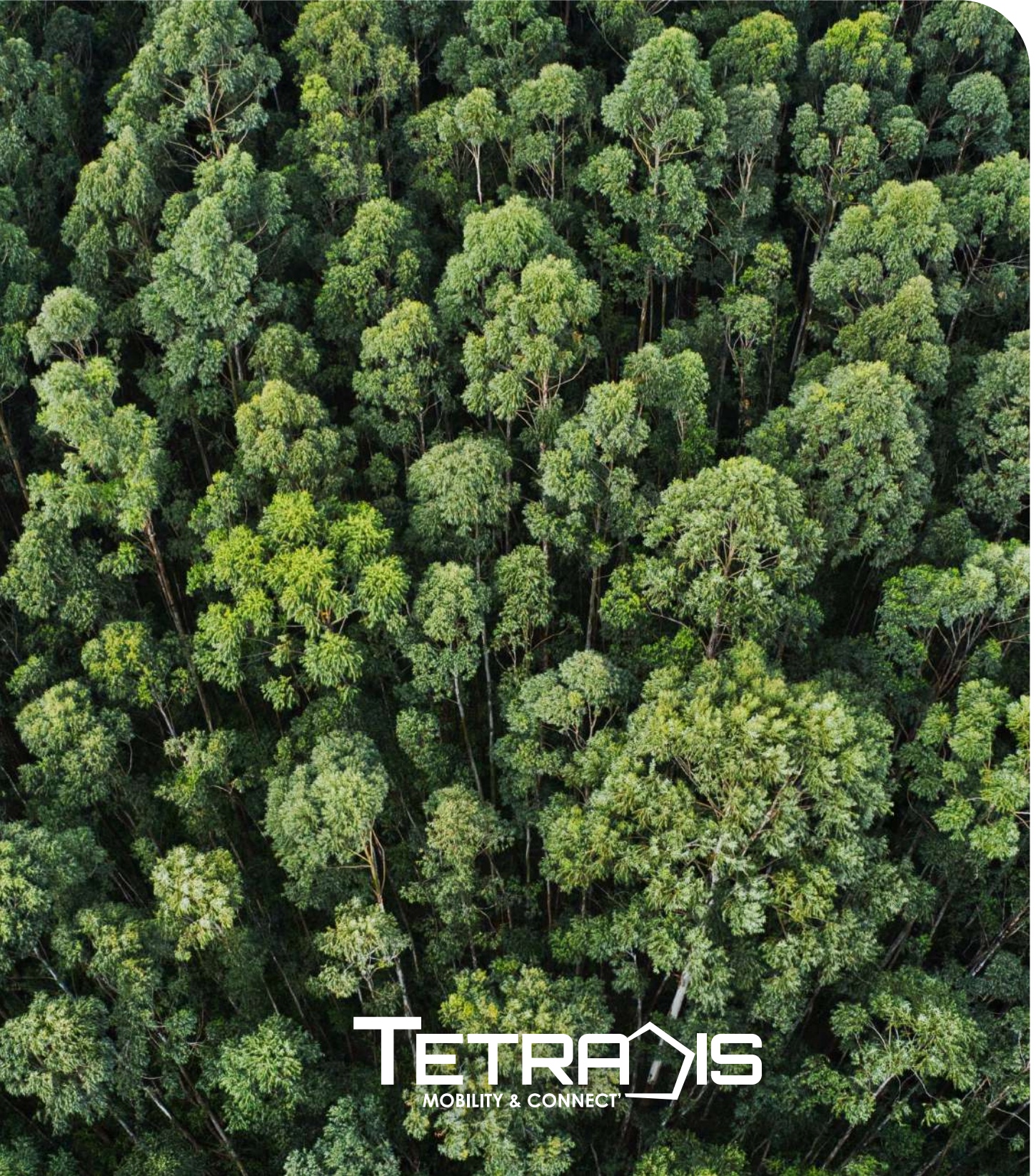


# REPORT | 2021

## CORPORATE SOCIAL RESPONSIBILITY







# EDITORIAL

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## **Our mission is to ensure the energy transition of telecom infrastructures.**

In the light of the technological revolution represented by 5G and the infinite number of uses that will result from it, TETRADIS is part of a committed mission to combine digital progress and the environment.

While the smart city is at the heart of our concerns, we are not forgetting rural areas and white zones where there is a promising environment for development. This development is facilitated when digital technology succeeds in giving substance and meaning to entrepreneurial projects and in revitalising territories that are increasingly favoured by the need to teleworking.

Committed to short circuits and the circular economy, TETRADIS enriches its solutions every day with respect to eco-responsible French production to support its customers.

As part of a sustainable growth approach, TETRADIS now assists you in finding the most suitable energy mix in order to introduce all or part of renewable energy in the power supply of your sites, whether they are connected to the grid or isolated.

The territories in digital development are more than ever part of our strategy and several international partnerships will enable us to continuously improve the quality of the service and the offer delivered. .



**Mario DESERABLE**  
*President of TETRADIS*



# TETRADIS

TETRADIS is a French company specialising in the design, manufacture and distribution of global solutions in telecommunications, energy production and security. Our complementary activities serve mobility and connectivity to provide efficient solutions adapted to the needs of our customers on the ground, including in the most isolated areas.

