

CSR POLICY FOR SUSTAINABLE BOOTHS & EVENTS

Learn about our commitments and best practices to make
our partnership more responsible.

CSR approach developed in accordance with ISO 20121
standards*

* 3.2.1 idCom is not certified but draws inspiration from the principles of this standard in
its CSR approach.

3.2.1 idCom PARIS
EVENT - COMMUNICATION

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Our vision: designing events and booths that respect people, planet and resources."

This CSR policy reflects our commitment to creating sustainable experiences for our clients while minimizing our environmental impact as much as possible and valuing people.

PART. 1 - OUR ETHICAL COMMITMENT

To strengthen the quality of our services and our exchanges with clients, partners and employees.

Respecting people

- Treat our suppliers with the same fairness as our customers or employees
- Refuse illegal competitive agreements and all forms of unfair competition

Comply with legal and regulatory requirements

- Provide our customers and employees with the legally required documents - Provide the tax authorities with the requested information within the legal deadlines
- Respect the supplier payment deadlines set out in the general terms of sale
- To make all legal and mandatory declarations to the tax authorities
- In order to provide effective transparency, detailing the origin of materials, the location of production or the composition of each product sold or rented

PART. 2 - CREATING AND MONITORING PROFESSIONAL PROCESSES

- Delivering quality services
- To attach extreme importance to the agency's duty to advise: to assimilate the nature of the client's needs, constraints and obligations. We commit ourselves to a general obligation to advise, inform and alert the client throughout the duration of the service. Warnings and recommendations may therefore be formulated

- Drawing up a schedule and communicating it to all the stakeholders in a project. The team will work to keep to the production schedule. If the requested schedule is not feasible or if unforeseen events disrupt the timetable, the team will endeavour to inform its partners as soon as possible
- Announce a first "high range" budget at the start of discussions concerning a collaboration with a client or prospect. This budget will be reviewed during the operational part of the process. Once the estimate has been reviewed and signed, 3.2.1 idCom undertakes to respect the budget granted for the project. If necessary, any additional request not foreseen in the estimate will be subject to a new estimate to be validated
- To inform in advance of the different stages between the contact and the contractualisation of the request
- Systematically send a quotation to be signed informing of the costs of the project - Systematically send a digital print order for proofreading and validation
- Respect the confidentiality of data that is not public, whether it concerns the company, its clients, its employees or third parties. We comply with the laws and regulations concerning the collection and use of personal data (GDPR) in order to guarantee the privacy of our customers, employees and third parties. Our data is stored securely to prevent any form of hacking, introduction of viruses or any other such acts.

Following an employer ethic

- Anti-discrimination policy: any form of discrimination within the company will be subject to internal sanction whether it is based on sex or gender identity, age, religion, family status, race, social background, illness, disability, pregnancy/maternity, geographical, national or ethnic origin, nationality, group membership, personal beliefs, sexual preference, physical appearance or any other personal characteristic
- Harassment: any practice resembling moral or physical harassment, any sexist comments or abuse of any kind will not be tolerated and will be immediately sanctioned
- Right to disconnect: 3.2.1 idCom undertakes to guarantee and respect rest periods, the two full weekend days, as well as breaks and a one-hour lunch. The management is responsible for respecting the private life of its employees, and monitors the workload of each employee in order to avoid the risk of exhaustion.

No employee is allowed to send professional messages on personal messaging systems (whatsapp, SMS messages, messenger) between 8pm and 8am except in cases of extreme urgency.

It is not allowed to schedule a meeting before 9am or after 6pm, except in exceptional cases. It is recommended that you use deferred sending to send emails outside working hours.

If attendance is required outside of working hours, the employee will be notified in advance and will be entitled to extra pay or time off in lieu.

Employees are entitled to disconnect from digital tools during rest periods and outside normal working hours. No one is obliged to respond to e-mails or messages and text messages sent during rest periods. It is recommended to disconnect completely from computers, phones and work tools during holidays, time off and weekends.

PART.3 - OUR ECO-RESPONSIBLE APPROACH

To act in favour of the protection of the environment in our daily life to improve office life and minimise our impact on the environment.

