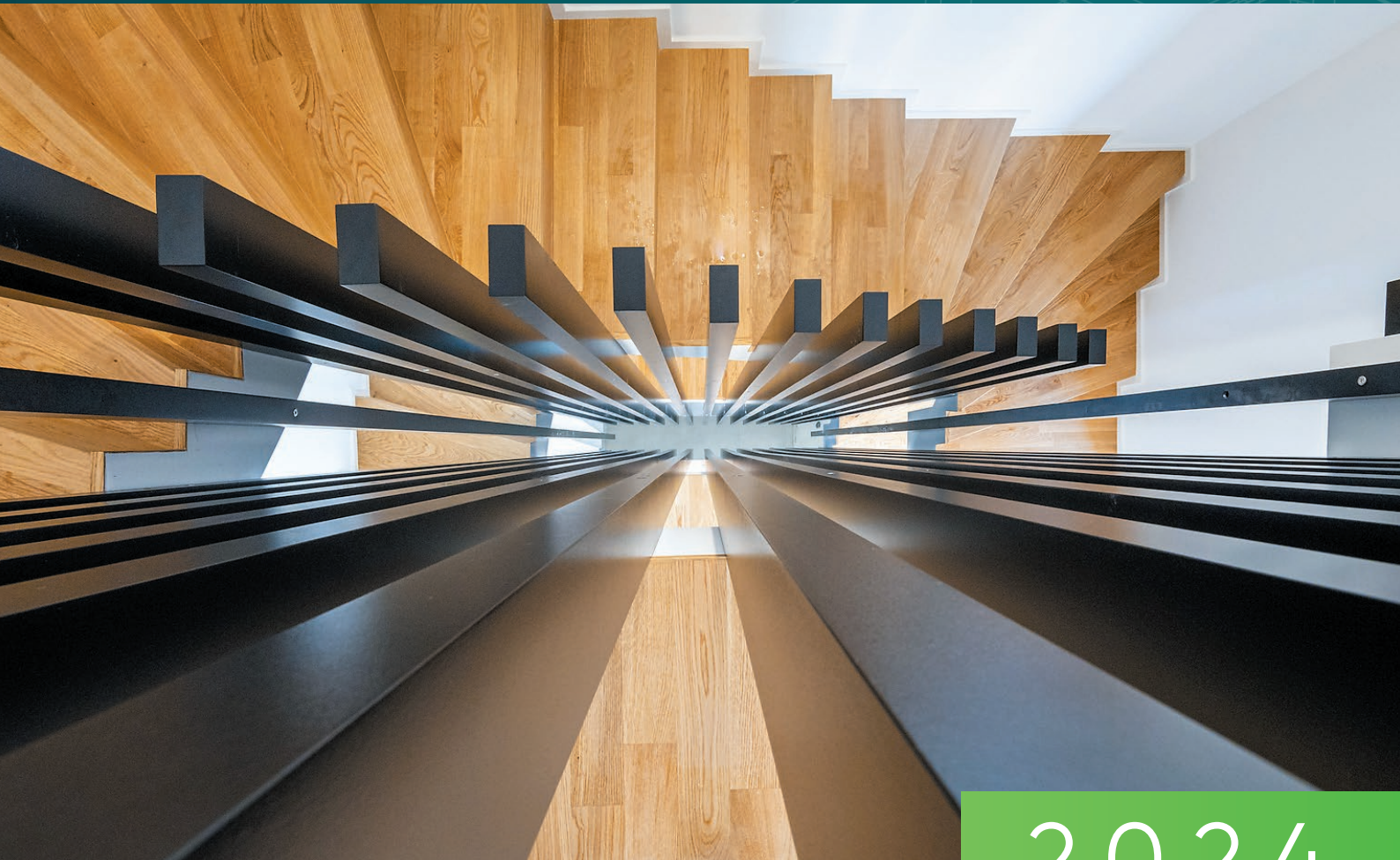


■ SUSTAINABILITY R E P O R T ■



2024

FEBRUARY 2025 EDITION

Presented by

AG ■ CONSTRUCTION SA 

SUMMARY

SUSTAINABILITY REPORT 2024

1. Messages from Management

- **Beck BULAT**, *Chief Executive Officer* 3
- **AG Construction**: one Vision, one Team,
a Sustainable Commitment 4
- **Nicolas FULCRAND**, *Operational Manager* 5
- Some of our **achievements** 6
- **Daniel GUSTAVE**, *Sustainable Development Manager* 7
- Some of our **achievements** 8
- **Guillaume POUCHAIN**, *Office Manager Technical
Studies* 9
- **HR key figures 2024** 10
- **Marie VICARI**, *Head of Human Resources* 11

2. Testimonials from our Employees

- **Florian BARRUCAND**, *Site Supervisor* 12
- **Nicolas SAINT-CYR**, *Site Supervisor* 12
- **Lorette SOULA**, *Site Supervisor and Architect* 13

3. CSR Strategy

- Our **CSR commitment** 14
- Building a **culture of impact** 15
- **Stakeholder** involvement and consultation 16
- Consultation **Results** and **Roadmap** 17
- Turning **challenges** into **actions** 18

4. Testimonials from our Customers & Investors

- **Sébastien MARTINET**, *Private Customer* 19
- **Anthony PARISET**, *Capvest* 19

5. Carbon Footprint

- Our **Carbon Footprint** 20
- Our **Carbon Figure** 21

6. Testimonials from our Subcontractors & Contractors

- **Anne-Sophie JULLIAT**, *Grenier + Coretra Architects* ... 22
- **Leal Manuel BUENO**, *AB Plâtriers & Peintres* 22

7. Focus on our Actions

- Focus 1: **Governance** 24
- Focus 2: **Innovation** 26
- Focus 3: **Decarbonisation** 27
- Focus 4: **Health - Safety** 28
- Focus 5: **Employee Satisfaction** 29
- Focus 6: **Customers** 30

- **Conclusion** 31



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And thank you to our many stakeholders who have supported us in our approach.

Message from Beck BULAT

CHIEF EXECUTIVE OFFICER

Dear Readers, The year 2024 will mark a major milestone in the history of our company. I had the pleasure of taking over the management of the company as majority shareholder. This year of transition has enabled us to structure our strategy and lay the foundations for an ambitious future full of opportunities.

We have redefined our frame of reference by giving meaning to our vision, our missions and our values, which we have placed at the heart of our activities.

We have reoriented our governance model towards a partnership model, as you will discover throughout this document.

We certainly want to develop our economic activities, but we want to do so in a responsible way. We have placed sustainable development at the heart of our strategy.

We have embarked on a voluntary CSR programme, designed to take account of environmental and social issues. Our ambition is clear: to make our company a model of sustainability while reconciling our growth objectives with our fundamental values.

You will also see that innovation remains a key driver of our transformation. By reinventing the way we work and adopting bold solutions, we aim to meet today's needs while preparing for the future.

We are meeting this challenge in close collaboration with our stakeholders, customers and partners, whose unfailing support strengthens us in our mission.

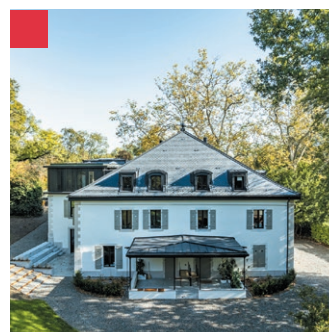


"We give meaning to our vision and our values."

Finally, I would like to express my deep gratitude to my management team and our employees. Their commitment, creativity and determination are at the heart of our success. Together, we have built a company that is more resilient, more responsible and ever more focused on the future.

This sustainability report reflects our achievements and our commitment to a more sustainable future. Together, we will build a prosperous future that respects future generations.

Thank you for trust and support.



AG CONSTRUCTION : a Vision, a Team, a Sustainable Commitment

Since its creation

Founded in 2008, our company has established itself as a major player in Geneva's construction sector, thanks in particular to its expertise and search for excellence.

In 2023, we reached a decisive milestone with the arrival of a new shareholder, bringing a new dynamism to our business. This strategic transition enabled us to consolidate our market position and launch an ambitious vision for the future. Today, we are combining tradition and innovation to meet the growing challenges of the sector.



Our teams

At AG Construction, it is above all the men and women who make up the wealth of our company. Our team is made up of 30 passionate and experienced employees with solid training in their respective fields. They include engineers, architects and qualified technicians, each of whom plays a key role in the success of our projects. Every day, they apply their expertise and commitment to transforming the projects entrusted to us into unique achievements, to the satisfaction of our customers. Humanism, proximity and professionalism drive us towards a performance that everyone can identify with.

Structure and activities

Our organisation is based on a flexible and responsive structure, designed to respond effectively to the varied needs of our customers. Our specialist services cover a broad spectrum activities, including:



Comprehensive support: complete project management, including design, administrative procedures, site management, and customer support delivery.

Our Vision, our Mission, our Values

Creating living and working spaces that inspire wellbeing, comfort and functionality. We aspire to become trusted builders by creating high-quality, sustainable and innovative buildings where every user – living or working – feels at home, in tune with their needs and aspirations.

Our work is carried out in compliance with the rules of the trade, environmental standards and the specific expectations of our customers, with particular attention given to quality execution, innovation and sustainability.

Our values, defined as part of a participative process with our employees, are broken down into 5 points forming the acronym **B-Traq** ("Be Track"), which symbolises our approach to continuous progress, our ability to evolve and our commitment to seeking ever more effective solutions. Each letter embodies an essential dimension of our values, structuring our collective action and guiding our strategic decisions.

B-Traq

B : benevolence **T** : transparency **R** : resilience **A** : autonomy **Q** : quality

We believe in the importance a humane, respectful and caring approach to our employees, customers and partners. Benevolence is at the heart of our interactions, and it's the key to our success. fosters cohesion within our team.

Transparency is essential to establish trust. We are committed to being open, honest and clear in our communications and decisions, in order to build solid, lasting relationships.

We are resilient in the face of challenge and change. We know how to be agile, learn from our experiences and bounce back. We remain vigilant and responsive to the risks and opportunities we face.

We value autonomy and encourage everyone to take the initiative, to be responsible and to commit fully to their missions, while encouraging individual and collective initiative.

The quest for quality is a priority for us. We aim to excellence in all our projects, providing a service and working environment that meet the highest standards.

It is by capitalising on these values, this commitment and this expertise that we have been able to structure a coherent and sustainable approach, culminating in the drafting of our first sustainability report for 2024.

■ Message from Nicolas FULCRAND

OPERATIONAL MANAGER

I am pleased to be able to express my views in this 1st Sustainability Report, which illustrates the change in governance and our concrete commitment to responsible and sustainable development.

Despite a complex environment and market, and organisational changes, I am proud to say that we have strengthened our cohesion between the various departments over the past year.

Upstream, the Technical Department plays a key role in assessing strategic and technical choices at the initial stages of projects. This analysis covers costing, planning and methods, with the aim of optimising resources, rigorously meeting deadlines and controlling costs, while minimising our environmental impact.

