



## **CHARTER OF ETHICS**

### **Preamble**

Aware of the responsibilities of the consulting profession and in view of the values to which the company is attached, ITEMS International has drawn up its own charter of ethics. The charter of ethics is public and is binding to ITEMS International on behalf of its clients. This charter builds on the principles of the consulting profession established by SYNTEC Management Consulting in its charter dated May 2003.

### **Our vocation and context**

ITEMS International assists companies in the area of information and communication technologies, and energy.

### **Our values**

These form the basis of the relationship between ITEMS and its clients, its employees, subcontractors, and suppliers:

- The fundamental respect of individuals and their fundamental rights regardless of hierarchy or the nature of the contractual relationship. The company is committed to the value of respect, just as its employees are in relation to suppliers.
- Striving for professional excellence regarding relations with clients, including the taking into account of constraints, and sticking to the exigencies of the contract.
- Respect of organisations with which ITEMS is engaged regarding their culture, their values and their objectives.
- Fostering the professional development of the staff of the company. ITEMS International strives, as far as possible, to involve the staff of the client organisation with a view to a positive evolution for all involved.
- Citizen responsibility. The consultant is accountable. He/she takes into account respect for his/her responsibility for their environment, whether it be in relation to the method of work or the means at his disposal.
- Independence in relation to any form of outside pressure seeking to impose its own interests on, or influence our recommendations.
- The transmission of these values to new employees.

### **Our principles**

These principles constitute applicable rules for all ITEMS consultants:

- Strict confidentiality regarding the information that is shared with us within a contractual framework.
- Confidence: the basis for healthy relations between the client and the service provider.
- Listening to our clients.
- Transparency in relation to the client's obligations in terms of information, for information which concerns him and which are not covered by a clause of confidentiality.
- Internal statements of conflicts of interest in connection with an ongoing or planned assignment.
- Respect for private data.



### **Applications**

ITEMS ensures that each new consultant respects the terms of this charter by:

- Presenting the charter to newly recruited staff members.
- Requiring each staff member to sign the charter and pledging respect for its principles during the course of any assignment carried out on behalf of ITEMS International.

Any representative of ITEMS International can provide the present charter to clients of the company. All clients may request information pertaining to its application.

Paris, 20<sup>th</sup> January 2009

