

(ethical charter)





On 19th October 2009, Casino signed **the United Nations Global Compact** thereby committing to 10 universally accepted principles relating to **human rights, labour standards, the environment and anti-corruption**. In keeping with this commitment, groupe Casino was eager to have a **Group ethical charter** based on the values stated in the **Universal Declaration of Human Rights and the conventions of the International Labour Organization**.

This ethical charter involving all the subsidiaries of the Group, **commits the company** with regard to its employees and the stakeholders with which it interacts.

Printed on Rives Shetland, a paper originated from sustainably managed forests.

© **Groupe Casino July 2011 - Groupe Casino Ethical Charter**

Photo credits: Anne van der STEGEN/Alexis FRÉSPUECH AF STUDIO/Stefan GRIPPON
Steve MURÉZ/Andres MAYR/Pilar MEJIA/Cédric DAYA/Groupe Casino photographic
library Photo galleries: Fotolia® / Getty images® / Shutterstock®- Luisa Fernanda Gonzalez.





From the outset, groupe Casino has stayed true to the values which have forged its success and guide it through each of its actions.

The men and women of groupe Casino are **united by these very values and commitments** and they endeavour to be on a daily basis:

ENTREPRENEURIAL

LOYAL

DEMANDING

MUTUALLY SUPPORTIVE

These are the four keys of our group spirit.



In the spirit of the entrepreneurial, loyal, demanding and mutually supportive values that guide its operations, Groupe Casino and its subsidiaries solemnly reaffirm their commitment to embrace and support:

- The inalienable rights proclaimed in the **Universal Declaration of Human Rights**
- The principles of **ILO Declaration on Fundamental Principles and Rights at Work**
- **The United Nations** Global Compact, which the Group has pledged to support.

As a result of its business development in France and abroad, Groupe Casino has defined a **corporate vision reflected** in its signature – “Nourishing a world of diversity”.

This ethical charter expresses **our determination to foster long-term reciprocal commitments** with customers, suppliers, shareholders, employees and other stakeholders.


COMMITMENT NO. 1:

Comply with national and international laws, principles, standards and regulations.

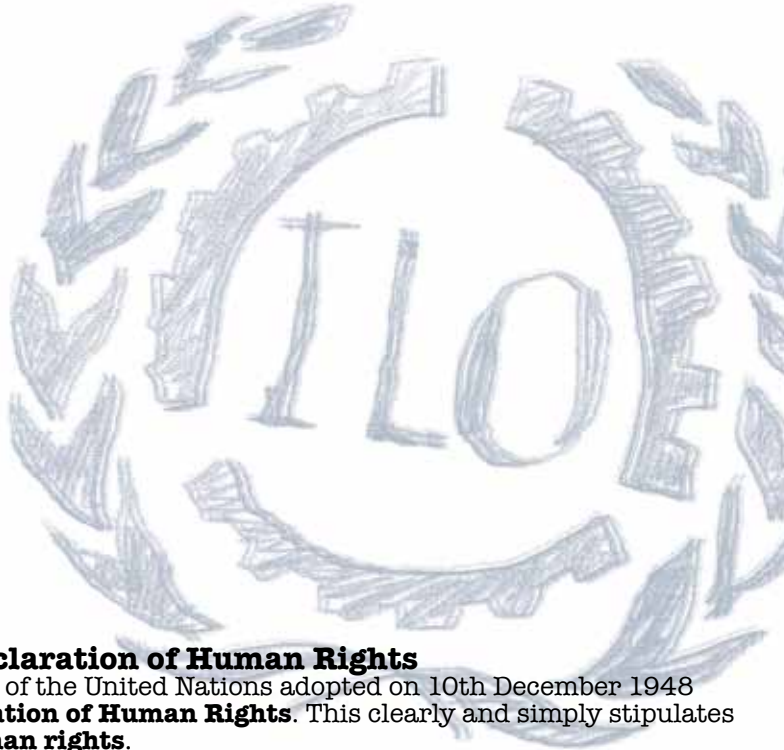
Groupe Casino is committed to **complying with all applicable laws and regulations in the countries** where it operates.

The Group reaffirms its commitment to the inalienable rights expressed in the **International Bill of Human Rights** (including the Universal Declaration of Human Rights, the International Covenant on Civil and Political Rights and the International Covenant on Economic, Social and Cultural Rights), as well as in **the eight ILO fundamental conventions**.

