

EXEMPLARY BEHAVIOUR AND COMMITMENT

Carrefour's management staff must set the standard through their behaviour and be **committed** to promoting a **culture based on trust and integrity** across the Group.

No performance targets may be imposed or accepted if meeting them would involve violating the **company's ethical principles**.

Any employee may report any **practice or action** that they believe to be **contrary to or incompatible** with the stated principles. They may do this via the contacts provided below.

The confidentiality of the information provided is guaranteed throughout all the stages involved in the alert process.

No sanctions may be taken against employees who report – in good faith – any failures to comply with these principles.

Everybody must ensure that they avoid disseminating incorrect information which may harm either their colleagues or the company.



HOW TO ISSUE AN ALERT

Line manager

Your country's **Human Resources Department** or **Legal Department**.

The **ethics alert line**,
+33 (0) 800 90 8562

ethique.carrefour.com

available 24 hours a day, 7 days a week in all of the Group's languages.

The Group's alert system (also referred to as its Whistle-blowing scheme) is a means for employees wishing to do so to report situations or types of behaviour that violate our ethical principles.

An ethics alert line has been set up at each Carrefour company in France in compliance with the provisions laid out by France's data protection authority.

For information about the conditions under which the ethics alert line should be used, please see the noticeboards in your establishment's Management department.



OUR PRINCIPLES OF ETHICS

Code of professional conduct

CARREFOUR'S PRINCIPLES OF ETHICS

Our ethical principles are intended to serve as an **ethical framework** within which all Carrefour employees must conduct their professional activities on a day-to-day basis.

Everyone must be familiar with these principles and apply them – regardless of their position within the company – demonstrating thought, common sense and good judgement.

Carrefour's ethical commitment, which is detailed in our Policies, **is consistent with its compliance with and promotion of:**

- the Universal Declaration of Human Rights;
- the ILO's eight fundamental conventions;
- the OECD guidelines for multinational enterprises;
- the 10 principles that make up the United Nations Global Compact;
- the international agreement entered into with the UNI.

OUR PRINCIPLES OF ETHICS, UNDERPIN EVERYTHING THAT CARREFOUR DOES

Our legitimacy is underpinned by the strength of our beliefs, the sincerity of the way in which we behave and the transparency of the positions we adopt.

Our reputation, like the trust that our customers and all of our partners have in us, therefore depends **on the way in which we carry out our job as a retailer.**

Our project succeeding is also contingent on **harmonious working relations based on the women and men who make up the Group being respected and listened to, together with an exemplary code of ethics and strict compliance with regulations.**

Each policy must be implemented in a way that does not contravene our ethical principles.

OUR PRINCIPLES OF ETHICS

Respect diversity

Contribute to a safe and healthy working environment

Promote social dialogue

Outlaw all harassment and discrimination

Ensure the safety of people and property

Protect the company's resources and assets

Guarantee confidentiality

Protect the environment

Select and treat suppliers in an objective and loyal way

Cultivate transparent business relationships

Adhere to our commitments in relation to our partners

Outlaw any unfair agreements or practices

Demonstrate integrity – both individually and collectively

Provide reliable and accurate reporting

Avoid conflicts of interest

Refuse all forms of corruption