



## Promoting a strong culture of corporate social responsibility

NGE energises and involves its supplier, employee and customer stakeholders in ensuring the operational and efficient implementation of its CSR policy, and maximising its real-world impact.

# Our challenges and contribution to achieving the SDGs

NGE is committed to instilling and embedding ethical values and behaviours within its corporate ecosystem. Taking Group social responsibility to a new level requires an active participatory process to encourage suppliers to engage in responsible business practices, ensure respect for human rights, guarantee our independence, deliver customer satisfaction and support impact projects.

## OUR CHALLENGES & VISION

The relevance of any social responsibility policy relies on meaningful dialogue and co-construction with stakeholders. We now want to continue in this direction, go further by personifying our commitment by working proactively to bring stakeholders even closer together to maximise our collective impact on society. The new generations are particularly and increasingly aware of this need, so our challenge is to take action alongside them. NGE wants to make its supply chain more reliable and deliver customer satisfaction through the provision of appropriate, relevant and ethical services.



## OUR WORK IS FOCUSED ON...

- Securing supplier commitment to our responsible purchasing policy
- Informing and engaging our people
- Delivering customer satisfaction and offering long-term solutions
- Supporting projects through the New Generations Fund



# Securing supplier commitment to our responsible purchasing policy

For NGE, exercising control over every link in the supply chain is a key challenge for continuing on its growth trajectory, at the same time as respecting human rights and protecting the environment. Today's inflationary economic landscape and the increasing scarcity of certain raw materials are challenging our collaborative relationships with suppliers.

## POLICY / RESOURCES

A responsible purchasing committee provides guidance and oversight for the action plan implemented to integrate CSR criteria more closely into our purchasing processes to encourage suppliers to join us in this virtuous circle.

The Group implements a charter of commitments that includes respect for fundamental human rights and the reduction of its own social, environmental and ethical impacts. Its General Terms & Conditions of Purchase incorporate CSR clauses, and all key suppliers are encouraged to complete a CSR questionnaire.

  
**1,015**  
suppliers  
assessed against  
CSR criteria\*

  
**87.5%**  
of buyers  
trained in  
subcontracting\*

## OUR TARGETS

- To assess 1,000 suppliers on the basis of CSR criteria
- To devote 50% of our annual purchasing expenditure to suppliers that sign our Responsible Purchasing Commitments.

## FLAGSHIP INITIATIVES

### Updated contracts for vehicles and equipment

Lease contracts for vehicles and small items of equipment have been updated to include GHG emissions criteria. The Ile-de-

France and Auvergne-Rhône-Alpes regions have both signed framework contracts to promote the use of biofuels.

### Artificial intelligence

NGE is working with its partner company FasFox on the development of a digital solution called CONCRETE DISPATCH. This comprehensive concrete management app covers formulations, planning, order traceability, order reliability and delivery, quality oversight, budgeting, financial criteria and carbon footprint.

### Eco-designed worksite facilities

NGE has developed energy-efficient worksite facilities for major construction projects like the A69 motorway and the Lyon-Turin rail tunnel. Fully compliant with the French Thermal Regulation 2012 (RT 2012), each building is equipped with LED lighting, rainwater harvesting systems and solar panels to limit their energy dependence.



# Informing and engaging our people

Our employees are simultaneously our social responsibility ambassadors and proactive stakeholders. So we are committed to raising their awareness of CSR issues and training them about the associated risks as part of boosting their commitment and maximising the impact of our initiatives.



## ↳ POLICY / RESOURCES

NGE encourages its employees to share their suggestions and initiatives as part of involving them more closely in its CSR approach.

Every project includes 15-minute on-site environment briefings to remind all the teams, including subcontractors, of the issues raised by the worksite environmental analysis. In addressing the challenges of cybersecurity, the Group has consolidated its Information System Security Policy and continues to raise employee awareness of the dangers involved.

