

Corporate Social Responsibility charter between Dalkia and its suppliers

Dalkia, a subsidiary company of the EDF Group, and a major player in the energy transition committed to build a net zero energy future, is firmly rooted in the regions with a long-term strategy. It invests and helps its customers in their decarbonisation approach, based on a sustainable economic performance and a strong commitment vis-à-vis its employees, its customers and its partners.

Dalkia puts forward solutions to its customers based on local resources and businesses which are more energy-efficient and in tune with the environment. In response, Dalkia is supported by trained and motivated employees, partners selected according to their skills and reliability, and a unique know-how on power plant operation and management developed in each of the territories in which Dalkia is settled.

In line with the UN's sustainable development objectives and the EDF's Corporate Social Responsibility (CSR) policy and objectives, Dalkia has set out **16 CSR commitments divided into four key themes: Carbon and climate Neutrality, Preserving the planet's resources, Well-being and solidarity and Responsible Development.**

Dalkia substantiates its commitments with all its stakeholders and transposes the EDF Group's Supplier Policy, which places responsible purchasing at the centre of the Group's Corporate Social Responsibility. In this Charter, which represents a constituent part of the agreements entered into, Dalkia sets out its principles as part of the relationship with its suppliers and subcontractors.

Dalkia's CSR commitments

 CARBON AND CLIMATE NEUTRALITY	01 Develop renewable and recovered energies	02 Decarbonise at our customers' sites	03 Reduce our direct CO ₂ emissions	04 Develop the uses of electricity	  
	05 Protect biodiversity	06 Preserve water resources	07 Improve waste management	08 Encourage the circular economy	 
	09 Ensure the health and safety of all	10 Guarantee and promote equality, diversity and inclusion	11 Develop skills	12 Fight against energy precarity	 
	13 Dialogue with stakeholders	14 Promote direct and indirect employment	15 Give priority to local purchases from SMEs	16 Deploy sustainable digital tools	 

1.

Dalkia's commitments



Respect human rights and basic freedoms

Dalkia undertakes to respect at least the international standards to protect and defend human rights and basic freedoms, particularly the UN International Human Rights Charter and the International Labour Organization's (ILO) fundamental conventions.

Dalkia commits to its staff to fight discrimination, harassment and violence, forced labour and child labour; to respect freedom of association and the right to collective bargaining, and to guarantee fair and favourable working conditions.

Dalkia also undertakes not to infringe on the rights of the local communities concerned by its activities and to respect the rights of indigenous people.



Guarantee health and safety

Dalkia's Health and Safety policy aims to eradicate severe and fatal accidents by focusing on both: strengthening shared awareness of major risks and raising awareness of all the Group's employees. Taking into account health topics and developing partnership relationships with service providers represents one of the major focuses of this policy.

Dalkia takes a global approach; it includes road risk prevention and the entire field of health: occupational health and psychosocial risks.

Dalkia undertakes to roll out a preventive culture based on an internal health and safety management system, aiming to achieve zero fatal accidents and zero serious accidents and, in the long term, zero accidents, both for its employees and providers' employees.



Protect the environment

Dalkia undertakes to fight climate change through the EDF Group's commitments to reduce CO2 emissions in compliance with the Paris Climate Agreement.

Dalkia also undertakes to limit its environmental footprint, throughout the life cycle of its facilities and activities, optimising the use of natural resources by preserving biodiversity, and an integrated and sustainable water, circular economy and non-recyclable waste management.



Act ethically and compliantly

Dalkia undertakes to prevent corruption of every kind, only have business relationships complying with the Group's rules of integrity, set limits on gifts and invitations offered or received and prevent conflicts of interest and fraud of every kind.

Dalkia also undertakes to comply with legal and regulatory obligations that apply to it, to prevent market abuses, risks of money laundering or breaches of competition law.

Dalkia undertakes to check, prior to any commitment, that its contemplated business relationship or transaction is not subject to international sanctions and to check the nature of the product or service exported, its destination, end user and actual use.





2.

