for ICPE-classified facilities (Classified for Environmental Protection), in the drafting of impact and hazard studies, in the management of accidental and permanent risks, and to carry out studies related to the prevention and protection of all types of listed sites, in particular Seveso ICPE sites (accidental risk management) and IED sites (industrial emission management).

Since the beginning of 2019, Qualiconsult Sécurité has been carrying out an ICPE (Installations Classified for Environmental Protection) AMO (Project ownership) contract for Arcelor Mittal France, on the existing site in Onnain (IED industrial emission site). Our role is to help ensure that the operating conditions comply with the regulations. We carried out impact studies, hazard studies, a study to assess the state of the environment, a baseline report (soil pollution study), and assisted the client in its dealings with the authorities in updating its current decree issued by the Prefecture.

Our work contributes to analysing the impact on the various environments (water, air, soil, noise, etc.) with regard to third parties and therefore local residents. We assist the client in defining and implementing prevention and protection measures in order to control normal and accidental operating situations.

Because the site is an IED industrial emissions site, a number of studies are required, including positioning the site in relation to the Best Available Techniques (BAT): this study compares the site's technologies and environmental results with those defined, for the same category of activity, by the Best Available Techniques identified by the European Union (European criteria that are more demanding than those required by French law).



Personal account

José GARCIA
HSE MANAGER

(HEALTH, SAFETY & ENVIRONMENT)

"The Amazon project was rewarding on several levels: professionally, because I learned a lot. It was a pleasure to work with a range of professionals with whom we had frequent discussions and who helped us to progress in our work. On a human level, this assignment was extremely gratifying: from the recruitment of our team to the deployment of our operations, by being responsible for the organisations involved and for providing our expertise, by being responsible for the prevention of the client's risks and by introducing a safety culture to the project. I would like to thank the whole team for their commitment and professionalism. We worked as a team at every level, which is our strength!"



Personal account

Jérôme LAVOINE
DEVELOPMENT DIRECTOR
HSE RISK MANAGEMENT

"To handle complex assignments such as the one carried out for Arcelor Mittal, we need a multidisciplinary approach; the companies of the Qualiconsult Group meet this requirement. When carrying out this type of project, we provide real added value by bringing together the expertise of several subsidiaries within the Group: the ENVIRONMENT engineers who manage the projects, Qualiconsult Exploitation and its laboratory, which carries out the sampling and analysis of the environments selected, and the Qualiconsult acousticians. It is a real competitive advantage to offer a complete range of solutions with a single point of entry for the client. The flexibility and the collaboration of the companies of Qualiconsult Group are a real asset."



576
employees in
47
agencies



TURNOVER:
45 million
euros



Gender
equality index
79/100

Workplace accident rate
0,69%

Frequency rate
11,51%

Severity rate
0,22%



26
External
recognitions



7
graduates trained
in the Qualiconsult
Exploitation Academy
in 2020



66,000
clients

QUALICONSULT EXPLOITATION

QUALICONSULT EXPLOITATION IS THE SUBSIDIARY OF THE QUALICONSULT GROUP DEDICATED TO THE INSPECTION OF INSTALLATIONS AND EQUIPMENT, TRAINING AND ENVIRONMENTAL MEASUREMENT.

