



## **TEREA's responsible commitments**

### **◆ A professional commitment based on rigorous ethics and respect for our business sector deontology**

TEREA is committed to act in accordance with the following deontological and ethical rules:

- Conduct our activities in accordance with the applicable laws in the countries of intervention and the international norms and standards governing our fields of intervention;
- Require our experts and representatives to conduct themselves in a professional manner characterized by honesty, integrity and impartiality;
- Adopt a zero tolerance policy towards commercial activities resulting from an act of corruption, whether it originates from us, our partners or subcontractors;
- Ensure that communications and relations with all parties involved in the missions entrusted to us are transparent;
- Respecting professional secrecy and the protection and security of the information we hold in the context of the missions entrusted to us.

### **◆ A professional commitment focused on the quality of our services**

TEREA's development is strongly linked with the quality of the services offered to our clients. Our reputation in this regard has never been questioned, and has enabled us to build long-term relationships with our clients and partners. To this end, we are committed:

- To provide high-level expertise and management. From the selection of experts to the execution of activities and the elaboration of reports or other documents and tools, we have developed quality control mechanisms, to ensure that the highest skills are mobilised for the best possible service;
- To provide services that respect the best professional practices, taking into account all the technological advances in our field of activity, in order to propose appropriate responses;
- To propose our services in an independent and transparent manner, and the highest possible probity.

### **◆ A socially responsible commitment**



Given its core business and values, TERE A's reputation also comes with strong social commitments. The values we promote to our clients as part of the implementation of a sustainable development policy begin with ourselves. Social commitments are first and foremost implemented within the company, and are a permanent concern for TERE A's managers and employees. Our social values include:

- Respect and attention to the needs of our employees, clients and partners;
- Absence of any discrimination in terms of gender, ethnicity, political opinion, sexual preference, social category, sexual orientation and religion;
- Respect to the values, traditions and cultures of our employees, partners and clients;
- Absence of any form of moral or sexual harassment ;
- Decisions taken in a collegial manner, promoting dialogue and negotiations and respecting the right of association and negotiation within the company;
- Ensure the safety and security of our agents, experts and representatives throughout the missions assigned to them in the workplace and during their travels, through awareness, prevention and risk management;
- Provision of sustainable and decent employment guarantees for our employees;
- Ensure continuous and quality training for our agents;
- Ensure that our staff and their families benefit from quality social protection;
- Strengthen access to health care and education for our staff's children where necessary.

Our multicultural team, made up of women for nearly half, works in perfect harmony and synergy. After 15 years of existence, TERE A managed to maintain a working environment free from any social conflict with a real team spirit and an excellent work atmosphere.

### ◆ **Environmentally friendly practices**

By the very essence of our business, TERE A is committed to protecting the environment on a daily basis. Managers, employees, partners and subcontractors are engaged in a process of continuous improvement of TERE A's environmental commitments. We are implementing actions aiming to:

- Reduce the production of waste and encourage its sorting, recycling and reuse;
- Assess our carbon footprint and define a strategy to minimize it and offset our greenhouse gas emissions;

- Raise the awareness of our agents and service providers to better manage their waste;
- Prohibit our agents and contractors from consuming, purchasing and transporting poached meat during their missions;
- Take into account the commitment to safety and the environment when choosing our suppliers;
- Ensure the cleanliness of the collective facilities of our working environment;
- Use products with ecological and environmental responsibility guarantees or recycled products whenever possible.

## Visa Management



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