In the field, our works teams translate these commitments into concrete actions. They ensure that schedules are adhered to, that the quality of work is maintained and that the technical choices made in consultation with our customers are implemented.

Their priority is to ensure a perfect match between the objectives set, the expectations of the clients and the specific constraints of the sites.

Coordination between the Technical Department and the works teams is essential to ensure proactive and fluid management, combining rigour, efficiency and respect for commitments.

Finally, the post-acceptance phase is handled by our After-Sales Service, which guarantees the long-term satisfaction of our customers.



“Economic performance and positive contribution.”

The after-sales service is part of a rigorous monitoring system, based on detailed construction files, to ensure the longevity of the works delivered and reinforce the confidence of our partners.

AG Construction has always placed innovation, quality, safety and responsibility at the heart of its activities. Today, we are reinforcing this commitment by integrating sustainable practices into all aspects of our operations, from technical studies to on-site operations and post-delivery follow-up.

The actions described in this report illustrate our ambition to combine economic performance with a positive contribution to environmental and social issues. This approach, supported by all our teams, is designed to inspire confidence and strengthen our relationships with our partners.

*Thank you to my entire team
for their unwavering commitment
to the transition.*

Some of our ACHIEVEMENTS

MORIN BUILDING OF 9 RESIDENCES



Canton: Geneva
Year: 2024
Status: Delivered

THAI EMBASSY RENOVATION



Canton: Geneva
Year: 2024
Status: Delivered



CORNALLES 4 BUILDING OF 16 RESIDENCES



Canton: Vaud
Status: In progress



Canton: Geneva
Status: Starting

GRAND-LANCY 177 8 VILLAS



Canton: Geneva
Year: 2024
Status: Delivered

SOUS-CHEVRENS - BUILDING OF 2 RESIDENCES



■ Message from Daniel GUSTAVE

SUSTAINABLE DEVELOPMENT MANAGER

We are aware of the environmental impact of the construction industry, and we firmly believe in the need to make significant changes to our practices in order to make them more sustainable and socially responsible. Convinced of this urgency, we have initiated an ambitious, structured and collaborative approach to Corporate Social Responsibility (CSR).

The partnership-based governance put in place by our CEO gives us the opportunity to move decisively in this direction.

As you read this document, you will discover how our commitment impacts our strategy, our activities and our ambitions.

Our first action was to set up a CSR steering committee, an internal structure dedicated to initiating and coordinating our efforts. This committee steered the key stages of our approach: analysis, diagnosis, definition of issues, stakeholder involvement, materiality matrix, action, etc.

The hidden face of the iceberg

These few pages represent just a glimpse of everything that is being done on the ground to implement our global strategy. Adapting our organisation and training at all levels of the company, support functions, operational departments and sales. Consultation, awareness-raising, training and involvement of our value chain, integration of new tools... We are also involving our customers by guiding them towards a more responsible offer... This is a major change of culture in a rather "conservative" area of business.

Transparency and accountability

No pretence. In line with the ISO 26000 standard, we have chosen the path of transparency and accountability. We accept our situation as it is: improvable, but constantly improving. There's no question of embellishing the facts. Our virtuous approach is based on a shared truth, whether it's exciting or challenging. Being accountable also means recognising our responsibilities, taking responsibility for our actions and their impact. And because we move forward better together, we share our successes and challenges with our stakeholders.

When the experts get involved

Deploying a global CSR approach also means putting together a team of experts, which requires the following varied and specialised skills. Between regulatory monitoring, innovation, carbon analysis, the circular economy and biodiversity, there are many areas to cover.



"A responsibility, not an ideology."

Obviously, we can't do everything in-house. That's why we've built partnerships with specialists who support us at every stage, to make our approach reliable and credible.

We don't believe in stars, we believe in indicators!

Progress is good, but knowing where we are is even better! We are continuing to implement measurement tools to track our progress and identify areas for improvement. Because, as we know, what gets measured gets improved. These figures are our compass so that we can stay on course and move forward with efficiency and ambition.

Responsible, but not dreamers

Our CSR approach is not dictated by any ideology, but by the need to assume our responsibilities. In a sector with a high environmental impact, ignoring the issues is no longer an option. We are moving forward with realism and pragmatism, reconciling the ecological transition with market constraints. Building sustainably means moving forward with responsibility and lucidity.

Looking to the future

We are convinced that sustainability is a collective adventure. This approach is much more than a response to current challenges: it embodies our commitment to creating shared values and building a better future for generations to come.

Some of our ACHIEVEMENTS

SERRES - 5 VILLAS



Canton: Geneva
Year: 2024
Status: Delivered



FRANCE 42 BUILDING OF 38 APARTMENTS



Canton: Valais
Status: In progress

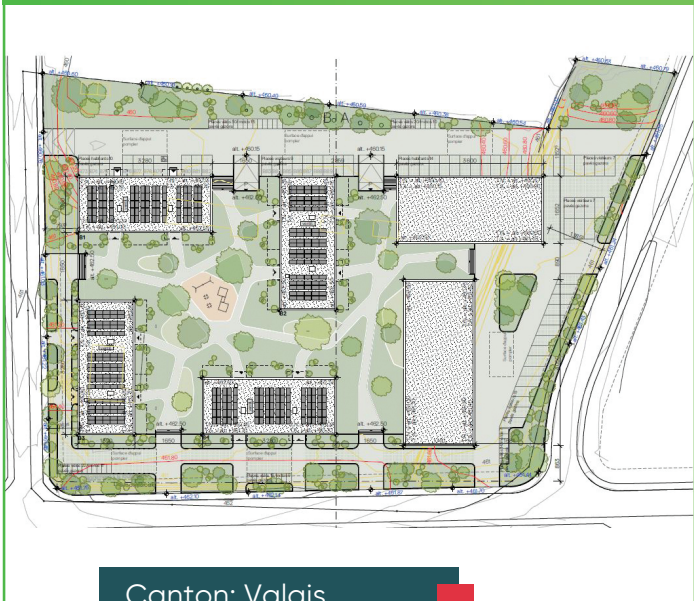


SUR-RANG - BUILDING OF 18 RESIDENCES

Canton: Geneva
Year: 2024
Status: Delivered



MARTIGNY-AU-BELLUART 6 BUILDINGS - 146 APARTMENTS



Canton: Valais
Status: Starting

Message from Guillaume POUCHAIN

OFFICE MANAGER
TECHNICAL STUDIES

In 2024, a number of major changes marked our activity and that of our Technical Design Office teams. The integration of new calculation software, the analysis of the carbon footprint and the organisation of work have improved accuracy and efficiency of project management.

Our team has adapted to these changes by adopting new methods, and these tools give us greater technical and operational control. Over the past year, our office has studied 28 construction and renovation projects.

The diversity of our clients (both private and public), the type of construction (villas, residential buildings, new build and renovation) and the size of the projects we work on (from a few million for the smallest to several tens of millions for the largest) mean that we need to be agile and adaptable at all times.

Faced with this diversity, and in order to reconcile our growth objectives with our strategic focus on Sustainable Development, we need to be innovative if we are to be effective in this transition.

So, with the tools we have put in, we ensure that our team grows from strength to strength.

Integration of new 3D modelling software for calculation purposes

Using the 2D plans for a project, the tool can be used to rapid 3D modelling of the structure. Used from the calculation phase onwards, the modelling of structures carried out directly in-house provides greater precision in our price studies. Errors in calculation, quantity survey or scale are avoided, and the 3D visualisation of the buildings makes it easier to grasp the particularities and technical details.

This software is a powerful tool drawing up performance bids. The materials and services entered on this model are used to generate the corresponding bills of quantities and descriptions, by CFC.



"We are a source of ideas."

A true assistant to our quantity surveyors, it also designed for construction teams, with its 3D viewer giving them access to modelling and detailed quantity surveys.

Compatible, the tool can integrate most standard architectural software, and is also perfectly suited to all BIM projects.

In addition to these obvious advantages in terms of reliability and time savings, its use from the invitation to tender onwards gives us a clear commercial advantage with our project owners: detection of technical constraints, proposal of variants, rapid start-up a project in the execution phase.

Carbon footprint, from initial assessment to proposal for lowcarbon alternatives

Each of our new offers is accompanied by its own carbon footprint, with the aim of systematically proposing lower-carbon alternatives to our clients.

By 2025, we'll be pursuing our development along these major strategic lines, and thanks to the training and motivation of our teams in these issues, every day we're better equipped to make proposals and provide our sales and operational teams with innovative solutions to serve our clients.

HR KEY FIGURES 2024

OUR WORKFORCE



7

Women



23

Men

ACTIVITY RATE



80% contract: 5 employees

100% contract: 25 employees

AVERAGE AGE



20-29: 10

30-39: 12

40-49: 5

50-59: 2

+60: 1

The average age at AG Construction reflects a generational balance, with a majority of employees between 20 and 39, complemented by experienced profiles aged 40 and over.

TELEWORKING AND FLEXIBILITY



Numbers of teleworking days:

1 Day / Person / Week

(excluding administrative), i.e. a total of

1'058 days over 46 weeks

INCLUSION ACTIONS AND PROGRAMMES

Back-to-work support:



1 employee benefited from a job adaptation after a prolonged absence



Trainee: 1 recruitment



Internal promotion: 1 promotion



Job mobility:
2 job changes

2024 TRAINING



776 hours of training given to employees



4 on long-term training
21 on short courses



76% of employees trained

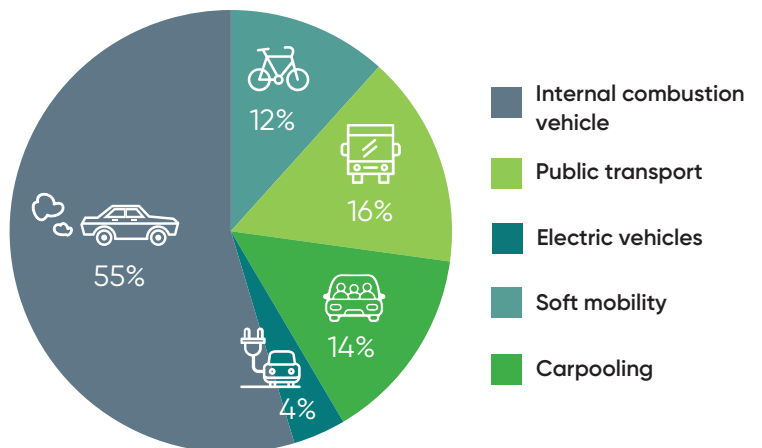


+ CHF 110'000 invested in the training budget



12 trainees supported

COMMITTED TO SUSTAINABLE MOBILITY



At AG Construction we have set up a scheme to encourage our employees to use all forms of green mobility. After a successful first quarter, with a varied adoption of environmentally-friendly transport, we are convinced that we will continue this initiative for a more sustainable future.

Together, let's move towards responsible mobility!