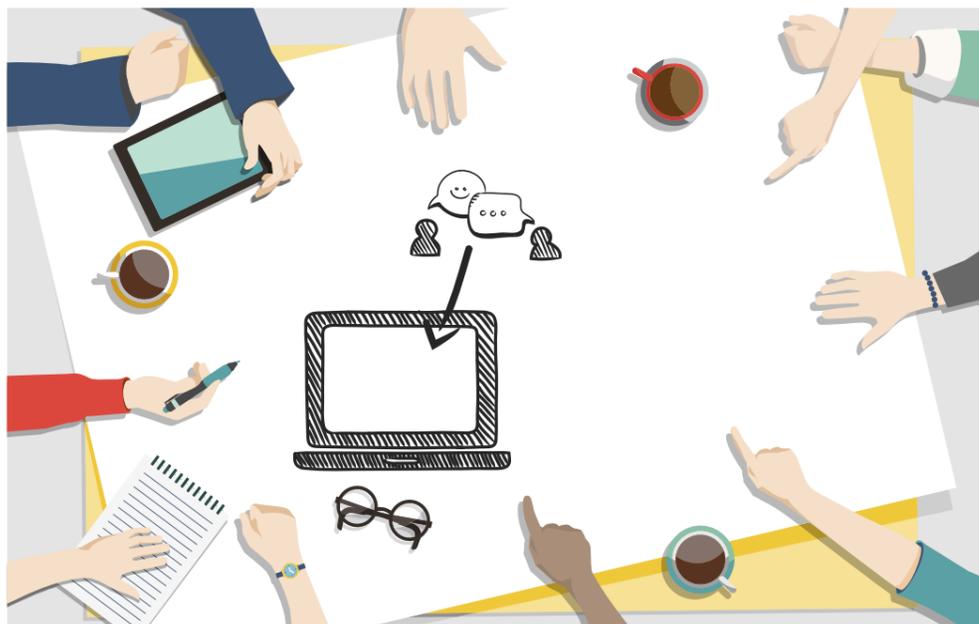
KEY EXAMPLES OF OUR ACHIEVEMENTS IN THE FIELD OF SUSTAINABLE DEVELOPMENT AND INNOVATION

Working alongside the 'Restos du Coeur' Food Bank



Qualiconsult Exploitation has been a partner of the 'Restos du Coeur' food bank since the beginning of the health crisis. Our subsidiary has been supporting the charity by providing assistance, in particular with regard to changes in COVID-related protocols. These are often difficult to interpret and can be tricky to implement for some of the groups the organisation targets. Qualiconsult Exploitation therefore carried out risk analyses and produced special information sheets, taking into account very specific contexts, enabling the 'Restos du Coeur' teams to propose protocol adaptations to the local police authorities. This collaboration has made it possible for them to

continue their activities in times that are complicated for everyone, but even more so for the people who benefit from the work of the charity.

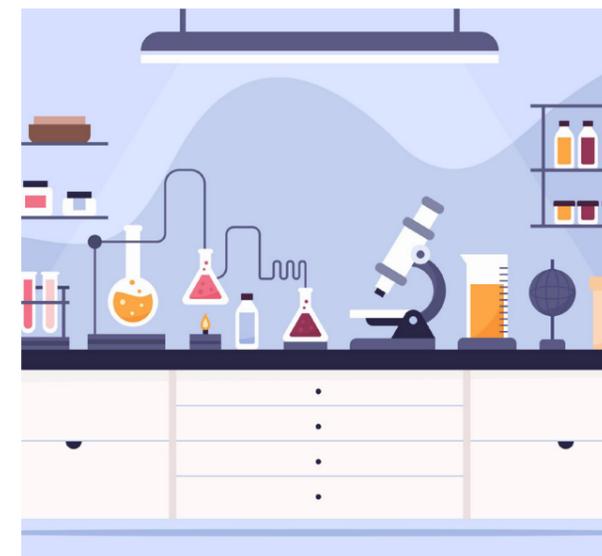


Qualiconsult Exploitation is also working with 'Les Restos du Coeur' on a completely different subject: as part of the creation of their multi-year renovation plan, the characteristics of the current premises were identified as being an obstacle to their activities. They therefore wish to bring their 2,500 sites up to speed with the requirements of their activities and implement an appropriate policy. This transformation requires a precise inventory of a large number of sites, most of which are managed on a decentralised basis.

Qualiconsult Exploitation was therefore asked to consider the best way to generate a clear picture of the Charity's estate, bearing in mind that visiting each site to determine its characteristics was not an option as it would be too costly. A self-declaration and evaluation questionnaire for all site managers was therefore devised by Qualiconsult Exploitation, along with a guide to help them answer the questionnaire. These tools were challenged by the 'Restos du Coeur' members during collaborative workshops. A pilot phase is currently underway to make the final adjustments and to deploy the initiative on the 2,500 sites.

Assisting DOW France in protecting the health of its employees and the environment

The French subsidiary of the global chemical manufacturing and distribution giant, DOW France, has entrusted Qualiconsult Exploitation with monitoring the exposure of its employees to hazardous chemical agents since 2016. It also uses its laboratory to measure and monitor atmospheric emissions related to its activity.



