

OUR VALUES

Loyalty

Sence of
service

Innovation

Proximity

Expertise



OUR VALUES

**At La Providence, the culture
of excellence rhymes daily
with benevolence and skills
development.**

Our priority is to provide a high quality experience for our customers, delivered by people with strong values who are fulfilled and passionate about their work.

Since its creation in 1961, La Providence has never stopped growing.

The growth and sustainability of the company depend on the satisfaction of our customers, the skills of the teams who are involved in the good performance of economic results.

Corporate Social Responsibility is beneficial to all, that's why we have designed it in a pragmatic and ambitious way.

Oriented towards :

- **Innovation**, which allows us to stand out and to improve continuously,
- **proximity** to our customers, which allows us to be responsive in all circumstances,
- **expertise**, which is revealed by the know-how and experience of our employees,
- **the spirit of service** which, through collaboration and constant mutual aid, ensures operational performance, improving working conditions,
- **the loyalty** that is represented not only by our historical clients, but also by our employees, who evolve at the same time as our services.

ENVIRONMENTAL

- Reduce the impact of our activities on the environment
- Reduce our carbon footprint
- Integrate environmental criteria into our purchasing policies and favour innovative projects
- Develop the skills of our employees

SOCIAL

- Provide a safe and fulfilling working environment by eliminating hazards and reducing OHS risks
- Supporting our employees by offering daytime work to reduce job insecurity
- Deploy our TMS PRO programme
- Consult and involve our employees and their representatives



SOCIÉTAL

- Promote our ethical charter
- Favouring and developing our young talent
- Promote diversity and inclusion
- Contribute to the general interest by structuring our sponsorship

ECONOMIC

- To perpetuate a sustainable economic and qualitative development
- Share our experience and be a force of proposal
- Build customer loyalty
- Meet legal and other requirements



La Providence's **Quality/Safety/Environmental Policy** is a natural consequence of our Corporate Social Responsibility strategy. It is based on a management system that aims to continuously improve our performance in relation to our four challenges.

The fundamentals that we cultivate for the motivation and well-being of our employees, with the help of our partners, help us to provide a quality service that respects the environment, in order to satisfy the needs of our customers and their occupants on a daily basis, in a continuous improvement process.



To achieve this policy we commit to :

- *Conform the company to customer, regulatory, legal and normative requirements*
- *To guide and support employees by providing adequate organisational, human, technical and financial resources*
- *Ensuring optimal working conditions at all levels of the organisation*
- *Ensuring the application, monitoring, effectiveness and improvement of the management system.*

To succeed in this approach, we ask each of our employees to adhere to this policy, to deploy it and to support it with all the players involved in providing our service, both internally and externally with our stakeholders.

The involvement of all of us will contribute on a daily basis to improving our performance and that of our customers.

QSE POLICY

COMMITMENTS 2022 - 2024

COMMITMENTS

OBJECTIVES

INDICATORS (TARGETS)

SOCIAL



- Provide a safe and fulfilling working environment by eliminating hazards and reducing OHS risks
- Supporting our employees by offering daytime work to reduce job insecurity
- Deploy our TMS PRO programme
- Consult and involve our employees and staff representatives

- Maintain the rate of completion of our health and safety talks (100%)
- Increase the rate of completion of accident investigations (100%)
- Increase the rate of daytime work (+5%)
- Inform employees and staff representatives about MSD risks (100%)

ENVIRONMENTAL



- Reduce the impact of our activities on the environment
- Reduce our carbon footprint
- Integrate environmental criteria into our purchasing policies and favour innovative projects
- Develop the skills of our employees

- Maintain the rate of completion of environmental talks (100%)
- Evaluate our environmental performance (number of sites evaluated)
- Increase the rate of orders for eco-labelled cleaning products (90%)
- Train management in environmental issues (80%)

ECONOMIC



- To perpetuate economic and qualitative development
- Share our experience and be a force of proposal
- Build customer loyalty
- Meet legal and other requirements

- Maintain a rate of QC completion on site (75%)
- Maintain an average QC compliance rate (88%)
- Maintain a lead-to-customer rate (33%)
- Guarantee a recommendation rate (89%)

SOCIÉTAL



- Promote our ethical charter
- Favouring and developing our young talent
- Promote diversity and inclusion
- Contribute to the general interest by structuring our sponsorship

- Highlight our ethical charter (100%)
- Strengthen the teams (number of apprentices)
- Maintain the rate of disabled people (>6%)
- Promote Fondation La Providence (number of communications)

Le 31/03/2022 à Courbevoie
M. Yannick DURET
Président

Le 31/03/2022 à Courbevoie
M. Joao RAMOS
Directeur Général