



Sustainable Development Charter
***« Faceo committed to building sustainable
relationships »***

Faceo's¹ primary aim, as a European Facility Management service-provider, is to respond to client needs while creating and maintaining lasting relationships with its clients.

Faceo was one of the pioneers of environmental certification in the property (occupants, buildings and facilities) service industry.

The Faceo Group's core values are laid out in two charter documents: the ethics Charter² and the risk management manual³ (Red Book).

Within this framework, Faceo reasserts through this document, which constitutes its Sustainable Development Charter, its commitment to its clients' sustainable development policies considering three main orientations:

- 1. Maintaining a **relationship of trust** with its clients, contractors and employees,*
- 2. Providing the clients with all the **competencies required** to meet **their needs**,*
- 3. Aiming to be a **driving force for change**, in a context of continual improvement.*

¹ <http://www.faceo.com>

² http://www.faceo.com/uploads/tx_smilefileteaser/Charte_d___thique.doc

³ Limited availability of the Faceo Intranet

Faceo's commitments

- **Support** its clients in the implementation of their sustainable development commitments at facilities managed by Faceo

- By committing to provide the clients with all the competencies required to meet their needs
- By entering into a contractual agreement for the achievement of objectives and results defined in consultation with the clients

For its client Thales:

Faceo attained the contract objective of reducing energy expenditure by:

- Optimising facility management techniques
- Investing in materials with reduced energy requirements
- Fine-tuning the management of energy supply contracts

- **Elicit** best-practices in sustainable development from collaborators and subcontractors reporting to Faceo

- By selecting the best contractors to meet the commitments of both Faceo and its clients
- By guaranteeing a clear and transparent relationship based on mutual respect and trust in order to meet better client needs

- **Mobilise** its European network of operational experts at client service

- By making available its network of European experts capable to responding to the needs of both Faceo and its clients, and particularly to:
 - Environmental and energy issues
 - Safety of goods and personnel
 - Respect for regulations
- By making available its network of European experts to maintain an open dialogue with all of its partners, clients, employees and contractors in a context of continual improvement

- **Foresee** and limit pollution, waste and environmental risks to buildings, facilities and operations for which it is responsible

- By aiming to be a driving force for change, in a context of continual improvement
- Through training programmes devoted to core competency development, risk management and environmental issues, within the framework of the Faceo Institute
- By developing a risk-management culture, that is established, communicated and monitored on a site-by-site basis

Waste processing and pollution

- Installation of an effluent processing facility (STEP) for Thales, based on green technologies (bamboo), on the Ferté Saint Aubain site.

- **Support** its client's aims in reducing energy consumption and evaluating waste by assessing and evaluating then suggesting operational solutions

- By being committed to providing advisory services within its scope of business and fields of expertise
- By being a driving force for change through diagnostics and suggestions for operational and innovative solutions.

Reporting and decision-making tools dedicated to energy management:

- REPORTEO for Facility Management
- PILOTEO for steering contracted operations as regards contractual obligations
- SATURNE to optimise consumption
- DIVA for contract optimisation

- **Monitor** the evolution of legislation in order to maintain conformity of services and facilities

- Faceo's QHSE Unit ensures constant monitoring of legislation evolutions
- Faceo's sites managers notify clients and supporting them in the implementation of conformity requirements

- **Guarantee** the safety of its collaborators by increasing awareness of risks associated with their roles, operations and facilities

HSE Passport:

- All Faceo's employees, at the start of their employment, participate in a training day focusing on risks and best practices associated with health, safety and the environment.

- Via a « Health and Safety Induction Day »
- By conducting health, safety and environmental audits on sites and associated action plans
- By implementing Quality (ISO 9001) and Environmental (ISO 14001) certification on-site, a demonstration of Faceo's best-practice policy

Risk management:

- A 38% reduction in accidents between 2003 and 2005

- **Measure** customer satisfaction in order to develop progress plans that take into account the ongoing evolution of customer needs as well as the contractual requirements

- By conducting audits and satisfaction surveys as an integral part of its approach to continual improvement
- By allowing for changing client needs

- **Develop** collaborator competencies to ensure customer satisfaction

- By promoting respectful and professional behaviour on the part of its employees:

- Development of competencies using evaluation procedures and training plans
- Implementation of a payscale that is both fair and linked to individual and team performance
- Assigning responsibility for results
- Maintaining a relaxed social atmosphere on-site
- Fostering a sense of belonging in its employees

The Faceo training Institute:

- Provides group training
- 14 training modules on Faceo's QHSE policy
- 230 staff trained in 2005, over a total of 430 training days.

- By training them to maintain best-practice with regards to sustainable development, using the materials and staff available at the **Faceo Institute**

- **Respect and ensure the respect of equal opportunity rights in relation to collaborators and sub-contractors**

- By respecting ethical values, namely:
 - No discrimination
 - Neutrality
 - Equality
 - Integration of disabled personnel
 - Fairness

Faceo and disability:

- Implementation of a dedicated operational framework at the beginning of 2007 to ensure the establishment of identical working conditions for disabled and able personnel, enabling clients to meet their legal employment obligations

Framework currently being agreed.