

Our Code of Business Ethics

The Way We Work
and Behave

Honesty
Group and Third-party assets
People
Business
Clients Relationships
Business Integrity
Responsible Citizenship

How to use our Code of Business Ethics?

Our Code of Business Ethics helps all team members understand how to behave and act in the right way. It is a framework for support if we are unclear. It is impossible for us to envision and prepare for every single business situation that may pose an ethical dilemma. Accordingly, we do not claim that this document is definitive or exhaustive. In two areas where ethical issues are particularly sensitive—fair competition and bribery and corruption prevention—there are specific detailed Group policies that supplement the high level overviews in our Code of Business Ethics.

Moreover, our Code of Business Ethics does not rule out the need to exercise good judgment, but aims to provide guidance for all of us to do so. When in doubt, you should ask yourself the following questions:

- > Is it legal?
- > Does it create the perception or impression of illegality or imprudence?
- > Is it in line with Group Values and with the Blue Book?
- > Is it in line with my own values?
- > Does it breach generally-accepted industry regulations or normal behavior in the industry?
- > Do I feel comfortable with the action I am considering taking?
- > Would I be comfortable explaining my actions to fellow team members, my team leader, to my client, to my family or externally with, for example, the press?

If the answer is not obvious, you are still in doubt, have further questions or the issue continues to be a gray area, share your issue. Opening a dialogue with your team leader and human resources manager is the correct way to make the appropriate decision and to be sure we continue “doing the right thing.” Your Country’s Ethics & Compliance Officer and your legal department are also available for further clarification. Their names are available on your Group and local websites—see Appendix for links.

>> **Our Code of Business Ethics**

is for all team members, of all the companies of the Group collectively referred to in this document as “the Group”.

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Seven Values lie at the heart of everything that the Group does.

Since the creation of the Group in 1967, our culture and business practices have been inspired and guided by our seven core Values. These are the guiding principles that we collectively and individually stand for and are at the heart of our approach as an ethical and responsible business.

These Values are not only rules of behavior; they also provide the basis for our rules of conduct and principles of action. They shape our sustainable ethical culture, our “Group DNA”, producing a mindset encompassing integrity and ethical behavior.

Our Values are important for respecting, defending and upholding the Group as an ethical and responsible business and for protecting our reputation.



HONESTY

, loyalty, integrity, uprightness, a complete refusal to use any underhanded method to help win business or gain any kind of advantage. Neither growth, nor profit nor independence have any real worth unless they are won through complete honesty and probity. And everyone in the Group knows that any lack of openness and integrity in our business dealings will be penalized at once.



BOLDNESS

, which implies a flair for entrepreneurship, and a desire to take considered risks and show commitment (naturally linked to a firm determination to uphold one's commitments). This is the very soul of competitiveness: firmness in making decisions or in forcing their implementation, an acceptance periodically to challenge one's orientations and the status quo. Boldness also needs to be combined with a certain level of prudence and a particular clear sightedness, without which a bold manager is, in reality, merely dangerously reckless.



TRUST

, meaning the willingness to empower both individuals and teams; to have decisions made as close as possible to the point where they will be put into practice. Trust also means giving priority, within the company, to real openness toward other people and the widest possible sharing of ideas and information.



FREEDOM

, which means independence in thought, judgment and deeds, and entrepreneurial spirit, creativity. It also means tolerance, respect for others, for different cultures and customs—essential qualities for an international and multi-cultural group.



TEAM SPIRIT

Team spirit meaning solidarity, friendship, fidelity, generosity, fairness in sharing the benefits of collective work; accepting responsibilities and an instinctive willingness to support common efforts when the storm is raging.



FUN

, means feeling good about being part of the company or one's team, feeling proud of what one does, feeling a sense of accomplishment in the search for better quality and greater efficiency, feeling part of a challenging project.

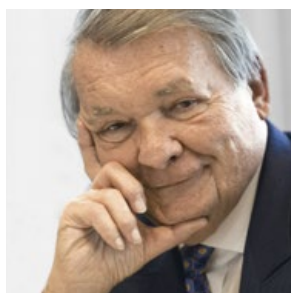


MODESTY

, that is simplicity, the very opposite of affectation, pretension, pomposity, arrogance and boastfulness. Simplicity does not imply naivety (simple does not mean simpleton!); it is more about being discreet, showing natural modesty, common sense, being attentive to others and taking the trouble to be understood by them. It is about being frank in work relationships, loosening up, having a sense of humor.

The Board of Directors of Cap Gemini S.A.

**The Members of the Board of Directors of
Cap Gemini S.A., express their endorsement
and their individual and collective support to
the provisions of the Code of Business Ethics.**



Serge KAMPF
Founder, Honorary Chairman of the
Group and Vice-Chairman of the Board



Paul HERMELIN
Chairman and CEO



Daniel BERNARD



Anne BOUVEROT



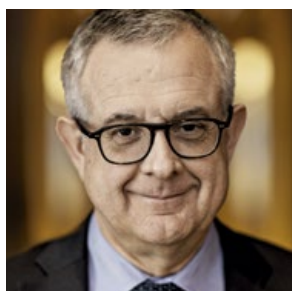
Yann DELABRIÈRE



Laurence DORS



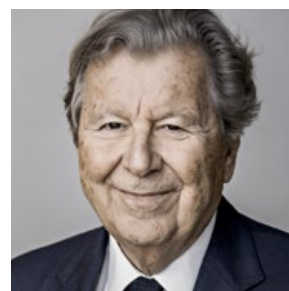
Phil LASKAWY



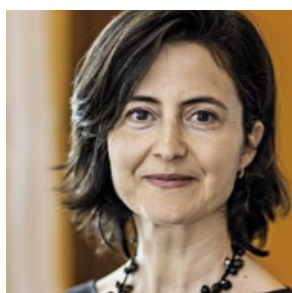
Xavier MUSCA



Pierre PRINGUET



Bruno ROGER



Lucia SINAPI-THOMAS



Caroline WATTEEUW-CARLISLE



Kevin MASTERS
Secretary of International
Works Council
and permanent guest

Message from the Founder

When, in 1967, I created a small company in Grenoble, a few decades later to become the parent or grandparent company of a Group employing close to 180,000 people, it was not too difficult to have its first employees adopt rules of conduct.

These rules reflected no doubt a somewhat idyllic perception of the business world; but they were generally respected. Growth, profitability and safeguarding the Group's independence obviously were—and still are—major musts. But they should never be pursued at the expense of imperatives of equal importance: honesty without ifs and buts, loyalty in business practices, scrupulous observance of commitments to clients and employees, refusal to put down competitors (“never talk about them”)...

In the 1980s, when a number of worldwide scandals were revealed with the unintended effect of releasing some bad instincts in those with the weakest consciences, the overall business climate changed, and it became more difficult—and all the more necessary—to have these rules of conduct respected. It was obviously not very pleasant for some of our branch or subsidiary managers to see competitors winning business when it was widespread knowledge that this business could only have been won by stooping to underhand deals, excessive concessions or other ploys. The fact that these managers were given considerable freedom to manage their own hunting grounds—a freedom that was the cornerstone of the Group's decentralized organization—meant that to assert these common values and rules became all the

more vital. And there was a price ticket for the Group: not expanding to certain countries with doubtful trading practices, dropping out of negotiations that carried “toxic” risks, eliminating *ex-ante* certain tenders when we knew we would not be able to work in total transparency...

In addition to this widespread deterioration in the business climate, another factor could have made compliance with these principles even more difficult. The Group's rapid international growth was based on acquisitions, each carrying the potential risk that its rules of conduct be called into question or even rejected. On the contrary, the Group managers' solid convictions, and their ability to convince others to share them, meant that these acquisitions provided the opportunity to add a new “commandment” to the Group values: the respect for others, for their viewpoints, their cultures and for their contributions to the common enterprise. This respect for other cultures, other identities and for diversity has even become a key driver in the daily operations of a Group with employees with a hundred or so different nationalities, located in thirty five countries. Since the Group had become multicultural, it had to draw even closer together around common fundamentals and reassert loud and clear values that federated the many operations under its banner.