The Group has also pledged to support **the principles of the UN Global Compact**.

The United Nations logo is centered on the right page. It features a white map of the world from the North Pole, surrounded by a white grid of latitude and longitude lines. This is encircled by a white wreath of olive branches. The entire logo is set against a background of a blue UN flag with its characteristic wavy texture.

International / Casino has initiated a **responsible retailer approach** since the outset. Joining the **United Nations Global Compact** on 19th October 2009 marked a decisive step and in doing so, gave a new impetus to its commitment. By way of this initiative the Group undertakes to support and respect **the protection of the international human rights law** within its sphere of influence.



The Universal Declaration of Human Rights

The General Assembly of the United Nations adopted on 10th December 1948 the **Universal Declaration of Human Rights**. This clearly and simply stipulates **the fundamental human rights**.

It proclaims them as the highest aspiration of the common people.

The International Labour Organization

Founded in 1919, the International Labour Organization (ILO) is a **specialised tripartite institution of the United Nations Organization**.

It rounds up the governments, employers and workers of its Member States and is responsible on a global level for drawing up and overseeing the international labour standards promoting **decent work for all**.



COMMITMENT NO. 2:

Apply the principles of transparency and good governance.

Groupe Casino guarantees the **reliability, fairness and transparency of the accounting, financial, social and environmental** information that it communicates to stakeholders.

The Group has introduced governance practices and **audit systems**. It prohibits any form of **corruption or financial malfeasance**.



Transparency and sincerity

Casino and its subsidiaries, Monoprix in France, Grupo Pão de Açúcar in Brazil, Grupo Éxito in Colombia or Big C in Thailand yearly publish **detailed and transparent information** on their financial statements, full-year results, their environmental, social and societal impacts as well as their governance principles.


Independent accountant offices and auditors verify the sincerity of the financial statements. In-house audit and control structures are set up within the Group's organisation.

COMMITMENT NO. 3:

Embrace the diversity of expectations, needs and lifestyles of Casino stakeholders.

Through its corporate signature – “Nourishing a world of diversity” – Groupe Casino expresses its determination to address **the full array of needs and expectations** of its stakeholders.

The Group engages in constructive dialogue with international institutions, non-governmental organisations, national and local authorities, industry associations and trade unions, consumer groups and any other relevant organisations, with **a focus on listening to their concerns and moving forward** together. It strictly upholds the principles of **political neutrality**.



France/ A social anchor in the shopping centres
Mercialys, the Group's real estate subsidiary boosts interaction with stakeholders: customers, retailers, local authorities, associations, public services, etc in order to **develop relations of proximity, feedback and conviviality**. As shopping centres are key players in the local community, the Mercyalis teams are prompting constructive dialogue in order to **take on board everyone's desires and expectations both when it comes to the design of the centres as well as their day-to-day management**. Hence, the societal and environmental issues are tackled with the emphasis on meeting the local requirements.

Big
C

Thailand/

Regular partnerships with the local authorities

Big C upholds a **development programme** for the sale of fruit and vegetables with the Ministry of Trade. It is based on setting up partnerships and organising events with the agricultural cooperatives and SMEs aimed at promoting local produce. In close collaboration with the Ministry of Interior, **Big C facilitates access for the local populations to public services** by way of dedicated service corners in its stores. Within the scope of this interaction, in 2010, Big C was keen to help those affected by the floods.





Brazil / Helping young people from underprivileged areas

In partnership with the ministries of Education, Fishing and Supplies of Rio de Janeiro State and with the cooperative of milk producers, Grupo Pão de Açúcar has decided to support the NATA school.

This education centre offers young people from underprivileged areas in-depth technical training in food-orientated professions.

This guarantees they will find a job at the end of their training. Every year close to 140 students leave this school with a qualification.

