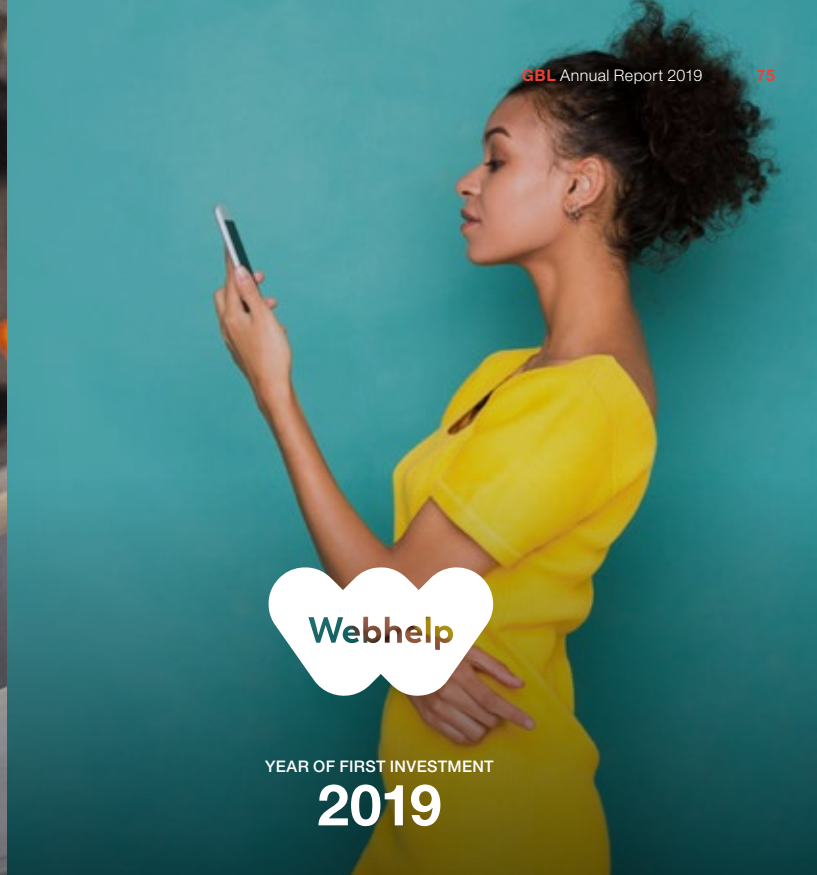




IMERYS

YEAR OF FIRST INVESTMENT

1987



YEAR OF FIRST INVESTMENT

2019

ESG

Imerys' Corporate Social Responsibility Charter supports the group's long-term strategy. Commitments on safety & health, environmental impact reduction, human resources, diversity and inclusion, relations with communities and corporate governance and ethics play a vital role in safeguarding the group's future. To achieve these commitments, every employee in the group must support them through their actions.

Since 2017, the group CSR program has been overseen by a CSR Steering Committee, chaired by the CEO, which meets quarterly. The responsibilities of the CSR Steering Committee are to establish group CSR ambitions, validate the group CSR strategy and guide and monitor implementation on progress towards the group objectives.

In 2018, the group announced the launch of its new CSR program referred to as SustainAgility. Mid-term objectives and performance results of the SustainAgility program are reported on annually within the group's Universal Registration Document and available on the group's website.

Memberships, commitments and assessments

Imerys became a signatory member of the United Nations Global Compact in 2016, supports the ambitions of the United Nations Sustainable Development Goals and has duly identified within the SustainAgility program the policies and practices within its operations that directly or indirectly contribute to these sustainable development objectives.

The group also participates in the annual EcoVadis ESG assessment and received a gold rating (64-94th percentile).

Initiative	Commitment / assessment
SBTi	Target set at 2°C
CDP Climate Change	B

Additional information

www.imerys.com/group/our-group/our-commitments

Webhelp operates with a high level of social responsibility, and the determination to conduct business in an ethical, fair and enlightened way challenges the group to be better for its people and for its communities.

Webhelp is passionate about upholding human rights and promoting diversity. The group partners with local authorities on issues affecting vulnerable groups, and consistently offers employment and training opportunities.

As a responsible employer, Webhelp offers positive working conditions, and provides a pleasant and modern working environment. Its commitment to health and safety has been consistently strong since the group was launched, and it continually strives to improve conditions in line with evolving standards. Webhelp also places considerable emphasis on offering social benefits and respecting the culture of its communities.

The group uses a number of internal processes to ensure its high standards are maintained:

- regular written assessments of individual performance;
- both internal and external audits; and
- customer satisfaction surveys after every contact.

Accreditations

For the 10th consecutive time, Webhelp was rewarded with the Human for Client label. This label demonstrates the group's commitment to a socially responsible environment and employee satisfaction.

Since 2012, Webhelp is committed to the UN Global Compact, which supports responsible social practices.

Additional information

www.webhelp.com/en-gb/about-us/social-responsibility/