Today, one may wonder if it makes sense to have ethics and rules of conduct raised to the level of top company priorities. Some point out—and not without reason—that “good” conduct is rarely rewarded or simply just acknowledged (when it does not even backfire!) and “bad” conduct is equally rarely punished. But I believe that today's world, losing its bearings, shaken by repeated scandals, distrusting companies and their management—which are suspected of all possible misbehaviors by “professors of virtue” who turn regrettable exceptions into the general rule—has a greater need than ever before for ethics and



for the respect of a few core values. Some experts even forecast ethics as becoming a competitive advantage in the years ahead for companies with a proven, longstanding track record. It is therefore up to us to stick to our values and to our principles. It is up to us to defend them, to demonstrate new examples every day and to ensure compliance. This will be the surest means for us to guarantee to everyone (clients, employees, shareholders...) that our good results are the fruit of exemplary work—free from any breach of honor or integrity.

Serge KAMPF

Founder, Honorary Chairman of the Group
and Vice-Chairman of the Board



This respect for other cultures,
other identities and for diversity
has even become a key driver in
the daily operations of a Group.”

Serge KAMPF

Message from the Chairman of the Board and CEO

Being a responsible Group implies a responsible attitude on the part of each and every one of us.

Business ethics in the economy is not just a fashion dating back to the end of the 20th century when a number of public scandals broke out. It is, and virtually always has been, a necessity. However, over the last 30 years, financial frauds and environmental catastrophes—against a backdrop of collapsing values and certainties—have prompted companies to reinforce their codes of good conduct and to search for their values.

Capgemini has not had to face this situation because the Group was already up and running on very solid moral foundations. Since its creation by Serge Kampf in 1967, it has operated on the basis of demanding principles of management and values, which have remained firm and which have been continuously applied. For the last 48 years, these rules have guided the Group's principles of action, permeated its culture and inspired the individual behavior of each employee. An invaluable ethical asset, these rules have always been defended with the utmost energy. A company acting without a moral conscience cannot survive and prosper, regardless of the economic climate.

We now want to encapsulate these rules in a formal code of business ethics, explaining and formalizing the Group's values, by establishing certain actions and forms of behavior that will help everybody assess daily situations in which these values could help.

Ethics do not allow for compromise since ethical behavior is, by definition, non negotiable. Every single employee in the Group, regardless of his or her position and seniority, must therefore be aware of and comply with this Code of Business Ethics

and, to begin with, the fundamental value of honesty and its twin, integrity. Since ethics stem principally from behavior, we must—and you must—act and behave ethically. Being a responsible Group implies a responsible attitude on the part of each and every one of us. Ethics are also intimately bound to a country's own culture. Since Capgemini has a presence in more than 40 countries, respecting others, their culture, their habits, and their moral codes, consistent with applicable laws, is an essential quality, required of every employee, manager and leader. The first pillar of the Group's culture is open-mindedness.

As CEO, I also consider myself as the first person in charge of ethics. This means that my actions must be exemplary, in keeping with the Group's ethics and traditions. Moreover, I expect all of you to behave likewise. It is also my duty to help you adopt ethical behavior by both defining clear rules and principles and implementing the appropriate tools and procedures. The aim is that no one is left with doubt or unanswered questions, particularly in complex situations that are created by today's globalized economy. By talking through and exchanging experiences, we will enrich our ethical culture.

Although the Code of Business Ethics is designed to be applied within the Group, it is also a key driver in client relationships. As such, it should guide our actions. I have therefore asked that it be client-focused so that you can all refer to it and apply it in dealings with external contacts. It is the Group's solid reputation that allows it to build good quality and long standing relationships with its clients.

Being responsible also means that we have obligations. Capgemini has obligations towards its employees, clients, business partners, suppliers, shareholders, local communities and the environment. Mobilizing teams to go out and fight in the marketplace, in the current harsh economic climate, implies close attention to professional well-being and development, intensive training and improved skills management.



As a responsible employer, gender equality and diversity are principles that must be respected not only when recruiting new staff but also in the course of career management.

For our clients, the stakes revolve around not only responding to their expectations and demands, but gaining and deserving their trust.

For its partners and suppliers, the Group applies responsible and transparent purchasing procedures. Its procurement policy respects the principles of the United Nations Global Compact. Capgemini is conscious that its activity has an impact on the environment, and will act mindfully. As for our shareholders, they trust us because our objectives are clear and honest and our results uphold our ambition.

Thanks to these set of rules, principles and initiatives, Capgemini will continue to be a Group where ethics are sustainable and not compromised, so that the actions of each and every one of us work for the common good.



We now want to encapsulate these rules in a formal code of business ethics, explaining and formalizing the Group's values."

Paul HERMELIN

Paul HERMELIN

Chairman of the Board and CEO

Commitment from our Group Executive Committee



Paul Hermelin*
Group Chairman and CEO



Jean-Philippe Bol
Deputy Head of AppsTwo



Tim Bridges
Apps North America



Dee Burger
Group Digital Unit



André Cichowlas
Delivery



Lanny Cohen
CTO



Pierre-Yves Cros
Strategy and Development



Thierry Delaporte*
Cluster FS/LatAm



Aïman Ezzat*
Finance & IT



Cyril Garcia
Consulting



Hubert Giraud*
People Management & Transformation



Srikanth Iyengar
Global Sales



Aruna Jayanthi
Business Services



Srinivas Kandula
India



Jean-Baptiste Massignon
General Secretary



Paul Nannetti
Infrastructure Services



Patrick Nicolet*
Competitiveness



Salil Parekh*
Cluster AppsOne/Infra/Sogeti and Cloud Foundation Services



Virginie Régis
Marketing & Communications



Luc-François Salvador
APAC



Olivier Sevilia*
Cluster AppsTwo/
Business Services/CC and Group Digital Operations



Hans van Waayenburg
Sogeti

22 members of the Executive Committee,
as in January 2016.

*The names of the seven members of
the Group Management Board are in bold.

1. Our Code of Business Ethics

Since the Group was founded, we have always believed that a profitable and sustainable business cannot exist without sound ethics and integrity. This lies at the very heart of our decentralized organization. Our Code of Business Ethics is our ongoing commitment to maintaining and promoting world class standards of business integrity and trust wherever we operate.

1.1 What is our Code of Business Ethics?

Our Code of Business Ethics encapsulates our respect for the law and for individuals, and our responsibilities to our clients and stakeholders. It provides the basis for our ethical culture.

As a basic rule, we respect international, national and local laws and regulations in the countries in which we work and undertake all necessary commitments to adhere to them. Our Blue Book sets out common internal guidelines, procedures and policies that govern our operation as a Group and provide further in-depth guidance. The Blue Book is available on our Group and local websites—see Appendix for links. The Group has always been a “Values-based” organization: our Values are a part of our “Group DNA” and lead all of us to adopt an ethical mindset and ethical behavior in our daily business activities.

Our Code of Business Ethics sets out, explains and formalizes the Values, rules of conduct and behavior, and the principles of action that we expect from ourselves and that are required of us in our relationships with stakeholders. Our Code of Business Ethics is embedded in the Blue Book. It prevails over any business level policy or procedure.

In the following sections of this Code of Business Ethics, we aim to provide clarity and guidance, especially in fields that can pose ethical dilemmas. In such areas, exercising good judgment can be complex because you are in a gray area and there is a risk of breaking the law, sometimes even unknowingly. In these situations, any misconduct could compromise our ethical culture, damage the Group's reputation and potentially lead to significant sanctions. In two areas presenting especially complex ethical dilemmas that carry the risk of severe criminal and civil penalties—fair competition and bribery and corruption—the Group also has specific detailed Group Policies.

We must follow our Code of Business Ethics no matter where we operate or whatever the economic circumstances. Following the Code of Business Ethics is mandatory for Group compliance.

1.2 Who is it for and what are our roles?

Our Code of Business Ethics is for all team members of all the companies of the Group.

It applies to all of us, both team leaders and team members, at any level of the Group. If you are in a leadership position or in a team leader role, you need to understand that these positions imply additional responsibilities to uphold our ethical behavior. It is Group policy that no one will be retaliated against for raising any concerns in good faith regarding practices that may violate this Code of Business Ethics.