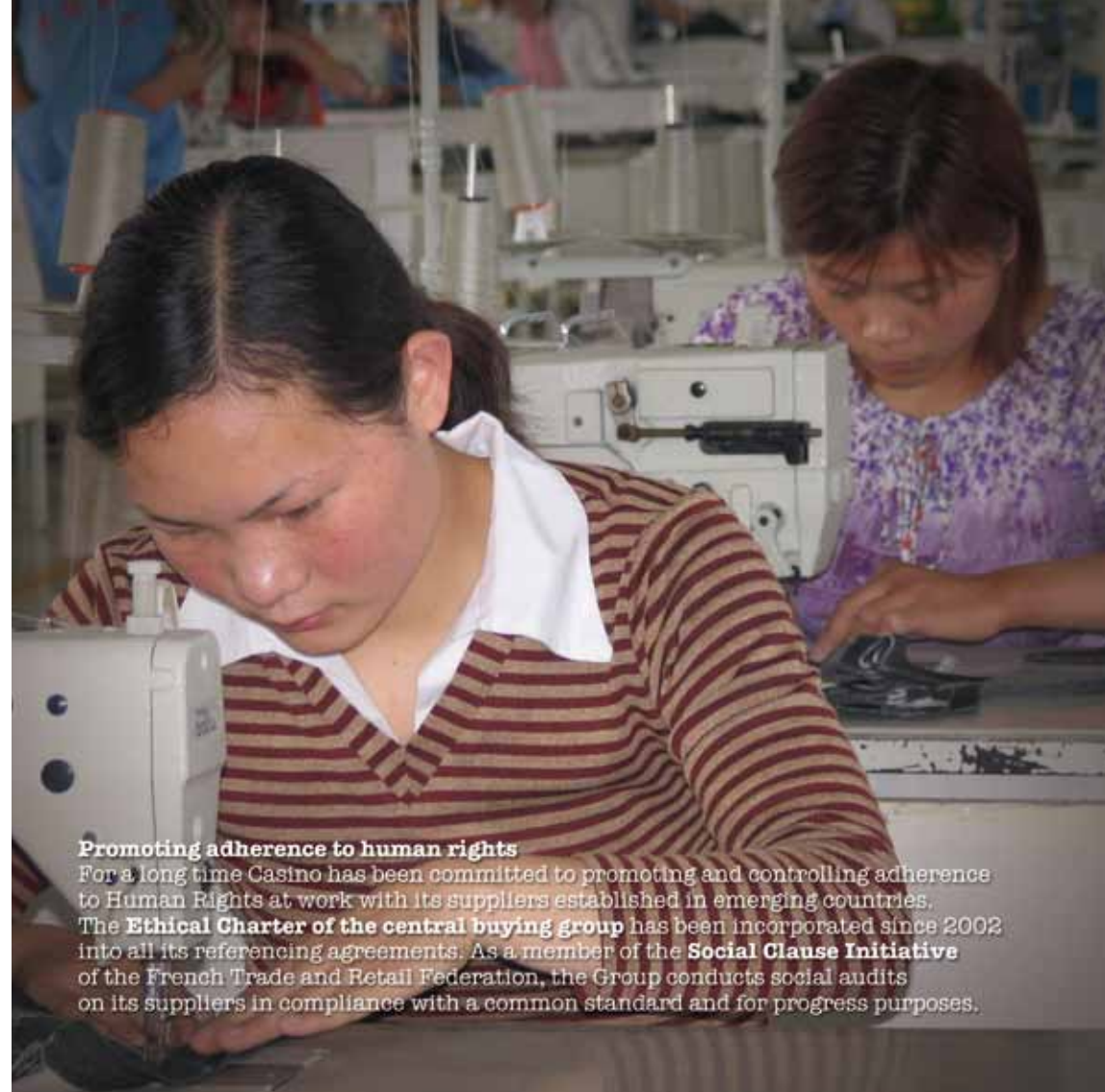


COMMITMENT NO. 4:

Uphold human dignity.

Recognizing that **every individual makes a valuable contribution to the Group and to society**, Groupe Casino ensures that it consistently upholds people's dignity in the workplace, without any intimidation or harassment.

Special attention is paid to **applying international standards aimed at eliminating forced labour and child labour**, both in the Group's own business and among contractual suppliers.



Promoting adherence to human rights

For a long time Casino has been committed to promoting and controlling adherence to Human Rights at work with its suppliers established in emerging countries. The **Ethical Charter of the central buying group** has been incorporated since 2002 into all its referencing agreements. As a member of the **Social Clause Initiative** of the French Trade and Retail Federation, the Group conducts social audits on its suppliers in compliance with a common standard and for progress purposes.

COMMITMENT NO. 5:

Foster equal opportunity in hiring, training and career development.

Groupe Casino does not tolerate any form of discrimination, for any reason.

