

Corporate Social Responsibility

CSR Report 2022

(For Fiscal Year 2021)

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EDITORIAL



Danièle Kapel-Marcovici
RAJA Group Chairwoman & Chief
Executive Officer

I have always believed that a company's role must not only be an economic one, but that it has a role as a responsible member of society as well. It was in pursuit of that conviction that I created the RAJA-Danièle Marcovici Foundation in 2006, aiming to help promote the emancipation of women in France and worldwide.

Corporate Social Responsibility (CSR) concerns our team members, our customers, our suppliers and our social environment. Within this frame we are committed to:

- ▶ Promote CSR initiatives & the Sustainable Development Goals
- ▶ Guarantee excellence to our customers
- ▶ Strengthen our social policy based on respect for human rights and the international labour organisation
- ▶ Pursue our responsible purchasing approach
- ▶ Preserve natural resources
- ▶ Guarantee ethics to all our stakeholders.

I reaffirm my commitment and that of the Executive Committee to make Corporate Social Responsibility and the promotion of the 10 principles of the United Nations Global Compact strategic issues for our Group in the coming years.

PRESENTATION OF RAJA GROUP

The RAJA Group is the European leader in the multi-channel distribution of packaging, office supplies and industrial equipment for companies, present in 19 countries with 26 companies. The Group's companies serve more than 2 million customers in Europe, from start-ups to multinational companies, in all sectors of activity: distribution, industries, e-commerce, services, administrations. French family and independent group created in 1954, RAJA is distinguished by the high quality of its products, the excellence of its services, as well as the proximity with its customers.



The RAJA Group, whose European headquarters are in Roissy near Paris, brings together 4,500 employees. RAJA is a committed company with strong values focused on entrepreneurship, customer satisfaction, and societal and environmental commitment. In 2021, the RAJA Group achieved a turnover of 1 billion 200 million euros.