Communicate differently in our daily lives

- Reduce our digital footprint by adopting simple gestures: reduce the number of internal or external e-mails sent by choosing other more instantaneous methods (internal messaging, meetings, telephone) whenever possible
- Unsubscribe from newsletters rather than deleting recurring emails or using an anti-spam software
- Regularly delete email archives or folders stored online

Controlling our waste

- Move towards a #ZeroWaste policy by the end of 2027
- Sort and recycle
- Make quality purchasing choices to be sustainable
- Give a second life to objects: repair, give or sell rather than throw away

Reduce our environmental impact

- Prefer public transport
- Offer remote appointments (zoom)
- Offer employees the opportunity to work from home whenever possible
- Buy recycled paper, fine paper not bleached with chlorine (< 90 grams) - Give preference to black and white printing on both sides
- Keep paper that can still be used for drafting or give it to schools for children's drawings
- Promote non-plastic products to our customers

Ensuring safety on our construction sites

- Require all our service providers to provide the necessary insurance certificates and authorizations
- Verify that assembly teams have appropriate PPE (Personal Protective Equipment)
- Ensure compliance with trade show safety standards (height, loads, electricity)
- Favor trained and certified service providers for height or electrical work
- Refuse any risk-taking to meet a deadline
- Systematically inform our service providers of the specificities and constraints of the venue
- In case of accident, ensure immediate care and follow-up

Ensure ethical and responsible purchasing for our customers

- Propose in the quotations an alternative with local actors when possible and favour Made in France as much as possible
- Whenever possible, favour "handmade" products, a guarantee of quality
- Systematically check the origin of the products purchased, and ensure that they are not made using child labour or that they pollute excessively
- Select service providers that respect labour law and offer adequate working conditions to their employees
- Limit mass print communication (flyers, letterbox operations, etc.) for more targeted and effective communication
- Systematically proposing an alternative with ecological paper for printing work
- In the context of events organised by the agency, limit the volume of waste, sort and recycle waste

- Joining causes for the well-being of the living world
- Conduct an annual review of our internal and external eco-responsible efforts and adjust them on an ongoing basis
- Recognise that this Charter is a starting point, not an exhaustive one. We are self-creating the eco-responsibility that we need to develop on a daily basis.

PART. 4 - TOWARDS MORE ENVIRONMENTALLY FRIENDLY EVENTS AND BOOTHS

to help you reduce your environmental impact and integrate sustainable development criteria into your projects!

Designing sustainable booths

- Favor modular and reusable structures
- Use recycled and recyclable materials
- Favor local rental and furniture reuse
- Design booths that can be dismantled and transported efficiently
- Optimize storage and logistics between trade shows
- Favor local suppliers for production
- Turn off equipment at night on booths
- Propose donation / recycling / recovery of equipment at the end of the event to limit waste

Designing sustainable events

- Select venues accessible by public transport
- Favor local service providers for a better carbon footprint
- Integrate PRM accessibility from the design stage (adapted signage, rest/quiet area...),
- Favor hybrid formats when relevant

and in general for all your booth and event projects:

Rethink and change your brand communication

- Reduce or eliminate paper communication in favor of digital

- Reuse signage elements already produced from one year to the next
- Favor recyclable / compostable materials
- Goodies: offer useful objects with reduced packaging

Reduce your ecological impact by reviewing your logistics processes

- Offer a hybrid or electric transport service for your guests (favor ethical VTCs!) or use a carpooling or collective transport platform (bus)
- For your deliveries, group or use ethical (or electric) carriers
- For your speakers, think about offering train before plane (to be offered for VIPs or exceptional cases)

Choose your electronic equipment differently

- Favor equipment with low consumption (LED bulbs)
- Think about battery-operated devices
- For batteries, think "rechargeable"
- For furniture, decoration (carpet, lino, tarpaulin...), favor reusable materials. Limit single uses or think of associations that can recover

Responsible catering

- Think "seasonal products" and "local"
- Integrate organic if possible
- Ask the caterer for washable containers (wooden or slate boards, glass, metal, ceramic...)
- Use reusable (and not disposable) packaging
- Sort and recycle waste
- If possible, recover unconsumed products to redistribute them (associations, relatives, employees...)
- Option in menus for special diets

Review your social commitment

- Appoint a disability referent to meet the personalized needs of your guests
- Offer PRM access and spaces in conference rooms

- Think about routes and communication on D-day if adapted (visual, audio or logistical)