AS A TEAM MEMBER MY ROLE IS TO:

- > Know and understand our Code of Business Ethics;
- > Act consistently with our Code of Business Ethics, and if in doubt seek guidance from your team leader, human resources manager, a lawyer in the legal department or your Country's Ethics & Compliance Officer; and
- > Demonstrate and live our Values, rules of conduct, our behavior and principles of action.

AS A TEAM LEADER I HAVE ADDITIONAL RESPONSIBILITIES AND MY ROLE IS TO:

- > Lead by example and maintain, promote and live our Code of Business Ethics in my daily work;
- > Ensure that our Code of Business Ethics is alive within my team;
- > Ensure that I am familiar with the Code of Business Ethics since my team members may come to me for advice and guidance on certain issues in our Code of Business Ethics; and
- > Identify compliance risks, and make the appropriate decisions regarding issues relevant to my area of responsibility.

2. People

We are committed to providing a safe and inclusive work environment.

2.1 Health and safety

We are committed to looking after the health and safety of team members, whether working on our own sites or on our clients' sites.

WHAT DOES THIS MEAN?

- > **Follow the rules.** The Group takes its health and safety responsibility very seriously and we are all expected to comply with, and adhere to, any relevant legislation and emergency procedures. When working on a client's site, we are also expected to observe and cooperate with any client rules regarding health and safety and emergency procedures. When travelling on business we are expected to comply with and follow our Group mobility guidelines, our Group Travel policy and our Group Security policy—see Appendix for the link.
- > **Be supportive.** We expect our team leaders to look after the health and safety of their team members.
- > **Be pro-active.** We all have the responsibility of identifying and reporting to our local health and safety representative or team leader any form of behavior that could present a hazard or risk or any situation that may compromise the health and safety of the team members.

WHAT IS EXPECTED OF ME?

- > It is my duty to familiarize myself with and follow the Group's health and safety policies, my clients' health and safety policies, and any emergency procedures that are provided to me in accordance with applicable laws.
- > I must follow mobility Group guidelines and Group Travel and Security policies when traveling.

PRACTICAL EXAMPLES

I am working on a client site and have meetings in the production environment. What are my responsibilities with regard to health and safety?

It is your responsibility to familiarize yourself with the client's health and safety policies, for example by requesting that your team leader obtains a copy of their health and safety handbook/policy. If you are working in an industrial environment, make sure you don't miss any health and safety courses the client offers.

If there is a real concern for the health and safety of you or your team, raise the issue immediately with your team leader who must raise it with the client, if necessary. If you are the team leader, checking the client's health and safety policies should be one of your first priorities at the start of a project.

I am working on a project and my partner has problems that require my presence at home: this may have an impact on the way I work and where I can work. What should I do?

Raise the concern with your team leader so that you can discuss appropriate ways to help you continue to do your work. If you are the team leader, then you should take your team members' personal circumstances into account as far as possible. If you are unsure what to do, speak with your human resources manager.



DISCUSS OPENLY AND SHARE YOUR CONCERNS: If you are facing an issue involving health and safety of one of your team members, do not keep it to yourself. You will get help and support by discussing it with your team leader or your human resources manager.

2.2 Equality, diversity and inclusion

We are proud of our diversity. It enriches and enables us to be thought leaders in our chosen markets. As individuals, we are entitled to equal opportunity and fair treatment.

WHAT DOES THIS MEAN?

- > **Performance matters.** The Group is committed to being a “Talented Company” and seeks to reward people on the basis of achievement and performance. We assess our fellow team members and recruitment candidates on the basis of merit and qualifications directly related to professional competence and behavior.
- > **Equal opportunity and fair treatment.** We aim to provide equal opportunities and fair treatment, irrespective of social, cultural, ethnic or national origins, religious or other beliefs, caste, gender, marital status, pregnancy status, sexual orientation, disability, age, and trade union membership. We are committed to complying with all employment discrimination laws.
- > **Freedom.** We respect individuals’ cultures and customs, including their religious beliefs. The Group does not support any religious organizations.

WHAT IS EXPECTED OF ME?

- > I assess fellow team members on the basis of professional competence, behavior and achievements.
- > I am expected not to tolerate any jokes, language, gestures or other behavior that may offend people, make them feel discriminated against or create a hostile environment.
- > I cooperate with my colleagues irrespective of social, cultural, ethnic or national origins, religious or other beliefs, caste, gender, marital status, pregnancy status, sexual orientation, disability, age, or trade union membership.



Diversity is a Group Principle, allowing employees to work in an international, multicultural environment while remaining attached to their own countries.”

PRACTICAL EXAMPLES

I want to make sure I have a diverse team. In my recruitment activities, should I favor people from minority groups over other candidates?

We should always assess candidates equally on the basis of merit and professional competence. In our recruitment activities, we should request any recruitment firm to present a diverse set of candidates, reflecting the society in which we live.

I am a team leader and one of my team members has expressed his/her disabilities to me. Does the Group have facilities to ensure this person can continue to do the job required of them?

Yes. The Group has tools, technology and processes to assist people with disabilities and ensure they can continue to do their job. Please contact your local human resources department for more information on what is available.



DISCUSS OPENLY AND SHARE YOUR CONCERNS: If you are facing an issue involving equality, diversity and inclusion, do not keep it to yourself. You will get help and support by discussing it with your team leader or your human resources manager.

2.3 Harassment

We all have a right to be treated, and a duty to treat others, with respect and courtesy.

WHAT DOES THIS MEAN?

- > **Respect in the workplace.** The Group is expected to maintain a work environment that is free of harassment; this includes intimidation, unwelcome sexual advances, threats and acts of violence.
- > **Zero tolerance.** We do not tolerate any form of harassment or violence or any action that creates a threatening workplace; this includes any attitude, form of behavior or situation that may be specified as harassment. Any breach of the rules may result in disciplinary sanctions.

WHAT IS EXPECTED OF ME?

- > I do not make remarks, jokes or display material that may offend a member of a particular race, religion or gender as this could be considered harassment.
- > I must respect others, and I must not accept any form of harassment or violence in the workplace.
- > I must not tolerate or engage in any form of retaliation, revenge or victimization with regard to an individual who has claimed to be harassed.

PRACTICAL EXAMPLES

My team leader can be quite demanding and intimidating. He/she often makes unreasonable requests, argues and makes fun of me in front of my fellow team members. Is this a form of harassment?

If your team leader is intimidating or treats you with disrespect this could be classified as harassment. If you feel that you or any of your fellow team members are not treated professionally you can raise the issue directly with your team leader. If you feel uncomfortable with this approach, discuss the matter with your human resources manager instead.

One of my fellow team members always stands very closely behind me and touches my back and shoulders while I am working at my desk. It makes me feel very uncomfortable. Is this a form of harassment?

This could be a form of harassment. If you can, ask your fellow team member to refrain from touching you. If you feel that the matter has not been addressed properly, you can raise the issue with your team leader. If you feel uncomfortable with this approach, discuss the matter with your human resources manager instead.



DISCUSS OPENLY AND SHARE YOUR CONCERNS: If you are facing an issue involving harassment, do not keep it to yourself. You will get help and support by discussing it with your team leader or your human resources manager.

2.4 Open dialogue

We believe that effective communication is a prerequisite for an open and inclusive culture.

WHAT DOES THIS MEAN?

- > **Open dialogue.** Our Values of “Team spirit” and “Trust” encourage us to work together and to recognize the importance of open dialogue. We strongly encourage open dialogue through team meetings, conference calls, forums and employee surveys, in which we can express our opinions freely.
- > **Open and constructive employee relations.**
 - We facilitate open dialogue through our International Works Council (IWC), the official representative body of the Group, enabling dialogue between Group management and people representatives across the Group.
 - At the local level, we support open dialogue with people representatives or other relevant employee representative bodies, and follow the processes provided for under local legislation, regulations and agreements.
 - We uphold freedom of association.

WHAT IS EXPECTED OF ME?