The Group guarantees equal access to jobs and career development opportunities in its teams, based solely on capability, and **facilitates access to training**.

It develops appropriate solutions to **enable employees with disabilities or suffering from illness to remain in the workforce**.



Vietnam/Giving young apprentices a chance

The **Big C** centre for on-going education in catering (bakery, pastries, delicatessen) works in close relationship with the **Hoa Sua vocational education school of Hanoi**, well known for its social vocation. In addition to qualifying teams in a field new to this country, this partnership **gives a chance to young underprivileged people**. As evidence of the quality of the Big C teams, three Big C employees were selected in 2010 to represent Vietnam in the Asian finals of the Louis Lesaffre Bakery World Cup.



Argentina/

Employment of young disabled people

Although the country is under no specific obligation for the employment of disabled persons, **Libertad has decided to set up an employment programme for young disabled people** in partnership with specialised institutions. Libertad gives them access to employment and training.





France/ Diversity label

Since 1993 and the first initiatives in favour of the inhabitants of underprivileged areas, **Casino France has been involved in all the major programmes fighting against all forms of exclusion and upholding equality of opportunity.** In 2009 Casino was awarded the **Diversity label** by the AFNOR Certification body. **This vouches for the Group's commitment to discrimination prevention, equality of opportunity and upholding diversity.**



COMMITMENT NO. 6:

Support an effective social dialogue.

Groupe Casino fosters a **tradition of social dialogue across the enterprise.**

It does everything possible to support a **culture of constructive social dialogue** based on mutual respect, in the interests of both the business and employees.

It respects applicable legislation and provides fair and reliable information to employee and trade union representatives in a timely manner.

The Group encourages employees to **express their expectations** to their managers and to employee representatives.



France / Supporting social dialogue

Often spearheading social innovation, the Group has entered into many agreements relating to major issues such as promoting equality of opportunity and fighting against discrimination, the employment of disabled or vulnerable groups and health and safety at work. It has implemented the Cap Prevention programme based on feedback from employees and entered into a method agreement in 2010 on psychosocial risks with the trade union organisations.



Colombia/

Constructive social dynamics

Grupo Éxito dialogues with the Sintradenalco trade union organisation with priority on respect and feedback. These regular talks have given rise to **guarantees of employees' rights going above and beyond the legal obligations.**



COMMITMENT NO. 7:

Apply fair practices in all its business relationships.

Groupe Casino is committed to **frank and open relationships with its suppliers, ensuring that each one is treated fairly** regardless of their size.

Service providers are selected according to objective criteria, based in particular on their ability to deliver the services required and with **a constant focus on fair treatment** in accordance with the principles expressed in this Ethical Charter.

The Group **upholds freedom of competition and free enterprise** and refrains from engaging in any business practices likely to infringe applicable national and international laws and regulations.



Argentina/ A fair SME development programme

Within the scope of its Social Corporate Responsibility strategy, **Libertad has set up a development plan for small and medium-sized enterprises** in the provinces of Cordoba, Chaco and Santa fe.

Libertad undertakes to **promote local producers in its stores.**

With over 60 local producers involved, this approach has a positive impact on **local development and improving production conditions.**

Thailand/

Improving the living conditions of rice growers

In order to support a **more environmental-friendly production mode** while **helping the flood victim farmers**, **Big C upholds the “Happy Rice” project** of the Chaipattana Foundation. This programme encourages rice growers to use high-quality rice seeds and new production and storage methods in order to develop organic rice. **Big C has committed to market these products** in its stores under the special “Pat Pat” brand. “Happy Rice” also helps **to improve the living conditions** of small farmers.





Vietnam/

Logistic support to local producers

Big C has set up in the Dalat region a **fruit and vegetable collection centre in partnership with the local producers**. This is a real breakthrough by giving them the possibility of delivering their production on a daily basis to one single point close to where they live. Big C ensures the goods are dispatched to its stores in temperature-controlled vehicles and **guides small farmers in applying better agricultural practices** so they can benefit from **new sales opportunities**.





France/ Being proactive in the SME Pact

The SME Pact was initiated in France by the public authorities in 2010 for the purpose of **boosting growth, efficiency and the penetration of small and medium-sized enterprises**. The Group adheres to this alongside other major industrial groups and administrations in order to help its suppliers strengthen their performance and competitiveness. **Casino was the first retailer to adhere to the SME Pact.**



COMMITMENT NO. 8:

Offer product and service quality consistent with the Group's role as a responsible retailer.

