

## QUALITY AND ETHICS CHARTER OF THE GOJI NETWORK

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### *I – NETWORK VALUES*

The shared values recognised by the Network are as follows:

- The Network aims to be **contributive**, meaning sustainable, equitable and mindful of the social and societal impact of its activities on its ecosystem, including clients, Members, third-party partners and employees, as well as society at large;
  - The Network aims to be **inclusive** in its diversity;
  - The Network aims to be **accessible**, benevolent, agile and responsive.
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### *II – TREATMENT OF EMPLOYEES*

- Establish a working environment designed to take into account the well-being of employees (rest areas, dining facilities, friendly furniture, etc.) and improve their quality of life, both at work and outside of it;
  - Foster a climate of trust and transparency;
  - Create value for employees through a compensation policy that goes beyond purely monetary remuneration;
  - Give meaning to assignments;
  - Organise a personal training programme for employees, including the development of soft skills;
  - Guarantee career progression for employees within the firms.
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### *III – TREATMENT OF CLIENTS*

- Demonstrate responsiveness and pragmatism in dealing with client requests;
  - Designate a stable point of contact responsible for the client relationship;
  - Ensure that a partner is present at all times on client files;
  - Meet the deadlines communicated to the client;
  - Prioritise active listening, positioning the Network as a partner in the client's business strategy;
  - Keep the client informed of the progress of their file;
  - Be innovative in the formats of deliverables provided;
  - Be proactive in identifying client needs;
  - Be transparent regarding fees;
  - Combine legal expertise with strategic advisory;
  - Actively and agilely contribute to the client's ambitions;
  - Build trust.
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#### ***IV – TREATMENT OF PARTNER RELATIONSHIPS***

- When engaging partners from other professions, give preference to partners subject to clear ethical rules and who are independent (particularly those outside multidisciplinary networks);
  - Comply with the professional ethical rules of our profession when referring a client to a partner;
  - Seek to build constructive, mutually beneficial and lasting partnerships.
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#### ***V – SOCIETAL POSITIONING***

- Give preference to local suppliers and service providers who comply with applicable regulations;
- Favour public and/or soft modes of transport;
- Implement a waste reduction policy, with particular focus on paper, as well as on environmental preservation and regeneration;
- Regularly organise pro bono assignments for associations, involving employees;
- Contribute to reducing inequalities.