Firm commitment to developing new, less carbon-intensive mobility solutions

Qualiconsult Exploitation has been involved in electric vehicle recharging infrastructures (IRVE) for several years, in particular by checking electrical installations during commissioning and operations. To date, our agencies have participated in the installation of more than 1,000 stations with the Paris City Council, the city of Strasbourg and the Île-de-France region, alongside our clients, including major market players such as Total Energies, Mobilize, FastNed and Engie Solutions. We are also working with Izivia across the EDF electricity sites to meet the goal of switching its entire vehicle fleet to electric vehicles by 2025.

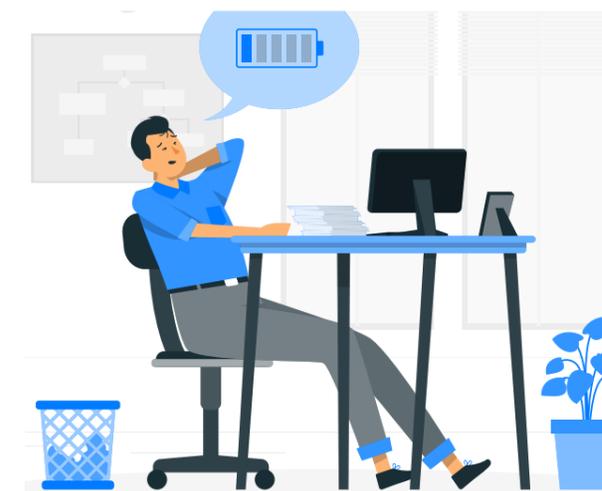


“ Personal account

Bruno BASTIE
PROJECT MANAGER,
QUALICONSULT EXPLOITATION

“Putting to good use our expertise and proposing effective and appropriate solutions for humanitarian and social aid charities so that they can carry out their work in the community gives extra meaning to my day-to-day professional activities.”

Assisting Crédit Agricole Consumer Finance with psychosocial risks and well-being at work



Every year since 2015, Qualiconsult Exploitation has surveyed 3,300 Crédit Agricole Consumer Finance employees on psychosocial risks and well-being at work via a questionnaire. This results in an analysis and proposals for improvement. The points raised by the questionnaire are examined in greater depth when the single risk assessment documents (DUER) of the 27 Crédit Agricole Consumer Finance sites are reviewed.



267
employees in
34
agencies



TURNOVER:
24 million
euros



Gender
equality index
86/100

Workplace accident rate

0.90%

Frequency rate

15.82%

Severity rate

0.35%



9

External recognitions



QUALICONSULT IMMOBILIER
AWARDED
THE OPQIBI QUALIFICATION
'Asbestos detection
and diagnosis prior to
construction work'



7

graduates trained
in the Qualiconsult
Property Academy
in 2020



36,000
clients

QUALICONSULT IMMOBILIER

QUALICONSULT IMMOBILIER IS THE SUBSIDIARY OF THE QUALICONSULT GROUP THAT CARRIES OUT COMPULSORY DIAGNOSTIC SURVEYS TO IDENTIFY BUILDING POLLUTANTS, SUCH AS ASBESTOS AND LEAD, IN ORDER TO PROTECT THE HEALTH OF OCCUPANTS AND WORKERS. A PART OF ITS ACTIVITY ALSO AIMS TO CONTRIBUTE TO THE PROTECTION OF THE ENVIRONMENT, THROUGH WASTE MANAGEMENT DIAGNOSTIC SURVEYS BEFORE DEMOLITION.

KEY EXAMPLES OF OUR ACHIEVEMENTS IN THE FIELD OF SUSTAINABLE DEVELOPMENT AND INNOVATION

Diagnostic surveys for Renault Electricity - the largest electric vehicle production centre in Europe

Renault has launched Renault ElectriCity, a new benchmark industrial cluster for the production of electric vehicles and batteries. This large-scale project aims to create an ecosystem bringing together research centres, universities and start-ups to accelerate the research and development of technological solutions and innovative services for electric vehicles. By combining the work of three factories in the Hauts de France Region in Douai, Maubeuge and Ruitz, Renault is making a positive contribution to a process of reindustrialisation and the creation of 700 permanent jobs by 2024 and potentially 2,500 jobs by 2030.

