

# *Ethics*

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# CHARTER

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The organisation of SEMEC\* is part of a desire to manage this company (SEM) in an operating mode of a private company.

Drawing on the 7 values - Ethics, Respect, Cohesion, Professionalism, Creativity, Performance and Ambition - at the core of our company culture, the Palais des Festivals et des Congrès de Cannes took the decision in 2008 to carry out a QES certification procedure based on the following international standards: ISO 9001 (Quality), ISO 14001 (Environment) and OHSAS 18001 (Health and Safety) and by signing the Diversity Charter on 16 June 2008. The company has developed a service quality culture, which is based not only on

implementing an Enterprise Resource Planning (ERP) software dedicated to managing events, but also by having a permanent commitment to employees, an environmental culture, which includes recycling waste at events and a health & safety culture thanks to the numerous training programmes delivered.

A world first. After becoming the first European congress centre to receive the triple certification of Quality, Health and Safety and Environment, the Palais des Festivals et des Congrès de Cannes is continuing its commitment via the ISO 26000 which deals with Corporate Social Responsibility, therefore confirming the level of excellence to reach.

\*SEMEC : Société d'Économie Mixte pour les Événements Cannois

# *Think globally* **ACT LOCALLY**

At a local level, the aim is to ensure the company's long term stability, improve its profitability by reducing costs, mobilise staff around a common project and build the company's credentials as an environmentally and socially caring organisation.

At the international level, it deepens our partners' trust, increases our competitiveness and enables us to turn this commitment into a communication tool for new clients, since we are the first European Congress Centre to achieve all three certifications.

The triple certification is the result of a growth strategy, which aims at permanently adapting our company to current and future challenges, thereby better meeting the expectations of our clients, service providers and international partners.

It takes account of the economic, social, health and environmental requirements of the trade show and event management sector.

Implementing the ISO standards is therefore an undeniable competitive advantage, if we are to face international commercial challenges head on and generate new growth opportunities.

There is no denying the attractiveness of Cannes and its Palais.

However, increasingly the choice of both the destination and the congress centre is also becoming an environmental issue for our clients.

As from 2012, Corporate Social Responsibility (CSR) through the ISO 26000, has confirmed the level of excellence to reach.



# *Respecting* HUMAN RIGHTS

In the interests of integrity and ethical behaviour, given that no-one should harm the dignity of people in their workplace, le Palais des Festivals et des Congrès de Cannes advocates the compliance to the European Convention of Human Rights and the Conventions of the International Labour Organisation.

We therefore support Human Rights and work to encourage child protection within our sphere of influence.

We guarantee respectful and exemplary conditions in the work place.

We expect that our suppliers sign up to the same principals.

Furthermore, we are committed to preventing all forms of discrimination, in particular towards vulnerable sections of society such as disabled people, and to promoting diversity and equal opportunities between men and women.

# *Environmental* PROTECTION

Le Palais des Festivals et des Congrès de Cannes has adopted a sustainable development policy which gives priority to protecting the environment, conserving natural resources, biodiversity and fighting climate change.

We have implemented a programme of concrete measures to encourage and perpetuate the sustainable development measures within the organisation.

These measures include sorting and recycling waste (recycling chain) reducing greenhouse gases (green travel policy for staff) using eco-labels and treating wastewater.

Furthermore, we do our utmost to reduce and control our use of water, electricity and paper. Finally, we purchase and use eco-friendly products and services as much as possible.

# *Continuous* **IMPROVEMENT**

## **EMPLOYMENT & WORKING CONDITIONS & PROFESSIONAL RELATIONS**

Le Palais des Festivals et des Congrès de Cannes guarantees the health and safety of its staff and contributes to the improvement of public health.

We analyse the health and safety hazards in the work place in order to eliminate them or reduce them, and we supply our staff with individual equipment.

We also organise vaccination and screening campaigns, notably chest x rays.

Furthermore, our company commits to continuously improve the conditions and content of labour relations.

We provide all our staff with health and safety conditions which comply with current legislation and we encourage our staff to enhance their skills through training to meet our current and future requirements.

We use rational benevolence as a management method and encourage courtesy in all our relations. Politeness is a basic requirement.

Our services are performed and managed by respecting people, companies (customers, suppliers, partners, competitors, local residents and local authorities) and by complying with the law.

It is for that reason that we ask the staff in our company to comply with the existing laws and regulations in the work they perform on our site in the context of their professional activity. Confidentiality is of the utmost importance for S.E.M.E.C. It is therefore essential that all information, data and documentation entrusted to a staff member or which he/she may have obtained, is kept strictly confidential, even if he/she believes it to be of no importance.

In this way, we must all ensure that all information, which is not in the public domain, remains strictly confidential.

The Human Resources Division must be notified of any abnormal situation.

# *Diversity & fighting* **DISCRIMINATION**

Le Palais des Festivals et des Congrès de Cannes has committed to encourage pluralism and to ensure diversity in its recruitment process and managing career development.