From the supply of renewable energy to the connection of fiber networks, including computer pre-cabling and the securing of areas, TETRADIS' know-how is based on technical expertise and experience in the field. Our technical skills will support you throughout your project, from the feasibility study to certification and implementation.



**70** EMPLOYEES

**19** YEARS

**2** PATENTS FILED

**37** M€ TURNOVER  
2020

**POWER**  
Renewable energy solutions

**CONNECT' TELECOM**  
Deployment of very high speed network

**SECURITY**  
Video surveillance and access control

**CONNECT' VDI**  
Pre-wiring  
Computing  
Tertiary and industrial





# VALUES

A RESPONSIBLE APPROACH INITIATED



Governance, working conditions of employees, environment, customer relations, but also local development... The AFAQ 26000 assessment is a social responsibility indicator for companies and organisations. The implementation of a CSR approach is based on the AFAQ 26000 reference framework and the 17 Sustainable Development Goals (SDGs).



## SHARING OUR VALUES

### INNOVATION

Innovation means providing our customers with new and useful answers to their real needs. It has been part of the DNA of TETRADIS since the beginning, it is even at the origin of its creation.

### CUSTOMER SATISFACTION

Customer satisfaction is at the heart of our priorities and is the mirror of our skills. It is a prerequisite for the development and sustainability of TETRADIS.

### TRUST

Trust allows us to build strong and lasting relationships with our employees, partners and clients. These privileged relationships develop the confidence and skills of each individual.



# STAKEHOLDERS

In order to meet the requirements of its markets, TETRADIS is in permanent dialogue with the stakeholders that make up its ecosystem: customers, suppliers and subcontractors, employees, trade unions, NGOs and associations. The company engages in a permanent dialogue with all these stakeholders throughout its value chain.

## ECONOMIC SPHERE

*Dialogue & cooperation*

### MANAGEMENT

Weekly COMEX  
Regular strategic committees  
Activity reporting

### EMPLOYEES

Internal newsletter  
Strategic general meetings  
Project communications  
Events / Team Building  
Professional & annual interviews  
Induction course  
ESC Committee

### CUSTOMERS

Dedicated contacts  
Technical support  
Bimonthly newsletter  
Digital tools (websites)  
Satisfaction surveys

### SUPLIERS

Activity reporting  
regular exchanges  
Annual satisfaction survey



## PUBLIC AUTHORITIES

*Dialogue & cooperation*

### ALL OF THEM

Activity reports  
Press release  
Dedicated referents  
Provision of resources to increase territorial attractiveness

## CIVIL SOCIETY

*Dialogue & cooperation*

### RESEARCH CENTRES

Dedicated innovation team  
Qualified and targeted offers

### ALL OF THEM

Bimonthly newsletter  
Press release  
Digital tools (websites)  
Activity report





# ENVIRONMENT

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PRESERVING NATURE

LIMIT OUR IMPACT ON CLIMATE CHANGE

MANAGING OUR WASTE AND PROMOTING THE CIRCULAR ECONOMY

EVOLVING OUR OFFERINGS - PROPOSING ALTERNATIVES





# Preserving nature

## IN FIGURES



**509,94 T** of CO<sub>2</sub>  
saved thanks to  
POWER solutions



**22**  
solar terminals  
BETI installed



**3**  
employees  
trained in CSR



**5**  
trees will be  
replanted in 2022

## OUR CHALLENGES

- Reducing the impact of our activities on the environment
- Develop products and services that contribute to preserving the ecological balance by limiting our carbon footprint, thanks to the study of the life cycle of our solutions from the design stage.
- Promote re-use to encourage the circular economy
- Raise awareness of the importance of sustainable development among all stakeholders

## KEY FACTS

- Following the modernisation of the TETRADIS warehouse racks, all the old elements were reused to build a new meeting/showroom to welcome customers and employees.
- The production workshop and the logistics area at our Villepinte site have had their lighting system upgraded to a more energy-efficient LED solution.

## PROJECTS

- Ask our partners and suppliers about their environmental policy and monitor their progress.
- Develop our range of second life products to give greater emphasis to the circular economy.

“

When sizing a power solution for an isolated site, we always first assess the renewable energy potential (solar, wind), which we complement with battery storage capacity and, if necessary, a hybrid system. In this way, our power solutions contribute to the preservation of our planet. This approach actually concerns the entire chain within our company: for example, the choice of our employees and partners (suppliers and subcontractors) includes criteria of geographical proximity and social commitment.



Sarkis Armoudian  
*Business developer*

## PRESERVING NATURE BY LIMITING OUR ENVIRONMENTAL IMPACT

### Reducing our consumption and emissions at our sites

Committed to sustainable growth, TETRADIS is helping to improve the environmental footprint of its sites by encouraging good practice within the internal teams. The objective is to reduce the energy consumption of our premises with the help of our employees. In this context, awareness-raising actions have been in place for a long time. Our messages focus on several areas:

- **Energy saving.** For many years, employees have been committed to respecting certain instructions such as turning off lights as soon as the outside light conditions allow, putting computers on standby, being vigilant with the use of air conditioning and heating, and saving water.
- **Reasonable use of digital tools.** At the same time, digital pollution has been on the agenda of many internal newsletters so that we can collectively reduce it. Our communication team limits the sending of

newsletters, a vector of significant CO2 emissions, while the rest of the staff is encouraged to differentiate between internal and external email signatures to limit the weight of mailings, to limit the number of emails and recipients, and to manage their search engine queries in a more sustainable way. These are all tips to be shared within the company and beyond.