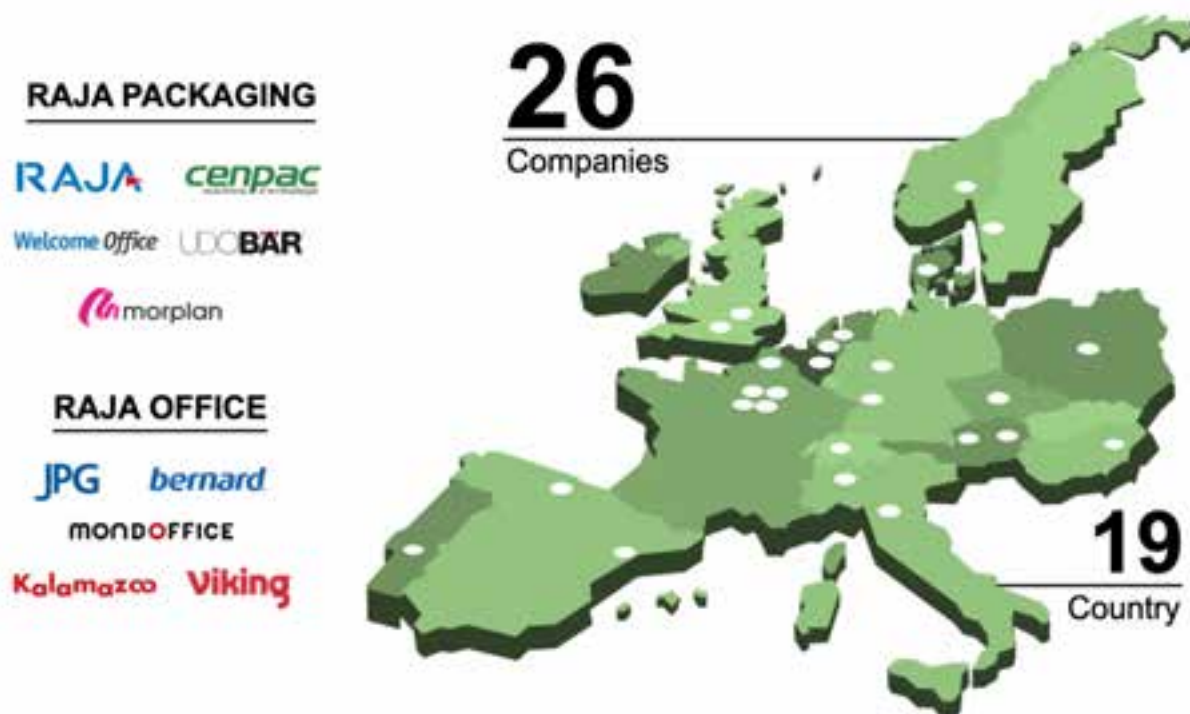
Acquisition of VIKING

On November 2nd, 2021, the acquisition of Viking, the e-commerce brand of Office Depot Europe, has been completed and allows the Group to complete its geographical coverage, to develop its logistic capabilities and to reinforce its position in the strategic market for the distribution of office supplies and equipment.



With JPG, Mondoffice, Kalamazoo and now Viking, the RAJA Office business will cover 10 countries in Europe, making the RAJA Group the leading BtoB e-commerce player in workplace solutions in Europe.

RAJA Group Subsidiaries



RAJA Group Key Figures & Business Activity



1,2 billion €
Turnover



2 millions
Customers in Europe



250 000
Products available in stock



4 500
Team Members



26
Companies



19
European Countries



15
Distribution Centres



390 000 m²
Storage

RAJA Group Web Sites

All the RAJA subsidiaries' commercial sites on the Internet are built and maintained by the Group Management Team of the Digital Factory.

WEB SITES- PACKAGING



WEB SITES – RAJA OFFICE



WEB SITES – INDUSTRIAL EQUIPMENTS & RETAIL



Products Range

Through its various brands, the RAJA Group offers more than 250,000 product references adapted to all business needs, from packaging to storage and handling, including hygiene and maintenance, personal protection, office supplies and equipment.



GOVERNANCE

The Executive Committee

The Executive Committee, chaired by Danièle Kapel-Marcovici, manages our operations and decides on the strategy to be implemented for the growth of the Group. The committee meets weekly.



Danièle Kapel-Marcovici

RAJA Group Chairwoman
& Chief Executive Officer



Nathalie Chapusot

Managing Director
Marketing, Sales
& Digital



Brice Kapelusz

Managing Director CENPAC
Then Managing Director
RAJA France
(02/2022)



Alexandre Charpy

Managing Director
Administration
& Finance



Christine Mabilat

Managing Director
Human
Resources



Alain Josse

Managing Director
Office Supplies
Europe



Vincent Terradot

Managing Director
International
Development

RAJA Group Management Committee

This committee is made up of the members of the Executive Committee and the Directors of the Group subsidiaries. It meets twice a year, in March and September.

Missions and Values

Our mission is to be the preferred partner of our business customers for all their packaging, supplies and equipment purchases.

To achieve this objective, we have always placed, since the creation of the company, the satisfaction of our customers as well as the quality of the products and services at the centre of our challenges, our development and therefore our values.

In this context, the fundamental values are shared by all RAJA team members:

- ▶ A customer-focused culture
- ▶ The pursuit of excellence
- ▶ A culture of service
- ▶ Social responsibility
- ▶ A policy of continuous innovation
- ▶ Respect for diversity.

Stakeholders



PROMOTION OF CSR INITIATIVES

Membership to the United Nations Global Compact

Launched in 2000, the Global Compact is a United Nations initiative aimed at encouraging companies around the world to adopt a socially responsible attitude by committing to integrate and promote several principles relating to human rights, to international standards of work, the environment, and the fight against corruption.



By joining the United Nations Global Compact in 2020, RAJA is committed to promoting this international initiative and the 10 principles that flow from it:

HUMAN RIGHTS



- ▶ Support and respect the protection of internationally proclaimed human rights
- ▶ Make sure that they are not complicit in human rights abuses

INTERNATIONAL STANDARDS OF WORK



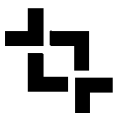
- ▶ Uphold the freedom of association and recognize the right to collective bargaining
- ▶ Contribute to the elimination of all forms of forced and compulsory labour
- ▶ Contribute to the effective abolition of child labour
- ▶ Contribute to the elimination of all discrimination in employment and occupation

ENVIRONMENT



- ▶ Support a precautionary approach to environmental challenges
- ▶ Undertake initiatives to promote greater environmental responsibility
- ▶ Encourage the development and diffusion of environmentally friendly technologies

FIGHT AGAINST CORRUPTION



- ▶ Work against corruption in all its forms, including extortion and bribery

The 10 principles of the United Nations Global Compact are derived from:

- ▶ The Universal Declaration of Human Rights
- ▶ The International Labour Organisation Declaration on Fundamental Principles and Rights at Work
- ▶ The Rio Declaration on Environment and Development
- ▶ The United Nations Convention against Corruption.

