



CHARTER

CSR Policy: Principles, challenges and commitments

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CSR at the heart of the Group plan	P.03
Challenges	P.05
Social challenges	P.05
Regional challenges	P.06
Environmental challenges	P.07
Economic challenges	P.08
Ethical challenges	P.09

CSR AT THE HEART OF THE GROUP PLAN

Corporate social responsibility (CSR) requires companies to integrate environmental and social issues into their business model and plan. A self-regulation initiative which in its early days was adopted on a voluntary basis, CSR has been enshrined in a regulatory framework initiated in France since 2001-2002 by the law on New Economic Regulations (NER). The verification of sociological, social and environmental data by an independent third party has gone on to become obligatory for French businesses following the publication in 2012 of the Decree implementing Article 225 of the Grenelle 2 law and subsequently the Ruling of 13 May 2013. Getlink has exceeded this obligation and its initiative goes beyond simple verification.

Getlink places social responsibility at the heart of its activities and in its interactions with its various internal and external stakeholders and provides clear information about its commitments to its partners: employees, customers, suppliers, shareholders, investors, territorial collectivities, governments, associations and communities. True to its principles, it has operated a policy for more than twenty years which is both challenging and supportive of corporate social responsibility, which it applies in three main areas, the strategic areas of focus linked to its activities:

- **People**, i.e. each of the 3,400 Getlink collaborators;
- **Nature**, in other words the environment and the eco-systems with which its increasing activities interact;
- **Region**, or all communities with which the Group has a relationship, particularly in France, the UK and Europe.

Getlink has developed a CSR policy which is based on the respect of fundamental rights as defined by the major founding international texts: the Universal Declaration of Human Rights and the International Labour Organization's Declaration on Fundamental Principles and Rights at Work.

The Getlink board of directors and its Chief Executive Officer fully support the principles stated in these international codes and standards. The object of this policy is to translate this support into a set of operational procedures defining a common approach for all Group entities.

Compliance with this policy will be continuously monitored under the close scrutiny of the Group's board of directors supported by the Committee for Sustainable Development. Stakeholders shall also be informed of the policy via the Group's various annual reports.

The CSR targets will be defined each year and will form part of the targets set for the directors and managers of the various Group entities. They shall be monitored and evaluated during individual annual reviews.

Each manager shall be charged with ensuring that the stated principles are communicated to all employees and are further understood and observed by them.

CHALLENGES

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etlink has identified five major challenges which correspond to core issues set out in the major founding texts and the various international frameworks and standards (Global Compact; GRL, ISO 26000). These challenges can be split into several categories: social, regional, environmental, economic and ethical.

- **Social challenges:** respect the rights of employees
- **Regional challenges:** develop close links with the region
- **Environmental challenges:** reduce the impact of the business activity on the environment
- **Economic challenges:** manage relationships with customers
- **Ethical challenges:** continue with policy development and value sharing within the Group in connection with stakeholders.

Answering these challenges has been and remains a priority for Getlink which, since its inception, has been committed to a social responsibility policy reconciling economic performance, social equity and environmental protection as part of a programme of continuous improvement.

Social challenges

For the Group, responding to the social challenges involves a commitment to fully support a work environment which fosters the personal development and growth of its workers. The human resources policies are developed on the basis of criteria which support truly equal opportunities and treatment for all employees. In its Charter of Ethics and Behaviour, Getlink has effectively committed itself to combating all forms of discrimination. In the same Charter, it strongly reasserts its adherence to the principles and values of the Universal Declaration of Human Rights 1948 and to the fundamental conventions of the International Labour Organization as well as to the principles of the United Nations Global Compact.

In order to reinforce the development of its workers and to guarantee a stable and safe working environment for them, Getlink has made the issue of improving security and health at work a major concern with the renewed and expressed target of zero accidents. Mindful of the progression of its employees' performance, the Group considers the individual annual review to be an essential management tool for human resources and has therefore set a target for all managers in the company of 100% reviews.

The Group invests heavily in young people and is developing its relationships with universities and schools with the aim of fostering a better understanding of its business and of better integrating young people into the world of work. This is why an agreement was signed in January 2013 with the *Ecole nationale des Ponts et Chaussées* creating for a period of 5 years an education and research chair for the science of railway transport dedicated to the study of railway activity. The aim of this chair is training and research on the topics associated with infrastructure transport service. This initiative attests to Getlink's willingness to share its expertise in order to advance science and innovation and position the railway sector as a forward-looking business.

Getlink also is also strongly focused on training for careers in the railway sector. Created by the Group in 2011, the international railway training centre CIFFCO contributes to the creation of skilled jobs and professional integration. It plays a leading role in the development of railway transport and its associated businesses and, more generally, plays a part in the economic development and influence of the Nord-Pas-de-Calais region.

Regional challenges

As a committed partner in its economic and social environment, Getlink has always been a leading economic actor and local employer. As part of its mission, it fully subscribes to a logic of "community involvement", understood as defined by ISO 26000: proactive outreach work undertaken by an organisation within the community with the aim of preventing and solving problems, fostering partnerships with local organisations and stakeholders and being a good citizen of the community.