- **Better waste recovery.** In our day-to-day activities, we pay particular attention to the management of our waste in order to reduce it. The dematerialisation of invoices, the collection of office paper, the systematic sorting of consumables, and the use of reusable mugs rather than disposable cups allow us to limit our waste.

These awareness-raising actions were accompanied by several sessions of screenings of the film «Legacy, our heritage»\* to allow employees to discuss environmental issues. The aim of these events was to highlight certain existing initiatives to raise awareness and make proposals for improving our personal and corporate actions.

Since then, another initiative has been launched to further reduce our emissions: our entire storage area at the Saint-Quentin-Fallavier site has been fitted with a more energy-efficient LED lighting system.

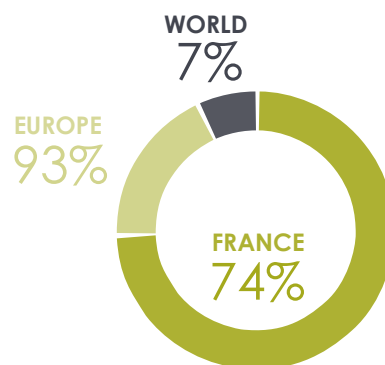


“ Growing with respect for eco-responsible French production.

### Favouring short circuits in our supplies

As a manufacturer and distributor, we work closely with a large number of suppliers. Since our beginnings in 2003, we have favoured local sources of supply within a 30km radius of the company in order to promote responsible purchasing.

The evolution of the offer has necessitated sourcing more products, but the suppliers are still mainly French, as shown by the figures opposite: 93% of our suppliers are located in the European market and 74% in France. However, these figures mask the sourcing of our own suppliers, with many of the components needed to make our products coming from distant territories. We will therefore continue to work internally on the subject to establish precise analyses of the origin of products.



\* «Legacy, our heritage» is a documentary film, written and directed by Yann Arthus-Bertrand, released in 2021. The photographer and director tells the story of man and nature with emotion.



## MANAGING OUR WASTE AND PROMOTING THE CIRCULAR ECONOMY

### Reuse at the heart of our activities

The circular economy targets a sustainable and efficient use of resources and is one of the pillars of a more virtuous economy. In this context, in 2020, we initiated a reflection on these approaches to change our business model in certain segments of our activities.

This work has given rise to a new reuse offer for computer equipment. The observation of the «waste» generated in particular during successive changes of premises encouraged us to initiate an approach aimed at collecting and then reconditioning equipment to offer them a new life. The aim is to offer viable, good quality and guaranteed solutions, while raising awareness among our employees, customers and partners.



● *Opposite : The process and data sheet of the reuse offer - Jan. 2021 -*



In addition, for several years we have applied this way of thinking to our own internal consumption.

This is also reflected in one-off actions: in 2020, we reorganised our storage space by harmonising the racks. The consequence was that we had to find a solution for recycling these tons of metal parts. Internally, ideas emerged from various departments, which led to the development of projects of which we are proud:

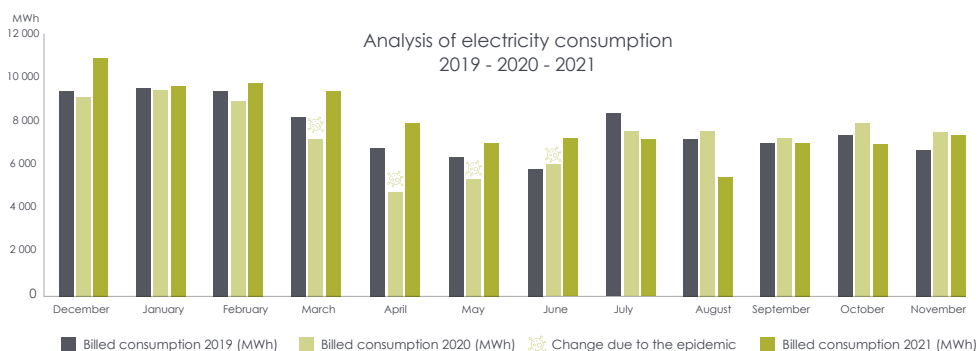
- the creation of a new meeting room and a showroom area of more than 180m<sup>2</sup> on two levels,
- the design of ergonomic workstations for the logistics team, which was created by reusing the old racks.

### Analysis of our consumption and waste recovery

Our consumption and waste are mainly generated by our office, production and logistics activities. At each level, we have implemented actions to reduce our environmental footprint. This involves systematically analysing our consumption of resources (water, fuel, electricity, gas) and monitoring environmental impact indicators (carbon indicators).

● *Below: Extract from the dashboard for monitoring our resource consumption - Dec. 2021*

In concrete terms, the internal action is materialised by the installation of recycling bins for office paper, consumables (for the benefit of an association) and for sorting printer cartridges. At the logistical level, all cardboard/paper and plastics are sorted into bins to optimise the recovery of this waste. All elements that can be reused are reused, such as pallets and cable reels.



**REMINDER ABOUT THE COLLECTION OF OUR OFFICE WASTE**

INTERNAL ACTIONS



**Office paper**  
Printers  
Once the box is full, one of you has to go to the logistics department on the reception side to empty it.



**Pens and consumables for the office**  
Entrance staircase  
Donation of the collection to a charity, initiative of Emmanuelle M.



