

Commercial Ethics Charter

Preamble

This ethics charter defines the principles and expected behaviors to ensure responsible, ethical, and value-driven business practices within our company.

1. Integrity and Transparency

- Honesty: We are committed to being honest in all our communications and business transactions. The information provided must be accurate and truthful.
- Transparency: We must maintain complete transparency in our relationships with customers and partners, avoiding any form of manipulation or deception.

2. Respect for Customers

- Listening and Respect: We must treat all customers with respect, listen to them, and respond to their needs courteously and professionally.
- Confidentiality: We must protect the confidentiality of customer information and not use it for unauthorized purposes.

3. Fair Competition

- Fair Practices: We are committed to adhering to the rules of fair competition, avoiding any anti-competitive or unfair practices.
- Ethics in Negotiations: We must negotiate in good faith and respect the terms and conditions of the agreements reached.

4. Combating Corruption

- Any form of corruption that influences business decisions is strictly prohibited.
- Conflict of Interest Disclosures: Potential conflicts of interest must be declared and managed transparently.

MINERVA ISSARTEL

5. Non-Discrimination

- We must treat all customers and partners without discrimination based on race, gender, religion, ethnic origin, age, or any other characteristic protected by law.

6. Respect for the Environment

- Sustainable Practices: We must integrate environmentally friendly practices into our business activities, minimizing our ecological impact.

- Regulatory Compliance: We must comply with all applicable environmental laws and regulations.

Vincent Carrié
Directeur Général Adjoint

