

intelcia

CSR CHARTER

YOU MATTER TO US

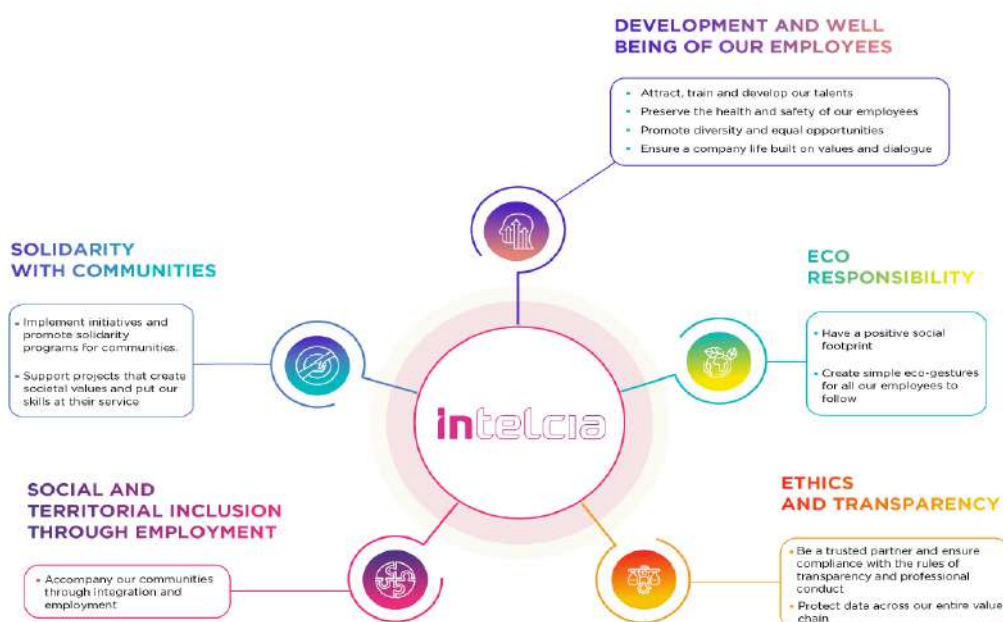
INTELCIA CSR CHARTER

In less than 20 years, Intelcia, expert in customer relationship outsourcing, has established its position among the top global leaders.

Intelcia is present in **seventeen countries**, where it is committed to combining excellent services with a firm commitment to the principles of **sustainable development**, thus **creating and sharing economic, human and ecological wealth**, and thereby creating a **sustainable and virtuous dynamic**.

As a socially responsible player for several years now, Intelcia intends to support its **economic and geographic expansion** by initiating **a new policy of social, societal and environmental responsibility**, driven by a desire for continuous improvement to reach the highest standards. Likewise, Intelcia is keen to be as close as possible to the expectations of its stakeholders, who are regularly and openly consulted, while committing to ensuring that there is no difference between its different entities.

This new policy of social, societal and environmental responsibility is built around **five strong pillars**, subscribed to by the company through the text of this **CSR Charter**.

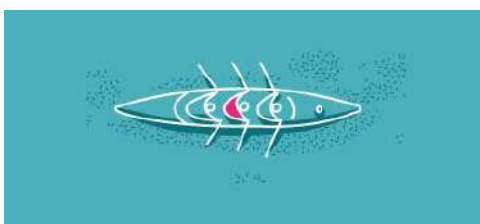


DEVELOPMENT AND WELL-BEING OF EMPLOYEES



Intelcia is carried out by **men and women**, it also has to be at their service. Employees will be all the more at the heart of the company's efforts who is engaged to guarantee them **diversity and equal opportunities, attentive listening and transparency, health and safety**, career management so that their talents can blossom and develop, the assurance of social dialogue, and a dynamic corporate life capable of creating bonds of fulfillment and solidarity.

SOLIDARITY WITH COMMUNITIES



This solidarity is also intended for the **communities of the territories that host its activities** and for which the company commits both its **human and financial resources** to create spaces of dignity and sow seeds of hope among vulnerable populations, among people suffering from diseases, or for the education of children and young people.

SOCIAL AND TERRITORIAL INCLUSION THROUGH EMPLOYMENT



Furthermore, when Intelcia opens a new site, it is firmly determined to establish itself on a long-term basis and to give disadvantaged territories and communities a second chance to create, together with them, **local economic and social value**. This creation of shared value is **inclusive for both territories and communities**. The company will thus make its expertise and resources available to strengthen the capacities of vulnerable working populations who wish to do so, both young and elderly, thereby promoting their chances of **professional integration or reinsertion**, and offering the possibility of employment to the most deserving among them. Similar efforts will be made for the benefit of people with disabilities, to whom the company will offer arranged opportunities.

ECO RESPONSIBILITY



In its approach of exemplarity, Intelcia is not intended to overlook one of the major issues of its time, that of **ecology and the environment**. Intelcia will adopt a proactive approach in this respect, and will express its eco-responsibility by integrating it into its **purchasing policy**, by raising **awareness among its employees**, by promoting **sorting and recycling**, by working towards **reasoned and responsible consumption**, particularly in terms of energy, and finally by compensating for its environmental externalities in various ways, in association with specialist players in the field.

ETHICS AND TRANSPARENCY



Lastly, fully in line with its values, Intelcia is also uncompromising on questions of **ethics and transparency**, which it is committed to cultivating, spreading and ensuring as much for the sake of its employees as it is for its business partners and their users.

Intelcia is therefore strengthening its identity and **values through this Charter of social, societal and environmental responsibility**, and wishes to root these principles in its corporate culture and nurture winning and constructive relationships with its stakeholders.

Our values, at the heart of our human DNA



Optimisme. Ambition. Boldness.

Our optimistic vision is future-oriented. It helps us to think and to shape a better tomorrow.



Transparency. Respect. Benevolence

At Intelcia, we respect each other's differences. This is how we create rich and lasting relationships that inevitably lead to collective success.



Excellency. Agility. Inventiveness.

We are builders.

We go above and beyond on a daily basis to find solutions to all obstacles and challenges. Inveterately agile, we are able to respond to customer needs no matter the challenge.

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