**Printer cartridge**  
Entrance staircase  
Everyone brings their empty cartridges in the original closed box.

## EVOLVE OUR OFFERINGS - PROVIDE ALTERNATIVES

### RE towards a new sustainable offer

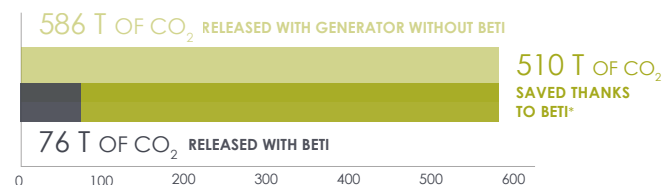
In 2020, in line with its strategic development, TETRADIS is strengthening its positioning in the field of Power offers and creating a complete range of renewable energy production solutions. Through this development, TETRADIS confirms its desire to provide innovative and efficient energy solutions for telecommunications networks in order to help them reduce their carbon footprint.

In concrete terms, this is a new proposal for our long-standing customers to meet the climate challenges. Our hybrid terminals and our 100% solar-powered structures enable operators to drastically reduce their CO<sub>2</sub> emissions.

### Eco-design and adapting to new requirements

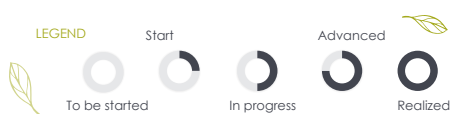
In addition to this new POWER offer, we want to improve our design practices in order to offer more sustainable solutions to our customers. This is achieved through several lines of thought in collaboration with the design office and the sales teams:

- Eco-design of our TETRADIS products, by analysing the life cycle elements upstream of the development of the solutions and downstream until their end of life.
- Favouring sustainable solutions and products by gradually eliminating some product ranges, in particular by replacing air-conditioning systems in racks in favour of hyperventilation (freecooling).



Designing modular products that can evolve to meet customer needs over time to minimise obsolescence.

- Providing smart offers :
  - measuring consumption (of energy and water) thanks to a smart metering offer; data collection combined with regulation devices will make it possible to reduce the carbon footprint in the long term,
  - optimising the lighting of spaces to the exact needs of the occupants, thanks to connected ceiling solutions.



### OBJECTIVES

- Improve the monitoring of our environmental footprint to be able to publish a precise report on the evolution of our consumption and waste production.
- Begin a partnership with GreenClic, initiated by A2A, to aim for carbon neutrality in our printing. Through a verified reforestation process we will return the borrowed resources to the earth. PrintReleaf will then guarantee that 100% of the replanted trees will thrive.
- Implement a rigorous analysis of the origin of all marketed products



\* Based on an analysis of all BETIs installed since their commissioning.





# SOCIAL

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TRAIN AND INCREASE CAREER FLEXIBILITY  
ENSURING WELL-BEING AT WORK  
PROTECTING THE HEALTH AND SAFETY OF ALL  
RESPECTING LABOUR STANDARDS



# Valuing women and men

## IN FIGURES



**70**  
employees in  
the workforce



**5**  
work-study  
contracts



**83 H**  
of training  
provided in 2021



**95%**  
of customer satis-  
faction in 2020

## OUR CHALLENGES

- Promote the quality of life at work and improve working conditions by focusing on listening
- Develop the professional performance of employees through forward-looking management of jobs and skills
- Stimulate and encourage creativity and innovation
- Enable, through our activities, to reinforce access to education and information in developing countries

## KEY FACTS

- Highlighting in the communication, the employees through video interviews or testimonies on experience feedback.
- The TETRADIS values (Innovation, Customer Satisfaction and Trust) were chosen by all employees through a voting system.

## PROJECTS

- Reinforce our proactive approach to health and safety issues by structuring the approach around the Bradley curve and the Bird pyramid. These reference matrices will make it possible to develop the most appropriate actions for our specific activities.

“

Involving teams in organizational decisions is an integral part of our participative management. Thus, regardless of their origins or past professional experience, each talent is invited to reveal itself within TETRADIS. We cultivate a sustainable growth in the respect of the individual and we give ourselves for mission to grow the Being that lies within us.



Mario Deserable  
*TETRADIS President*



## TRAIN AND INCREASE CAREER FLEXIBILITY

### Engage in skills development

Developing and cultivating the skills of our employees is a priority. To achieve this, we are focusing our actions on several areas:

- The integration process: reworked during 2021, it has been designed to provide all the keys necessary for the success of the employee in his or her new position. Time is set aside for discussions on this strategic period to enable us to continually improve this central process in the discovery of the job.
- The individual interview: allows for the management of individual and collective skills, through the implementation of concrete actions to support the professional development of employees.
- Predictive management of jobs and skills (GPEC): its implementation required the development of precise job profiles for the entire company. Its application will enable the skills of employees to be aligned with the company's activity and its business development perspectives.
- Supporting employees in training and skills development.

The purpose of the professional interview is to discuss the employee's career path and development. It is important to identify possible developments within the company (internal mobility, promotion, job evolution, etc.), and to propose appropriate training to achieve this professional project.

- Encourage internal promotion to enable employees to move to different functions within the company.