Supplier's Commitments

- **The supplier undertakes** to consult, respect and enforce its employees, subcontractors, suppliers and business relationships to comply with Dalkia's aforementioned commitments.
- **The supplier undertakes** to communicate this Charter or an equivalent internal Charter, whose equivalence has been checked by Dalkia, to its employees, subcontractors, suppliers and business relationships whenever it operates on behalf of Dalkia.
- **The supplier undertakes** to answer CSR questionnaires and/or to receive internal or external auditors appointed by Dalkia to check the application of this Charter on all or part of the supply chain, including in Dalkia sites, during Quality, Environmental and Sustainable Development audits.
- **The supplier under a Master Agreement undertakes** to take or make take all necessary measures to ensure people's health and safety.



3.

A shared approach

Dalkia undertakes to meet its commitments and principles in its contractual relationships with the supplier, particularly based on integrity and mutual respect and to support them, where reasonably possible, in this approach while allowing them to benefit from its experience and expertise in social and environmental matters, including if necessary within the context of evaluating the supply chain.

Dalkia and the supplier come together in a shared approach to identify critical points in the supply chain regarding the principles upheld, define the concrete actions for progress required to control the resulting risks and ensure monitoring, with particular attention paid in countries that have not signed the ILO's conventions in which they may find themselves working.

Periodically, Dalkia and the supplier draw up a review of their actions as part of this approach to check that these principles are being complied with.

Over and above this Charter, and the participation of the supplier to Dalkia's Corporate Social Responsibility approach, the supplier is strongly encouraged to implement their own CSR and certification approach, especially with regard to quality, safety, environment, energy and human rights matters.

In addition, Dalkia makes available the EDF Group's whistleblowing system:

- For all the Group's employees and external or occasional staff, making it possible to report occurrences contrary to laws and regulations, a crime or an offence, a breach of Dalkia's code of conduct, a violation of an international commitment ratified by France or a threat or serious harm to the common good;
- For third parties to report any risk of a serious infringement of human rights and basic freedoms, the environment, health and safety due to Dalkia's activities.

The EDF Group guarantees the strict confidentiality of the reported facts, the identity of the whistleblower, the people involved or mentioned in the warning, along with the protection of personal data in line with the European Union's General Data Protection Regulation.

The supplier undertakes to communicate and make the Group whistleblowing system known among its employees.



4.

Non-compliance with these commitments

Any severe environmental or social breach noted with respect to the Dalkia Group's commitments and requirements shall be subject to an in-depth joint analysis between Dalkia and the supplier to define the actions to be taken to rapidly remedy these discrepancies. If the supplier refuses to implement an improvement process making it possible to remove these discrepancies or in the event of the proven persistence of these discrepancies after several evaluations or checks, the Dalkia Group reserves the right to terminate the contract with the supplier.

Our manifesto

**We
ARE**

more than 19,000 men and women in France and abroad, committed professionals, close to our customers in the heart of the territories. We are experts in local renewable and recovered energy, energy efficiency, low-carbon heat, operation of heating and cooling systems, production of cold and compressed air and electrical engineering. For more than 80 years, we have been recognized by our customers: local authorities and industries, healthcare institutions, housing and commercial building managers. We are Dalkia, a subsidiary of the EDF Group.

**We
WANT TO**

accelerate the decarbonisation of industry and buildings as well as the greening of heating and cooling networks. We want to innovate in energy services so that our customers consume better, that is, less carbon and low-carbon. For greater performance, we want to take advantage of our digital transformation to deploy new business models that are attractive to our customers, partners and employees.

**We
HAVE**

transformed and developed our company in France and internationally through customized solutions to accelerate our clients' energy transition. We have made digital technology a strength with our partners, both for our businesses and for our customers. We have changed our management practices, developed social dialogue and adapted our organizations.

**We
WILL**

pursue our Zero Accident Ambition because the health of our employees is our top priority. We will attract new talent, in all its diversity, and increase the number of women in our teams. We will continue to invent to reduce our own CO2 emissions and those of our customers, while preserving the planet's resources for future generations.

Together, we are going to become the company of reference in the field of decarbonisation solutions for territories; efficient and committed to meeting the climate challenge with our customers!