### CSR workshops

NGE continues to run edutainment sessions to raise awareness of the Group CSR policy and procedures. Created in-house, this learning game helps employees to grasp the issues involved and understand the correct actions to take. In 2022, sessions were held as part of Discovery Day events in France and internationally for employees based in Morocco, Senegal, Côte d'Ivoire, Saudi Arabia, Germany and the UK.

### Wish you'd thought of that?

In its company magazine, NGE showcases solutions devised by employees to improve worksite performance and working conditions. So in Côte d'Ivoire, a water treatment system has been installed to maintain team hydration levels and considerably reduce the amount of waste generated by plastic bottles. Elsewhere, the introduction of new equipment to prevent the need for operators to kneel when concreting is helping to reduce and relieve musculoskeletal problems. Initiatives like these encourage and reward the entrepreneurial spirit that typifies the NGE Group.

## ↳ OUR TARGETS

- To increase overall ownership of, and commitment to, our CSR initiatives
- To achieve 88% implementation of our cyber risk protection plan in 2023

## ↳ FLAGSHIP INITIATIVES

### Defending ourselves against cyber attacks

NGE has promoted the Cyrius platform, which offers bespoke coaching sessions to raise the level of cybersecurity across the Group. 3,000 employees have taken part in these sessions. NGE regularly publishes IT security awareness campaigns to explain the procedures to follow in the event of online fraud or attempted identity theft.



281

employees attended a CSR Discovery Workshop in 2022

# Delivering customer satisfaction and offering long-term solutions

Creating long-term relationships with our customers by building high-quality structures and maintaining a continuous process of dialogue is the bedrock of our corporate strategy. We measure our performance and anticipate future needs by conducting customer satisfaction surveys.



expectations of social responsibility and those areas of CSR in which they are most interested. 1,581 stakeholders from the Group ecosystem responded to the survey, including 90 customers.

### Adapting to today's new expectations

As we approach the digital and ecological transitions, we are responding to the new needs of our customers by moving into new business sectors, such as smart grids, decontamination, deconstruction, and maritime and river contracting. Innovations like a digital hypervisor platform to manage public service infrastructures, eco-designed housing, low-carbon mobility solutions, and all the techniques involved in dismantling and upgrading engineered structures illustrate our ability to respond to the challenges faced by our customers, and provide them with the support they need.

### Local Mayors and Communities trade fairs

NGE attends a broad range of national and local trade fairs to meet its customers, discuss their needs and share its innovations and expertise. In 2022, Agilis received an award at the *Victoires de l'Investissement Local* investment awards ceremony in Nice for its contribution to the construction of a wildlife tunnel for migrating amphibians. The same project also received another award, this time presented by Cerema Méditerranée (the Mediterranean Centre for Studies and Expertise on Risks, the Environment, Mobility and Urban Planning) for its innovation, adaptive response to climate change and local community involvement.



90%

of customers are happy with the quality of work they receive\*



92%

of customers are happy with our safety performance\*



87%

of customers are happy with our environmental performance\*

## ↳ POLICY / RESOURCES

Echoing its founding value of unity, NGE forms Multi-expertise teams to work even closer with its contract customers on the basis of their detailed understanding of local needs, and offers a 'one-stop shop' to handle customer requests.

## ↳ OUR TARGETS

- To have 80% of entities using the online customer satisfaction measurement system in 2022
- To achieve 100% of customers saying they would work with NGE again
- To propose projects that meet the societal expectations of our customers

## ↳ FLAGSHIP INITIATIVES

### Listening attentively to customers and specifiers

In 2022, NGE made the decision to update its materiality analysis. The Group then surveyed its stakeholders in France and internationally to gain a better understanding of their

# The New Generations endowment fund



The New Generations Fund is another high-profile assertion of the NGE commitment to social responsibility. The Group implements and supports practical initiatives that increase its impact in ways that benefit the public good and support the initiatives launched by its stakeholder ecosystem.

a community initiative to combat food waste by setting up a canning facility in the Paris region, the donation of a modular building to store veterinary equipment in the Lorraine wildlife protection centre, and a pollution cleanup operation in the Etang de Berre lagoon on France's Mediterranean coast.

