

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** at the heart of 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 all information 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**.

Your country's **alert system**, managed by the country.

The **special ethics alert line**, available 24 hours a day, 7 days a week in all of the Group's languages.

ethique.carrefour.com

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



OUR ETHICAL PRINCIPLES

Code of professional conduct



CARREFOUR'S ETHICAL PRINCIPLES

The purpose of our ethical principles is to formalise an **ethical framework** within which all Carrefour employees must conduct their professional activities on a day-to-day basis.

Everybody is required to adopt these principles, regardless of their position within the company. They should demonstrate thought, common sense and good judgement in their application.

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 ETHICAL PRINCIPLES, LIKE OUR «POLICIES», 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 ETHICAL PRINCIPLES

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