



**PLG**  
ProductLifeGroup



# **Corporate Social Responsibility CHARTER**



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In today's environment, the need for responsible business practices is more critical than ever.

We believe that Corporate Social Responsibility delivers added value to our clients, employees, shareholders, business partners & the communities in which we operate and the environment.

Our employees represent PLG's life force and are a key part of this process. PLG can only make its commitments through them and with them.

To achieve this, we aim to foster diversity and respect for difference in the workplace.

We believe that a caring work environment creates a better culture of excellence. In this way, we can all move forward together towards our common goal of building a better working world.



## Core Values

At PLG, the way we lead, work and behave is driven by our core purpose: improve human health by delivering regulatory compliance services for the safe and effective use of medical solutions.



This purpose influences the way we meet client needs while respecting the regulatory requirements of each country in which we operate.

**The values we promote are: Teamwork & Diversity - Entrepreneurship mindset – customer oriented & Learn to learn – Continuous improvement**

## Business Ethics

PLG is committed to being an ethical business. Business ethics build trust with our clients, shareholders, team members, suppliers and other stakeholders. They provide the right environment and act as a business enabler to support our clients' ambition and growth.

PLG is committed to comply with all applicable competition and antitrust laws and regulations and rejects any form of bribery and corruption. In April 2020, PLG has issued, promoted and supported a Code of Business Ethics. As part of this program, every employee receives the Code of Business Ethics and is expected to comply with it and follow specific trainings.



PLG supports and adheres to:

- The principles of the 1948 Universal Declaration of Human Rights and refuses the use of forced labor and child labor;
- The principles of the fundamental conventions on labor standards of the International Labour Organization;
- The OECD guidelines for Multinational Enterprises;
- The principles of the UN Global Compact Program and has signed on to the UN Global Compact "Caring for Climate".

# What does engagement mean at PLG?

Helping all our employees to grow, in a meaningful work environment conducive to individual self-fulfillment.

Our HR challenges require the implementation of individual development plans, fostered by the creation of a new Performance Management called The Meaningful Conversations. Its main aims are to analyze our talent management performance and to identify ways of making the necessary changes.



Our employees and partners are working to minimize our footprint, even though it is small because we are a services company. In November 2020, PLG joined the United Nations Global Compact committed to advancing on the Ten Principles and achieving the Sustainable Development Goals (SDGs):

- Principle 1:** Businesses should support and respect the protection of internationally proclaimed human rights;
- Principle 2:** Make sure that they are not complicit in human rights abuses;
- Principle 3:** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- Principle 4:** The elimination of all forms of forced and compulsory labor;
- Principle 5:** The effective abolition of child labor;
- Principle 6:** The elimination of discrimination in respect of employment and occupation;
- Principle 7:** Businesses should support a precautionary approach to environmental challenges;
- Principle 8:** Undertake initiatives to promote greater environmental responsibility;
- Principle 9:** Encourage the development and diffusion of environmentally friendly technologies;
- Principle 10:** Businesses should work against corruption in all its forms, including extortion and bribery.

# Environmental Sustainability

As a services provider, PLG is consuming less energy in daily facility operations and with less control over consumption than compared to other industries such as manufacturing. By reducing energy consumption, we can help to reduce the environmental impacts associated with CO<sub>2</sub> and other greenhouse gas (GHG) emissions.



## Facilities

We are taking action to reduce the impact that our facilities have on the environment throughout their lifespan, by:

- Active monitoring of power consumption to identify opportunities to reduce usage;
- Introducing advanced energy-saving measures such as high efficiency lighting and HVAC (heating, ventilation and air-conditioning) systems;
- Usage of "green energy schemes" where possible (i.e. electricity provider that delivers only power from regenerative sources).

## Business Travel

Business travel is a particular issue for the services industry. While recognizing the critical importance of face-to-face time spent with our clients, we continue to take pragmatic steps to reduce our travel-related impacts:

- Video-conferencing and other tools to enable remote and global collaboration;
- Encouraging the use of public transport and rail passes and avoiding using plane considering distance and security;
- Encouraging commuting to environmentally friendly transportation means;
- Providing virtual working and flexible working hours to enable employees to work remotely and travel outside peak periods.