Communication on Progress

In 2022, RAJA published its first Communication on Progress (COP) for the 2021 financial year which details the activities and actions carried out on the 4 themes of the Global Compact and on the Sustainable Development Goals.



ACHIEVEMENTS IN FAVOUR OF HUMAN RIGHTS AND INTERNATIONAL LABOUR STANDARDS

Principle 1 Support and respect the protection of internationally proclaimed human rights		
Principle 2 Make sure that they are not complicit in human rights abuses		
Principle 3 Uphold the freedom of association and the effective recognition of the right to collective bargaining		
Principle 4 Contribute to the elimination of all forms of forced and compulsory labour		
Principle 5 Contribute the effective abolition of child labour		
Principle 6 Contribute to the elimination of discrimination in respect of employment and occupation		

- ▶ New Human Resources Policy
- ▶ Best Employer label
- ▶ Health Protocol for Team Members' Health & Safety in the context of the Covid-19 pandemic
- ▶ Renewal of Agreements in partnership with social partners
- ▶ RAJA Sport Association
- ▶ Renewal of our commitment to diversity
- ▶ Disability awareness campaign
- ▶ Professional equality between women and men
- ▶ Actions of the RAJA-Danièle Marcovici Foundation in favour of women's rights

ACHIEVEMENTS IN FAVOUR OF THE ENVIRONMENT



- ▶ Introduction of the 10 principles of the Global Compact in the Sustainable Procurement Policy
- ▶ Suppliers Code of Conduct
- ▶ Reduction of the environmental impact of our products
- ▶ Promotion of innovative and eco-friendly products
- ▶ Responsible logistics organisation
- ▶ EcoVadis Label & ISO 14001 Certification
- ▶ Actions of the RAJA-Danièle Marcovici Foundation in favour of the environment

ACHIEVEMENTS IN FAVOUR OF THE FIGHT AGAINST CORRUPTION



- ▶ Anti-Corruption Compliance Program
- ▶ Corruption risk mapping
- ▶ Anti-Corruption Code of Conduct
- ▶ Whistleblowing procedure

Corporate Social Responsibility (CSR) Policy

Our desire is to be the privileged responsible partner of companies for all purchases of packaging, supplies and equipment, everywhere in Europe, and our ambition is to act as a major player in the ecological transition.

We place at the center of our challenges, our development, and our values, the satisfaction of our customers, the quality of our products and the excellence of our services, as well as our commitment to social and to sustainable development.

As a distributor, we provide our customers with solutions that meet their needs and enable them to improve their operational efficiency and reduce their costs, while limiting their impact on the environment. We work with our suppliers to find innovative, efficient and greener solutions.

We are developing our Group by favoring management through trust and proximity, respect for diversity, and the transmission to our employees of our values of excellence, solidarity and collaboration. We ensure the well-being and safety of our employees, we give meaning to their daily missions by involving them in the commitments made by the company.

RAJA's CSR approach revolves around six axes:

1. PROMOTION OF CSR INITIATIVES & SUSTAINABLE DEVELOPMENT GOALS

- ▶ Encourage and promote CSR in our procedures by integrating the 10 principles of the United Nations Global Compact and by communicating on the progress made on the sustainable development objectives, in particular through the actions of the RAJA-Danièle Marcovici Foundation

2. GUARANTEE OF EXCELLENCE TO OUR CUSTOMERS

- ▶ Satisfy the expectations of our customers through quality and a relationship of trust
- ▶ Provide proof of the response to our service promise and our commitments
- ▶ Provide the same level of quality to all our customers, regardless of their size and activity
- ▶ A daily commitment carried by all Group team members

3. SOCIAL POLICY BASED ON HUMAN RIGHTS & INTERNATIONAL LABOUR ORGANISATION RESPECT

- ▶ Promote quality of life and safety in the workplace by promoting social dialogue and training all employees to perform their duties in optimal conditions
- ▶ Assess occupational risks and implement preventive and/or corrective actions
- ▶ Assess skills
- ▶ Prevent discrimination & harassment

