

LACROIX

CHARTER

Dear employees,



Our group is evolving. Its size, its international development and its different business divisions require that our core rules be enhanced. They form the basis of our behaviour, both individual and collective.

Here is the LACROIX Group's charter, a code of good conduct.

It establishes the basic structure and provides the springboard from which we can develop. Fundamentally, we are simply defining that which the managers and employees of the Group have been building for 65 years, thereby creating a community of men and women which encourage respect and performance. It is a capital which we must preserve, grow and also develop to enrich our values.

We are convinced that alongside values of honesty, integrity and fairness, respect is the fundamental concept on which we should base our actions:

- **Respect human beings and their position**
- **Respect laws, in particular the laws of competition**
- **Respect the environment**
- **Respect our partners, clients, suppliers and shareholders**

We must be vigilant to live by these values, not as a constraint, but as a condition of our harmonious and balanced development, providing energy for tomorrow.

So let's be particularly attentive to these values which we should live by on a daily basis. I thank you in advance for your consideration.

Yours faithfully,





1 > The LACROIX team

The LACROIX team recognises the expertise of everyone and how the different forms of expertise complement each other.

It shares common goals and supports everyone in their skills and responsibilities.

It informs itself about others' constraints to guarantee efficiency and to ensure cohesion.

The LACROIX team informs itself, informs others and acts on behalf of the whole group.



2 > Everyone has a role in the team

The managers must be exemplary. They make their team participate and help them make progress. They help them carry out their tasks by providing them the required information, supervision and support.

Every member of the team shares in its successes and accepts its failings. Everyone accepts constructive criticism and is involved in a continuous improvement process.

Everyone in the team is honest and supported. Initiatives are encouraged and everyone has the right to make mistakes.



3 > Team rules

They are based on truth-speaking, dialogue and listening.

Thanks to regular progress reviews, expertise, commitment and performance are recognized. The team is characterized by its professionalism and its expertise.

Every employee should cultivate the team spirit. They have to prove that they are worthy of the trust that is placed in them and accept control.



4



The team commits

The team commits for its client. It directs, advises, alerts and supports the client to satisfy him. The team undertakes to respect laws and rules.

The team is involved in a continuous improvement process by measuring its performance through indicators. It comes up with proposals.

The team is ambitious and pragmatic. It has to be capable of self-criticism to successfully rebound. Each team is recognized as contributing to the results.



5



The team prepares for the future

The team seeks to create sustainable links with its clients and suppliers by founding its relations on trust and honesty.

The team develops its versatility.

It makes the necessary human and material investments to ensure the development of its activity.

The team is concerned about the environmental consequences of its industrial and commercial choices.

The team contributes to the general innovation effort and cultivates a winning spirit.





Our Values

LACROIX core rules:

- **Respect people and other people's work**
- **Favour team spirit and team work**
- **Take responsibility**
- **Be trusting**
- **Seek efficiency and performance**
- **Speak the truth**
- **Be open to new ideas**
- **Satisfy our clients**



The commitment of a whole team