QUALITY OF WORKING LIFE (QWL) INITIATIVES

Team building / Developing well-being



4 unifying corporate events

Message from Marie VICARI

HEAD OF HUMAN RESOURCES

In 2024, AG Construction has made the training and skills development of its employees a strategic priority. Aware of the importance of adaptability in a constantly changing environment, we have put in place initiatives aimed at fostering the expertise and professional fulfilment of each individual.

Unlike many companies that focus their training efforts solely on managers and executives, we have adopted an inclusive approach. Our aim is to enable every employee to acquire or strengthen skills specific to their field of activity, taking into account their career aspirations.

In an ever-changing market, ongoing training is an essential investment to ensure the long-term future and competitiveness of our company. As Head of HR, I'm more convinced than ever of the importance of training. In a constantly changing market, it remains a strategic investment for the company.

We pay particular attention to listening to and valuing our employees. This dynamic has significantly improved the commitment and proactivity of our teams, fostering a positive and collaborative working environment.

When the Model reinvents itself

Corporate Social Responsibility (CSR) is more than just a strategy: it instils meaning, mobilises teams and unites them around a shared vision rooted in our values. For our employees, it is a source of motivation and personal fulfilment. Working together on a meaningful project is a source of shared pride. This transformation places people and positive impact at the heart of our ambitions. And this is just the beginning!

In addition to our training initiatives, our commitment to CSR is a driving force behind internal transformation. By cultivating values and a collective vision, we have seen the emergence of a genuine team spirit, a source of creativity, flexibility and enthusiasm.



"Giving meaning and cohesion."

Even employees who might initially have been sceptical now recognise the positive impact of this approach: greater cohesion, enriched exchanges and a shared desire to develop together. This dynamic benefits both young talent and experienced employees, with everyone finding a sense of purpose and renewed motivation.

Team spirit is an invaluable asset in ensuring the sustainability and resilience of our company in face of tomorrow's challenges.

OUTLOOK FOR 2025

☆☆☆ In 2025, we intend to continue in this direction, investing even more in the development of know – how and the well – being of our employees.

Testimonials from our EMPLOYEES

How have you experienced the changes in the company since you arrived, particularly in terms sustainable development?

Since I arrived two and a half years ago, I have seen a real commitment to the CSR transition, particularly with the change in management.

“Although it is still taking time to implement the actions, the projects are gradually moving towards more sustainable solutions.”

What do you consider to be the company’s key values in terms of corporate social responsibility?

Caring, autonomy and resilience are at the heart of our culture. We combine economic performance with a commitment to the environment, while ensuring the wellbeing of our employees and encouraging their active involvement.

What challenges does the company face in strengthening its commitment to sustainable construction?

The main challenge is to raise awareness among stakeholders, particularly customers, to make durable construction more accessible and economically viable, which is a real challenge in a competitive market.

How can the CSR Committee improve its work processes and enhance its results?

The CSR committee is already actively supporting the CSR approach in the company’s organisation and continues to work pro-actively on optimisations to improve work processes. It is clear that progress is constant, and the results will be seen as we move forward.



Florian BARRUCAND,
SITE SUPERVISOR



Nicolas SAINT-CYR,
SITE SUPERVISOR

As a member of the CSR Committee, how do you see the company’s priorities in terms of sustainable development and corporate social responsibility?

One of the company’s top priorities in terms of sustainable development is its culture of impact and employee wellbeing. Significant work is also applied to development of our customer offerings, in particular by assessing the carbon footprint of each new project. This

approach is essential, as the design and preparation phase is when our impact is.

What initiatives have you put in place or would you like to see developed?

I have invested in the carbon analysis of our operations. It’s a commitment that echoes as much in my personal convictions as it does in my professional evolution. Even before developing my skills in this area, I was already aware of the environmental challenges facing the construction industry. What I find particularly rewarding is being able to measure the carbon impact of our sites in concrete terms, using data, and to compare our intuitions with the reality of the figures.

“I was keen to contribute to a more responsible approach for the company”

How does your role on the CSR Committee influence your interactions with the other teams?

As carbon manager, my role facilitates interaction between the various departments and encourages teams to

focus on CSR issues. This involvement has also facilitated my integration and strengthened my collaboration within the company.

In your opinion, what are the direct and indirect benefits of a commitment to CSR for the company and your day-to-day business?

The company’s commitment to CSR brings many benefits. It enables us not only to meet the growing expectations of our customers, but also to anticipate regulatory changes and remain proactive in the face of market demands.



How do you integrate CSR principles into AG 's activities, and what are the main challenges you face in balancing sustainability and technical requirements in your projects?

Construction accounts for a considerable proportion of energy consumption, resources and waste production. It seems obvious to me that the notion of CSR should be at the heart of the company's activities and the new prospects open to AG Construction.

Construction methods need to evolve and take greater account of the resources required. The challenge ahead will be to find the right balance in the use of materials that are essential to construction, without going to extremes such as "all wood", and to think carefully about the use one material rather than another right from the design stage. That's why it's so important for us to work with clients.

How you seen recycling and reuse practices on construction sites evolve since you started out in 2020, and what initiatives would you like to see developed further in this area?

When a site is launched, the first step for the works team is to often involve demolition to make way for new construction. For a long time, demolition was

orchestrated automatically, without the possibility of anticipating re-use because of the tight deadlines between obtaining a permit and starting work.

For my part, at the start of my first project in 2020, during the demolition of a complete villa, I was confronted with the difficulty of recycling and reusing what was being demolished. Despite several attempts with associations, I quickly realised that the practice in Geneva was not yet up to speed on these issues, which I had been made very aware of during my architectural studies.

Four years later, we are beginning to adopt this thinking in the preparation of our worksites. In my opinion, this is an essential approach that must move away from fashion and focus on use.

"A noble material can always be recycled."

A noble material can always be given a new lease of life, in different forms or with different functions, through the ages and through architectural evolution. Like a famous fashion house fashion goes out of fashion, style never does".



Lorette SOULA
SITE SUPERVISOR &
ARCHITECT

How does your personal commitment to social responsibility influence your professional decisions, and how is this reflected in your company's culture?

In my opinion, the notion of CSR is not new and part of a global approach that is as personal as it is professional. It's first and foremost in everyday gestures and habits that this awareness develops. The environment in which we work also plays a part. I think it's very ambitious to develop in a general company orientations and choices that should not be guided solely by profitability. I think it's an opportunity that should be exploited to the full.



Our CSR COMMITMENT

In line with management's wishes, the decision to commit the company to a CSR approach was validated in January 2024. In partnership with the O-360 agency, the company approved the allocation of human and financial resources to complete the project. A Sustainable Development Director has been appointed to support the company in its strategy.

Following a presentation of the project to employees, and given the positive response to this new impetus, a multidisciplinary steering committee was set up by ►

volunteers. Everyone, seduced by the cause and eager to give more meaning to their activity, responded. The members of this committee each have their own area of expertise or preference, creating a fine diversity that is representative of the company.

The approach began with a benchmark of the reference grid, initiated by O-360 and validated by general management. The basic premise was act effectively, avoiding greenwashing and purely communicative posturing. Management was convinced of its responsibility in this area, and it was decided to build the CSR strategy on the basis of "The Culture Impact" (page 15), the central point of the project's governance.

THE STEERING COMMITTEE

GOVERNANCE



Daniel GUSTAVE
SUSTAINABLE DEV. MANAGER



Gwendoline GOMEZ
CSR PROJECT MANAGER

EMPLOYEES



Marie VICARI
HEAD OF HR

COMMUNITY



Mihail RANDELL
SALES

CUSTOMERS



Blandine MAURIN
ACCOUNT MANAGER

ENVIRONMENT



Lorette SOULA
SITE SUPERVISOR



Alexis ROUYER
SALES



Amandine DJEMAOUI
ASSISTANT



Marc Antoine ROBBE
PROJECT MANAGER



Hector NIOGRET
ECONOMIST



Maxime GUIBERTEAU
SITE SUPERVISOR



Nicolas SAINT-CYR
SITE SUPERVISOR

In February 2024, the committee began an in-depth diagnostic phase assess current practices against the reference grid. This diagnostic phase involved several weeks of collaborative work, enabling the company to gain a better understanding of the issues related to its construction activity and its impact on society. It also revealed the scale of the task in each area of impact.

This founding approach was the foundation on which we designed and structured our strategy, taking into account our constraints and ambitions.

This collaborative effort, based on trust and respect, has highlighted the benefits of developing shared values. It has been enriching for everyone, both professionally and personally.

It is on this basis that the company has launched, and intends to pursue, its CSR approach.

■ Building IMPACT CULTURE

In sustainable development, impact is measured by the concrete effects of a company's actions on the environment, society and the economy, whether positive or negative.

We are developing a culture of impact because we have chosen to focus on actions that generate concrete and noticeable change rather than on symbolic measures.

This culture is based on the identification relevant indicators, transparency of results and continuous adaptation, with the aim of maximising positive impacts while effectively reducing negative externalities.

To ensure that our actions are at the heart of this culture impact, we have chosen to focus on major areas of impact that will enable us to structure our approach, direct our efforts towards significant transformations and transparently measure our progress and results.

