

# EXTENDE

## Code of Ethics



# Our values

To build a safer world together, to innovate with equanimity, to understand complex physical phenomena and to work with confidence, such are our motivations and ambition.

The whole team wanted to define and promote the values of our company. This Code of Ethics compiles all the values we hold dear.

Philippe DUBOIS  
CEO

## Openness

## Dynamism

## Professionalism

## Exchange

## Sustainability

## Responsibility

# Openness

Openness, as we conceive it, is to have the ability to hear out and respect cultural, ethnic, technical and methodological differences...

The open-mindedness of everyone in his profession should help banish any «A priori» and discrimination. But it is also the openness of our knowledge, the openness of our activities, and the openness inside our company.

The team is committed to respect the culture of every employee; to respect the local culture of the countries where we conduct business; to broadcast our skills and knowledge while adapting as much as possible to the languages and customs of our clients; and to fight against any form of discrimination.

EXTENDE acts by providing the same care and attention regardless of the size of its client's business or its client's location; by participating in conferences all around the world to get close to all professionals; by adapting our documents and working methods to the constraints of our clients if necessary; by developing internal expertise in new techniques, new methods; by sharing with all its employees the strategy and key management tools in a monthly meeting; by sharing with all its employees the results of the company through a profit sharing agreement.

Value

The team is committed

EXTENDE acts

# Dynamism

As a young company and leader in its field, EXTENDE is resolutely turned towards the future, and must take on to be the front line and an example. This dynamism has the chance to synergize with the constantly innovative character of the NDT field. In a professional context looking for optimization, it is only natural that the emphasis is set on efficiency, both in the results and in the method, which requires proactivity and reactivity.

The team is committed to be proactive and take initiatives, to respect and optimize the response times when answering to its customers, to give the priority to the tasks allowing co-workers to go on with their own, to stay informed about the activities of the company, and if possible of the NDT field, and to arrange for regular training sessions in its schedule

EXTENDE acts by providing its employees with regular training, in order to maintain their level of knowledge, but also to allow them to evolve towards a greater versatility, by providing everyone with free NDT educational tools, developed internally, by contributing to the transmission of a methodology in the NDT field via its CIVA training sessions and its services, by providing an answer within ten days to any question related to CIVA as part of its support and maintenance contracts.

Value

The team is committed

EXTENDE acts

# Professionalism

## Value

EXTENDE's professionalism is primarily characterized by how demanding its team is toward itself. Its skill level, experience and reliability complete EXTENDE's definition of professionalism, and imbue it with an image of high expertise in the NDT field. We make this value a top priority and make a daily demonstration of our expertise in our field of specialization, regardless of the circumstances.

## The team is committed

The team is committed to respect an extremely rigorous policy towards confidentiality, to strive to keep the greatest rigor in performing its tasks; to meet with deadlines and achieve the expected results; and to maintain technical humility when facing difficulties and challenges by constantly keeping a critical attitude towards simulation results.

## EXTENDE acts

EXTENDE acts by setting up an ISO 9001 quality system to testify of the rigor used in its client's consulting studies. Thanks to its expertise, EXTENDE assists its clients in the qualification of innovative techniques. When encountering difficulties, EXTENDE searches for workarounds based on the skills and experience of its support team. EXTENDE interacts with the CEA without any communication of confidential data in order to solve potential problems as quickly as possible, and finances the experimental characterization works of CIVA software models.

# Exchange

## Value

Because in order to properly understand and know one another, dialogue is essential, because the technical issues are complex and the constraints are numerous, only by actively listening to «customer needs» can we find the most appropriate solutions. Because the client is at the heart of our business, taking its feedback into account is an essential source of progress for our products and services.

## The team is committed

The team is committed to assist and support its customers in expressing their technical need; to properly identify the problems and solutions relevant to them and to guide them in the use of simulation; to spend time during trainings and meetings to better understand their business and its applications; to answer their questions and to not let their problems without a solution; to ensure that our products and services meet their expectations and to ask them how to improve these.

## EXTENDE acts

EXTENDE acts by setting up a quality management system, which establishes the dialogue with the client as a key element in performing our services. EXTENDE commits to set response times to its client's questions, in compatibility with the realization of their projects, and to take their feedback into account in order to improve our services, to be the voice of CIVA users towards the development teams to help improve the product.

# Sustainability

The sustainability of our ecosystem and respect for our planet are important to us. The environment must be preserved in order not to compromise the quality of life of future generations. This goes through the establishment of a charter of good practices. Simulation for Non Destructive Testing contributes to this action in essence, protecting the environment by preserving the structures.

Value

The team is committed to apply the recommendations written in our Charter of good practices, and to take into account the environmental dimension of our actions, in order to minimize the footprint we make on the environment.

The team is  
committed

EXTENDE facilitates the actions of its employees aiming at reducing the negative impact on the environment, in regards to its development. EXTENDE promotes simulation and the development of less polluting methods. EXTENDE also sets up a carbon offset program to offset the largest impact of its business: transports. EXTENDE promotes these values towards its connections, prioritizes purchasing via «Green» suppliers and acquires an ISO 14001 system.

EXTENDE  
acts

# Responsibility

Value

Social responsibility is defined by the subjective impact of a decision on the society, and the consequences of one's actions or inactions. Because the link with our environment matters to us and because our place gives us the means to exert an influence on it, we work with the constant thought of the impact of our actions on the community.

The team is committed

The team is committed to caring for social initiatives within the company, to facilitate, propose and support any action with a positive impact on the community. Signing the Global Compact reflects this commitment. Promoting and communicating on these values represent the spirit of this commitment.

EXTENDE  
acts

EXTENDE acts by aligning its operations and strategy in order to meet and exceed the French law and international agreements. EXTENDE takes into account its impact on the community by respecting human rights, labor rights, and by fighting against corruption through enhancing the awareness of its entire staff.