



Founded in 1989 in Dinan and present in seven countries with 26 industrial centres, Cordon Group is a European leader in the manufacture, repair and renovation sectors, and is involved in the entire life cycle of electronic products.

As a recognised expert selected by the major stakeholders in the electronics sector (manufacturers, telecom operators and distributors), Cordon Group responds to the global challenges raised by the transformation of the sector by placing its expertise at the service of its customers and working for the durability of their electronic products.

Founded on solid values which contribute to the development of the circular economy and are people-centred, the company today employs 2,800 people.

Its vision for the future is to make the world more virtuous for future generations, develop its services to reduce its environmental footprint as much as possible and continue to adopt socially responsible practices.

OUR VALUES

Innovation and listening to the customer are the pillars which have forged our history and will forge our future.

Our expertise, the signature of the group, is driven by our will to do business based on a people-centred approach.

Our values are at the centre of our business lines to serve our commitments to a more virtuous, more sustainable electronics sector.



Our CSR commitments

The commitment of Cordon Group is reflected in the strengthening of its societal and environmental responsibility with a CSR policy based on four pillars, in line with the company's values. The latter are broken down into 14 strong commitments which guide our actions and strategic directions for the next three years.



AN ORGANISATION CONSCIOUS OF ITS IMPACT ON THE ENVIRONMENT

Committed to the country's environmental transition, Cordon Group undertakes to:

•Reduce CO₂ emissions:

colocation of logistics and repair activities, optimisation of transport flows, investment in insulation work to reduce our energy consumption.

•Increase the share of renewable energy use:

negotiation of "green" energy contracts.

•Reduce waste production,

particularly plastic: optimisation of upstream industrial processes, recovery of materials.



AN ORGANISATION WHERE TRANSPARENCY AND ETHICS ARE APPLIED TO ALL THE STAKEHOLDERS

By placing ethics at the centre of its business, Cordon Group undertakes to:

•**Conform to the applicable laws and regulations, guaranteeing the application of ethics rules:** ethics charter, anti-corruption code, internal whistleblowing procedure, business trip expenses policy together with control procedures.

•**Respect people,** particularly with the application (with no restriction) of labour/human rights in every country where we operate: compliance with the minimum working age, prohibition of forced labour, compliance with the regulations with regard to minimum wages.

•**Fight fraud, corruption and influence peddling:** train our most exposed employees about the risks and how to detect situations of corruption, the gifts and invitations policy, verification of our suppliers ethics commitments.

•**Maintain trust-based relations with all our partners,** and at the same time guarantee confidentiality and impartiality in our professional relations: a security policy for our information systems, implementation of calls for tender, establishment of objective criteria in the selection of our suppliers.



AN ORGANISATION WHERE EXPERTISE AND PEOPLE ARE AT THE CENTRE OF ITS ACTIVITY

Driven by the commitment of the people of today, Cordon Group undertakes to:

•Promote diversity and fight discrimination

throughout our employees' careers: transparent recruitment, a fair wage policy, professional development based on objective criteria.

•Guarantee good working conditions,

and ensure the development of everyone's skills: maintain cohesion and social dialogue, enable employees to update their skills regularly, measure employee satisfaction by means of satisfaction surveys.

•Encourage social integration through work,

which should be open to all, local and inclusive: prefer local recruitment agents, participate in the integration of employees who face particular difficulty finding employment, pay close attention to the careers of employees with disabilities, help young graduates enter professional life via work-study contracts and placements from secondary school onwards, develop partnerships with schools.



AN ORGANISATION WHICH STRIVES AND AIMS TO DEVELOP ITS RESPONSIBLE PURCHASING IN COLLABORATION WITH ALL ITS SUPPLIERS

To implement responsible purchasing, Cordon Group undertakes to:

•Readjust its needs and include environmental criteria

in order to preserve the natural resources and the environment: compliance with the REACH standards and the rules governing the use of hazardous substances in the procurement of raw materials (RoHS), promotion of so-called "sustainable" products, particular attention paid to suppliers involved in the preservation of the environment and biodiversity, selection of transport suppliers committed to a "green logistics" approach.

•Maintain a close working relationship with its suppliers

based on a continuous improvement approach to performance: selection and evaluation of suppliers to control the supplier risk, support for suppliers in improving their performance, inclusion of requirements in contracts to guarantee respectful collaboration.

•Generalise the principle of digitalisation:

use of software for internal validation circuits and deployment with our suppliers who are willing.

•Encourage the economic development of the regions

through local partnerships, and guarantee respect for social and societal values: integration of geographical criteria in our supplier selection, creation of synergies with local stakeholders, support for operators in protected and adapted sectors.

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The members of the Executive Board