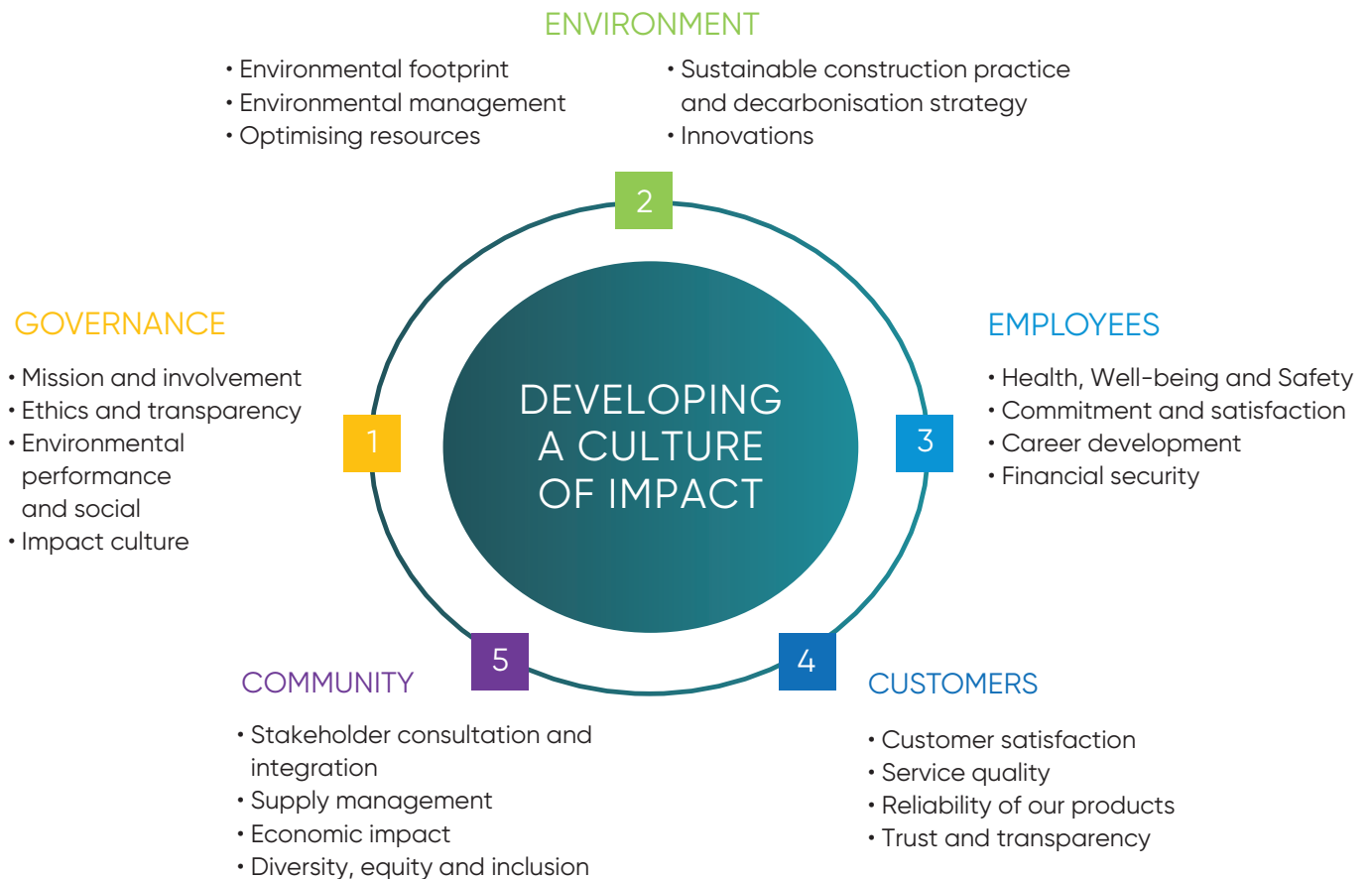
Choosing the Bcorp reference grid

The choice of reference grid is important for the construction of the analysis and the definition of the strategy.

Company chose the BCorp grid for the following reasons:

- **Comprehensive framework:** covering the three pillars of Sustainable Development (social, environmental, economic) and broken down into 5 major areas of impact that reflect the company's needs, making it a relevant holistic tool,
- **Alignment with international standards:** it is aligned with recognised standards such as the UN's Sustainable Development Goals (SDGs) and the principles ISO 26000,
- **Structured approach:** this offers a detailed, methodical assessment of the company's practices, with clear, measurable indicators,
- **Continuous improvement:** this encourages companies to identify their strengths and areas for improvement, which is at heart of a CSR approach.

OUR 5 AREAS IMPACT



STAKEHOLDER involvement and consultation

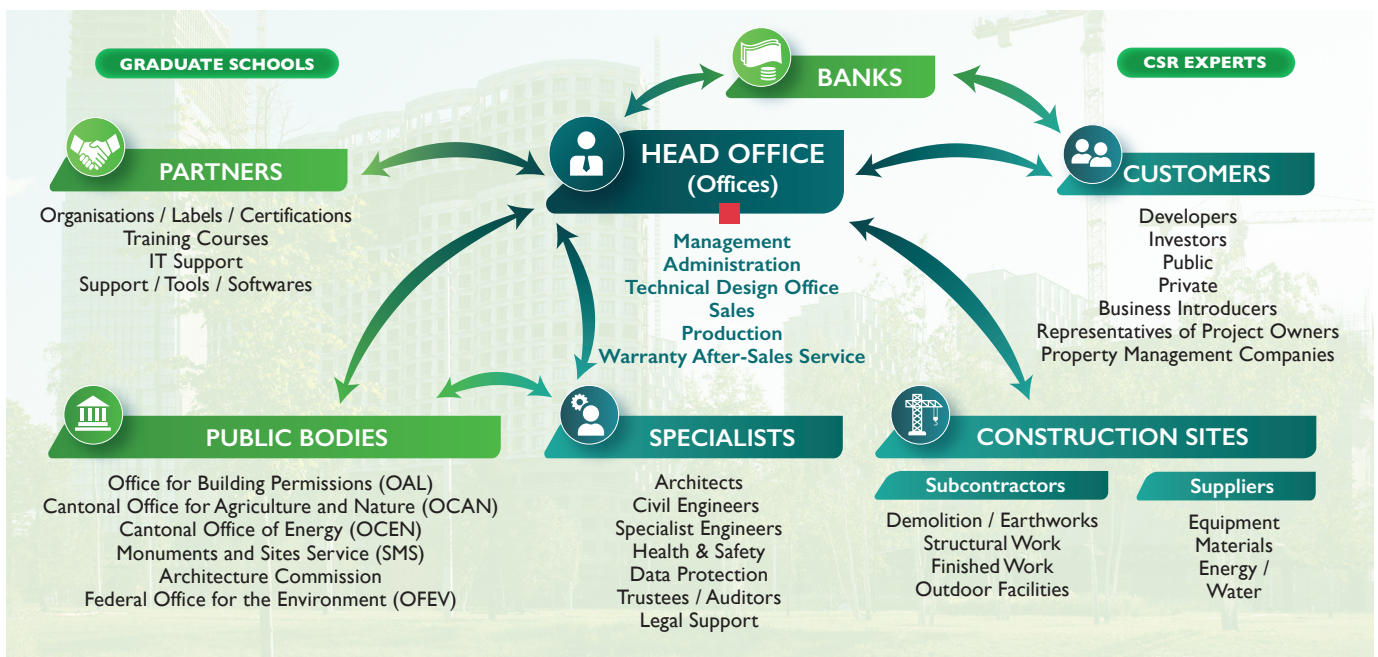
Involvement

Dictated by our partnership-based mode of governance, the commitment of our stakeholders to our approach was an essential condition for reflecting on our future strategy. ▶

We drew up a map to put our activity and the different approaches specific to the company into context, while illustrating the role of each stakeholder.

Our stakeholders are many and varied. They each play an important role in our business. They are essential to our success.

STAKEHOLDER MAPPING



The consultation

Collaborative consultation strengthens the trust and commitment of stakeholders by valuing their expertise and expectations. It encourages informed and inclusive decision-making, aligned with the realities on the ground and shared challenges. Finally, it embodies a transparent and responsible approach, essential for building a sustainable strategy that creates collective value.

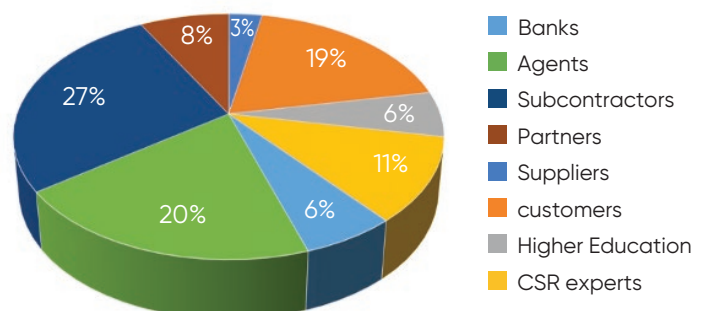
In April 2024, 260 external and internal stakeholders were consulted. The questions related to 25 issues identified by the steering committee. The aim was to integrate everyone's opinions into our CSR strategy, thereby formalising their involvement in our activities.

260 stakeholders consulted

45% external feedback

100% internal feedback

We maintain an open and transparent dialogue with our employees, customers, suppliers, partners and other stakeholders in our business, in order to listen to them and understand their needs and concerns.



consultation RESULTS and ROADMAP

The results of the consultation enabled us to build a materiality matrix, an essential tool for identifying and prioritising key issues.

Thanks to this approach, we were able to:

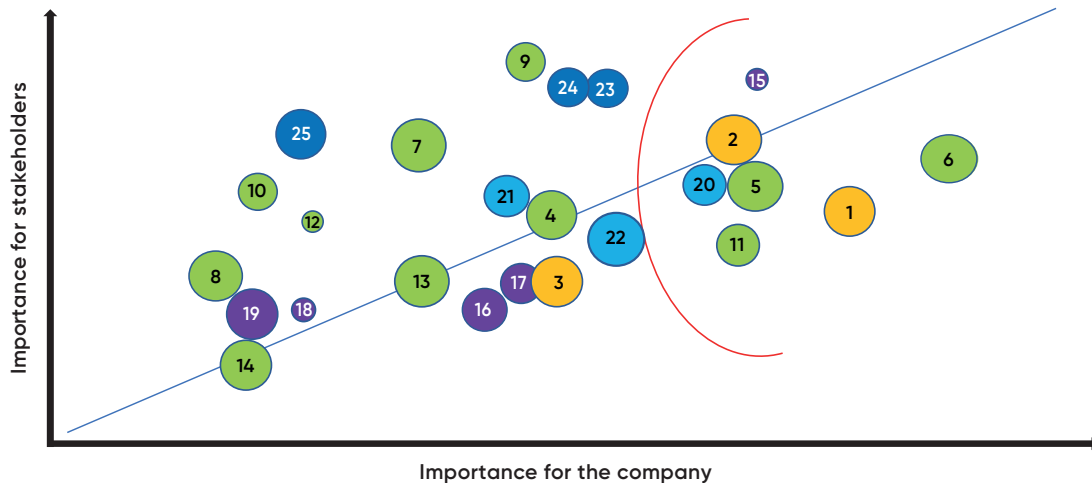
- **Rank the issues** according to their importance, based on feedback from our stakeholders,
- **Prioritise actions**, taking into account the impact of each stakeholder on our business and our impact on them.

This matrix highlights:

- **On the vertical axis:** the priorities expressed by our external stakeholders (customers, suppliers, partners, etc.),
- **On the horizontal axis:** internal priorities, driven by the company and its employees.

The issues at the top right of the matrix represent our shared strategic priorities, arising from the convergence between external expectations and our internal objectives. Based on this observation, a clear roadmap was defined to guide our thinking and structure the implementation of the CSR action.