- > I make sure that we have an open and inclusive culture and that I engage positively in open dialogue, focusing on successful outcomes.
- > Whether as a team member or a team leader it is important that I understand and live the Values of the Group: this will enable me to encourage and support an environment of open dialogue.



Ask other people and share. This is what I mean by open dialogue—being open-minded, not keeping things to yourself, being transparent and open about what you have to say”

PRACTICAL EXAMPLES

I am a new team leader. What is expected of me to make sure I maintain an open dialogue with my team members?

As a team leader, you should set up regular team meetings or conference calls that enable dialogue and address the concerns of your team.

I've filled in the employee survey and have not had any feedback or results. Should I have received something?

Yes. We encourage open dialogue and we use our employee survey as a way to give you the ability to freely express your views. It is the role of the team leader to make sure that the results are discussed and fed back to you.

If you are a team leader it is your responsibility to make sure that you implement the action plans, resulting from the survey, for your area of responsibility.



DISCUSS OPENLY AND SHARE YOUR CONCERNS: If you are facing an issue involving open dialogue, do not keep it to yourself. You will get help and support by discussing it with your team leader or your human resources manager.



A Group with a strong Ethics and Compliance policy, that is shared by colleagues, is a company able to enjoy a long life and a good reputation.”

2.5 Behavior at work and work-related events

As representatives of the Group our behavior at work and work-related events can have an effect on the Group and our own professional reputation. We are expected to respect socially acceptable rules of behavior.

WHAT DOES THIS MEAN?

- > **Professionalism.** We are expected to respect personal and cultural differences to ensure that everyone enjoys a comfortable atmosphere at work and work-related events. We need to make sure there is no sense of exclusion, discrimination or harassment.
 - At any work-related event, we are all responsible for ensuring our behavior is professional, reasonable and appropriate and that it does not damage the Group's or our own professional reputations.

WHAT IS EXPECTED OF ME?

- > I am sensitive to personal beliefs and cultural differences and I do not impose my personal opinions on others at work and work-related events.
- > At work and work-related events, I must not let alcohol affect my behavior and judgment. I must not engage in the unlawful use or possession of drugs and I must respect the relevant smoking policies.
- > If I am at a business event, I must remember that I represent the Group so I need to be aware of how my behavior will be perceived by others.

PRACTICAL EXAMPLES

I attended a social event organized by my department and was uncomfortable with the amount of alcohol consumed. Is this behavior appropriate?

When we are at a social event organized by the Group, we are expected to behave appropriately. Consumption of alcohol during work-related events should not affect our behavior or judgment. This also applies to Group training sessions at internal and external locations. In addition, as team members of a multi cultural Group, we must show respect and consideration for different cultures. In many countries where the Group operates, and for many of our people, alcohol is restricted or even prohibited.

During a work-related event, the discussion turned to politics. My colleague took an aggressive approach to push his/her political opinion. Is this appropriate?

The Group respects personal opinions. However, these should not be used to convince or manipulate fellow team members. It is worth remembering that topics involving politics, religion and sexuality can be highly sensitive, and you should consider refraining from addressing topics that may be deemed personal, objectionable or even offensive.



DISCUSS OPENLY AND SHARE YOUR CONCERNS: If you are facing an issue involving behavior at work and work-related event, do not keep it to yourself. You will get help and support by discussing it with your team leader or your human resources manager.

3. Business Integrity

As a business
we are committed
to act responsibly
in the market place.



There is more vigilance in the today's world than in the 1980s with regard to competition and anti-competitive behavior.”

3.1 Fair competition

The Group competes vigorously but fairly for its clients' business. The majority of the countries in which we operate have competition or antitrust laws, and trade regulations designed to protect such competition. The Group is committed to comply with all applicable competition and antitrust laws, and regulations.

WHAT DOES THIS MEAN?

- > **The basic rule.** While the specific competition laws of each country (also called “antitrust laws” in certain countries) vary, there are a number of common themes:
 - **Prohibited agreements and practices.** Agreements (written or simply understood) to fix prices, allocate clients or markets, coordinate bids, undertake boycotts, or exclude competitors are generally not permitted. Practices among companies that have the same effect or object as such agreements are also prohibited.
 - **Unlawful Dominance.** Large market players in certain markets have less flexibility in making specific business decisions, including refusing to deal with other companies and making acquisitions.
- > **Prohibited conduct.** We do not discuss, provide to or exchange with a competitor: prices, terms of sale, division of markets (whether by geography, product or otherwise), allocation of customers, costs, profits or profit margins, or other activity that may restrain competition.
- > **Understand the consequences.** Even being accused of violating these laws can have serious consequences both for the Group and its team members. The Group could be forced to pay significant criminal and civil fines or settlements; and individual employees may face large fines, years of imprisonment and disciplinary actions.
- > **Consult the experts.** The legal department is there to help you understand and comply with complex competition and antitrust laws. Ask questions if you have concerns about the Group's behavior or our business partners' and suppliers' behavior.

The Group has provided detailed guidance on compliance with competition laws in the Group Competition Laws Policy, available on your Group and local websites—see Appendix for the link.

WHAT IS EXPECTED OF ME?

- > It is my responsibility to read and understand the Group Competition Laws Policy so that I do not enter into any improper practices.
- > It is my responsibility to seek help from the legal department if and when there is any question or doubt as to how the Group Competition Laws Policy is applied in a given situation.
- > I must be careful about how I interact with the Group's competitors at conferences, events and industry associations and social functions, and be mindful of the appearance of impropriety.
- > I should not use unlawful or unethical means to obtain competitors' information.
- > I should be aware that any verbal or written exchange with competitors may be damaging to the Group.
- > I must respect my own and other people's prior employment obligations and should not force anyone to violate any of their obligations towards previous employers.



DISCUSS WITH A LAWYER IN THE LEGAL DEPARTMENT: If you are facing an issue involving fair competition and competition laws, do not keep it to yourself. You should discuss the issue directly with a lawyer in the legal department.

PRACTICAL EXAMPLES

At an industry event, one of my counterparts, a competitor, tells me that his or her group is planning to increase its fees by 17% across the company in the coming year, and asks what our plans are. What should I do?

Competitors should not share information about their future pricing plans. You should immediately tell your counterpart that his or her comment and question are inappropriate, and make a memorable exit from the room.

Call your legal department to tell them what happened and how you responded.

Failure to take either of these steps can lead to years of investigations, litigation, and, potentially, prison time.

I have worked with a number of different clients in one specific industry. What should I do if they ask me about their competitors' practices?

You should tell the client that protecting our clients' privacy is very important to us. The client should appreciate that, just as we will not tell their competitors what they are doing, we will not tell them about the competitors.

In addition to being the ethical response to such a question, this also protects the Group from being seen as aiding industry participants in coordinating their conduct through the exchange of competitive sensitive information in violation of competition and antitrust laws.



I am responding to a tender from a client when one of my counterparts, a competitor, calls me to discuss the bidding process and tells me that his or her company will only bid for a portion of the project. He or she is wondering whether we would be bidding for the same portion or whether we would not be more interested in the client's business in other parts of the world. What should I do?

In many countries sharing information on tenders and how competitors will bid is a criminal offense. You should immediately tell your counterpart that his or her inquiry is inappropriate and terminate the telephone call.

Call your legal department to tell them what happened and how you responded.

Failure to take either of these steps can lead to years of investigations, litigation, and, potentially, prison time. Remember that even an oral contact by telephone can be proved by telephone logs, so do not underestimate the potential damage of such contacts.

3.2 Bribery and corruption

Our ability to win business depends solely on the value we bring to our clients. The Group is committed to preventing any violation of anti-corruption and anti-bribery laws in every jurisdiction in which it operates.

WHAT DOES THIS MEAN?