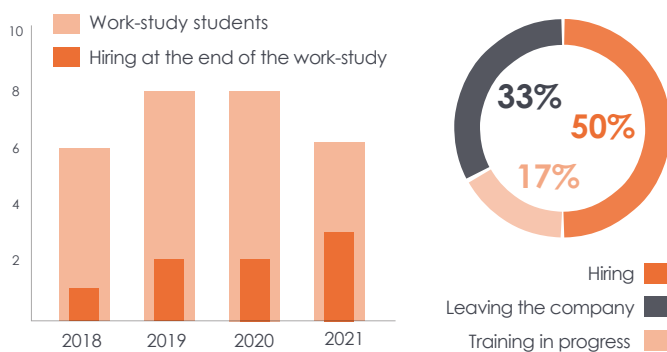
Below: Creativity Session - June 2021 -



“ Training is an investment for the future and a major social issue.

Work-study programs and internships are appropriate and effective ways of preparing for professional life and integrating into the working world. TETRADIS has been committed for many years to a policy of integrating young people into the workforce, particularly through these mechanisms.

Below: Work-Study Barometer 2018-2021



The work-study program is an opportunity for all stakeholders because it responds to a double logic :

- A logic of training and integration into working life, by giving young people the opportunity to obtain a diploma and a first professional experience that will contribute to their employability;
- A logic of pre-recruitment : the training period allows the company to integrate an operational employee on the missions that were entrusted to him. Over the last 4 years (from 2018 to 2021), TETRADIS has welcomed 12 alternating students, half of whom continued their experience on permanent or fixed-term contracts in positions directly related to their training.

At the same time, we regularly take on young schoolchildren as part of the discovery internship. We are keen to help them discover the entire company ecosystem and all the links that are essential to its proper functioning.

\* In the graph on the left, some work-study students are counted over several years because the program takes place over periods ranging from 1 to 3 years.

**Projects beyond our borders**

In a more global vision of the right to information and access to education, we are working on the development of turnkey solutions to enable rural electrification in countries where access to energy is not automatic. The POWER and CONNECT' expertise integrated into TETRADIS allows us to develop offers to improve the daily life of isolated rural populations.

At the same time, we are working to create strong partnerships that will enable us to add integrated services in the future. Labaronne Citaf, a manufacturer of water tanks and flexible tanks, is already working with us to facilitate access to water and give children and women more time to study.

— Opposite : energy security solution in Togo - March 2019 -



**ENSURING WELL-BEING AT WORK**

We pay particular attention to the quality of life at work and we are developing initiatives to provide employees with a favorable work environment. In this context, department managers set up communication time with teams to encourage listening and facilitate their missions. The importance given to social dialogue has increased thanks to the introduction of monthly discussion mornings with members of the Works Council.

Seeking to optimize the quality of life at work also means taking part in an approach to prevent psychosocial risks, and all employees have attended a training course in this area.

Recently, employees have been supported in the implementation of teleworking, which is reflected at two levels. Technically, the number of laptops has increased significantly (by the end of 2021, they will represent 48%) to make teleworking feasible in the functions that allow it. For practical purposes, a telework charter is available to all employees to formalize the framework and rules of application.

**Valuing women and men through our communications**

Giving a voice to employees is an asserted desire that is reflected both internally and externally. In 2020, we worked collectively to define the values of TETRADIS. Among 6 proposals, the teams were able to determine which ones, in their opinion, best represented their company.

In addition, externally, the women and men who make up TETRADIS are highlighted in short videos or interviews in order to present their positions and tell us about them, simply.



**Set up moments of conviviality**

In the TETRADIS corporate culture, moments of conviviality have an important place :

- Team Building allows teams to meet in a different context from that of the company to take up challenges and surpass themselves together,
- The Christmas meal is an opportunity to close the past year with a retrospective, while sharing the vision for the next,
- the summer challenge, brings together employees around mini-games in a good summer atmosphere.

— Opposite : Team Building in Autrans - Sep. 2019 -



## PROTECTING THE HEALTH AND SAFETY OF ALL

Our responsibility is to create conditions that guarantee the physical and mental integrity and health of all people present on our sites, employees, service providers, partners, etc. Within this framework, actions are taken to promote the quality of life at work by setting up a favorable and safe working environment. A single document for the evaluation of professional risks is regularly updated in order to carry out prevention and protection campaigns.

### The transmission of good practices

All employees are trained in safety at the workplace from the time of their induction and throughout their career. The welcome booklet is a foundation that lists all the safety rules in place in the company. This communication tool is supplemented by posters in the relevant locations.

In order to limit the risks as much as possible, individual protection equipment (gloves, glasses, safety shoes, chaps, helmets, etc.) is made available to each person, in order to complete the collective prevention actions put in place.

