

GROUPAMA GROUP ETHICS CHARTER



ASSUREURS CRÉATEURS DE CONFIANCE

With its unwavering commitment to satisfying its members and customers, the Groupama Group has, throughout its history based on an agricultural mutual model, developed an expertise and working practices that have today enabled it to become one of the leading insurers in France and a major player in the European insurance industry.

The Groupama Group is proud of its local roots, placing people and their expectations at the centre of its actions, enabling the long-term construction of a rich, lively network, rooted in the reality of everyday life.

Friendly, committed, efficient and supportive, the Groupama Group strives to protect and support its members and customers in their life projects. Insurance

is at the heart of life, and the Group is committed – as it always has been – to providing innovative products and services which keep pace with changes in our society. The Group builds close relationships based on mutual trust and a multi-channel strategy. In this way, it nurtures a strong sense of belonging, which builds loyalty and commitment.

The impact of an ageing population, the financing of pensions, health and dependency, employment, the protection of people and property, the prevention of traditional or emerging risks such as those related to climate or data management; these are all issues in which the Group is working to provide practical and innovative solutions.

In a world where the pace of change is accelerating, not least because of digital technologies, the need to consider the expectations of all its stakeholders, internal and external - members, customers, employees, agents, general agents, partners - and the search for balance in all parties' interests, are now more than ever key aspects of the Group's social responsibility and the source of its growth over time.

This responsibility calls for the mobilisation of:

- the strength of our commitment,
- our expertise and our skills,
- our ethics, i.e. the way in which we choose to conduct our business and discharge our responsibilities.

As a responsible, human-oriented financial player, fully in touch with modern life and responsive to changing lifestyles, the Group and its employees, agents and general agents are consistently acting ethically as we live out our ambition: to be a Group that is constantly moving forward, focused on its business, sustainably profitable and socially responsible.



2 THE VALUES AND COMMITMENTS OF THE GROUP

COMMITMENTS TO OUR EMPLOYEES, MEMBERS, CUSTOMERS AND PARTNERS

For more than 100 years, **with firm roots in our local areas**, our vocation has been to create **trust** among our workers (employees, agents, general agents), members, customers and partners.

- **To establish a long-term trust-based relationship with them**
- **To provide answers to their practical needs – both day-to-day and in the longer term – which are consistent with life’s changes and plans**
- **To participate actively in preventing risks to people and property**
- **To help people to bounce back after life’s accidents, which can sometimes occur despite the best preventive measures**

That is how we do business, and we are proud of it. We know that trust is earned and maintained through close relationships, the value of the advice and service we provide and respect for people and the commitments we have made. More specifically, the mission of the Group and its companies is to be **“creative insurers inspiring confidence”**.

VALUES

As it builds this special trust-based relationship, the Group relies on the values that have guided its creation and its development and forged its identity.

- **Close relationships**, which, with attentive listening, give us a profound understanding of the needs of our members and customers, who are the very reason we exist
- **The commitment of our employees, agents and general agents** with responsible attitudes that promote innovation
- **Performance**, driving the satisfaction of members and customers
- **Solidarity**, serving the collective interest



THE COMMITMENTS MADE BY THE GROUP

Embracing these values, the Group fully adheres to the recommendations or commitments made by:

- **The 1948 Universal Declaration of Human Rights and the European Convention on Human Rights**
- **The principles of the International Labour Organisation (ILO)**
- **The OECD¹ Guidelines for Multinational Enterprises**
- **The EU Charter of Fundamental Rights**

The Group has signed the following commitments:

Across its entire scope of activity, in France and internationally,

- In 2007, the United Nations Global Compact, containing ten fundamental principles on the protection of human rights, the preservation of the environment and the fight against corruption; the Group reports annually on their application;
- In 2013, a joint declaration on the quality of working life in Europe.

For its activities in France,

- In 2007, the Diversity Charter developed by the Montaigne Institute and several large companies;
- In 2010, the Parenthood Charter of the Ministry of Labour, Social Relations, Family and Solidarity.

In this spirit, the Group signed with its social partners a Group agreement in 2008 on diversity and equal opportunities, and a Group agreement in 2011 on quality of life at work. And in 2015 the Group signed the Business & Neighbourhoods Charter produced by France's *Ministère de la Ville*.

Lastly, the Group is fully committed to the commitments of **the CSR Charter of the French Insurance Federation** of which it is a member.

These memberships lend practical shape to the Group's deep commitment to humanist and universally recognised values, and demonstrate its commitment to incorporating sustainable, responsible corporate management into the organisation's strategy and day-to-day activities at all levels.

¹ Organisation for Economic Co-operation and Development



3 THE CODE OF CONDUCT AND COMPLIANCE

All employees, whether permanent or temporary, agents or general agents, irrespective of the Group brand within which they work, must understand and uphold the values and commitments of **this charter** and the behaviours stated in **the Code of Conduct**. This corpus of principles, as well as the consequences of any breaches thereof, are detailed in the Code of Conduct annexed to each company's internal regulations.

4 WHISTLEBLOWING RIGHTS AND HOW THEY ARE EXERCISED

Whistleblowing **rights on ethic** matters are an option given to all employees, agents and general agents enabling them to report, within their own company, a particular situation if they believe that it does not comply with the principles set out in this charter and the Code of Conduct.

The whistleblowing mechanism on ethics is a system made available to employees, agents and general agents, **under the terms specified in the Code of Conduct**. It does not replace, but rather complements, any existing whistleblowing channels, hierarchical structures, staff representative bodies, statutory auditors or public authorities provided for by law, and any internal whistleblowing mechanisms for the Group's companies.

5 THE GROUP'S ETHICS COMMITTEE

An ethics committee, made up of members of the general management of the central body and regional mutuals, has been established. Its main missions include:

- Making recommendations to the Group's Executive Committee on matters of ethics and professional conduct and, more generally, addressing all issues relating to corporate social responsibility;
- Ensuring the promotion and application of the Ethics Charter and making proposals to the Group's Executive Committee on any amendments;
- Issuing opinions at the request of Group companies on matters of ethics or professional conduct.

Any employee, agent or general agent may request details of the specific charter that specifies the composition, functions and operation of this committee.

Notice: The original version of this document was published in French language.





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