

*Corporate Social Responsibility Policy*

**Applus<sup>+</sup>**

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### **Applus+ Corporate Social Responsibility Strategy**

Applus+ is a global player in the TIC sector, recognized for its quality, independence and integrity. Applus+ has established a strong brand and reputation based on its highly motivated and skilled group of professionals and its commitment to innovation and quality.

As a global Group, we strongly believe in 'Corporate Social Responsibility' delivered in a context in which our business operations generate significant positive impact on the environment and the local communities where we work.

Applus+ is committed to continue delivering responsible and sustainable business, both in how we manage our operations (Applus+ team, clients and investors' expectations) and in how we contribute to the wider community and the world around us. As a global Group, we are aware our operations touch points in different locations and industries. The sense of 'Good Business' expects us to act this way and to be conscious of the risks driven by our activities, consolidating sustainable and responsible business practices. We strongly believe that all initiatives we have and will develop in the future under the Corporate Social Responsibility umbrella will contribute to generate long-term value to us, to our customers and to our stakeholders as a whole.

### **Applus+ Corporate Social Responsibility Strategic Lines and Activities**

We structure our strategic lines on Corporate Social Responsibility under a global framework based on our principles of **integrity, impartiality, independence** and **responsibility** to boost Corporate Social Responsibility management across the organization and disclose our commitment. We see this as an integral matter to successfully grow our business and create long lasting values for all our stakeholders.

Our commitment on Corporate Social Responsibility is channeled through specific goals supported and deployed by a series of activities which are presented below:

#### **Invest in Human Capital**

- Foster adequate working conditions based on effective Health & Safety (H&S) programs, non-discrimination principles, as well as Human and Labor Rights.
- Health & Safety is a critical issue for our employees and our operations and therefore is frequently monitored; Applus+ is committed at the highest level with a HSQE<sup>1</sup> policy which is deployed across all divisions and countries where we operate and with specific H&S programs developed to increase the awareness on that subject. H&S is managed within Applus+ according to OHSAS 18001 standard seeking to continuously improve its performance.
- Provide fair and competitive environment to enable professional development opportunities and capacity building for all Applus+ staff while retaining and attracting high talented professionals. Applus+ strongly encourages internal promotion to support its recruitment process while setting in place training programs to build up a sound professional career in the organization.
- Fostering diversity among our staff through activities such as equality plans. Applus+ has elaborated a Non-Discrimination Policy applicable at global level.
- Train our professionals to improve their existing skills and acquire new capacities – both managerial and technical – through specific trainings and internal capacity building programs, as well as through certification and accreditation courses from external parties under a variety of scopes, frequencies and means (eg. Induction

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<sup>1</sup> Health, Safety, Quality and Environment

training in Quality internal policies and H&S, Ethics training, worldwide event on Safety, Qualified training courses on NDT, H&S awareness for supervisors, technical and other staff) .

### ***Promote Corporate Governance and Business Ethics***

- Applus+ is governed by a set of corporate rules, policies, laws, processes and institutions which define our current corporate governance model and ensure a long-term vision through good governance.
- We are sensitive to changes in laws and trends in this area and we are committed to transparency as a key principle to managing a listed company. We will periodically evaluate the effectiveness of our corporate governance model, with views to promote the corporate interest and catering, as appropriate, to the legitimate interests of our stakeholders.
- Applus+ commitment in Business Ethics is managed by its Board, the Corporate Social Responsibility Committee, the Group Ethics Committee and the Chief Compliance Officer to ensure integration of ethical behavior across all our business units, geographies and operations through our Code of Ethics and associated policies. Our Code of Ethics is deployed through a specific yearly training course to all Applus+ employees. Among others, this Code includes respecting the dignity of work colleagues and associates, protecting personal data and the obligation to ensure the information we manage is truthful, secure and confidential.
- We ensure disclosure and promote observance of our Code of Ethics across divisions, suppliers and contractors. Applus+ also has a zero tolerance against corruption and for that reason requires suppliers and partners to observe professional and honest business practices and sets up due diligence process to evaluate Ethics issues.
- Internal risk management controls and policies in areas such as anti-corruption and specific policies to prevent wrongdoing have been elaborated for Applus+. Applus+ does not tolerate corruptive practices within its business operations and geographies and performs regular supervision of its activities in accordance to its global anticorruption policy. Internal Audit Department is in charge of monitoring the observance and compliance with these policies.
- We integrate sustainable development criteria to drive positive social, economic and environmental impacts along our value chain and stakeholders. As a socially responsible organization, we want to be an active and beneficial participant in the communities in which we operate.

