

CUSTOMER CHARTER: SOMFY GROUP'S CSR COMMITMENTS

As a specialist in home and building openings and closures automation, SOMFY Group is committed to promote sustainable and responsible development across its entire value chain. This charter aims to clearly and openly communicate the commitments that the group has made to operate in an ethical, responsible and transparent way.

The principles on which this charter relies on are based on the International Labour Organization's Declaration on Fundamental Principles and Rights at Work; International Human Rights Principles set out in the Universal Declaration of Human Rights and the OECD Guidelines for multinational Companies.

SOMFY's sustainable development policy is the foundation of its sustainable growth. It is organized around three pillars: Planet, Human and Prosperity.

PLANET

Principle 1: Climate Change Mitigation and adaptation

SOMFY Group is committed to reduce its environmental impact to help respond to the climate emergency. This commitment is embodied by the minimization of the CO₂ emissions of the company and its products, and by the contribution to energy efficiency in buildings through the development of dedicated automation systems.

Principle 2: Circular Economy

The group is committed to integrate the circular economy principles into its processes:

- On the one hand, by aiming to reduce the ecological impact of products by sustainable innovations through the implementation of an eco-design approach.
- On the other hand, by a responsible management of resources and waste on its sites with the improvement of waste sorting and the modernization of facilities.

Principle 3: Biodiversity preservation

The Group is attentive to its impact on biodiversity and is developing actions to protect it, in particular through a better management of green spaces to reduce the impact of sites and choices of recycled materials to reduce the impact of products and packaging.

PEOPLE

SOMFY strives to offer its employees a fulfilling, fair and inclusive working environment. The Group also wants to take care of their sustainable employability by developing their skills.

Principle 4: Respect for Human Rights

The Group's approach to human rights is to ensure respect for fundamental rights, promote healthy and safe working conditions and fight forced and child labour.

It is based on three axes:

- to fully respect and apply the law of the countries in which it operates;
- to support and promote human rights at all its operational sites and in all its subsidiaries;
- to support human rights beyond its own operations and enhance its extensive network of partners and stakeholders to promote the implementation of actions to ensure respect for human rights.

Principle 5: Equality and diversity:

SOMFY refuses any form of discrimination by respecting the differences and dignity of individuals and promotes diversity. The Group ensures that its employees are treated with respect and fairness, regardless of their gender, origin, religion, age, appearance, sexual orientation, state of health or disability, or political commitment.

Principle 6: Social dialogue and freedom of association

SOMFY is committed to promote constructive social dialogue; to contribute to the development of its employees; and to take all necessary and appropriate measures to ensure that workers are free to exercise their right to establish and join organizations of their choice.

PROSPERITY

SOMFY believes that creating value starts with mobilizing everyone. For all its stakeholders, the Group sets up co-construction processes and respectful and ethical practices, to renew itself every day and create the confidence necessary for its future prosperity.

Principle 7: Community and Territorial Engagement

SOMFY Group is committed to have a positive impact on local communities through its operations. It supports local economic development and participates in societal initiatives which are beneficial to the territories where it is located.

Principle 8: Business Ethics

The group is committed to act with integrity, transparency and in accordance with international trade laws and regulations.

Principle 9: Dialogue with stakeholders

The group is committed to listen and proactively dialogue with all its partners to build trust and mutual commitment.