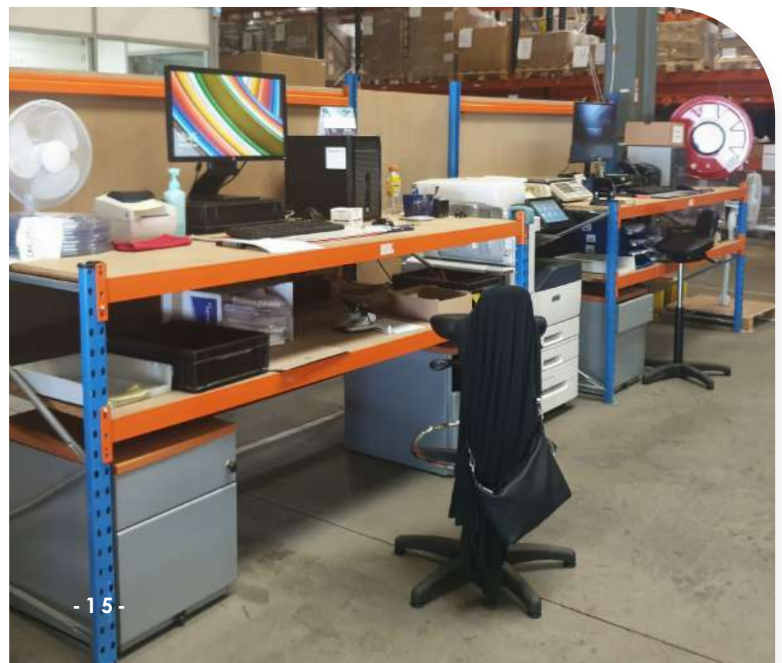
At the same time, TETRADIS is committed to training all volunteer employees in health and safety issues : First Aid at Work, firefighting, gestures and postures, etc. Certain training courses are reserved for functions that require it, such as electrical clearance, road safety, CACES (safe driving aptitude certificate), and approval for work at height, etc.



### Innovative initiatives for more ergonomic work spaces

Innovation, the fiber of TETRADIS, led its employees to propose an initiative combining the reuse of materials and well-being at work. Following the replacement of the racks of our entire storage space, some elements were kept in order to design ergonomic workstations for the logistics team. The interests of this virtuous approach are multiple: the reuse of materials destined for destruction, the creation of new workstations at zero cost, and the primary objective, the improvement of the well-being of the teams thanks to high desks thus reducing MSD (musculoskeletal disorders). The design of these desks will allow to manage multiple heights of office according to employees' need.

Below: Implementation of new workstations in the logistics area - July 2021 -

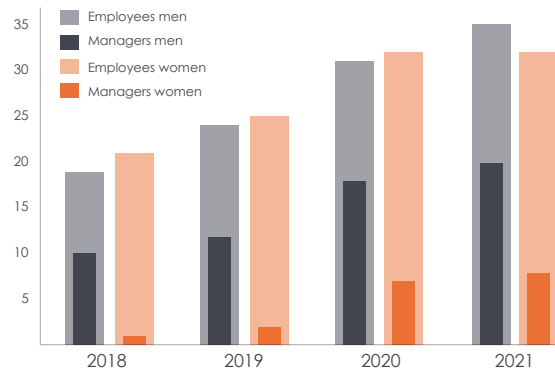
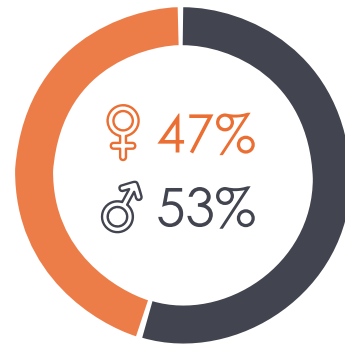


## RESPECTING LABOUR STANDARDS

TETRADIS complies in all respects with national legislation on labor law, and undertakes to apply the principles derived from the main international conventions drawn from the ILO (International Labor Organization).

In addition, TETRADIS commits to :

- Not to resort to the employment of a foreigner without a work permit, to human trade or foreign labor traffick,
- To promote access to work for disabled workers,
- To allow the development of social dialogue and collective bargaining by promoting freedom of expression and association of workers.
- To ensure equality of opportunity and treatment in employment, which implies avoiding any discrimination on the grounds of ethnic origin, morals, sex, age, union membership, political or religious opinions of individuals.



### Equal opportunity, improving is a priority

TETRADIS has been committed since its inception to achieving parity between men and women in the company’s workforce, and this has been the case for several years despite the fact that the sector is mainly male. In 2021, 47% of the workforce will be female compared to 53% male.

We also want to actively work to increase the representation of women in positions of responsibility within the organization. Today, these positions are still predominantly held by men, but the difference is gradually diminishing. In 2021, compared to 2018, the number of women in management positions has increased eightfold, compared to two for men.



### OBJECTIVES

- To implement a rural electrification project to provide isolated populations with access to education and information.
- To reinforce the proactivity on the subjects of safety, by structuring the approach around
- Professionalize the conduct of annual interviews based on the precise definition of all job profiles present in the company.





# GOVERNANCE

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TO PERPETUATE THE COMPANY  
CONTRIBUTE TO A SUSTAINABLE AND ETHICAL ECONOMY  
COOPERATE WITH STAKEHOLDERS  
STRUCTURING A CSR APPROACH



# Contribute to a sustainable and ethical economy

## IN FIGURES



**37 M€**  
Revenues in  
2020



**1,9 M€**  
Net accounting  
income



**300 000€**  
invested in  
research and  
innovation



**2,5 M**  
of products  
products sold in

## OUR CHALLENGES

- Increase and consolidate our financial resources by developing sales
- To secure and create jobs in France in our various agencies
- To offer the market solutions and services to ensure sustainable growth
- Develop the industry by promoting Made in France

## KEY FACTS

- The integration of the CYSALYS company in April 2020, has allowed TETRADIS to develop a new offer, in line with its will to engage a sustainable growth.
- The formalization of a corporate vision oriented towards the sustainability of TETRADIS' growth by formalizing a new visual identity.
- Initiate a CSR label in order to structure a societal responsibility approach.