MATERIALITY MATRIX



LEGEND

- Median internal/external stakeholders
- From weakest to strongest (intensity of the issue)
- GOVERNANCE**
 - 1 - Integrating the CSR approach into overall strategy
 - 2 - Guaranteeing the conditions for responsible governance
 - 3 - Practising a culture of impact
- ENVIRONMENT**
 - 4 - Implementing a decarbonisation strategy
 - 5 - Extending the customer offer to include sustainable development projects
 - 6 - Innovating towards sustainable construction methods
 - 7 - Involving the supply chain in environmental performance
 - 8 - Assessing sustainable development performance before of decision-making
 - 9 - Recycling, waste and re-use on our sites
 - 10 - Limiting all types of pollution and nuisance on our sites
 - 11 - Optimising energy consumption on construction sites
 - 12 - Revegetation of the construction site and respect for biodiversity
 - 13 - Managing environmental performance
 - 14 - Minimising consumption on our administrative site
- COMMUNITY**
 - 15 - Reduce health and safety risks to individuals
 - 16 - Involving stakeholders in the CSR strategy
 - 17 - Respecting the impact on society
 - 18 - Reducing data protection risks
 - 19 - Controlling the supply
- EMPLOYEES**
 - 20 - Employee satisfaction
 - 21 - Business skills
 - 22 - Developing careers
- CUSTOMERS**
 - 23 - Supporting customers
 - 24 - Checking quality and guarantees
 - 25 - Needs and increasing customer satisfaction
- Identification of priority issues
- Company maturity (need for investigation)

Turning CHALLENGES into ACTIONS

Thanks to the definition of the work areas based on our materiality matrix, we have been able to structure an ambitious and concrete action. It is based on **25 challenges**, translated into **162 operational actions**, the effectiveness of which is monitored and measured through **45 performance indicators**. To our commitment part of a global dynamic, we have also highlighted the impact of our action plan in relation to the **17 Sustainable Development Goals (SDGs)** set by the United Nations. This approach enables us to ensure that our actions are consistent with international standards. ▶

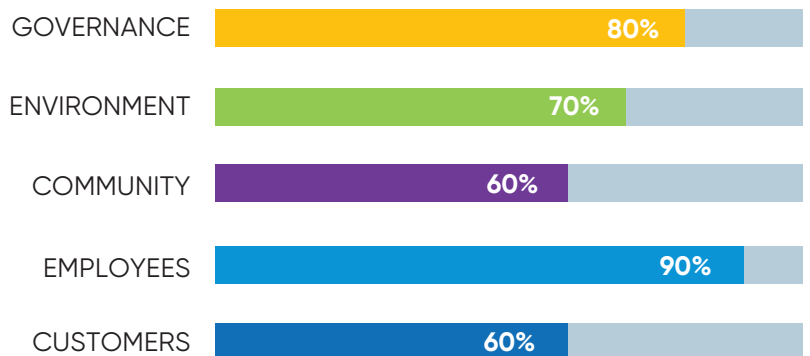
Once this detailed action has been drawn up, concrete measures are implemented to achieve our objectives. Responsibilities are allocated to the people in charge of steering and controlling the execution of the project, ensuring rigorous monitoring of performance indicators. Clear deadlines are defined, in line with our continuous improvement. We move forward with pragmatism and determination, integrating these commitments into the heart of our corporate strategy.



9 POINTS OF FOCUSING*

1. Events Subcontractors
2. Staff events
3. Customer Events
4. Third-party events
5. Partner Charter
6. Customer Charter
7. Employee Charter
8. Company Charter
9. Evaluation grid Subcontractors

% ACTION PLAN PROGRESS



* Focal points or sources of communication: we have targeted the main communication channels that enable us involve our entire value chain in our global approach.

Testimonials from our CUSTOMERS & INVESTORS

Sébastien MARTINET,
PRIVATE CUSTOMER

Do you think this has already had a positive impact or could have an effect on our future projects?

Clearly, and above all in terms of your image, you can't avoid it for your future!

How would you rate your overall experience with AG Construction on the projects we've completed together?

Very satisfied with the relationship and attention I received overall, the ability to interact with the site manager and project manager even at critical moments.

Results delivered as on the sales brochures, there is no better success!

Do you have any feedback on the quality of the work carried out on our projects?

Today, the main reservation concerns the time it takes to conclude the deal. There aren't really any major difficulties, but it does take time, despite frequent and

willing interaction with Mr Robbe and Mr Rouyer at every difficult stage. However, the quality is really there, because it's not the simplest or cheapest choices that are chosen. There's a real desire to deliver something that's finished, and that's really pleasing.

Are there any areas where you think we could improve project management, particularly in terms of meeting deadlines and communication?

Not once did I remain silent, and I was always called back or recontacted if necessary. The more I talk about it to those around me, the more I realise how lucky I've been in terms of trust!



What aspects of our CSR approach would you like to see more developed or improved to better meet your expectations and environmental requirements?

My house, built with THPE certification, is already part of your approach. As far as I'm concerned, the question of a water recovery system is still pending, but it's under consideration. On the other hand, it would be interesting to better coordinate to limit waste, particularly in the tradeoff between renovation and demolition. Waste management, including workers' waste, as well as site cleanliness, is essential, as a poorly maintained environment reflects badly on the project.



Anthony PARISET,
CHIEF OPERATING OFFICER



Do you think that this has already had a positive impact or that it could have an effect on our future projects?

It's difficult to judge at this stage because of the lack of hindsight, but it will have a positive effect on projects and on the choice of EGs. We therefore need to adopt a sustainable development approach that is consistent with the choices made by the developer upstream of the project. Capvest has a sustainable development subsidiary that supports project managers in making key choices during the design phase, and it is important to ensure that these choices are properly

implemented with good coordination/ monitoring implementation between the project owner and the project manager.

How would you rate your overall experience with AG Construction on the projects we've completed together?

Transparency is essential between the Owner and the Managing Director if we are to be able to work with confidence throughout the project. We are aware that the transition following the sale of the founder was not an easy one, and we appreciated being able to talk to Mr Beck Bulat (the new shareholder) and Nicolas Fulcrand. We are satisfied with the

relationship on the Corseaux project with a professional and transparent approach. At Capvest, the customer and our investors are at the heart of the customer relationship, and it should be the same between the developer, the agents and the GM, but that's not always the case. A happy client effortlessly brings in other clients. Nicolas Fulcrand's availability for direct discussions with Capvest's COO was productive, even if not all the problems have been resolved to date, and the new shareholder's responsibility was appreciated. It was an exchange between professionals to deal with the difficulties and obstacles generated by the opaque management of the previous CEO and shareholder.



What aspects of our CSR approach would you like to see further developed or improved to better meet your expectations and environmental challenges?

Better waste management on construction sites from start to finish.

Our CARBON BALANCE

In 2024, AG Construction took a key step in its CSR approach by completing its carbon footprint, thereby affirming its commitment to the environmental transition. This initiative was carried out in collaboration with the specialist agency Climate Services SA, with the aim of measuring and analysing our impact terms of greenhouse gas emissions. To guarantee the reliability of our approach, we are basing ourselves on ISO 14064 standards and the Greenhouse Gas Protocol, in line with international climate agreements.

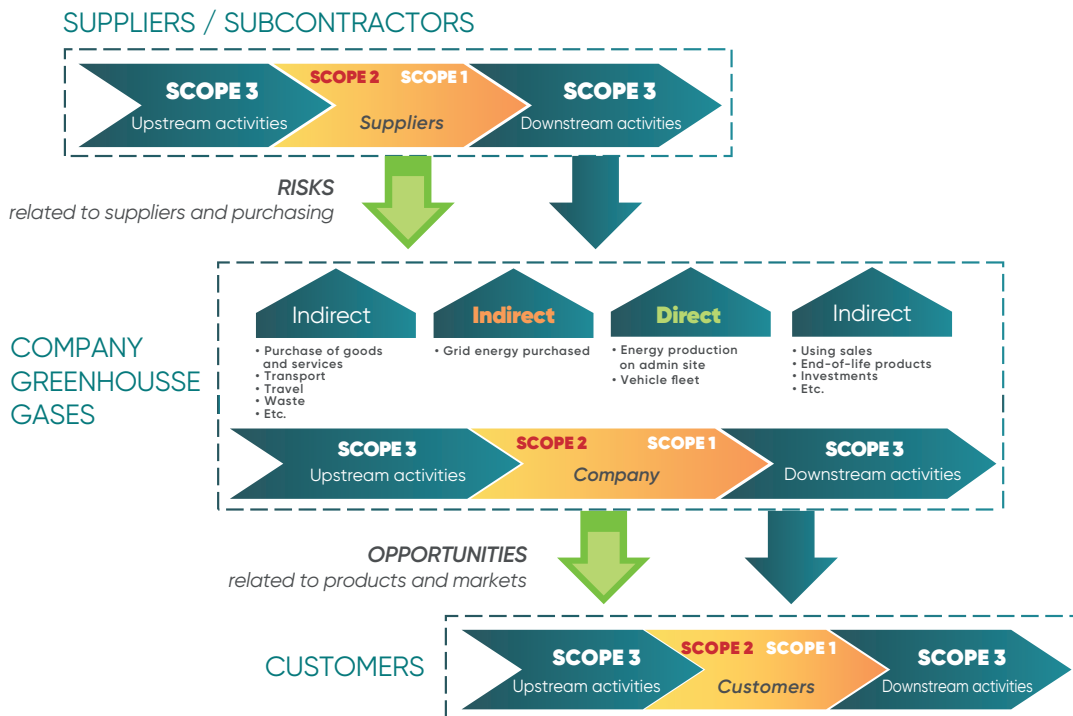
Our first assessment of greenhouse gas emissions is based on the reference year 2023, enabling us to establish a precise diagnosis of our carbon footprint. ▶

As a general building contractor, we generate impacts throughout our value chain, particularly through the production and transport of materials, and the management of waste demolition. These emissions, which are mainly concentrated in scope 3, represent a crucial challenge for our decarbonisation strategy.

Refine our analysis, we have developed two specific calculators dedicated to assessing the carbon footprint of construction and demolition projects. This tool enables us to identify precisely the key levers for action to reduce our emissions and align our practices with our climate objectives.

With this approach, AG Construction is giving itself the means to act effectively to limit its impact and actively contribute to the fight against global warming.

BREAKDOWN OF GREENHOUSE GASES



Our methodology (m².SRE)

To establish the carbon footprint of our business, we had to carefully select the benchmark indicators for measuring our CO₂ emissions. As total gross emissions are strongly influenced by the volume of activity, it was essential to adopt an indicator that reflected the carbon intensity of our buildings, rather than a global view that would include less impacting items, such as administration, representing less than 3% of total emissions.

We have therefore chosen express our emissions in kg.eqCO₂/m² SRE. By relating total emissions to the surface area built, we can measure and compare the carbon footprint of each project. The Energy Reference Area (ERA)⁽¹⁾, defined in accordance with the SIA 416/1 standard, guarantees an objective comparison between projects, avoiding any subjective interpretation. Our aim is to monitor the development of this indicator in order to move towards more sustainable, lower-emission buildings through our decarbonisation policy.

Our CARBON FIGURES

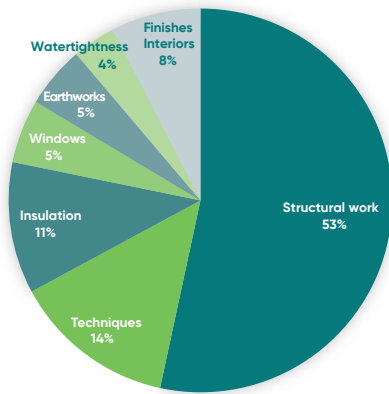
After making our collection more reliable, we carried out detailed analysis of our carbon footprint. In 2024, our total emissions amounted to 3,469 t.eqCO₂, compared with 3,580 t.eqCO₂ in 2023, our reference year. This analysis enables us define our decarbonisation strategy.

