

## Company General Policy

### Customers

Circet will continue to implement its business plan as an independent enterprise focusing primarily on telecoms, 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 strong competition between buyers who are seeking to boost the performance of their networks,
- maintaining a high level of profitability,
- prioritizing our employees' skills development,
- seizing development opportunities in this sector and other similar fields (energy transition),
- 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.
- Launching a commercial "energy transition" offering.
- 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.

### Challenge

### Evolution

### Together

**We have set various quantitative targets for 2022 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

