



BOOSTHEAT
ENERGY UNITES PEOPLE

HUMAN RELATIONSHIP C H A R T E R

F O R E W O R D

This charter was drawn up by a working group composed of BOOSTHEAT employees that met on December 13, 2018 in Toulouse and December 19, 2018 in Vénissieux. The charter describes a set of attitudes to which we are expected to commit in order to contribute towards continuously improving workplace relationships based on BOOSTHEAT's shared values.

Management has approved the contents of the charter and has committed to ensure that the values enshrined therein:

- underpin daily workplace relationships, and
- are presented to all newcomers to BOOSTHEAT to ensure they are passed on and upheld.

Each employee can consult the charter if they find themselves in an inappropriate situation in conflict with its precepts.

CONTRIBUTING IN A **H**UMAN WAY TOW**A**R**D**S **T**OGETHER **E**NHANCING HUMAN **R**ELATIONSHIPS

D I V E R S I T Y

BOOSTHEAT was founded in a spirit of diversity and this is one of its main strengths. We undertake to ensure that our daily actions and choices reflect this commitment to diversity, whether in terms of disability, age, gender, training or status.

C O N S I D E R A T I O N

Regardless of position, rank, occupational category, place of work and reporting line, we respect each individual as a human being. We listen to others and they listen to us with the same degree of respect and consideration. We are polite and know how to say "hello", "please", "thank you" and "well done". We avoid using strong language. We avoid insulting, aggressive and derogatory statements and attitudes. If we have experienced a situation in which we felt frustrated, we are free to share our views with the person concerned and/or refer the matter to our line management, accompanied by a colleague if we so wish.

H U M I L I T Y A N D P R I D E

We are all entitled to make mistakes and this experience helps us to improve. We are all entitled to say "I don't know" and we undertake to help find an answer to the question. We avoid vague, annoying and unconstructive language like "I suppose we'll just have to", "we can only" and "all we need do is". When we identify problems, even outside our remit, we are ready to offer or seek help. We are proud of working for BOOSTHEAT, an employer that pays heed to its employees' training and career aspirations in order to enhance their performance. We are aware that the entire BOOSTHEAT organizational system must be geared towards generating customer satisfaction and we undertake to spread this mindset among colleagues and all the people we come into contact with outside BOOSTHEAT.

T E A M S P I R I T

Innovations and solutions arise from sharing ideas and points of view: all suggestions are welcome and we undertake to provide feedback to their originators. We talk openly about our work, subject to confidentiality restrictions. We pay no attention to and cut short all rumors and gossip, sticking to the facts and re-establishing the truth if need be. We undertake not to harm others or the company in pursuit of our own interests.

F R I E N D S H I P

We can express ourselves freely and share opinions in a spirit of friendship in the welcoming breakout areas set aside for this purpose at BOOSTHEAT. We are free to celebrate professional and personal occasions in these areas.

S H A R I N G

We follow the news about the company and its locations. Aware of our colleagues' diversity and different backgrounds, we strive together to achieve shared goals. We believe that the cross-departmental working groups established at each location provide an opportunity to foster and preserve our culture in order to encourage mutual awareness and understanding. We are familiar with the jobs assigned to the colleagues with whom we interact and the tasks they are required to perform. We are familiar with the company organizational chart.

E M P L O Y E E C S R C O M M I T M E N T

We are aware of promoting a product that is beneficial to the environment. As employees of BOOSTHEAT, we are aware of the values and image for which we are the ambassadors. Acting together, we adopt behavior that reflects these values and this image in our daily actions and work decisions.