We began by examining the breakdown of emissions by structural work, and reinforced concrete in particular, remains the main emitter on our sites. Other work packages are also significant. ►

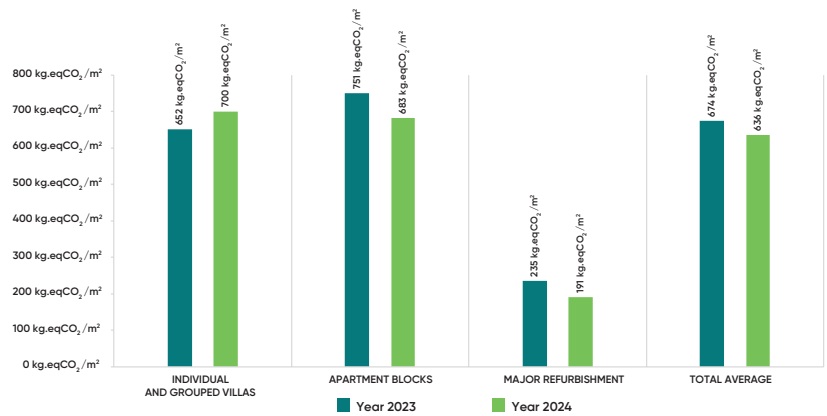
These include technical trades (heating, ventilation, plumbing, electricity, etc.) and insulation, due to the impact of XPS and EPS polystyrene insulation. We have also compared the different types of project – villas, apartments and major renovations – over the years 2023 and 2024.

The difference in emissions per m² SRE between villas and apartments is small. Flats include a large proportion of communal spaces, which have an impact on their carbon footprint, but their smaller average surface area means that they emit 25% to 40% less than a villa. Renovation remains, unsurprisingly, the most effective solution for limiting the carbon footprint of a building, where feasible.

BREAKDOWN OF CARBON FOOTPRINT DURING THE CONSTRUCTION PHASE BY CFC



AVERAGE CARBON FOOTPRINT FOR THE CONSTRUCTION OF A M².SRE BY TYPE OF PROJECT



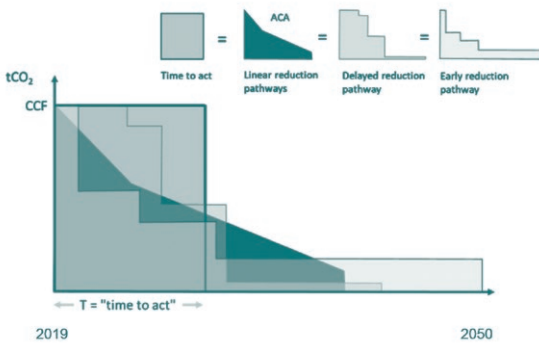
KEY FIGURES FOR CONSTRUCTION SITES IN 2024

107
Housing under construction

15 351
m².SRE in construction

639
kg.eqCO₂ / m².SRE in average

OUR OBJECTIVES



After carrying out the assessment, the company took the voluntary decision to commit to the -1.5°C global warming trajectory set by the Paris agreements by 2050. To do this, the company is following the recommendations of the Science-Based Targets Initiative (SBTI). Using 2023 as the reference year. AG Construction is committed to achieving carbon neutrality by 2050, with a 42% reduction in emissions by 2030, following a reduction trajectory compatible with the SBTi forecasts illustrated in the figure on the left.

SBTi objectives	Emission in 2023	Reduction 2023-2030	Target value 2030	Target value 2050
Scope 1,2 et 3	676 kg.eqCO ₂ / m ² SRE	42%	392 kg.eqCO ₂ / m ² SRE	0 kg.eqCO ₂ / m ² SRE

Testimonials from our SUBCONTRACTORS & CONTRACTORS

Anne-Sophie JULLIAT
GRENIER + CORETRA
 ARCHITECTS

How do you view AG Construction's CSR initiatives?

I have not followed in detail the steps you have taken on this subject. However, given the growing commitment of governments and institutions to climate and environmental issues, I think it's vital that our organisations integrate these themes into their strategy. It's essential we have a strong ambition to meet the expectations of society and the evolving regulations.

How would you rate your experience of working with our organisation?

My experience was very positive. I appreciated constructive and respectful approach to detailed proposals, as well as the consideration given to the contractors in the decision-making process. The pressure on project costs was moderate, which enabled us to work in a trusting climate. In addition, schedule management was rigorous, with good

anticipation of deadlines and plans. I also felt that there was a great deal of support and mutual understanding during tense periods.

What challenges have you encountered on our joint project?

These projects often involve specific technical constraints, such as integrating new technologies into existing structures, or dealing with old materials, which requires meticulous adjustments and solutions.

What initiatives have you found relevant to our collaboration?

The breakfast workshops are an excellent

initiative. They create a space for informal but productive exchanges, encouraging collaboration and the emergence of innovative ideas.

What suggestions do you have for improving our CSR practices?

I suggest introducing a building materials charter to promote the use of sustainable, environmentally-friendly resources. In addition, aiming for certification The "Eco" label for projects will help to structure and promote company's commitment to the environment.



AB

Plâtriers & Peintres Sarl
 Gypseries - Peintures

Leal Manuel
 BUENO

How do you rate our social and environmental commitment? Have you seen any concrete changes?

AG Construction SA has shown a real commitment to social and environmental responsibility. Since we began working together, we have concrete developments. This commitment is visible and brings real added value, but we need to go further.

What impact does our CSR policy have on the way you work with us? What initiatives do you find effective or in need of improvement?

We have no particular opinion on the impact of your CSR policy, because waste sorting is not widely respected by other contractors. On the other hand, the working conditions and the quality of the relationship are highly appreciated. Strengthening the commitment and synergies. Greater commitment and synergies between the various players could improve the effectiveness of the initiatives in place.

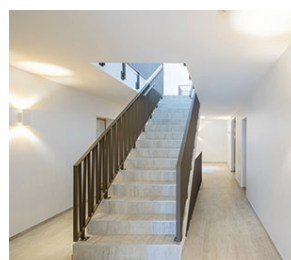
What CSR actions have you taken? How can we better support your commitment to sustainability?

We have set up skips for organic waste

and sorting via Sogetri, with monitoring of waste destruction. However, it would be a good idea to raise awareness of this issue among the other trades.

What challenges do you face in adopting more responsible practices? Can we help you overcome them?

The main challenge remains price: if we want to be eco-responsible, pricing practices have to change. Unfortunately, I don't think AG will be able to do that without being more expensive than its current competitors. On the other hand, educating people to respect each other must be a priority.



What action would you suggest to strengthen our CSR impact, and why?

Raising awareness of waste sorting, transport and choice of materials right from the start of projects. Better monitoring and education of those involved would improve the impact of your CSR approach.

What our Stakeholders are looking for...

■ Focus 1: Governance	24
■ Focus 2: Innovation	26
■ Focus 3: Decarbonisation	27
■ Focus 4: Health - Safety	28
■ Focus 5: Employee Satisfaction	29
■ Focus 6: Customers	30

Focus 1 – GOVERNANCE

What our Stakeholders are looking for...

Partnership governance (issue n° 1 and 2)

Our company's governance model is based around a principal shareholder and director who assumes executive responsibility. This choice guarantees a clear vision and integrity in, while perfect consistency with our frame of reference: vision, missions, values and objectives.

To support him in running the business, the director relies on the expertise of two directors to ensure the management and smooth running of the organisation.

Each Director responsible for a specific area and ensures the objectives assigned to them are met. They are responsible for the day-to-day management of activities, supervising their teams and working closely together to ensure optimum coordination between the various departments. Reporting directly to the Director, they provide accurate analyses and strategic recommendations, enabling him or her to make informed decisions. This structure ensures the balance between global vision and operational excellence needed to meet the company's challenges.

This flexible model generates value and enables decision-makers to react quickly, an essential asset in a competitive environment. The speed and efficiency of decision-making processes thus become major competitive advantages, reinforcing the fluidity of the company's operations and competitiveness.

The expectations of our employees and stakeholders are integrated into the implementation of our strategic developments, in line with our CSR commitments.

Sustainability-oriented governance

Management has defined a CSR policy in line with the principles of sustainable development: Economy-Environment-Society. It has appointed a Sustainable Development Director responsible for structuring and implementing the approach.

CSR COMMITTEE

- Steering the CSR strategy
- Checks compliance



SHAREHOLDER DIRECTOR

- Approves proposals
- Allocates resources

STAKEHOLDERS

- Share expectations
- Suggest improvements

EXECUTIVE COMMITTEE

- Proposes and implements the action plan
- Coordinates operations
- Ensures cohesion

The company allocates the necessary resources, both human and financial, to achieve its objectives.

Integrating CSR into our governance strategy is leading us to rethink our entire organisational model. It gives us the opportunity to respond to the growing expectations of our stakeholders while adapting to changes in the market. In the short and medium term, this approach is becoming a strategic lever for strengthening our competitiveness and guaranteeing the long-term future of our company. It involves transforming our governance practices, putting in place structured mechanisms and increasing our commitment to transparency and communication. In this way, CSR has become an essential pillar of our vision, our values and our actions.

OUR STRATEGIC PRIORITIES FOR 2024 & 2025



We know the value of individuals and the importance of functions within the company.

The success of our company is based on the synergy of our skills and the perfect coordinating actions at all levels of the organisation. Each of these contributions plays a strategic role in achieving our objectives.

The holistic properties of a CSR approach influence all of the company's functions and create a virtuous circle, leading to overall consistency in actions.

Setting up action management systems

Our indicators, quick adjustment tools

The implementation of our actions is based on a structured approach geared towards continuous improvement, supported by a system relevant indicators.

We have defined three types key indicators to effectively manage our future performance:

- **Activity indicators**, which make it possible to monitor the progress of actions in real time and measure the efforts made on a daily basis,
- **Activity indicators**, which assess whether the objectives set have been achieved and provide a concrete view of the impact generated,
- **Performance indicators**, which highlight the efficiency of processes and their contribution to creating value for the company.

This system guarantees regular and accurate assessment, encouraging rapid adjustments and the alignment of our actions with our strategic ambitions.

Our continuous improvement

It is based on three key stages: **analysing our performance** to identify our strengths and areas for improvement, defining high-impact **priority actions**, mobilising our teams to **implement them**, and evaluating the results to adjust or confirm our objectives.

This is a virtuous process, enabling us to ensure that it is constantly evolving.