4. SUSTAINABLE PROCUREMENT APPROACH

- ▶ Develop an eco-friendly offer, by proposing our customers a complete and innovative range of products
- ▶ Ensure that the impact of our products on the environment is reduced by organising responsible logistics and sales support

5. PRESERVATION OF NATURAL RESOURCES & THE ENVIRONMENT

- ▶ Reduce the environmental impact of our activities by limiting our production of waste
- ▶ Prevent pollution
- ▶ Reducing energy consumption and implementing actions for ecological transition

6. BUSINESS ETHICS & REGULATORY COMPLIANCE

- ▶ Respect the anti-corruption code of conduct and the Group's ethics charter
- ▶ Ensure the protection of personal data entrusted to us in compliance with the GDPR
- ▶ Reinforce the security of our information systems

Sustainable Development Goals

RAJA and the RAJA-Danièle Marcovici Foundation are contributing to the 2030 Agenda for Sustainable Development Goals.

RAJA's actions relate to the Sustainable Development Goals:

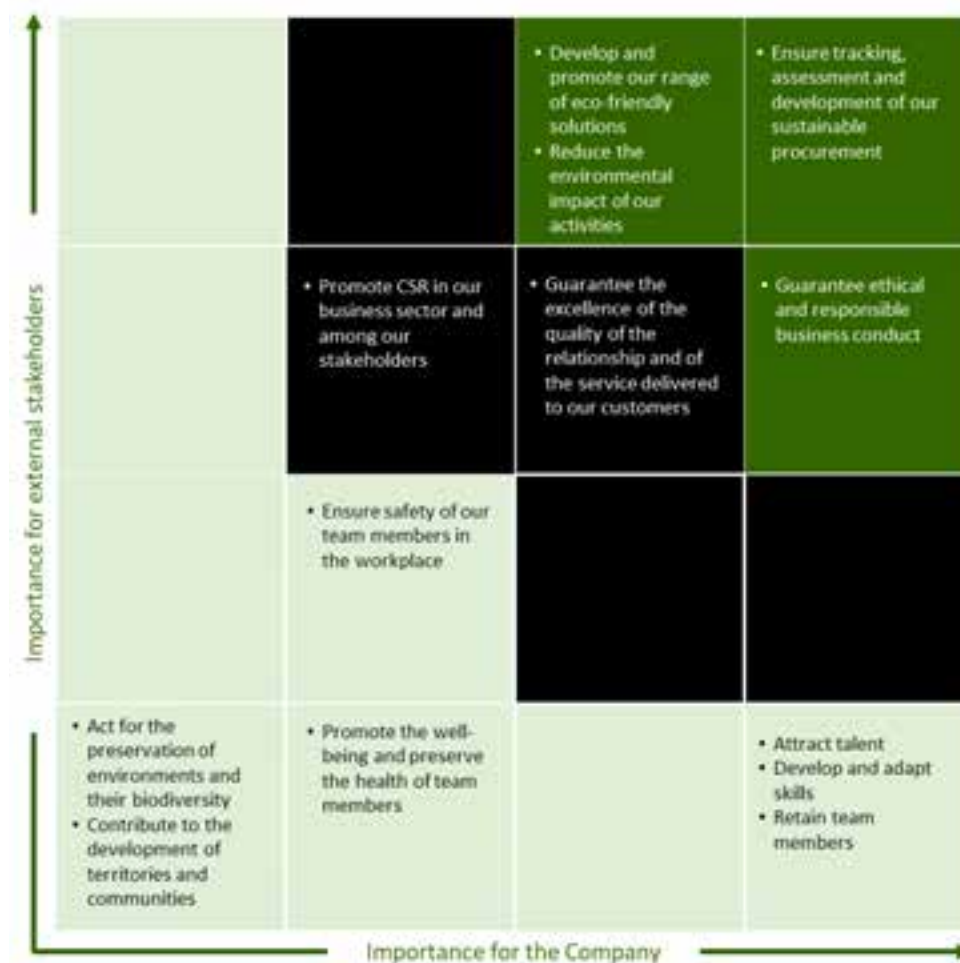
- ▶ N° 3: Health and safety, in particular the activities of the "RAJA Sport" association for team members
- ▶ N° 5: Non-discrimination policy
- ▶ N° 8: Economic growth linked to new acquisitions
- ▶ N° 9: Product innovation
- ▶ N° 12: Impact reduction for distributed products
- ▶ N° 13: Impact reduction for distributed products and product transport
- ▶ N°15: Reduction of virgin raw materials consumed in the production of paper/cardboard/pulp products, FSC® and PEFC® labels
- ▶ N°16: Anti-Corruption Compliance Program