Qualiconsult Immobilier teams supported both Renault and the EPF 'Etablissement Public Foncier' (Public Land Agency) as part of the Renault ElectriCity project by carrying out diagnostic surveys of some 200,000 m2 of premises (asbestos, lead, energy performance), more than 250,000 m2 of car parks and roads identified (asbestos and Polycyclic Aromatic Hydrocarbons (PAH) in the asphalt mixes) on Renault's Douai site, the aim of which is to protect the health of future workers.

Participation in such a project, because of its complexity, its positive social contribution and its environmental impact, is extremely stimulating for our teams. They took up this challenge under very tight deadlines, motivated by the scale, the objective of the project and the diversity of the work involved. Thanks to the long-lasting professional relationship established with Renault and our company Qualiconsult, and strengthened by the bond of trust existing between the EPF and Qualiconsult Immobilier, the existing cooperation between our teams resulted in these exceptional assignments.



Pre-demolition waste management

The pre-demolition waste management protocol involves conducting a two-stage demolition diagnosis - before and after - by carrying out a virtual deconstruction of the buildings and giving indications on the destination of the materials. There are 3 solutions for the treatment of the materials after deconstruction:

1. Re-use: this involves removing material and re-using it in the same conditions for which it was designed, such as ceiling tiles or neon lights for example.
2. Recovery of material means transforming it to produce new material. For example, concrete can be crushed, ground and used as backfill, or plasterboard is recycled and turned into gypsum powder which is used as raw material in the manufacture of plaster.
3. Material recycling is the reintroduction of the material into a production line as raw material, e.g. aluminium or pvc from joinery.



Asbestos removal Le Grand Meaulnes



Our company is specialised in the diagnosis of dangerous materials such as asbestos. We provide our clients (public landlords, promoters, institutions or any project owner) with specific support in carrying out asbestos removal work. The assistance we provide to the contracting authority involves carrying out an in-depth survey of the buildings, verifying the asbestos removal process, approving it and monitoring the entire process in terms of safety rules and removal. This year, Qualiconsult Immobilier carried out an asbestos inspection mission for the Val de Berry public landlord, prior to the demolition of three buildings comprising 202 homes by blasting in the Grand Meaulnes district of Bourges (France). This contract is an example of our societal contribution to the preservation of the health of workers exposed to asbestos risks.



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**Personal
account**

Claire BOUTAIN
TECHNICAL DIRECTOR,
QUALICONSULT IMMOBILIER

“Our waste diagnosis work involves carrying out a virtual deconstruction of a building, identifying the quantities of materials and proposing avenues for recycling and recovery where possible. This year, our teams of specialists in hazardous waste management, particularly asbestos, listed 990,000 tonnes of waste and categorised it, identifying 510,000 tonnes of waste potentially eligible for re-use, 16,000 tonnes of waste recommended for recycling and 900 tonnes of waste recommended for energy recovery. By developing this type of work, we are helping our clients to reduce their environmental impact and helping to encourage the development of the circular economy sector.”



132
employees in
15
agencies



TURNOVER:
12,6 million
euros



Gender
equality index
87/100

Workplace accident rate
0.80%

Frequency rate
8.88%

Severity rate
0.03%



25
External
recognitions



15,000
clients

21%

of turnover linked to
energy efficiency and the
environmental quality
of construction

QCS SERVICES

QCS SERVICES IS THE SUBSIDIARY OF QUALICONSULT GROUP SPECIALISING IN AUDITS, DIAGNOSTIC SURVEYS, MEASUREMENTS AND TECHNICAL ASSISTANCE TO PROJECT OWNERS (ATMO). WE PROVIDE SOLUTIONS FOR THE HOUSING, TERTIARY, INDUSTRIAL, INFRASTRUCTURE AND CIVIL ENGINEERING SECTORS.

Our expertise allows us to offer tailor-made services in the fields of energy, acoustics, accessibility, fire safety, environmental quality, structures and foundations, and building material pathology. All these services are provided in strict compliance with the rules for preventing conflicts of interest, especially those within the Qualiconsult Group. Our work is carried out throughout the life cycle of the building, and more particularly during use, maintenance, transformations or changes of use or ownership. Our engineers and technicians have access to state-of-the-art investigation and survey software and equipment, and a materials laboratory to reproduce building criteria and find solutions that are part of a sustainable development approach, particularly by extending the lifespan of these structures.