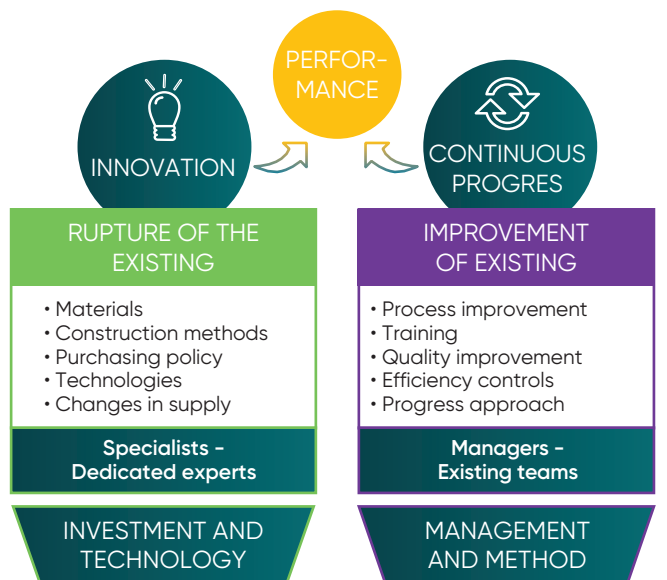
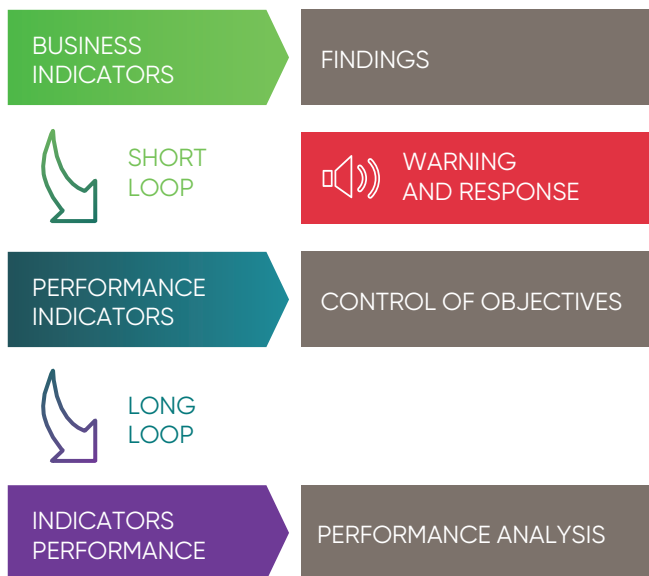
Controlling our strategy in a complex market

In a traditional market in search of renewal, our strategy is based on two complementary pillars: innovation, to create new dynamics and respond to expected developments, and continuous progress, optimise our performance.

Innovation is our ability to transform ideas into value by mobilising the expertise around us. It encourages us to question conventions, to imagine differently and to aim high, with ambition and creativity (see innovation challenges on page 26).

Continuous progress means re-examining our practices and processes. It's a collective commitment and constant vigilance that transforms rigour into a lever for progress and performance into a shared requirement.

INDICATOR MANAGEMENT

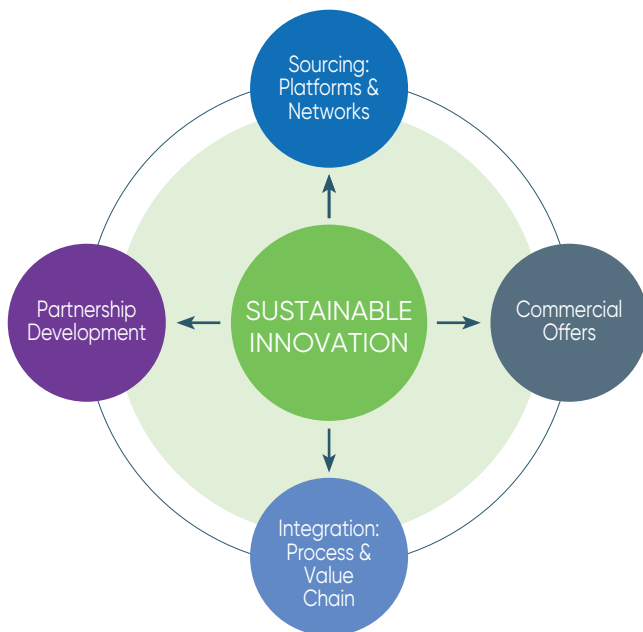


■ Focus 2 – INNOVATION

What our Stakeholders are looking for...

Innovating sustainable construction methods (issue n° 6)

Innovation is the most important issue for our stakeholders. We have also identified it as a priority. An analysis of the sector's needs highlights the need for our traditional construction methods to evolve and adapt to growing environmental demands. The issues surrounding innovation are many and varied: low-carbon materials – developments in application techniques – adapting to deconstruction – waste management – safety and ergonomics on building sites, etc.



However, despite the importance attached to innovation, progress in our sector remains slow, and few innovative projects are getting off the ground. There are many reasons for this: conservative practices, preconceived ideas, investment, and the organisational adjustments required to adopt new solutions.

Aware of the challenges and obstacles, we have chosen to be proactive by creating **Innov'Impact**, an innovation committee comprising members of management, all project managers and the technical department. This committee plays a central role in research, evaluation and integration of innovative solutions.

We know that construction companies rarely have the resources and skills to carry out R&D in-house. That's why we've chosen to work with a network of partners experts in the various fields we target. This collaborative approach enables us to accelerate our transformation and maximise the impact of our initiatives.

Innovation is not just about meeting environmental challenges. It is also a strategic lever for meeting market expectations and differentiating ourselves from the competition. Our Innov'Impact approach is part of a strategic diversification strategy designed to enhance our commercial offering and strengthen our market position.

Our objectives

- Strengthen our commitment to CSR and make an active contribution to the ecological transition.
- Diversifying our strategic areas action.
- Propose innovative and sustainable solutions to enhance our commercial offering.
- Developing the technical and technological skills of our teams.

Our actions

- **Technical and technological intelligence:** we regularly analyse trends and opportunities in the sector.
- **Research into materials and methods:** we are testing innovative materials for their durability and exploring construction and deconstruction techniques.
- **Training:** we integrate new skills at all levels of our organisation, in both operational and support functions.
- **Performance monitoring:** we have integrated indicators to measure our actions and the effectiveness of our initiatives, enabling us to adjust our actions as we go along.



The Innov'impact approach enables us to meet the expectations of our stakeholders and honour our commitments, our corporate governance.

■ Focus 3 – DECARBONISATION

What our Stakeholders are looking for...

Implementing a decarbonisation strategy (issue n° 4)

The construction sector, and the building industry in general, is one of the main contributors to CO₂ emissions, accounting for around of the country's total emissions. Cement alone accounts for 5% of global CO₂ emissions.

We and our stakeholders are aware of this situation, which is why we have embarked on a robust decarbonisation programme. The first step was to launch a carbon analysis of all our activities (see pp. 20-21).

On the basis of these results and analyses, we established a clearly defined strategy. We established priorities according to the extent of the impact (materials, trades, etc.). We took into account all technical and organisational parameters on the one hand, and reduction requirements, customer expectations and commercial acceptability on the other.

There are many implications and interactions, as illustrated below. In line with the established strategy, the action has already been implemented to achieve our objectives as quickly as possible.

Below, we outline our approach to some of the key levers for change.

The culture of concrete: according to our carbon footprint, steel and concrete account for 53% of our construction carbon footprint. In our region, the culture of concrete construction is strong. We are working on a number of fronts to reduce its impact. Firstly, on cement and steel, so that we can integrate low-carbon solutions at acceptable costs, but we also carry out counter-expertise studies to avoid over-dimensioning, which generates significant waste.

Evolving our customer offering: we raise our customers' awareness by including a detailed carbon footprint per CFC in every offer, based on an analysis of the project's lifecycle (construction, operation, deconstruction). At the same time, we propose alternative materials to optimize the carbon footprint and assess their financial impact. Project design, materials selection and construction choices are the main levers for reducing the project's carbon footprint.

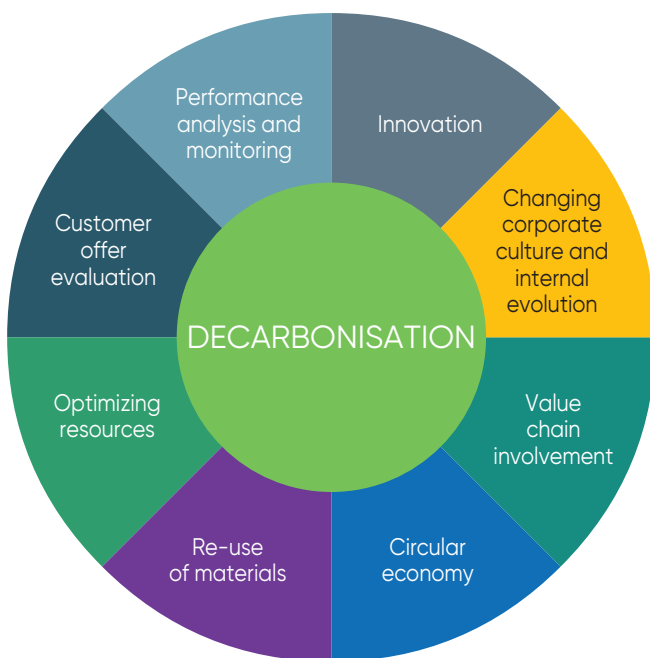
Innovation: we want to evolve the model by integrating innovative solutions. This is a subject to which we attach great importance (p. 26), because it is through innovation that we will be able to achieve convincing results.

Reuse: given the scarcity of land in the Geneva region, our projects often start with the demolition of existing buildings. Working with specialized partners, we identify materials and equipment that can be reused, either for our own projects or for others, and encourage their reuse or reconditioning.

Construction impacts: we integrate our value chain into our decarbonization strategy by selecting partners who are responsible in terms of sustainable development. Favoring local players to limit transport and support the circular economy, we also involve them in reducing waste throughout the construction cycle.

Establishing a culture of decarbonization: we help our teams – design office, construction management and sales teams – to improve their skills and integrate low-carbon solutions to help us reach our targets.

A complex challenge: decarbonization is a complex challenge that mobilizes internal and external players and specialized partners. Committed to this ambitious approach, we work with our clients and investors right from the project design stage. The transition is underway, and its effects will be felt over the medium and long term.