## PROJECTS

- Thinking globally about our approach by gradually integrating all stakeholders in our continuous improvement process.
- Implement a responsible purchasing policy, in particular by setting up a self-assessment questionnaire for our suppliers.

“

Continuous improvement is a cross-functional theme that drives all of our businesses and our employees. We are actively working to implement our processes in order to satisfy our customers and achieve the highest level of quality. In this approach, we have positioned one of our employees on the position of quality manager whose experience will allow us to reach our objectives.

Sabrina Givaudan  
*Operational director*





## TO PERPETUATE THE COMPANY

### Governance and organization

The TETRADIS company is coordinated through two committees that structure the development and operational implementation. The first one, the strategic committee, aims at setting up a strategic plan adapted to the orientations and ambitions of the company. It focuses on a long-term vision with the aim of perpetuating our current activities and identifying market potential by developing new business.

The second, the Executive Committee, is based around the heads of the company's departments. It organizes and commits the orientations previously put in place. Its objective is to structure the processes, ensure that we have the right resources in the right places, arbitrate on human resources and investments to be made.

This organization allows us to share a clear corporate vision in favor of sustainable growth. As part of the implementation of the strategic plan, TETRADIS has strengthened its positioning on the Power offers by integrating the startup CYSALYS in March 2020. The objective was to work on reducing the carbon footprint of telecommunication infrastructures through renewable energy production solutions.

These sessions are also intended to accentuate the continuous improvement approach in place within the company.



## CONTRIBUTING TO A SUSTAINABLE AND ETHICAL ECONOMY



### Eco-design for a more sustainable economy

As we mentioned in our environmental commitments, the evolution of our offers towards a more sustainable future is at the center of our reflections. Innovation is a fundamental value of TETRADIS, so it is necessary to animate it by integrating eco-design.

Our commitment to the most local sources of supply possible remains a strong pillar of our organization, and should be associated with a complementary study on the origin of products purchased from mainly French and European suppliers.

### Anchoring our activities in our territories

Sourcing as locally as possible promotes the territorial anchoring of our activities by participating in the economic attractiveness of the region. In this context, we are actively involved with organizations such as the Nord-Isère Chamber of Commerce and Industry, neighboring

local missions and think tanks. In concrete terms, project groups within the CCI have enabled us to develop promising new partnerships, and our commitment to professional integration has led us to organize an open day to introduce the telecommunications sector to people actively seeking employment.

Finally, we are an active member of Pil'es, (Logistics Intelligence Pole), an associative network bringing together 130 professionals from the logistics sector around themes such as the development of employment on the territory, the improvement of working conditions, and to think about a way to concretely commit to sustainable development. We are rich in these exchanges, and they are also a real opportunity to improve our actions.



### Formalize a code of ethics

- Raising employee awareness of conflict of interest situations via an anti-corruption charter to be signed by sales staff so that they commit to respecting ethical rules in their commercial activities.
- Banning all types of commercial fraud (conformity of products and information communicated).
- Compliance with regulations relating to intellectual property rights (patents, trademarks, etc.).
- Compliance with regulations on competition law (abuse of dominant position).
- In its lobbying actions, the company bans any behavior such as manipulation, blackmail, intimidation or coercion.
- Taking into account of the GDPR regulation in the actions related to marketing

## COOPERATE WITH STAKEHOLDERS

Listening to our stakeholders allows us to understand how they perceive our company and their expectations, in order to identify key risks and opportunities, adapt our approach, and ultimately improve our performance and the quality of our relationship.

“ The basis of any form of communication is listening and understanding the other person.

### Dialogue with internal stakeholders

The management, composed of a strategic committee and an executive committee, meets weekly to coordinate all of TETRADIS' activities. These meetings are transcribed to the teams by their managers in order to transmit the main orientations.

Cooperation and dialogue with employees and staff representatives are based on physical exchanges, the CSR committee, and various communications such as internal newsletters, strategic general meetings, various annual and professional interviews, events and team building, etc. These are all moments that help create cohesion between all members of the company.



### The modalities of cooperation with our external stakeholders

TETRADIS has developed a formalized satisfaction evaluation process to measure the quality and service of its missions.

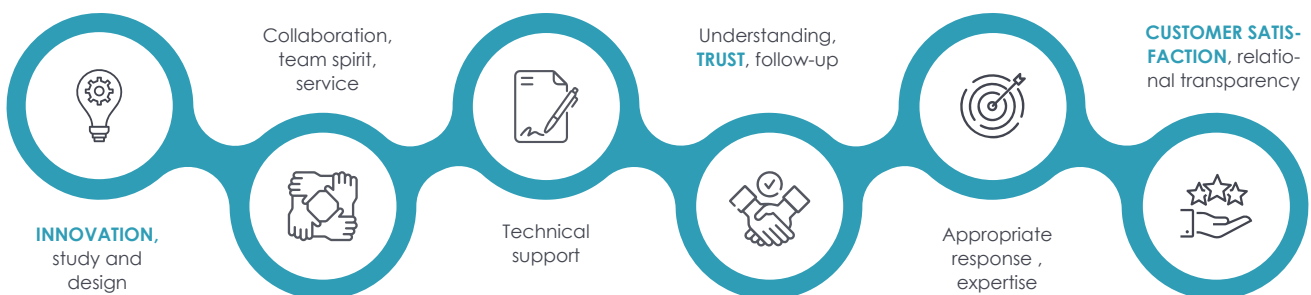
A survey for our clients is sent each year to allow them to express themselves on expectations, needs, elements of satisfaction and dissatisfaction. This study reveals that 95% of the participants would be ready to recommend us.