KEY EXAMPLES OF OUR ACHIEVEMENTS IN THE FIELD OF SUSTAINABLE DEVELOPMENT AND INNOVATION

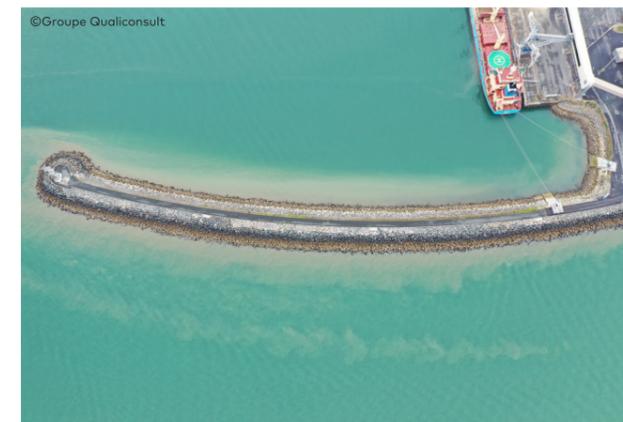
"Connected bridges": collaboration for innovation

QCS Services and its partners, COREDIA (engineering design specialist), DYNAOPT (measurement specialist) and TELESPAZIO France (satellite services and applications) have won the "ConnectedBridges" call for projects. The 4 companies have combined their skills to provide an innovative response to the project launched by CEREMA (Centre for Risk Analysis and Assessment, the Environment, Mobility and Development) as part of the "France Relance" Plan. The solution proposed by QCS Services, S.O.S.A (Monitoring of Structures Vulnerable to Scouring), proposes the implementation of a continuous monitoring system of the scouring phenomenon, a type of erosion by the base caused by rivers, the sea, sand or wind, of structures at risk. It uses innovative technologies such as connected instrumentation, the Geographic Information System (GIS), 3D modelling, data management via a BIM platform and satellite radar interferometry. This two-year experiment will be conducted on 5 to 10 bridges belonging to the Pyrénées-Atlantiques Regional Council in Southwest France. This project illustrates how collaboration between companies from different sectors and the use of cutting-edge tools have made it possible to develop an adapted and innovative response to the issue of scouring, a phenomenon that has been increased by global warming.



Drones helping to protect our heritage

QCS Services carried out a survey of the riprap rock protection of the La Rochelle Commercial Seaport by drone. The objective was to create a 3D model of the riprap rock protection in the port at a given time, by creating a model (cloud of points) and a baseline in order to analyse and compare it with new surveys carried out in 3-, 4- or 5-years' time. The purpose of this type of analysis is to verify the evolution of the condition of the riprap rock protection, an exercise similar to the periodic inspections of engineering structures. Such monitoring is crucial to guarantee the protection of ships against the increasing number of storms linked to climate change. As the Commercial Seaport in La Rochelle accommodates ships of all sizes (super tankers, oil tankers, grain tankers, etc.), this service contributes to the prevention of the risks of the collapse of riprap rock protections with possible economic, social (damage to fishing equipment, industrialists, loss of jobs for fishermen or seagoing personnel) and environmental (damage to a ship causing pollution of the ocean) repercussions.



QCS SERVICES playing a part in the ecological transition

Since 2021, QCS services has been a member of NOVABUILD Nantes, a building and public works cluster located in the Pays de la Loire region with 400 members and a resource centre for sustainable construction, which is part of the movement generated by the "Grenelle" environmental summit. Our subsidiary has joined this group, which is considered to be a "Transition Accelerator" connecting companies in the construction, development and property sectors.

Novabuild's mission is to encourage the industry and its clients to become aware of climate change and its consequences. The different members of the cluster work to facilitate networking, support cooperation between interested parties and facilitate the implementation of "climate solutions" to mitigate and adapt to climate change. QCS Services' membership of NOVABUILD is part of the Qualiconsult Group's collective intelligence approach, which aims to enable the collegial emergence of creative, innovative and sustainable solutions.