The Foundation's solidarity actions, actions in defence of women's rights and the fight against violence, education and social action, training and professional integration, the role of women in the protection of environment and the fight against climate change, and the support of associations relate to SDGs 1, 3, 4, 5, 13 and 17.



Materiality Analysis

The materiality analysis is an exercise in identifying the challenges for the company. It was produced in 2019 and is regularly updated. It concerns all entities of the RAJA Group



The materiality analysis involves three steps:

- Identifying issues related to the company's activity: the ISO 26,000 reference system and a sector benchmark were used as a basis for determining our focus areas, and then a workshop was conducted on any subjects that were missing or not applicable in order to identify the relevant focus areas for the company.
- Prioritisation of focus areas from the company's perspective: workshops were organised with members of the Management Committee
- Prioritisation of focus areas from the external stakeholders' perspective: interviews were performed with representatives of the primary external stakeholders (customers, suppliers, transport providers, media, environmental organisations).

The priority focus areas are those with the highest internal and external rating (upper right corner of the matrix):

- Sustainable procurement
- Eco-friendly solutions
- Quality of relationship and service to customers
- Environmental impact of our activities & Resource management
- Ethical and responsible business conduct
- Promotion of CSR among stakeholders

Risks Analysis

The materiality analysis served as input data to carry out a risk analysis. The issues matrix was presented to a select Management Committee, which identified the following priority risks:

- ▶ Sustainable Procurement: a purchasing policy that lacks requirements on environmental, quality and economic performance criteria would risk calling into question the quality of our product offering, or compliance with French or European regulations.
- ▶ Eco-friendly solutions: a product and service offering that does not meet eco-responsibility criteria would risk degrading the environmental footprint of our activity and would not meet the growing demands of our customers for alternative ecological solutions.
- ▶ Evaluation of our suppliers according to business specificities, considering societal and environmental aspects through questionnaires and a criteria grid
- ▶ Quality of relationship and service de la relation et du service: a deterioration in the quality of customer relations and service would cause our customers' dissatisfaction and therefore a decrease in our customer base.
- ▶ Environmental impact of our activities: Beyond the direct risks linked to climate change (meteorological phenomena such as floods, etc.), the deterioration of the environmental impact of French companies would expose them to restrictive regulations on energy consumption and on CO2 emissions (carbon tax), with the risk of damaging their image with their partners, in particular customers.
- ▶ Ethical and responsible business conduct: corruption, unfair competition, failure to comply with corporate regulations and laws, and other forms of unethical business can lead to legal and financial consequences and tarnish the image of the company.
- ▶ Social Responsibility: in the event of insufficient communication on our societal commitment, we would miss the opportunity to enhance the image of the company with our partners and customers. It is therefore about making CSR a competitive advantage.
- ▶ Investment in our human resources: poor talent management could cause a mismatch between our associates' professional skills and our company's needs, and lead to the reduced attractiveness of the company and insufficient team member loyalty.
- ▶ Safety at work: any degradation of safety conditions at the company would lead to the risk of serious accidents or death, and therefore would generate operational risk, financial risk and a risk of damaging the company's image.

Correspondences and Exclusions

With the transposition into national law of European Directive 2014/95/EU by Ordinance no. 2017-1180 of 19 July 2017 and Decree no. 2017-1265 of 9 August 2017, all companies subject to reporting obligations must publish "information concerning the impact on climate change of the company's business activity and of the use of the goods and services it produces, its social responsibility commitment to promoting sustainable development, circular economy, efforts to combat food waste and food insecurity, and to promote animal welfare and responsible, fair and sustainable foods, the collective agreements entered at the company and their impact on the company's economic performance and employee working conditions, its actions to suppress discrimination and promote diversity, and measures taken for the benefit of disabled persons" (Article L.225-102-1 of the French Commercial Code).

This information therefore had to be included as mandatory input data for the materiality analysis that was performed.

