

Company General Policy

Customers

Circet will continue to implement its business plan as an independent mid-sized enterprise in the telecoms field, working directly with customers and with a commitment to promoting sustainable development and social responsibility.

Involvement

Achieving this means focusing our efforts on:

- maintaining customer satisfaction in a context of very high growth in Fiber To The Home (FTTH)
- maintaining a high level of profitability
- prioritizing our employees' skills development
- seizing development opportunities in the sector
- protecting the environment.

Results

These efforts will involve:

- Moving our Quality and Environment Management System towards an Integrated Management System (IMS) by developing our Security Management based on the actions identified after carrying out a risk assessment.
- Setting up several Business Units combining sales, national project management, technical expertise and production for the same customer.
- Constantly reviewing the effect of the business's activities on the environment and changing how we are viewed by third parties.
- Developing our environmental culture to prevent pollution risks, committing to a process of continuous improvement and fulfilling our compliance obligations.
- Fluidity (modernizing our IT tools and digitizing our processes) and ensuring service continuity (combating cybercrime).
- Maintaining the loyalty of internal and external resources to control deadlines and costs.
- Establishing both a governance system for data protection and an Information Management Security System (IMSS).

Challenge

Evolution

Together

We have set various quantitative targets for 2021 to help us reach our overarching objectives:

- Maintain our economic independence → no customer to represent more than 50% of our total sales
- Maintain the national scope of our sales activities → sales in the five "operating" regions to represent between 10% and 25% of our total sales
- Keep our customers fully satisfied → know, measure and improve the performance indicators for our 10 biggest contracts; improve customer satisfaction by 5%, based on our reporting
- Maintain our economic independence → profitability > 10%
- Increase operational controls → formalization of targets for carrying out controls and achievement of the targets set
- Optimize separation of waste generated by our activities → increase waste separation in all branches
- Make eco-friendly purchases → increase the share of green products in our office equipment purchases by 10%

Management Team
Philippe Lamazou