### ***Focus on Innovation***

- Promote both cross and open innovation across all business units to embed Corporate Social Responsibility into their technical expertise and those new services developed internally, as well as to our clients.
- Create a working environment fostering innovation as well as providing resources to facilitate it.
- Integrate specific innovation programs across business units, stimulating and organizing initiatives to promote innovative thinking amongst employees.

### ***Clear Market Orientation***

- Focus our business through a client-oriented strategy based on close communication with our clients which enables us to understand and foresee their needs and fulfill their expectations.
- Ensure implementation of procedures related to services quality across all geographies and business units to keep high performance standards in compliance with ISO 9001 standard.

- Continuously improving our services and business management (through ethics, innovation, safety and friendly environment conducts) so as to keep being a reliable business partner at any stage and more precisely, as part of our customers' own Corporate Social Responsibility strategy, holding to high standards in all our business dealings.
- Develop our own Investors Relation Strategy which aims at ensuring compliance with legal and market practice communication responsibilities while ensuring global investor community is able to make informed investment decisions, managing its expectations and providing a two way dialogue to the Company of investor concerns and issues.
- Create and improve communication channels to provide quick and effective responses to our stakeholders.

### ***Commitment with the Environment***

- Ensure active prevention and limitation of potential impacts on climate and environment driven by our operations, through appropriate policies and management systems based on international standards (such as ISO 14001) and providing guidelines for Environmental Best Practices.
- Define strict controls to manage, handling, storage and disposal of harmful and hazardous substance so as to minimize their release risks into the environment according to local guidelines and regulations.
- Observance of a series of environmental rules – implemented at global level – focused on waste minimization and optimization in the use of natural and energy resources.

### ***Corporate Social Responsibility Management and Monitoring Strategy***

Applus+ is aware that Corporate Social Responsibility drives value generation, improves our economic performance, helps to build trust on our teams and increases our stakeholders and investors trust. Accordingly, it is critical for us to ensure effective and efficient governance and integration of Corporate Social Responsibility in our business operations and daily agenda.

Applus+ Board of Directors has appointed a Corporate Social Responsibility Commission to manage Corporate Social Responsibility at the highest governance level, being in charge of the definition of the Group's Corporate Social Responsibility goals and targets and approves programs and actions to fulfill these goals while adapting Corporate Social Responsibility activities according to local, regional and national schemes, and national socio-economic and environmental needs, and stakeholders' context. It is supported by Internal Audit Department for monitoring tasks.

Applus+ is committed to monitor, evaluate and share its Corporate Social Responsibility efforts to keep continuous improvement using internal controls and audits. We regularly review our global Corporate Social Responsibility strategy and policy and support internal structures to ensure effective Corporate Social Responsibility performance improvement across our business operations, in a respectful manner to local marketplaces and cultures.

Monitoring of each of the Corporate Social Responsibility strategic lines – and the activities in which they are deployed – is regularly performed through a specific set of KPIs.

### ***Corporate Social Responsibility Communication and Information Disclosure***

Applus+ promotes dialogue with both our internal and external stakeholders to consider their expectations in our business decisions and operations. We recognize that behaving with integrity and transparency underpins our brand

reputation and it is a factor of success in our business. As stated previously, our aspiration is to identify and proactively notify key stakeholders of any significant Corporate Social Responsibility issues as they arise, consequently, Applus+ puts strong emphasis on the monitoring, evaluation and disclosure of Corporate Social Responsibility topics as well as on the promotion of dialogue with stakeholders.

Applus+ relies on external third parties verification and assurance to guarantee reliability of the information disclosed to general public and stakeholders.

Applus+ has made available diverse tools to ease communication and set up dialogue channels with its stakeholders with the twofold objective of providing them with valuable data about Applus+ and gathering information on their expectations. Some examples of Applus+ communication tools are presented below:

- Specific email accounts and contact forms are provided to customers enabling them to send enquiries, comments or complaints regarding services supplied by Applus+. Additional activities on customers are focused on business meetings and visits, as well as commercial events.
- “Supplier Portal” to ensure regular contact with Applus+ suppliers, in addition to emails and commercial meetings.
- Specific email account ([investor.relations@applus.com](mailto:investor.relations@applus.com)) is provided to shareholders for particular enquiries. Regular information is also supplied via annual results announcements and Applus+ website contents.
- Regular communication and engagement to employees is performed through the internal Appeople magazine, email and specific internal communications campaigns.
- Internal and external complaints related to fulfillment of Applus+ Code of Ethics are channeled through the Whistleblowing channel ([whistleblowing.channel@applus.com](mailto:whistleblowing.channel@applus.com)).

Applus+ will provide regular information on its activities and Corporate Social Responsibility issues through its website [www.applus.com/csr](http://www.applus.com/csr) and an annual public report in compliance with Global Reporting Initiative standard.