Below are the correspondences and exclusions of this information vis-a-vis the prioritised subjects:

- ▶ Climate change: addressed under "eco-friendly solutions" about the environmental impact of our products and their use by our customers.
- ▶ Social responsibility commitment to Sustainable Development: addressed under "Promotion of CSR among stakeholders".
- ▶ Circular economy: addressed under "eco-friendly solutions".
- ▶ Fight against food waste, fight against food insecurity, respect for animal welfare, responsible, fair and sustainable food: RAJA does not have an agribusiness activity and does not manage company catering, this subject does not 'is not considered a material issue.
- ▶ Collective agreements entered at the company and their impact on the company's economic performance and employee working conditions, its actions to suppress discrimination and promote diversity, and measures taken for the benefit of disabled persons: addressed under "talent management".

RAJA does not have securities traded on a regulated market, and we are thus not subject to the obligation to publish information "regarding respect for human rights and efforts to suppress corruption and tax evasion" (Article L.225-102-1 of the French Commercial Code).

However, we do include certain related elements under the heading of "ethical and responsible business management".

Fondation RAJA-Danièle Marcovici

The RAJA-Danièle Marcovici Foundation was created in 2006 on the initiative of Danièle Kapel-Marcovici, Chairwoman & Chief Executive Officer of the RAJA Group. Placed under the aegis of the Fondation de France, the Foundation develops partnerships with French associations which mobilize on the ground, all over the world, in favour of the emancipation of women and the improvement of their living conditions.



FOUNDATION GOVERNANCE

The governance of the Foundation is ensured by an Executive Committee made up of representatives of the RAJA Group on the one hand, and people who are experts in the areas of intervention of the Foundation on the other. The mission of this committee is to define the strategic orientations of the Foundation, to select the projects it supports and to participate in solidarity events.

A manager of the Agence Française de Développement (AFD) group, a public establishment implementing France's policy on development and international solidarity and contributing to the commitment of France and the French people to the Sustainable Development Goals (ODD), joined the Executive Committee of the Foundation in February 2022.

SUPPORT AND FINANCING OF ASSOCIATIVE PROJECTS



In 15 years, the Foundation has supported 576 projects carried out by 312 associations, i.e. more than 110,000 women beneficiaries in 56 countries, with an overall budget of more than 11 million euros. For example, the projects financed in 2021 mentioned in Annex 2 reflect the thematic and geographical coverage of the projects supported in favour of women's rights.

Funding for association projects supported by the Foundation is provided exclusively by RAJA France and the RAJA Group, through the Europe-wide "Women and Environment" product-sharing operation launched in 2015.

KEY FIGURES OF THE FOUNDATION SINCE 2006

110 000 women recipients

312 associations supported

576 projects supported

56 countries of Intervention

25% receive multi-year funding

15 000 € average allocation per project



ASSOCIATIVE PROJECTS IN FAVOUR OF WOMEN'S EMPOWERMENT

The Foundation financially supports projects in its 4 areas of intervention:

► **Fight against violence against women and girls. The Foundation fights**

discrimination, physical, sexual and psychological violence against women and children by supporting projects for the prevention, support and reconstruction of victims of gender violence.



► **Promote women's education and leadership.**

By combating exclusion and discrimination and encouraging women's leadership, the projects supported by the Foundation enable the education of young girls and promote access to essential social services for women who are deprived of them.



► **Promote the professional integration and economic rights of women.**

In France and around the world, the Foundation aims to offer women the opportunity to be independent and financially autonomous, to support their families and to fully integrate into society.



► **Support women's actions for the environment.**

With the supported associations, the Foundation encourages the use of agricultural practices and sustainable energy, as well as the preservation of natural resources.

These missions are directly in line with the 2030 Agenda for Sustainable Development and its 17 Sustainable Development Goals (SDGs), adopted in 2015 by the Member States of the United Nations, to engage the world on a sustainable and resilient path.

In 15 years, the Foundation has supported **576 projects** carried out by **312 associations**, i.e. more than **110,000 women** beneficiaries in 56 countries, with an overall budget of more than 11 million euros. For example, the projects funded in 2021 below reflect the thematic and geographical coverage of the projects supported in favour of women's rights.

“WOMEN & THE ENVIRONMENT” PROGRAMME

The RAJA-Danièle Marcovici Foundation participates in the preservation of natural resources, the implementation of concrete solutions, and the promotion of the major role of women.