We have adapted this survey to our suppliers in order to give them the opportunity to express themselves and to highlight positive elements or elements to improve in the exchanges. This survey will soon take a different form as we will also ask them about the CSR

actions implemented in their company. The objective is to be able, in the long term, to study their evolutions in the same way as ours.

A bimonthly newsletter, press releases and publications on social networks will complete the planned exchanges, in order to communicate on the company's news.

A major project, a new offer, evolving strategic orientations, trade shows, customers, suppliers and partners can be informed of the main news and thus understand our expectations and challenges.





## STRUCTURING A CSR APPROACH

In order to develop a real and evolving CSR approach, three employees were able to take the 20-hour «Objective CSR, concentrate solutions» training course at the CCI Nord-Isère. Composed of 4 modules, it allowed them to study the fundamentals, the elements of implementation and to define a structured project. Today, TETRADIS has the capacity to carry out an internal audit, thus consolidating our maturity concerning CSR.

The CSR dimension is an integral part of the company’s strategy. If many actions had already been carried out

for several years, the formalization of the CSR report was initiated in early 2021. It now allows us to identify, monitor and analyze in a clear manner all the topics addressed in the report.

To do this, we have developed a tool that takes the form of an Excel table. It lists 15 areas of action for which we have assessed the level of strategic importance and the level of performance for TETRADIS. Once these elements are crossed, we define the priority action areas.



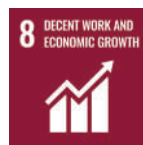
“ Measuring today to prepare for tomorrow.

We are aware that employees play an essential role in the company’s ecosystem. This is why we are committed to informing them and raising their awareness on all CSR-related topics through internal communication media accessible to all :

- Posters are put up in the TETRADIS premises in order to convey a simple message: a poster on the refrigerator in the break room to encourage vigilance regarding the closing of the latter, a poster near the paper recycling bins inviting everyone to the approach, etc.
- An environmental and social charter has been put in place to clearly reflect the actions taken on a daily basis by all employees. Whether it is linked to the activity of TETRADIS itself or to the daily life of all, they succinctly

summarize the key elements and simple gestures to be implemented to improve our behavior in a sustainable way.

- Articles in the internal newsletter in the form of «little tips» or «tricks» complete the list of our internal awareness materials. These short articles available in the newsletter distributed monthly in digital format and in the form of posters highlight different tips on many areas: Recycling office paper, using a committed and ethical search engine, optimizing emailing, etc.



### OBJECTIVES

- To increase the proportion of eco-designed solutions in our ranges by involving all the company’s employees.
- To sustainably meet the challenges of growth at a time when the France Très Haut Débit plan is coming to an end, in order to continue to be a driving force in the creation of jobs in France.
- Supporting economic actors in the deployment of sustainable cities through interconnection, connected devices and smart metering.

# OUR AMBITIONS

TETRADIS' CSR objectives tend to be fully integrated into the company's strategy. In order to be achieved, they are broken down into concrete actions and are regularly monitored by the managers. Discover all the objectives mentioned in the sustainable development report below.

## ENVIRONMENT

- To improve the monitoring of our environmental footprint to be able to publish a precise report on the evolution of our consumption and waste production.
- Begin a partnership with GreenClic, initiated by A2A, to aim for carbon neutrality in our printing. Through a verified reforestation process we will return the borrowed resources to the earth. PrintReleaf will then guarantee that 100% of the replanted trees will thrive.
- Implement a rigorous analysis of the origin of all marketed products.

## SOCIAL

- To implement a rural electrification project to provide isolated populations with access to education and information.
- To reinforce the proactivity on the subjects of safety, by structuring the approach around.
- Professionalize the conduct of annual interviews based on the precise definition of all job profiles present in the company.

## GOVERNANCE

- To increase the proportion of eco-designed solutions in our ranges by involving all the company's employees.
- To sustainably meet the challenges of growth at a time when the France Très Haut Débit plan is coming to an end, in order to continue to be a driving force in the creation of jobs in France.
- Supporting economic actors in the deployment of sustainable cities through interconnection, connected objects and smart metering.

## HAVE OUR PRACTICES EVALUATED BY AN INDEPENDENT THIRD PARTY

TETRADIS is voluntarily committed to a CSR approach. Currently at the stage of internal auditing, structuring and setting up objectives, we would like to have our practices evaluated by an independent third party.

Far from being an end in itself, this labeling encourages us to define an even more ambitious

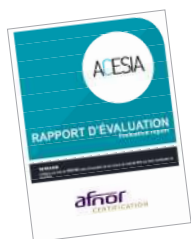
action plan in order to improve our internal practices and those of our clients in the service of sustainable and inclusive growth.







We would like to sincerely thank all our employees for their commitment and their strong involvement in the success of our CSR approach. We also thank all our stakeholders for their trust and their participation in the influence of TETRADIS.



This commitment has been crowned by an award of 100/100 in the ACESIA TPE-PME evaluation

by **afnor** on 31/01/2022.

CERTIFICATION



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**TETRADIS**  
MOBILITY & CONNECT