### Supporting youth initiatives

In 2022, the endowment fund launched its 2<sup>nd</sup> call for student projects to encourage and reward student bodies. The 8 winning projects all received funding to address a broad range of topics. From humanitarian missions to community education initiatives, all are designed to deliver practical solutions to local needs. They also address today's societal challenges, from lessons in signing to the creation of a carbon fibre prototype powered by a hydrogen fuel cell to compete in the Shell Eco-marathon worldwide energy efficiency competition. Similarly, 62 engineers of the future currently studying at ISA BTP in Anglet have received support from the fund to build a health centre for between 3,000 and 5,000 people in Paraguay as part of their final-year project.

### Employment integration

In 2022, the Fund renewed its support for the École de la 2<sup>ème</sup> chance de Marseille, which works to facilitate the employment, civic and social integration of young people aged between 16 and 25 who have dropped out of the formal education system.



### ▸ POLICY / RESOURCES

In 2019, NGE set up an endowment fund to carry out and fund educational and environmental projects that benefit the public good. In education, the fund works to promote youth training, equal opportunities, employment integration and to reduce the number of young people dropping out of the formal education system. In terms of environmental issues, its focus is on community awareness raising and the provision of information about environmental challenges, as well as positive initiatives for protecting and conserving nature and biodiversity. In 2022, €54,000 was invested in supporting non-profit organisations and other bodies working to promote good causes that benefit education and environmental protection, as well as funding cultural and scientific sponsorship programmes and facilitating research and training in both areas.

### ▸ FLAGSHIP INITIATIVES

#### Employee engagement

In response to the in-house call for proposals at the end of 2021, the New Generations Fund provided €45,000 in funding for 10 employee-sponsored projects. These included international projects, such as a science popularisation campaign in Morocco, and literacy programmes in Côte d'Ivoire. In terms of eco-initiatives, this support is helping projects such as



**€54,000**  
paid to non-profit organisations by the New Generations Fund

# In summary

## ▸ RISKS & risk prevention measures

CYBERCRIME	NON-COMPLIANCE IN TERMS OF BUSINESS ETHICS	SUPPLY CHAIN FRAGILITY	MISMATCH BETWEEN WHAT WE SAY ABOUT CSR AND WHAT WE DO
DPO and Ethics Committee Systems security strategy plan Employee awareness plan	Ethics Committee Code of Ethics Corruption risk map Third party assessment procedure Whistleblowing system Accounting audit system Training for employees exposed to ethics-related risks	Responsible purchasing commitments and code of ethics CSR clauses in procurement contracts Assessment of third parties Societal mediation procedure	CSR awareness workshops Independent assessment Stakeholder feedback systems Involvement in CSR networks

## ▸ TARGETS

<b>50%</b> of purchases made from suppliers that have signed the NGE responsible purchasing charter	<b>88%</b> implementation of our cyber risk protection plan in 2023	<b>100%</b> of customers say they would work with NGE again
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## ▸ PERFORMANCE INDICATORS

<b>41%</b> of annual purchasing expenditure devoted to suppliers that have signed our Responsible Purchasing Commitments* <b>10%+</b> of suppliers have signed the NGE Responsible Purchasing Commitments (2021 figure)	<b>68%</b> implementation of our cyber risk protection plan	<b>97%</b> of customers say they would work with NGE again*
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## ▸ OUTLOOK

The purchasing department is stepping up its action by incorporating CSR criteria into the strategic purchasing families. Over the medium term, NGE will work towards certified compliance with the ISO 27001 international information security management standard. The Group is working to improve its monitoring and follow-up of contentious issues and customer satisfaction failures, with particular emphasis on environmental criteria. Lastly, the New Generations Fund will select the winners of its national call for major partner projects in 2023.