- > **Comply.** Bribery is an offense carrying criminal and civil penalties in most jurisdictions where we operate.
 - Anti-bribery and anti-corruption laws prohibit offering, promising or paying anything of value to influence a government official—and, in some cases, any private individual—to act or refrain from acting in a manner that is favorable to the Group or to any of its clients.
 - The definition of “government official” in anti-corruption laws is broad, and it includes, among other persons, employees of companies that are partially owned by a government agency, as well as employees of political parties and candidates of political office.
 - Further, it is prohibited to request or authorize any third party to make any such offers, promises or payments.
 - It is also prohibited to receive anything of value from any individual which is or may be perceived to be given to influence the Group or any of its clients.
- > **Commissions.** In the course of our sales activities, we do not tolerate any payment of commission to third parties nor do we accept any commission from third parties unless specifically authorized by the Group. When authorized by the Group, we may receive referral fees from third-party vendors such as third-party software or hardware companies. However, these referral fees should always be made transparent to the client.
- > **Understand the consequences.** Failure to comply with anti-corruption and anti-bribery laws not only exposes the Group to civil and criminal penalties, but could subject any team member to civil penalties, criminal punishment—including possible imprisonment—and disciplinary action.
- > **Zero tolerance.** The Group has zero tolerance for any form of bribery and corruption or any acts that may be perceived to be bribery or corruption. Toleration of bribery or corruption is unacceptable business conduct wherever the Group operates.

We have provided detailed guidance on compliance with anti-corruption and anti-bribery laws in the Group Global Anti-Bribery and Anti-Corruption Policy—see Appendix for the link.

WHAT IS EXPECTED OF ME?

- > It is my responsibility to know, understand, and comply with the Group Global Anti-Bribery and Anti-Corruption Policy.
- > It is my responsibility to know, understand and comply with the anti-corruption and anti-bribery laws in the jurisdictions where I work.
- > It is my responsibility to seek help from the legal department if and when there is any question or doubt as to how the Group Global Anti-Bribery and Anti-Corruption Policy are applied in a given situation.



DISCUSS WITH A LAWYER IN THE LEGAL DEPARTMENT: If you are facing an issue involving bribery and corruption, do not keep it to yourself. You should discuss the issue directly with a lawyer in the legal department.

PRACTICAL EXAMPLES

I am about to give a small gift to our client.

What steps should I follow before doing so?

Before giving any Group client a gift, you should assess whether that gift is permitted by anti-corruption and anti-bribery laws. Even small gifts to government officials are prohibited by many applicable laws. Gifts may lawfully be made to private individuals if they are of reasonable value and not made to secure any advantage in any ongoing negotiations. On the other hand, such gifts would be inappropriate during a bid process, and may be specifically prohibited by the terms of a request for proposal.

Check with your legal department and/or your Country's Ethics & Compliance Officer and inform them of your intention to give that gift. You should abide by any advice given to you.





Independence has been an objective at Capgemini since its creation more than forty years ago. It's a measure of our freedom and objectivity."

3.3 Conflicts of interest

We must be careful not to take actions that may conflict with the Group's interests or could lead to damaging its reputation.

WHAT DOES THIS MEAN?

- > **Loyalty and good faith.** As an employee of the Group, we are bound by a duty of loyalty and the obligation to act in good faith.
- > **Conflicts of interest.** A potential conflict of interest arises when we have several contradictory interests at the same time. When a personal interest is in contradiction to the Group's interests, we risk violating our duty of loyalty. This occurs any time the potential for direct or indirect personal gain can or does influence a decision connected to our business. Consequently, we must avoid situations where our personal interests could conflict with the Group's interests.

WHAT IS EXPECTED OF ME?

- > I must not engage in outside activities that compete with the Group or assist a Group competitor.
- > I must report any potential conflict of interest to my team leader or human resources manager.
- > I must award business solely on the basis of merit and not on the basis of personal relationships or potential personal gain.
- > I must not use or disclose any business information or opportunities obtained through my work for personal advantage or personal gain.
- > If I am unsure whether my interest puts me in a potential situation of conflict of interest, I should discuss the matter with my team leader.

PRACTICAL EXAMPLES

My partner works for a competitor. What should I be aware of?

You should be aware that this is an extremely sensitive situation and should be disclosed in writing to your manager. If you and your partner discuss any business information whatsoever you risk violating the competition laws in your country. Both you and your partner could be committing a criminal act if you discuss pricing or business opportunities.

You should know what these laws are, and, if you have any doubt whatsoever about them, consult your Country's Ethics & Compliance Officer.

In addition, discussing business information with your partner may violate confidentiality obligations.

One of my close family relations works at a leading recruitment agency that we often use. Is this a potential conflict of interest?

It depends on several factors such as the individual handling the agency in question, what your role is, or what your close relation's role is. Because this situation presents a potential conflict of interest, you should be transparent about the issue and notify your team leader. Appropriate measures should be taken, such as ensuring you are not involved on the account, to avoid any appearance of a conflict of interest.



DISCUSS OPENLY AND SHARE YOUR CONCERNS: If you are facing an issue involving a conflict of interest, do not keep it to yourself. You will get help and support by discussing it with your team leader or your human resources manager.

3.4 Insider trading

We have to exercise the utmost caution when considering transactions that involve the shares of the Group, of our clients, business partners or suppliers. Disseminating insider information or making any transaction based on insider information is prohibited.

WHAT DOES THIS MEAN?

> **Zero tolerance.** Insider information is any non-public information that, if known, would reasonably be expected to be used by an investor in deciding whether to buy, sell or hold such security.

- The Group strictly prohibits the trading of Cap Gemini S.A. shares or any other Group-related securities during the one month “closed period” before its half-year and year-end results are published. Independently of closed periods, we should not buy or sell Group shares and/or other related securities when aware of any insider information. Similar restrictions apply to trading any publicly listed shares or other related securities of the Group’s current or potential clients, business partners or suppliers when in possession of insider information.
- Disseminating insider information or using insider information can lead to criminal sanctions.

WHAT IS EXPECTED OF ME?

- > I am prohibited from disseminating insider information.
- > I am not allowed to make investment decisions based on confidential or insider information.
- > When assigned to a project that involves a merger, acquisition or joint venture, I am expected to disclose shares and other related securities that I hold in this other company, other than those held through mutual funds or similar vehicles where I have no discretion.
- > I am not allowed to buy or sell Cap Gemini S.A. shares or any other Group-related securities during closed periods.

PRACTICAL EXAMPLES

Can I trade in Cap Gemini S.A. shares at any time of the year?

No. The Group has strict policies on this issue and has defined closed periods in which buying and selling Cap Gemini S.A. shares or any other Group-related securities is prohibited. The Group notifies all team members of the closed periods.

I am working on a client system that gives me access to client information. If I buy or sell these client shares, could this be considered insider trading?

Yes, especially if you have access to sensitive client information. In addition, we may have to respect our clients’ closed periods in the same way that we do for our Group.



DISCUSS WITH A LAWYER IN THE LEGAL DEPARTMENT: If you are facing an issue involving insider trading, do not keep it to yourself. You should discuss the issue directly with a lawyer in the legal department.

3.5 Accurate and correct business and financial information



The financial community is extremely sensitive to the quality of the data that we are producing, and the nature of the message that we are voicing.”

We are responsible for ensuring that we maintain and release accurate and correct business and financial information in a transparent and timely manner.

WHAT DOES THIS MEAN?

- > **Commitment to accuracy.** The Group is committed to communicate accurate and relevant information to its shareholders on a regular basis.
- > **Group effort.** We all create information relating to the Group, its clients, team members, business partners or suppliers. We must ensure that we produce accurate and correct business information and manage documents with the utmost care and to the best of our knowledge.
- > **Zero tolerance.** We must know and comply with all relevant laws, regulations and internal rules concerning business information and, most importantly, financial business information. Any infringement of laws and regulations can potentially result in fines and criminal charges.

WHAT IS EXPECTED OF ME?

- > I must ensure I know and comply with all relevant legal, contractual and internal requirements concerning the documentation and maintenance of business records relevant to my sphere of influence.
- > I must not produce any documentation that may mislead or deceive the recipient.
- > I must obtain the relevant approval when responding to internal or external financial inquiries.
- > I must securely store confidential business records (including back-ups).

PRACTICAL EXAMPLES

I have been contacted by an external party to provide financial performance information on one of our Strategic Business Units. Am I allowed to provide them with the information?

No. The communication of financial information comes directly under the responsibility of the Group CFO through either Group financial control or the investor relations departments. You should not disclose any financial performance information concerning the Group without prior authorization.