By adopting the Diversity Charter in 2008, our company demonstrated its commitment to encouraging cultural, ethical and social diversity within our organisation.

By virtue of this charter, we are committed to seeking and reflecting the diversity of French society and notably its cultural diversity in our staff base, across the different staff categories.

Each of us must ensure that we are not guilty of any discrimination, in particular with respect to the origin, sex, customs, sexual orientation, age, family situation, genetic characteristics, race, nationality, ethnicity, political opinions, trade union or cooperative activities, religious convictions, physical appearance, family name, state of health, disability or phase of pregnancy of a person.

This applies to all phases of human resource management including recruitment, training, career development and promotion of staff members.

# *Ethical management* OF BUSINESS

## **Preventing corruption**

Le Palais des Festivals et des Congrès de Cannes rejects corruption in all its forms.

The integrity of each person is essential in ensuring an exemplary collective behaviour.

Our values express this commitment.

The integrity with respect to the company and in our business relations is a duty and involves rejecting corruption in all its forms because an exemplary behaviour will ensure the internal and external credibility of our actions.

Therefore, employees must refuse any request or benefit other than the salary paid by their employer for performing their duties and which might influence their personal decisions.

Similarly, no employee may attempt to corrupt a person or a company with whom it has dealings.

Employees must avoid situations where their personal interests might come into conflict with those of the Palais des Festivals et des Congrès de Cannes.

Any employee must, on the one hand, inform his/her line manager in the event of a potential conflict of interest which gives, or might give the impression that it has an influence on his/her judgement or work; on the other hand,

refrain from holding a job, a role or having a financial interest in any organisation which is a competitor, a client, a supplier or a business partner of our company where his/her duties in the company allow him/her to influence the relation.

Therefore, Integrity, Loyalty and Honesty must prevail in professional relations for all staff members.

## **Transparency and Loyalty in its business**

The Palais des Festivals et des Congrès de Cannes complies with regulations governing free competition and bases its commercial relationships on transparent communications, exactitude in all marketing and sales data, a partnership approach and a win-win purchasing strategy: we take every effort to ensure that the interests of each party are considered, while being transparent and complying with fair contractual terms.

The choice of service provider or partner is based only on the service proposed, the quality, the price and its comparative advantage.

# *A commitment to the* **LOCAL COMMUNITY**

Le Palais des Festivals et des Congrès de Cannes is deeply rooted and involved in the local community, it contributes to its human and economic development as well as the improvement in the life style of the citizens.

It supports all projects which help fight against poverty and exclusion.

It plays a role in spreading dynamism in local cultural events by organising concerts and plays, among others.

# *Respecting the interests* **OF CLIENTS & STAKEHOLDERS**

All our ethical rules are important since they are at the heart of our individual and collective responsibilities.

Our growth and long-term stability cannot be envisaged without respecting the interest of our clients and our stakeholders.

We are constantly attentive to our clients needs. We are constantly monitoring, assessing and improving our processes so as to ensure the quality and safety at each phase of service delivery while at the same time managing our environmental impacts.

Furthermore, Le Palais des Festivals et des Congrès de Cannes is careful to monitor the health and well being of its end users.

We are concerned about the comfort of the end users who take part in the different activities in the Palais des Festivals et des Congrès, notably ensuring the strict compliance to the HACCP (Hazard Analysis Critical Control Point) standard imposed on accredited caterers and via acoustic quality and thermal & visual comfort. Finally, the company defines transparent and efficient procedures for processing clients' complaints and quickly settling disputes in good faith.

# *International* **AGREEMENTS**

SUPPORTED BY LE PALAIS DES FESTIVALS ET DES CONGRÈS DE CANNES

**Universal Declaration of Human Rights,  
OECD's Guiding Principals  
Fundamental Conventions of the International Labour Organisation**

# *National & Local* **COMMITMENTS**

OF THE PALAIS DES FESTIVALS ET DES CONGRÈS DE CANNES

**Diversity Charter  
UNICEF Diversity Charter (corporate partner)  
Action Against Hunger  
France Cancer  
Association Adrien (for sick children in the PACA region)  
Association SITLIBRE (for marginalised children)**

# *Contacts*

## **AT LE PALAIS**

DES FESTIVALS ET DES CONGRÈS DE CANNES

### **BRUNO DEMAREST**

Director of Human Resources  
demarest@palaisdesfestivals.com

### **YOURI GOLOVKO**

Purchasing Director / CSR - QES  
golovko@palaisdesfestivals.com

### **PHILIPPE LOUGARRE**

Financial Controller  
lougarre@palaisdesfestivals.com

### **ELISABETH LARA**

Press Relations Manager  
lara@palaisdesfestivals.com

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SEMEC (SOCIÉTÉ D'ÉCONOMIE MIXTE POUR LES ÉVÉNEMENTS CANNOIS) - LA CROISSETTE CS 30051 - 06414 CANNES CEDEX - FRANCE  
Tel. : +33 (0)4 92 99 84 00 - [www.palaisdesfestivals.com](http://www.palaisdesfestivals.com)