

NON SENSITIVE

# CHARTER ON CUSTOMER RELATIONS

---

© Naval Group SA property, 2018 - All rights reserved.

The content and form of this document/software are the property of Naval Group and/or of third parties. It is formally prohibited to use, copy, modify, translate, disclose or represent all or part of this document/software without obtaining prior written authorisation from Naval Group. Such unauthorised use, reproduction, modification, translation, communication or representation in full or in part, in any manner whatsoever, would constitute an infringement punishable by civil and criminal law and, in general, a violation of Naval Group's rights.



The rules defined in this Charter apply to all Naval Group staff, who, during the course of the "Obtaining contracts" process are in contact with customers.

**This charter is in accordance with Naval Group's CSR policy and ethical rules.**

In general, it is incumbent upon each employee when acting on behalf of Naval Group to:

- comply with the set of rules stated in the Naval Group's code of ethics and the Compliance code of conduct;
- behave in a way that respects the Group's core values;
- be mindful of applicable rules of law;
- ensure that behaviour exhibited and decisions made are not subject to personal conflicts of interest;
- Follow group instructions, policies and procedures, and especially those developed by the Group Ethics, Compliance and Governance Department (DECG);
- not disclose confidential Naval Group information;
- contribute through behaviour and decisions to maintaining the Group's good reputation.

**More specifically, each employee must comply with the following rules:**

- any gifts received or offered are always to be of little monetary value. Invitations must be limited to working lunches and then reciprocated in kind, while remaining reasonable;
- personal advantages and gifts of a significant value are to be declined for both the employee and their friends and family. Offers of travel, accommodation, shows, etc. cannot be accepted unless they have been expressly authorised by the Ethics, Governance and Compliance Department (DECG);
- gifts and business meals shall be given without seeking compensation in return and in complete transparency, with no attempt to conceal the giver or the recipient from the working environment.

Should a doubt arise over the appropriate behaviour to adopt or decision to make regarding the rules listed above, the employee concerned is responsible for referring the matter to their *compliance officer* before initiating any action or decision.

**Naval Group is committed to building mutually beneficial relationships with its customers.**

To achieve this objective, Naval Group:

- undertakes to protect confidential information received from customers:
- engages in fair business practices that fully comply with current legislation and practices, including the prevention of corruption; to this effect, each employee concerned shall comply with the applicable directives;
- continuously offers customers the opportunity to provide feedback, so as to provide them with commercial proposals that are clear, comprehensive and accurate, while meeting their needs as fully as possible;
- develops customer relations based on mutual trust.

Naval Group's various divisions and their directors are responsible for ensuring application of the rules by their customer relations teams.

To facilitate appropriation of the rules, a **practical guide to ethical behaviour** is available for all Naval Group employees.

**Hervé Guillou**

**Naval Group President and CEO**