“
**Personal
account**

Kévin TRAVERS
SECTOR MANAGER

"Since joining NOVABUILD, we have had access to events such as visits to out-of-the-ordinary building sites, meetings with our counterparts on specific subjects, techniques and innovative developments, workshops (C'Positif, JeDisBIM), and annual meetings enabling members to discuss issues. These initiatives are extremely valuable and necessary for us to progress in our professions. NOVABUILD creates a bond between the members, enabling us to work collaboratively on issues, thus enabling us to progress more quickly."



27
employees in
7
agencies



TURNOVER:
2,7 million
euros

Workplace accident rate
1.09%



300
companies
accompanied in 2020
within the framework
of transnational
secondments



1,217
companies
representing
47 different
nationalities
accompanied
in the context
of transnational
secondments since
the creation of
the programme



5,000
clients

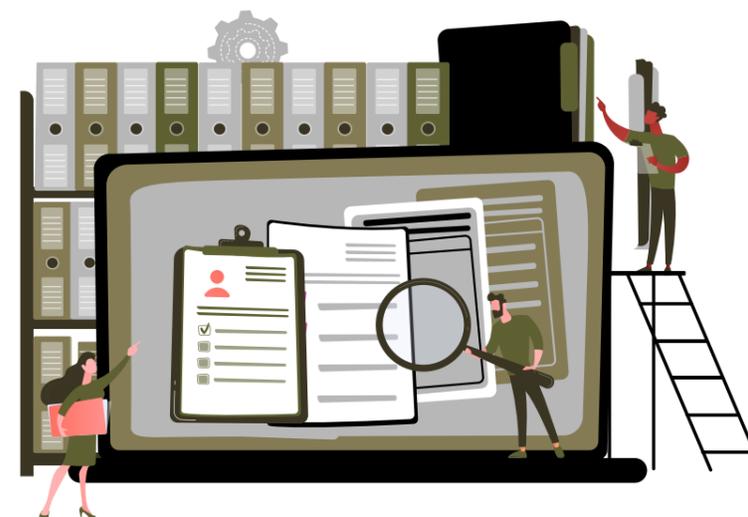
ELYFEC

ELYFEC HAS TRADITIONALLY OPERATED AS A HEALTH AND SAFETY COORDINATOR (H&S) ON CONSTRUCTION SITES. IT ALSO PROVIDES LEGAL REPRESENTATION FOR SECONDED WORKERS AND ASSISTS ITS CLIENTS WITH THEIR DUE DILIGENCE AND COMPLIANCE OBLIGATIONS.

KEY EXAMPLES OF OUR ACHIEVEMENTS IN THE FIELD OF SUSTAINABLE DEVELOPMENT AND INNOVATION

Our contribution to the fight against social dumping

For the past 5 years, our company has been developing new solutions for the prevention of illegal work and fraud involving seconded labour. Initially, we started this service offer with foreign companies, particularly in the food industry (sending technicians with specific skills for the installation of machines), and then we extended it to all sectors of activity. In the face of tightened controls on cross-border employment, we assist our clients in the management of complex procedures in order to avoid negligence and to comply with the regulations. Our team of international lawyers supports our 1,217 clients representing 47 nationalities. This year we have assisted 300 clients on this type of contract.