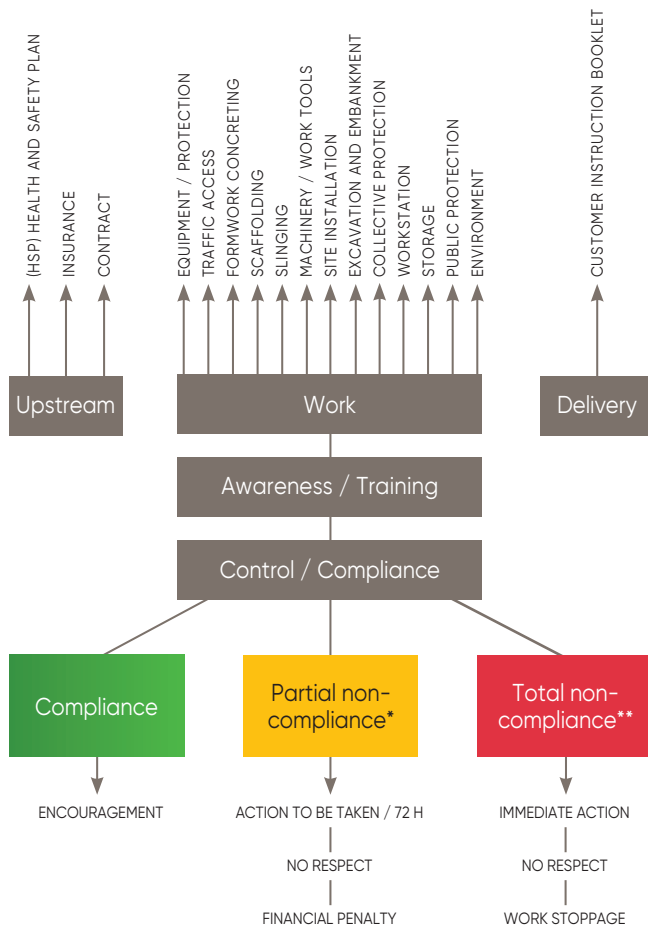
Focus 4 – HEALTH – SAFETY

What our Stakeholders are looking for...

Reducing health and safety risks (issue n° 15)

Health and safety risks in the construction industry are particularly high because of the physical and technical nature of the work: working at heights, handling heavy materials, machinery, etc. What's more, on a construction site the progress of tasks is constantly changing, and there is a lot of co-activity, which significantly increases the risk of accidents. This reality brings us back to **our responsibility as manufacturers**, and we must do everything we can to limit the risks and protect workers.

CORRECTIVE ACTIONS TO BE TAKEN IN THE EVENT OF NON-COMPLIANCE



* *Partial non-conformity: no immediate danger but corrective action is required.*

** *Total non-conformity: immediate danger, corrective action required without delay.*

As a general contractor, we subcontract all our operations, which means that the implementation of health and safety measures is the direct responsibility of the contractors. Nonetheless, **we fully exercise our duty of vigilance** by ensuring that they comply strictly with safety rules, in particular those imposed by SUVA and RChantier. We demand that they comply with these rules, while at the same time helping them to improve their practices.

To meet our responsibilities in terms of health and safety, we have an **in-house safety officer** responsible for steering our strategy and ensuring the rules are applied on our sites. He ensures that the checks carried out by our site supervisors are properly monitored, and **works with an external expert** who carries out **unannounced inspections** (34 in 2024), thus guaranteeing greater vigilance and continuous improvement in practices.

Risk situations are identified during inspections. In the event of non-compliance, corrective action must be taken quickly, as shown in the diagram opposite.

Zero serious accidents since 2021

Of course, we're pleased that we haven't had any serious accidents in the last three years, but we can't be proud of this result, because the risks are always there and we have to be vigilant on a daily basis.

We are raising our standards to 2025

We have defined a number of measures:

- ✓ Reinforce the training of our teams,
- ✓ Developing training for our subcontractors on worksites,
- ✓ Raising our standards during inspections on sites carried out in-house,
- ✓ Introduce a financial penalty system for offences,
- ✓ Intensify monitoring by introducing performance indicators,
- ✓ Support the safety culture within the company,
- ✓ Adhere to the SUVA charter.

Although the risks on our **administrative site** may seem insignificant compared to those on our construction sites, we remain attentive to health and safety of our employees. That's why we have put in place a series of preventive measures aimed at limiting risks, by ensuring **safe working conditions** that are adapted to our office environment.

Focus 5 – EMPLOYEE SATISFACTION

What our Stakeholders are looking for...

Employee satisfaction (issue n° 20)

We fully share the view of our stakeholders on the need to guarantee the fulfilment of our employees. This strategic lever constitutes a valuable internal asset, encouraging dynamic teams and reinforcing mutual trust, which is essential to our collective success.

To give concrete expression to this commitment, we have put in place initiatives structured around four fundamental axes: well-being, listening, transparency and development.

These initiatives, detailed in the diagram below, have enabled us to achieve an **87% satisfaction rate**, as measured by an internal survey.

Beyond this encouraging result, our approach remains proactive. We favour regular exchanges, attentive listening and constant proximity to our teams, to ensure their lasting satisfaction.

As part of continuous improvement approach, we also engaged our employees in a collective reflection to define the founding values the company. The results highlighted the strong human qualities that shape our identity: caring, transparency, resilience and autonomy. These values are complemented by key principle for our business: **quality**.

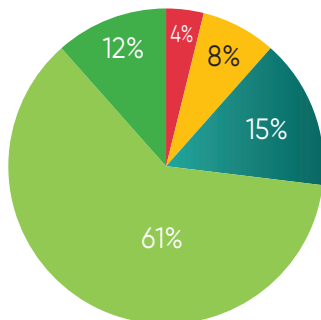


 Our values, much more than intentions, are the foundation of our company. By translating them into concrete actions, we are reaffirming our commitment to providing a fulfilling environment that is aligned with the expectations of our teams.

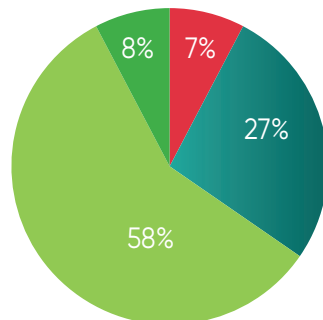
AREAS FOR IMPROVEMENT IDENTIFIED BY OUR EMPLOYEES



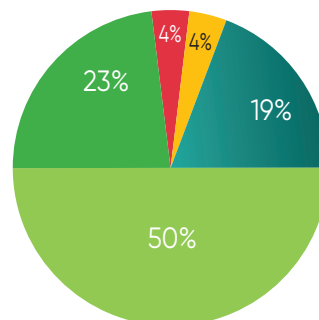
HOW DO YOU ASSESS YOUR RESPONSIBILITY IN THE COMPANY AND YOUR PERSONAL PARTICIPATION?



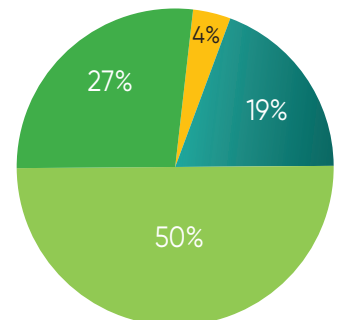
HOW WOULD YOU RATE YOUR LEVEL OF WELLBEING AT WORK?











I WORK IN AN ORGANISATION ATTRACTIVE AND FORWARD-LOOKING











I FEEL INVOLVED IN THE CSR INITIATIVES PUT IN PLACE BY THE COMPANY



 } Very satisfied / Exceeded company expectations / Satisfied
 } Satisfied
 } Partially satisfied / Not satisfied
 } Not satisfied

 } Very satisfactory / Exceeds company expectations / Satisfactory
 } Satisfactory
 } Partially satisfactory / Unsatisfactory
 } Unsatisfactory

 } Almost always true / Often true
 } Often true
 } Sometimes wrong / Often wrong / Wrong
 } Often wrong / Wrong

 } Almost always true / Often true
 } Often true
 } Sometimes wrong / Often wrong / Wrong
 } Often wrong / Wrong

Focus 6 – CUSTOMERS

What our Stakeholders are looking for...

Customer satisfaction through quality and guarantees (issue n° 24)

Quality is an integral part of our vision and our values. We owe our reputation as a builder to the quality of the works we have delivered to. However, as part of our drive for continuous improvement, we want to go further and optimise our processes under the supervision of our Technical Design Office, Works Management and Quality Department, who are committed to rethinking our control procedures.

Right from the design phase, we integrate this dimension, the ultimate aim of which is nothing less than quality to satisfy our customers. Quality control is therefore an essential prerequisite for achieving our objectives.

Coordination and control: The phasing and coactivity require the simultaneous management of several companies specialising in different trades (structural work, finishing, technical installations, finishing, etc.). ►

This diversity participants calls for rigorous coordination and strict control to ensure that the technical aspects of the project run smoothly every stage.

Upstream of the project: Right from the project design phase, we analyse the structural and technical choices and refine the constructive solutions, taking into account regulatory and environmental constraints. Before handing over to the works teams, we consolidate a precise file including plans, phasing and validated technical choices, guaranteeing the Technical Department smooth and controlled execution of the works.

During the execution phase: The aim of on-site quality controls is to ensure that all stages of the project comply with the standards and requirements specified in the specifications. These checks enable nonconformities to be identified quickly and rectified they affect the progress of the project or customer satisfaction.

Delivery phase: Once the work has been completed, the final quality control checks that the entire project meets our customer's expectations and the standards in force. This check is often a prerequisite for acceptance of the work and handover of the keys and final documents to the customer.



Customer complaints

We believe that analysing customer complaint rates is essential for assessing the quality of our services and overall customer satisfaction. This is done in order to identify the causes of complaints and areas for improvement, to

detect our recurring faults, and to implement corrective actions. To do this, we carry out customer satisfaction surveys, analyse the data, and monitor complaints with an action plan to them recurring.

CONCLUSION

Work in progress

A clear vision, a sustainable horizon

2024 marked a turning point for us: the opportunity to redefine our course. We have revisited our vision, our mission and our objectives so that they better reflect today's challenges and opportunities. And because a shared future is built together, our values have been redefined in a participative way with all our employees. They embody who we are today and pave the way for who we want to be tomorrow.

efforts to obtain labels that make sense in our business. Every action we take brings us a little closer to our objectives. This is just the beginning of an adventure towards excellence!

An engine of trust that contributes to our reputation

Today, the environment and social issues are of concern to most of our customers and partners, who are looking for companies that combine responsibility, quality and reliability. By aligning our processes to be more efficient and responsible, we are responding to

The road is mapped out for 2025.



A voluntary approach: we're committed to it

In Switzerland, only around 200 large companies are required to publish a sustainability report. But if European regulations (CSRD) were to apply, this figure would rise to around 3,500. And yet we didn't wait until we were obliged to do so. As our CEO pointed out, we chose to embark on this process out of conviction, in line with our vision and our values. We know that we are a link in the value chain, and that the future belongs to companies that take responsibility. This is our approach, and it reflects our vision of the world of today and tomorrow..

this growing demand. It's also a way of demonstrating our expertise, our respect for our commitments and our ability to do things right. This approach strengthens not only our credibility, but also our reputation, which in turn inspires confidence.

Seeing ahead, acting fast: risk management

Climate change and social disruption spare no one, and we are no exception. Aware of the economic and operational impact that these risks can have, we have embarked on an in-depth project to anticipate them. Identification, mapping, assessment: each stage helps us to imagine alternative scenarios and strengthen the company's resilience in the face of change. At the same time, we are analysing our strengths, weaknesses, opportunities and threats to build strategies that combine development with risk mitigation. The road is mapped out for 2025.

Objective certification: on the road to excellence

Labels and certifications are not just a matter of prestige, they are proof of our sustainable commitment. We've already made great strides and we're continuing our

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