I have to do several appraisals for members of my team. Is there anything I should be careful about in terms of storing this information?

Yes. As with any other documented information, all appraisal information needs to be accurate and stored centrally within the appropriate local record management system.



DISCUSS WITH A LAWYER IN THE LEGAL DEPARTMENT: If you are facing an issue involving accurate and correct business and financial information, do not keep it to yourself. You should discuss the issue directly with a lawyer in the legal department.

3.6 Political activities

The Group does not support political parties.

WHAT DOES THIS MEAN?

- > **No Group contributions.** We do not make any cash or in-kind contributions to political parties on behalf of the Group. This includes direct and indirect support through intermediary organizations.
- > **Promote respect.** We respect the rights of individuals to participate, as individuals, in politics. However, we should never represent or endorse a political party on behalf of the Group.

WHAT IS EXPECTED OF ME?

- > I should not use the Group's name to endorse a political activity or event, or represent the Group in any political activities.
- > I will not use any of the Group's resources or cash to make a contribution to a political party.

PRACTICAL EXAMPLES

My client is asking us to support their lobbying activities and they want us to add our name to their lobbying list. Is this acceptable?

No. Lobbying refers to trying to influence government legislation, regulations or decision-making. You should inform our client that we cannot lobby on behalf of our clients or support their lobbying activities.

Can I undertake lobbying activities? Is this a political activity?

Because lobbying implicates anti-bribery and anti-corruption laws—candidates and political parties may be deemed “government officials”—you should take great care. Any lobbying on behalf of the Group should be approved by the Group and should be transparent.

It appears that the political party in power is about to change. Could we offer an Accelerated Solutions Environment (ASE) for free to help one of the political parties on their strategy formulation?

We should never make any cash donations or provide free use of the Group's resources when dealing with political parties since this may be considered a donation or in-kind contribution in support of the political party. However, we are allowed to treat political parties as clients and engage on a commercial, fee-paying basis. Because even this arrangement implicates anti-bribery and anti-corruption laws—political parties may be deemed a “government official”—you should take great care to involve a lawyer from your legal department, your Country's Ethics & Compliance Officer or the Group Chief Ethics & Compliance Officer.



DISCUSS OPENLY AND SHARE YOUR CONCERNS: If you are facing an issue involving political activities, do not keep it to yourself. You will get help and support by discussing it with your team leader or your human resources manager.



4. Business Relationships

We are committed to delivering value and building longstanding relationships based on mutual trust with our clients and at the same time achieving a profitable and sustainable growth for the Group.



Each and every one of us is personally responsible for the impact that our daily acts have on the Group's reputation."

4.1 Working with our clients

We are dedicated to delivering profitable and sustainable growth by working together with our clients to deliver value through our expertise and behavior.

WHAT DOES THIS MEAN?

- > **Client first.** We think "client first" and we measure our success in terms of the value we bring to our clients. Delivering excellence to our clients is our priority.
 - We mobilize the right talent to meet our client's requirements.
 - We respect our clients and we work in an open and transparent manner.
 - As an independent IT services provider, we objectively evaluate software and hardware solutions to meet the client's requirements.
 - We work collaboratively with our clients by building a long-term, distinctive relationship based on mutual trust.
 - We share our expertise and knowledge with our clients with a view to their short- and long-term development and we learn from them for our own development purposes.
- > **Maintaining our standards.** We expect clients to behave according to Group legal and ethical expectations.

WHAT IS EXPECTED OF ME?

- > I use all my talents and capabilities when I work with my client.
- > I behave ethically and responsibly with my client.
- > I listen to my client and work collaboratively.
- > I understand the trust my client has in me and I take bold action to maintain it.
- > I do not advise my client to do anything that I do not believe is aligned to his/her interests.
- > I communicate openly with my clients. I am transparent and tell them the truth. In case of delicate or bad news, I get appropriate advice from my team leader or management so I can communicate openly with my client.



DISCUSS OPENLY AND SHARE YOUR CONCERNS: If you are facing an issue involving working with our clients, do not keep it to yourself. You will get help and support by discussing it with your team leader or with your legal department.

PRACTICAL EXAMPLES

A client wants us to undertake a project but I am of the opinion that there is no real business case and that this is not the right course of action. What can I do?

If you consider that the project will not generate real value for the client or if the solution requested by the client will not provide a suitable answer to the business problem, you should first try to influence the client's point of view. Ultimately, if you feel you are acting against the client's interest, you should decline the project.

My client asks me, in the spirit of collaboration, to perform extra work without the corresponding change order request or price adjustment. Is this acceptable?

No. You should follow the specified Group processes and make sure you do not over-deliver with regard to the contract. You should always ensure that a corresponding change order and, if appropriate, price adjustment is completed. Being paid appropriately for a service should not affect good collaboration.

My client has suggested that sponsoring its annual sports event would help us to obtain a particular deal. What can I do?

You cannot enter into this type of reciprocal bargaining process because developing good, long standing collaboration with clients does not imply accepting unfair sales methods. This type of reciprocal dealing could also raise bribery concerns in certain jurisdictions.



I am about to make a deal with a client for whom I know some referral fees will be paid by a supplier to the Group. What should I do?

You should adopt a transparent attitude and tell the client. However, in some countries, giving or receiving referral fees in connection with obtaining or retaining business may be prohibited. You should know and follow that country's law with respect to giving or receiving referral fees. If you have any doubt about legality, consult your legal department.

My client's team received a special team bonus for their good work, to which I contributed substantially. They propose that I should be given a share of the bonus. Can I accept?

No. You cannot accept a payment by the client or its employees. To do so would compromise your position and your affiliation to the Group.

My client, who is also a Group service provider, is trying to impose contractual terms upon us which are unreasonable and quite different from those we are negotiating with them as one of our suppliers. Can we use this opportunity to redress the balance and ask for "reciprocal treatment"?

Yes, it is perfectly acceptable to seek similar terms and conditions when we negotiate with the same party both as a client and as a provider. However, you should take into account the context of the situation (including, if relevant, the sales strategy) and the relevant bargaining positions of either party when taking this approach.



Like the Group's seven values, Ethics & Compliance have always been the cultural cement of the Group. It is an integral part of our commitments to our clients, our colleagues, our shareholders, and our business partners."

4.2 Working with our alliance and other business partners

We work with alliance and other business partners to bring added value to our clients, and expect our partners to comply fully with the law.

WHAT DOES THIS MEAN?

- > **Ethical collaboration.** We work with our business partners in a collaborative and ethical way to deliver value to our clients.
 - We work with business partners who have values and modes of behavior that are aligned to our principles.
 - We are transparent with our clients about our relationships with our business partners. Our clients will be informed of any business relationships or referral fee agreements we have with respect to the services we are offering them. The disclosure must be in writing, and may be a general advance notice in the client contract terms.
 - We understand that, when dealing with public sector clients, it could be illegal for the Group to receive any referral fees.
 - We expect our business partners to comply with the law, including laws prohibiting bribery and corruption and fair competition.

WHAT IS EXPECTED OF ME?

- > I will not make an agreement with a business partner that is against the interests of our client.
- > I will not make an agreement with a business partner that violates the law.
- > I will work collaboratively and ethically with our business partners and ensure that clients are aware of our relationships with business partners.



DISCUSS OPENLY AND SHARE YOUR CONCERNS: If you are facing an issue involving working with our alliances and others business partners, do not keep it to yourself. You will get help and support by discussing it with your team leader or your legal department.

PRACTICAL EXAMPLES

We are bidding with one of our business partners for a large international project where we have a referral fee agreement. This agreement includes a country where there may be restrictions on referral fees, although I am unsure of this fact. How do I find out whether I could be offering something illegal?

In some countries, the giving or receiving of referral fees in connection with obtaining or retaining business is a criminal offense. You should know and follow that country's law with respect to receiving referral fees. If you do not know such country's law or have any doubt whatsoever about the legality of referral fees, you should consult your legal department. If the Group can lawfully receive referral fees in the country in question, you should be transparent and inform your client about such fees.

One of our business partners offers a comprehensive and well-known solution whereas an alternative open source solution exists, which may be used free of charge. What can I do?