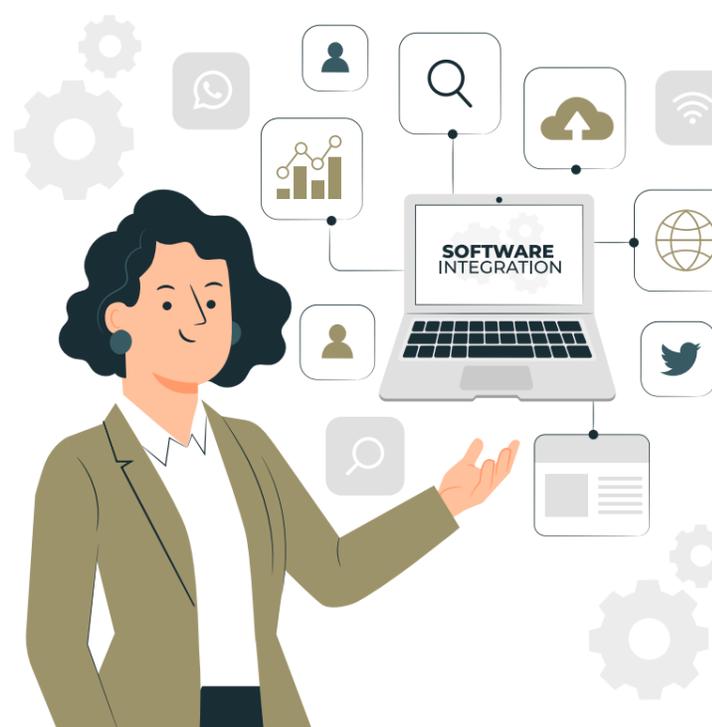
“ Personal account

Olivier VAUDOIZET
OPERATIONS MANAGER,
ELYFEC

Due diligence & compliance project ownership assignments

Our subsidiary specialises in providing comprehensive assistance to project owners and managers by offering them the services of a team of specialists in European law and providing them with access to specialised IT resources. Companies that use subcontractors have a responsibility to exercise due diligence. This year, we provided support to IKEA, which involved collecting and verifying all tax, legal and social documents (identity documents, residence permits, insurance, etc.) and declarations of existence of all subcontractors working on the construction site of new IKEA premises. The creation of a platform shared with the client made it possible to centralise all the compulsory documents likely to be requested by the control authorities.

“The nature of our contracts underpins one of the key aspects of Qualiconsult Group’s sustainable development strategy, namely ethics and compliance. By assisting our clients in the management of administrative and complex procedures, we help protect workers from illegal employment and actively participate in upholding human rights.”



Administrative management platform for DANONE WATERS

In 2020, in collaboration with an IT partner, we developed an interface specifically for DANONE WATERS (Evian, Volvic, Badoit, Salvetat). The purpose of this platform is to collect, control and store the documents related to due diligence requirements, and more broadly all the documents necessary for the company and concerning each individual who enters a Danone Waters site. Our support, including the training of those using the system, enables our client to have at its disposal and to fill in all the compulsory documents related to its subcontractors in order to be able to comply with the regulations in force.

ABOUT

THIS REPORT

For the first time this year, QUALICONSULT GROUP has produced an integrated report providing an overview of the company's activities and the strategy deployed to combine performance and shared value creation. Significant steps have been taken to transform the company and this new report outlines the steps in this process.



Inspired by the reporting framework proposed by the **International Integrated Reporting Council (IIRC)**, the document was compiled following its guiding principles and in accordance with the standards of the **Global Reporting Initiative (GRI)**. Accordingly, it presents the joint work carried out by the teams who have revisited the company's raison d'être together, and shows how this fits into the Group's value creation model. It illustrates the depth of the employees' commitment to their key stakeholders by presenting the environmental, social and societal issues they prioritised, in line with our stakeholders' expectations. The report also reveals the CSR strategy in line with the **Sustainable Development Goals (SDGs)** and the associated roadmap for the next three years. The latter is the result of the priority-setting work mentioned above. The main projects carried out in 2020 and 2021 are also listed. Finally, a special section describes the business model for creating financial and extra-financial value and the societal contribution of the various assignments carried out by the teams.



This work has resulted in the sustainable inclusion of the **Ten Principles of the United Nations Global Compact** in the Group's strategy and operations. As a new signatory to the UN Global Compact, the Group is committed to continuous improvement and reporting on progress.

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.

The majority of the data and statements in this integrated report are for the year 2020. The methodology used to collect the data was as follows:

- Interviews were conducted to obtain qualitative data
 - The social and Health, Safety and Environment (HSE) data come from the company's economic and social databases (BDES). The data itself comes from the company's information system (IS)
 - Financial data comes from the company accounts and certified consolidated accounts
 - Training data was compiled by the Training Department
 - Data related to the vehicle fleet comes from the Purchasing, Logistics and Real Estate Department
 - Data on clients and contracts have been extracted from the Group's information system
- NB: The social data consolidated at Group level excludes Elyfec and Qualiconsult International, which are considered to be unrepresentative in view of their respective size and the consolidation method used.

This report is intended for our employees, clients, supervisory bodies, investors, public authorities or voluntary organisations, and all those who wish to be kept informed of our progress.

Available in English and French, the integrated report can also be downloaded from our website: www.groupe-qualiconsult.fr



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DECEMBER 2021 EDITION

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DE VOS
PROJETS** 

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