## Waste Management

PLG uses the 'reduce, recycle, reuse' principle to drive our approach to waste management, encouraging recycling initiatives and individual responsibility while implementing ways to reduce non-renewable resource usage. We have introduced schemes to:

- Provide recycling facilities for paper, cardboard, glass, aluminum, printer toners, plastics and reduce electronic waste depending on available local facilities;
- Accelerate digital transformation to reduce waste creation of paper, cardboard, plastics in combination with paperless office strategy;
- Reduce electronic waste creation by applying advanced recycling policies in accordance with local legislation;
- Continuous investment on green certified IT equipment & technology;
- Discourage unnecessary printing and encourage double-sided and black and white printing and photocopying when essential;
- Ensure that all electronic equipment is recycled in accordance with local legislation.

## Procurement

We expect our suppliers and business partners to fully comply with all applicable legislation for the services they provide, and to respect appropriate ethical policies and human rights. Our contracts with our suppliers reflect this approach. Should a supplier fail to respect these sustainable procurement and ethical guidelines, PLG is then entitled to terminate the contract.

In our purchasing activities, we pay attention to social impacts and human rights, supplier diversity, environmental impacts, anti-bribery and corruption.

Activities throughout our business are predicated on the ten key principles of the United Nations Global Compact.



## Diversity and Inclusion

PLG is proud of its cultural diversity. Diversity has many facets including gender, sexual orientation, disability, ethnicity, age and lifestyle. At PLG, our definition of diversity also includes dimensions such as experience, personality, communication and working styles.

Inclusion means having a working culture where our diversity is valued enabling us to generate new ideas, anticipate market trends, and be thought leaders in our chosen markets. We view diversity and inclusion as both a strategic advantage and an ongoing opportunity.



## Talent Management

PLG believes in offering an opportunity for a successful and rewarding career development. Each employee has his or her own individual development plan, linked to motivations and career preferences. We developed a Performance Management Framework, designed to help employees to develop in a wide variety of different roles, with the clarity required to support clear career progression, and to let our people take charge of their own career.

The Performance Management Framework defines and describes the qualitative and quantitative targets, Meaningful Conversations and Individual Development Plans to reach the excellence, regardless of where we deliver.





## Communication and Employee Engagement

Effective communication is a precondition for the open culture that prevails at PLG. It is also essential for effective knowledge dissemination, sharing success and creating a sense of belonging within teams.

The Meaningful Conversations between individuals and managers are set to reinforce the sense of belonging and engagement.

Digital platforms such as our SharePoint / Teams underpin most of internal communications, enables inclusive, two-way dialogue across all levels of the company. Pulse Checks are conducted regularly to monitor employee engagement.



# Description of CSR challenges and outlook

The materiality analysis consists of identifying the various issues related to our economic, social and societal responsibility and arranging them in hierarchical order.

This materiality analysis has enabled us to identify four key challenges for PLG:

**1**

Developing services that support sustainable growth

**2**

Possessing expertise that enables us to serve our clients in a flexible and high-quality manner

**3**

Placing ever greater emphasis on our people

**4**

Being a corporate citizen

**Corporate  
Social  
Responsibility**





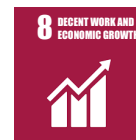
# Methodology - United Nations sustainable development goal

We practice responsible service providing, which has assimilated the fact that, in the new Circular Economy model, the supply chain must be transformed into a value chain for the client, and at the same time, it must contribute to the sustainable development of society.

True to this dual approach, in PLG we report on our activity's contribution to the 17 Sustainable Development Goals (SDGs) of the United Nations by realizing our Responsible Service provider Model.

To report the correlation between the contributions of each commitment of the 17 SDGs, we will follow the GRI analysis guide.

We present our results on the 10 SDGs on which our capacity for influence is greatest; highlighting the direct contribution of our business to achieving goals 8 and 9 (more than the others).



Promote inclusive and sustainable economic growth, employment and decent work for all



Build resilient infrastructures, promote inclusive, sustainable industrialization and promote innovation

## OBJECTIFS DE DÉVELOPPEMENT DURABLE





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