You should always take the client's interests into account and never advise anything that does not concur with your client's interests. An open source solution, while free, may not be the best solution for the client. Each case should be judged on its own merits. You should always communicate openly with clients and ensure you are acting in the best interests of your client. If the client's and the Group's interests conflict or appear to conflict, you should discuss them with your team leader and take his/her advice.





Our Ethics and Compliance program is of major importance as it is a new step towards reinforcing our behaviour and our culture.”

4.3 Working with our suppliers

We work with our suppliers and commit to sound and sustainable procurement procedures. We expect our suppliers to comply fully with the laws in the countries in which they operate.

WHAT DOES THIS MEAN?

- > **Fair and ethical treatment.** We are committed to treating our suppliers and contractors fairly and we expect our suppliers to conduct their business with us on a fair and ethical basis.
 - We strongly discourage reciprocal dealings, such as agreeing to buy from suppliers provided they buy from us.
 - We expect our suppliers to conduct their business with us on a fair and ethical basis and in compliance with our Sustainable Procurement Principles—see Appendix for the link.
 - We expect our suppliers to comply with the laws of the countries in which they operate, including laws prohibiting bribery and corruption and fair competition.

WHAT IS EXPECTED OF ME?

- > I am expected to treat suppliers fairly and make decisions based on quality and price.
- > I will never agree with our suppliers to do anything that would be against the interests of our client.
- > I will not make an agreement with our suppliers that violates the laws of the country or countries in which I work.
- > If I am procuring anything on behalf of the Group, I must follow the Group's Sustainable Procurement Principles when selecting new or evaluating current suppliers.
- > I will refrain from reciprocal dealings without specific authorization.

PRACTICAL EXAMPLES

I recently went on a site visit to one of our key suppliers and I am concerned about their environmental practices. What should I do?

Raise your concern with your team leader or your local procurement team. The Group has a Sustainable Procurement Program and Principles in place to monitor the environmental and social practices of our suppliers in order to ensure a sustainable supply chain.

I am in negotiations with the procurement officer of one of our key suppliers. I think the supplier can benefit from our Group services. Can I propose that they buy our products in return for keeping our business?

No. As a Group we refrain from reciprocal dealings, only in exceptional situations and with prior authorization is this allowed.



DISCUSS OPENLY AND SHARE YOUR CONCERNS: If you are facing an issue involving working with our suppliers, do not keep it to yourself. You will get help and support by discussing it with your team leader or your legal department.

5. Group and Third-Party Assets

We are expected to maintain the security and integrity of the assets of the Group and of the third-parties we work with. We use them responsibly and professionally.



Ethics is very important to increase our credibility and gain additional customers.”

5.1 Intellectual property

Intellectual property is one of the Group’s most valuable assets. We need to ensure the validity and integrity of all intellectual property rights belonging to the Group, through copyrights, patents, trademarks, trade secrets and confidentiality. We must respect the intellectual property rights of our clients, competitors, business partners and suppliers.

WHAT DOES THIS MEAN?

- > **Group property.** Any intellectual property produced by Group employees while working for the Group remains the property of the Group or of its clients, depending on the terms of the contract signed with the relevant client.
 - We should not put at risk any Group or client intellectual property, whether or not formally protected, during our employment or after we have left the Group.

WHAT IS EXPECTED OF ME?

- > I need to understand the concept of intellectual property.
- > I must ensure that I correctly use any intellectual property owned by the Group or by any third-party.

PRACTICAL EXAMPLES

I am working in a team that is developing a new methodology. Can I personally re-use the methodology outside my work with the Group?

No. Any intellectual property, including methodology, software, hardware, processes, tools and know-how produced while working for the Group remain the property of the Group or of its client.

I just did some research on our competitors and found a great offering. Can I copy the offering and modify the material for our own offer development?

No. We do not take any third-party intellectual property without authorization. Unauthorized use of others’ intellectual property can expose the Group and even individual team members to civil law suits and damages.



DISCUSS OPENLY AND SHARE YOUR CONCERNS: If you are facing an issue involving intellectual property, do not keep it to yourself. You will get help and support by discussing it with your team leader or your legal department.

5.2 Confidential information

We are expected to preserve confidential information belonging to the Group or our team members, clients, business partners and suppliers.

WHAT DOES THIS MEAN?

- > **Confidential information.** Information is deemed “confidential” if it is defined as such by law or by contract. The following categories of information are almost always confidential:
 - Information provided by our clients, suppliers, and business partners that the Group has committed not to disclose.
 - Information regarding our commercial and economic strategy.
 - Information about our recruitment and wage policies.
 - Personal data.
 - Know-how, trade secrets, patents and software developed within the Group.
- > **Protection.** We take appropriate and reasonable measures, including relevant security measures, to protect confidential information concerning the Group, its team members, clients, business partners and suppliers:
 - We must maintain the confidentiality of our clients’ or suppliers’ business information. We must strictly adhere to any commitments the Group has made to a client, a business partner or a supplier with regard to confidentiality. When working for several clients, we must take the necessary steps to protect against the transfer of their confidential information from one client to another.
 - When our employment with the Group ends, we are required to return all confidential information in our possession and respect our confidentiality obligations.

WHAT IS EXPECTED OF ME?

- > I am expected to protect the Group and our team members’, clients’, business partners’ and suppliers’ confidential information from unauthorized disclosure or access.
- > I must avoid discussing confidential information in public where conversations can be overheard.



Intimacy with our clients is undertaken with the strict respect for the confidentiality of information that they entrust to us.”

PRACTICAL EXAMPLES

I often work off site or at home. What are my responsibilities in terms of confidential information?

All confidential information should be treated with the same standards of security whether off site or in the office. Hard copies must not be accessible to unauthorized parties and must be disposed of appropriately. It is advisable to avoid taking confidential hard copies outside the office environment.

I often travel and I like to save confidential data on a USB key. Is this appropriate?

If you travel frequently and need to have confidential information on a USB key or any other portable device, you should get it encrypted to prevent it from unauthorized use or disclosures.

I am traveling with a colleague to an off-site location. Is it appropriate to talk about work in public?

You can talk about work but should be careful your conversation is not overheard. You should not mention the name of the Group, any client, business partner or individual names where they can be overheard. Take extra care when participating in phone calls in public spaces or using your laptop when people can look over your shoulder.

I am very active on social networks. Can I make reference to my current role and responsibilities within the Group on these websites?

Yes. You are allowed to profile your role and responsibilities, as long as you do not disclose any confidential information. However, given today's world it may be advisable to minimize or even refrain from making such references in case your comments are taken out of context. Always remember your association with the Group in a social network. You should not represent or speak on behalf of the Group unless explicitly authorized to do so.



DISCUSS OPENLY AND SHARE YOUR CONCERNS: If you are facing an issue involving confidential information, do not keep it to yourself. You will get help and support by discussing it with your team leader or your legal department.

5.3 Protecting personal data

We treat personal data responsibly and restrict collection and access to protect the privacy of individuals.

WHAT DOES THIS MEAN?

- > **Protection.** The Group is responsible for protecting personal data. Personal data generally refers to names, home and office contact information and other data that can identify an individual.
- > **Follow the law.** Many countries have laws that regulate the way in which personal data is collected, processed and used. We are expected to know these regulations, comply with them and protect the privacy of individuals.
- > **Do not access.** We refrain from accessing personal data unless we have the appropriate authorization and a legitimate business purpose.
- > **Do not use.** We do not market or disclose personal data without authorization; doing so can lead to sanctions.

WHAT IS EXPECTED OF ME?

- > I ensure that personal data is kept confidential and secure.
- > I only use or share personal data if there is a legitimate business need, and never provide personal data to external parties without prior authorization.
- > I should comply with Personal Data Protection laws of jurisdictions from which the personal data is collected and in which it is processed or used.

PRACTICAL EXAMPLES

A business partner wants to send his/her training opportunities to everyone in my department and has asked me for the e-mail list. Can I provide the list to him/her?

No. You are not allowed to provide external parties with lists of contact details without the appropriate authorization.