Quality is one of Groupe Casino's **core values**. The Group is committed to offering **shoppers the highest quality**, healthiest and safest products, while meeting their expectations regarding ethical practices and quality of life.

The Group pledges **to improve working conditions** for the people who make these products, in accordance with local labour laws and international agreements on fundamental rights at work.

Procedures are being implemented **to guarantee product traceability** across all of the processes managed by the Group.

The Group does its **part to preserve biodiversity** by offering product lines that respect people and the environment.



Brazil / The Taeq® Green Cycle

Grupo Pão de Açúcar is developing a Green Cycle project for its Taeq® brand dedicated to organic products and well-being. The Group is encouraging its customers to dispose of their paper/cardboard packaging in containers at the entrance of stores. They are sorted by a cooperative and subsequently recycled into new cardboard packaging used by Taeq for its products: tea, cereals, soap, etc.

Colombia/

100,000 trees to compensate for greenhouse gas emissions

Grupo Éxito is raising customer awareness in protecting the environment and biodiversity through a “Mi Planeta Con Éxito” programme interfaced by a website “miplanetaexito.com”. Web users can calculate their carbon footprint and take on initiatives aimed at reducing the impact of human activities on the environment.

Grupo Éxito sets the tone by funding the planting of 100,000 trees to compensate for its greenhouse gas emissions. This programme is executed in association with a young Colombian company, “Contreebute” which selects the planting sites, varieties of trees and the local teams in charge of the planting. **Customers can also play a part in this** by funding the planting of a tree with loyalty points.



France/

A nutrition and health programme

Within the scope of the French Nutrition and Health Programme, with the help of a scientific committee of internal and external experts, **the Group is optimising the recipes of its own-brand products by reducing their salt, fat and sugar content.** The Group has decided to phase out the use of palm oil in its own-brand food products by 2012 and is developing specific nutrition-health ranges such as the “Bien pour Vous” (Good for you) range launched in 2011.

Casino can boast over 300 own-brand organic products.



COMMITMENT NO. 9:

Support vulnerable individuals and populations.

Groupe Casino is attuned to the difficulties facing vulnerable populations in all of its host countries.

In particular, through its foundations it is committed to helping disadvantaged children gain access to culture, education and citizenship.

In addition, it supports humanitarian aid organizations by forging partnerships with them and providing them with financial assistance and/or equipment.



Thailand/The Big C foundation supports youth

Founded in 2002, the **Big C Foundation** has set up a major youth education programme. In order to stamp out isolation, it has contributed to building five schools in rural areas, in partnership with the Ministry of Education. For six years now it has financed 2,500 grants for young students. It also has a hand in building play areas, basket ball courts and sports training centres.

Colombia/

The Éxito Foundation fights against child malnutrition

For several years, **the Éxito Foundation is rolling out** across the country **a programme aimed at improving the nutrition of underprivileged children under 5 years of age.** In 2010 it provided financial or technical aid to over 244 institutions in 71 towns benefiting 27,000 children. It also supports the food banks.





Brazil/ Grupo Pão de Açúcar makes sport and music available to young people

Grupo Pão de Açúcar facilitates the access to sport and music to young people. Every year close to **100,000 young people** take part in a dozen sports events. Since 1989 the Grupo Pão de Açúcar institute has supported an orchestra of young musicians who play in concert halls and the group's stores which has enabled 10,000 music students to obtain a certificate.





France/

The Casino Foundation supports children

Created late 2009, the Casino Foundation supports children in France and throughout the world with priority on the areas where the Group is established. **It is proactive in cultural and social exclusion prevention** by helping children deprived from access to knowledge, from underprivileged areas or suffering from an illness.

An initial programme to stamp out isolation of children in hospital was implemented with the association Docteur Souris to **enable hospitalised children to stay in touch with their close family, friends and school** thanks to IT technology.





groupe-casino.fr / geantcasino.fr / supercasino.fr /
casino-proximite.fr / monoprix.com /
monleaderprice.fr / franprix.fr / cdiscout.com /
libertadsa.com.ar / grupopaodeacucar.com.br /
exito.com / bigc.co.th / bigc.com.vn /
mercialys.com /