Getlink has contributed to the creation of several thousand direct, indirect and induced jobs in Kent and the Calais region and has, as part of its role as a developer, strongly contributed to the growth of the local economy at either end of the Tunnel and to the positive transformation of the environment in which it operates.

Getlink is conscious of the fact that community involvement is not limited to responsibility for the impact of its activities on the environment but involves responsible behaviour and good citizenship. It is also constantly seeking ways to strengthen its integration into its immediate environment by means of firm commitments and actions of solidarity geared towards the community. The Group also supports education and culture and is conscious that sharing knowledge is a factor which promotes more equal opportunities.

Getlink estimates that its regional commitment is essential as it contributes to the company's overall performance, to the internal climate and social cohesion and to the loyalty of its employees.

In order to meet these challenges, Getlink is committed to strengthening links with local communities by actively supporting associations, schools, universities and organisations with which it closely collaborates on both sides of the Fixed Link.

Environmental challenges

In a world with limited natural resources, companies cannot ensure their continuity without making constant efforts to control their energy consumption and reduce the impact of their activities on the environment. For Getlink it is clear: it is impossible to have success in the long term without better control of environmental impacts.

Committed to "low-carbon" transportation, the Group is pursuing an ambitious strategy which combines developing its core activity – cross-Channel transport – and external growth beyond the Fixed Link in its two major disciplines and areas of expertise: the management of infrastructures and railway operations.

Prior to the construction of the Tunnel, expense was incurred in order to prevent the harmful consequences of business activities for the environment. There are two separate sewer systems for storm water and waste water, retention ponds, treatment stations, etc. Furthermore, an environmental management system based on the requirements of standard ISO 14001 was put in place by the Concessionaires in 2002.

For 2018, Getlink is committed to acting in line with the principles of sustainable development and in accordance with the 3 principles of the Global Compact relating to the environment. In order to achieve this, the Group has four commitments:

- to reduce the environmental impacts of its own operations by focusing on reducing greenhouse gases, reducing its energy consumption, increasing its fleet of electric vehicles and optimising waste management;
- to raise awareness amongst staff of their responsibilities as eco-citizens;
- to choose innovative and environmentally friendly products;
- to strengthen actions which support the protection of diversity.

In addition to these commitments, Getlink will pay special attention to the environmental approach of its suppliers and will ask them to implement actions which would support the protection of the environment.

Economic challenges

Getlink places a focus on each individual customer at the heart of its development plan. Quality of service is both an everyday and a strategic priority and expectation for its teams within all of its subsidiaries.

Rooted in a bi-national culture where the concept of "customer" prevails, Getlink is continually investing in adapting its offer, the quality of customer services, punctuality, smoothness, comfort and security around a central objective: to constantly increase the high level of quality of service which forms the basis of its economic growth. A golden rule is applied: every innovation and every investment project must demonstrate that it benefits customers before being adopted. This continuous improvement initiative is of particular importance today when, more than 20 years after the commencement of the operation, a new generation of customers is emerging.

This commitment was solidified in 2013 by the launch of important projects in the various Group subsidiaries, such as the creation of a Customer Experience Department, the renovation of terminals and Truck Shuttle wagons, a mobile telephone service throughout the tunnel, etc.

The first private railway operator in France and the UK, Europorte, a subsidiary of Getlink, makes the difference with quality of service.

Committed to a continuous improvement initiative, Getlink is carrying out a transformation project in its terminals where the reception capacity has been increased offering, as of 2015, more departures and toll lanes and secure parking to respond smoothly to the expected growth in freight traffic.

Getlink and its subsidiary service companies aim to achieve a higher level of quality of service for 2018. Customer satisfaction is an absolute priority for the Group. For 2018 it has set a central goal for the sector of a customer satisfaction rate of 90% for passengers and 85% for commercial freight drivers.

In order to meet the challenges of responsible supply, the Group is further committed to undertaking work over the course of the next two years in order to identify and evaluate its main suppliers in the field of sustainable development.

Ethical challenges

In order to define its priorities, Getlink is involved in and is continuing an ongoing dialogue with its internal and external stakeholders including employees, customers, suppliers, shareholders, local communities, competitors, public authorities and trade unions. This dialogue helps the Group to better understand societal developments and the associated challenges, to develop new topics and to start reflecting on the pilot projects.

Getlink's aim is to be viewed as a benchmark and a model within the transport industry in the area of corporate social responsibility and intends to maintain its role as a major player in cross-Channel transport and its position as global leader in piggyback transport.

This ambition requires clearly stated commitments. Getlink has achieved this by means of this policy by committing to develop a climate of trust and loyal relationships with all of its internal and external stakeholders. It is particularly committed to:

- staying loyal to its customers and partners;
- instigating, maintaining and encouraging an open dialogue with the various stakeholders;
- strengthening its community involvement;
- strictly observing the fundamental rights as defined in the major international principles: the Universal Declaration of Human Rights and the International Labour Organization's Declaration on Fundamental Principles and Rights at Work;
- reporting its economic, social and environmental results with the greatest transparency.



Jacques Gounon
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