We entered into a contract, with a client based in the European Union (EU), which will require the handling of personal data relating to their clients and employees. Part of the services are rendered by the Group in India. Can I send personal data to India?

In the EU, stringent laws regulate the protection of personal data. When exported outside the EU, we need to offer at least an equivalent level of protection.

Specific steps need to be taken in order to meet these requirements. You should consult your legal department on this matter.

I have received information, sent in error, concerning the salaries of my team members. What should I do?

As soon as you become aware of this you should avoid reading and using the information. Delete the email and contact the person who sent it to you. If you receive a hard copy, return it to the sender in a sealed envelope. You should not use this information in any way for any purposes.



DISCUSS OPENLY AND SHARE YOUR CONCERNS: If you are facing an issue involving protecting personal data, do not keep it to yourself. You will get help and support by discussing it with your team leader or your human resources manager.



A reputation of a Group can be destroyed with something that looks non significant but can be extremely harmful.”

5.4 Appropriate use of Group and third-party assets and resources

We are personally accountable for the protection of the Group and third-party assets and resources under our control.

WHAT DOES THIS MEAN?

- > **Responsible and professional use.** We use assets and resources that belong to the Group to help us achieve our business goals.
 - We take care of third-party assets and resources as if they are our own.
 - We must not access, use or attempt to use Group or third-party electronic resources to access, store, send, post or publish material that is inappropriate. This includes material that is pornographic, sexually exploitative, obscene, racist, sexist or in any other way discriminatory, threatening or harassing, personally offensive, defamatory or illegal.
 - We are expected to take the necessary steps to protect any assets and resources of the Group and/or third-parties which are under our control against loss, theft and unauthorized disclosure.

WHAT IS EXPECTED OF ME?

- > I take care to protect Group and third-party assets and resources.
- > I must use the Group's physical and electronic resources only for business purposes, except for minor circumstances in which personal use is permitted.
- > I acknowledge that use of the Group network to transmit or store material is under the control of the Group.
- > I am expected to read and understand my local IT security or use policy.

PRACTICAL EXAMPLES

I am organizing a large personal event outside work and need to make sure I have enough flyers to distribute. Can I use the Group photocopiers?

No. This is not appropriate use of Group resources.

Can I use my work Internet access to browse the Internet for personal purposes?

Limited use of communication tools such as e-mail and the Internet may be acceptable, as long as it does not incur any costs and does not interfere with your job responsibilities.

In general, during non-working hours you may use your professional laptop incidentally for personal purposes. However, you must not install unauthorized software.

I am going out for lunch. What should I think about in terms of security before I leave my desk?

Where applicable, always wear your security pass, lock your computer/laptop screen and make sure that any confidential or sensitive information is stored away.

If you have a laptop, make sure it is physically locked to prevent loss or theft.



DISCUSS OPENLY AND SHARE YOUR CONCERNS: If you are facing an issue involving the appropriate use of Group and third-party assets and resources, do not keep it to yourself. You will get help and support by discussing it with your team leader or your human resources manager.

6. Responsible Citizenship

As responsible citizens, we both support the communities and respect the environment in which we operate.



Five years ago, we started to embed our ambitious corporate social responsibility program into our business, focused on strengthening the relationship with the communities in which we operate.”

6.1 Contributing to the communities

The Group wishes to have a positive impact on the communities in which it lives and operates. As a major global employer, it works with national and international organizations on community projects.

WHAT DOES THIS MEAN?

- > **Community, education and diversity.** We focus on community projects that are aligned with our corporate purpose and values. Our main community projects focus on the themes of education and diversity.
- > **Get involved.** We actively encourage team members, at all levels, to get involved in our community activities and donate time, energy and creativity.

WHAT IS EXPECTED OF ME?

- > I am encouraged to participate in our community activities.
- > I will obtain relevant approvals before using work time for community projects.
- > I will obtain the relevant approvals before using the Group name and resources to support an organization.

PRACTICAL EXAMPLES

I would like to participate in a volunteering activity with our local charity during a working week. Does the Group allow for volunteering days?

Check your local policies on what is allowed. In some countries, certain Group companies allow for a number of days to be booked for volunteering, especially when participating in a volunteering event with an organization supported by the Group.

I am actively involved with a local community group and we are organizing a large event. Can the Group sponsor or donate meeting rooms for the event?

Any donations, gifts or in-kind contributions need to be approved. Check with your team leader what level of approval is required. The legal department, tax department, the human resources department and even the communications department may be involved. Also check whether the organization you wish to donate to complies with Group policies; the Group does not sponsor religious or political organizations.



DISCUSS OPENLY AND SHARE YOUR CONCERNS: If you are facing an issue involving contributing to the communities, do not keep it to yourself. You will get help and support by discussing it with your team leader or your human resources manager.

6.2 Minimizing our impact on the environment

We recognize that business activities have impacts on the environment, and we are committed to minimizing these impacts.

WHAT DOES THIS MEAN?

- > **Respect the environment.** The Group is committed to identifying and complying with any legal and other relevant requirements related to the environmental impacts of its operations.
 - We seek to minimize the negative environmental impact of the Group's business activities. These include greenhouse gas emissions from energy consumption in our offices, data centers and business travel; our waste and IT asset management; and our procurement activities.
- > **Innovate to reduce impact.** We use and adapt our capabilities and expertise to help our clients reduce their environmental impact and meet their environmental objectives.

WHAT IS EXPECTED OF ME?

- > I adhere to environmental laws and relevant Group and local policies.
- > I am expected to minimize the impact of my work on the environment. This includes developing innovative offers to clients and striving to minimize negative environmental impact, saving energy in our offices and data centers, making informed choices on business travel and in procurement activities, contributing to recycling schemes and other environmental initiatives.
- > I seek ways to innovate with my clients to leverage our business and technology knowledge to help our clients with their environmental objectives.



Through its Green IT offer and its participation in the *UN Caring for Climate* initiative, Capgemini has committed to protecting the environment.”

PRACTICAL EXAMPLES

I am traveling abroad and there is an option to go by train or by plane. What do I choose?

First of all check whether it is essential to travel. The Group offers numerous virtual working tools, such as videoconferencing. If you do need to travel, look to balance time, costs and environmental impact. This will help you to make the appropriate solution that can support the priorities of our environmental objectives balanced with the needs of our business.

I am always told to switch off lights and print double-sided. Do my personal actions really make a difference?

In many of the countries in which we operate, we have implemented successful environmental initiatives such as switching to double-sided printing, which has dramatically reduced paper consumption. Your individual contribution makes a difference. In a Group of our size, everyone saving several sheets of paper a day or switching off the lights soon adds up.



DISCUSS OPENLY AND SHARE YOUR CONCERNS: If you are facing an issue involving a particular impact on the environment, do not keep it to yourself. You will get help and support by discussing it with your team leader or your human resources manager.

Useful intranet Weblinks

On Talent website in the “Ethics & Compliance” section and/or on your local intranet

<http://talent.capgemini.com/ethicsandcompliance>

You can find:

- > All information contained in the Code of Business Ethics and news about ethics in action within the Group
- > A list of Country’s Ethics & Compliance Officers
- > The Group Competition Laws Policy
- > The Group Global Anti-Bribery and Anti-Corruption Policy

The Blue Book is available on Talent website:

http://talent.capgemini.com/Infocenter/our_group/Blue_Book/

Our Group Mobility guidelines, our Group Travel policy and our Group Security policy can be found at:

Group Mobility guidelines:

http://talent.capgemini.com/Infocenter/people/global_mobility/policies_guidelines/

Group Travel policy:

<http://talent.capgemini.com/travel/>

Group Security policy:

http://talent.capgemini.com/Infocenter/people/group_security/

Group Community involvement details can be found at:

<http://www.capgemini.com/about/corporateresponsibility/community/>

Group approach to the environment can be found at:

<http://www.capgemini.com/about/corporateresponsibility/environment/>

Group Sustainable Procurement Principles can be found at:

http://www.capgemini.com/about/corporateresponsibility/supplier_relations/sustainable_procurement/

Sogeti

You can also access all information regarding “Ethics & Compliance” through TeamPark.

Ethics & Compliance



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