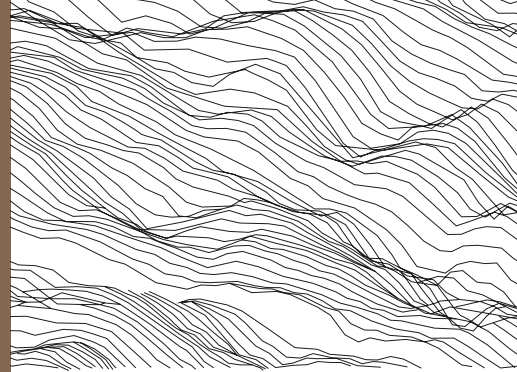




**RESPONSIBLE
PURCHASING POLICY**

RESPONSIBLE PURCHASING POLICY



Conscious of our environmental and social responsibilities and impacts, we have implemented an ISO 26000-compliant Corporate Social Responsibility (CSR) strategy. This strategy helps us make continuous progress against the United Nations Global Compact (UNGC)'s 10 principles which cover human rights, international labour standards, environmental protection and anti-corruption. It also ensures that we contribute to the UN's Sustainable Development Goals (SDGs). Our CSR strategy – This is how we live – is built around 5 pillars :

- **This is how we make durable products :**
developing responsible products and services with prolonged life-cycles.
- **This is how we think local :**
maximizing positive impact everywhere where we are present and contributing to the development of the French and European economies.
- **This is how we change our ecosystem :**
collaborating with stakeholders in our industry to change it from the inside.
- **This is how we care for our teams :**
attracting, developing, rewarding and engaging a diverse workforce while caring for their well-being.
- **This is how we act ethically and responsibly :**
conducting business ethically, minimizing our environmental impacts and prioritizing safety.

The following Responsible Purchasing Policy describes how Crosscall has applied its commitments to its purchasing and procurement practices in order to select suppliers capable of providing the products and services we require, while contributing to the CSR goals the company has set. This policy applies to all our employees and our partners and is written in a spirit of continuous improvement. Moreover, it demonstrates Crosscall's will to establish and maintain mutually beneficial relationships with our partners, based on trust.

RESPONSIBLE PURCHASING POLICY

Crosscall's Responsible Purchasing approach is embodied through the following key principles :

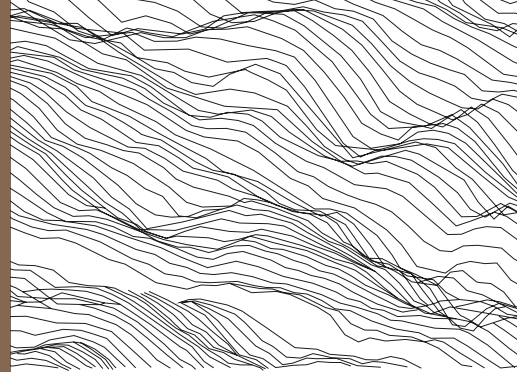
| ACT AS A RESPONSIBLE CONTRACTING PARTY

- A purchasing risk analysis approach is implemented to identify and to mitigate potential economic, financial, contractual, trade and CSR risks within our supply chain.
- CROSSCALL checks Suppliers' financial health and the economic exposure rate.
- CROSSCALL respects best practices in terms of purchasing. In particular, our company ensures the transparency of its procedures, equal treatment of candidates during consultations, and respects the payment conditions contractualized with its partners.
- All employees are trained in the Purchasing process, which defines the roles and responsibilities of each person. Compliance with this process guarantees the quality and stability of relations with our suppliers.
- Every Crosscall employee signs our Ethics Charter which compels them to work with partners and suppliers in a joint respect for human rights, international labor standards, environmental protection and the fight against corruption.
- The environmental, social and ethical performance of suppliers is taken into account throughout the selection and qualification process of our partners.

In addition, whenever possible, all users of the Purchasing process give preference to :

- Local suppliers and service providers - in order to further strengthen the company's local roots and contribute to the development of the local economy wherever we are present.
- Products and services with the best possible environmental impact over their entire life cycle.
- Products and services that promote social inclusion in our suppliers and subcontractors' organizations.

RESPONSIBLE PURCHASING POLICY



EMBARK OUR PARTNERS IN OUR CSR APPROACH

- A Supplier CSR Charter specifying our CSR requirements is attached to all our purchasing contracts. It commits them to respect the laws and regulations of the countries where they operate, the Ten Principles of the United Nations Global Compact, the Universal Declaration of Human Rights, the ILO Declaration on Fundamental Principles and Rights at Work, the environment and CROSSCALL's ethical values. This Supplier CSR Charter also commits them to ensuring that their own subcontractors respect these principles.
- Our Tier 1 and Tier 2 strategic suppliers are regularly subjected to CSR audits on site. CROSSCALL ensures that a corrective action plan is put in place if necessary.
- CROSSCALL wishes to establish a regular dialogue with its partners on CSR-related topics. The company regularly exchanges with its strategic partners on good practices and/or innovations.

Responsible purchasing contributes to a transversal approach of continuous improvement and to the achievement of our CSR commitments through collaboration with our ecosystem.