Through calls for projects, the RAJA-Danièle Marcovici Foundation financially supports projects promoting the role and actions of women in the protection of the environment and the fight against climate change: promotion of sustainable agricultural practices, access to sustainable energy, management of natural resources, waste management, or promotion of "green" entrepreneurship. She pays specific attention to women who bring innovations and adaptation strategies to preserve natural resources and biodiversity.

Since 2015, the Foundation and the RAJA Group have been strengthening their commitment through the “Women & Environment” action program. A vast six-monthly product-sharing operation, the “Women & Environment” action program is led by RAJA France and 12 European companies of the Group (Belgium, Netherlands, Austria, England, Italy, Spain, Poland, Switzerland). For each purchase made by a customer from a selection of eco-responsible products, RAJA France or one of the companies participating in the program donates €1 to the Foundation.



All the funds collected are allocated to associative projects supporting initiatives led by women for a sustainable environmental transition.

Renewed every 6 months, the program makes it possible to involve employees, suppliers and customers of the RAJA Group. The latter can make solidarity purchases, and discover the associative projects supported through this operation in the pages of the RAJA general catalogue, which appears in March and September, and on the websites of the company and the RAJA-Danièle Marcovici Foundation.



THE RAJA FOUNDATION WOMEN'S AWARDS

The RAJA Foundation Women's Awards were launched in 2013, then renewed in 2014 as well as in 2016 (special edition for the 10th anniversary of the Foundation) and in 2018, in order to promote the actions carried out by the Foundation with all of its partners, to reward the associations by communicating on their activities and the results obtained.



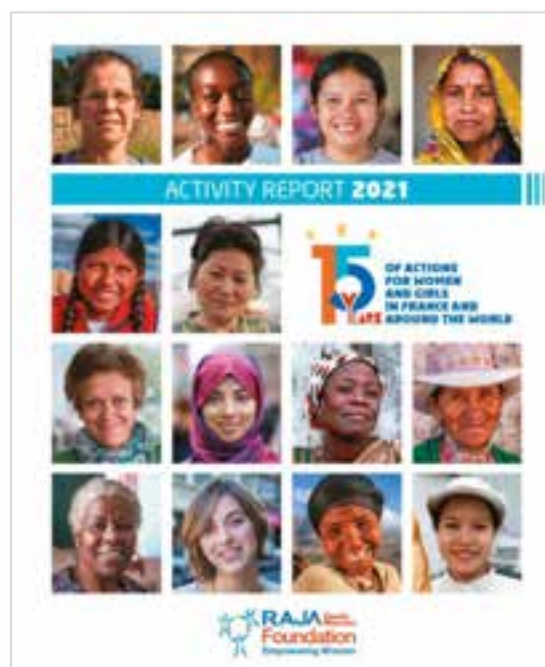
The RAJA-Danièle Marcovici Foundation 15th Anniversary Awards Ceremony which took place at the Théâtre du Trianon in November 2021 was an opportunity to reward and promote actions carried out successfully, in France or in the foreigner, in each of the following four categories:

- Fight against violence to women and girls
- Education & leadership
- Professional integration and economic rights
- Women's actions for the environment

The winning associations of these four Grand Prizes received an endowment of € 15,000 each. A Public Prize of € 15,000 was also awarded to a fifth project (among the 8 non-winning finalist associations) following the online vote open to the public.

Finally, a RAJA "Coup de Cœur" Price of € 15,000 was awarded by the team members of the RAJA Group, customers and suppliers, following an online vote.

The 6 associations participating in this vote are selected from among the winning associations of the RAJA People Prices, organised every year by the RAJA-Danièle Marcovici Foundation.



As part of its commitment, the RAJA-Danièle Marcovici Foundation spoke at the "Climate Awakening" conference organised by the French Coalition of Foundations for the Climate on September 21, 2021 on the theme Women and Climate in order to share its expertise.

INVOLVEMENT OF RAJA TEAM MEMBERS

The RAJA Danièle Marcovici Foundation also has the mission of making the company's team members aware of its action, while offering them the opportunity to get involved alongside it. Launched in 2013, the RAJA People program offers different modes of involvement allowing them to support projects in favour of women at their level.

Micro-Donation

Thanks to a salary rounding system, each employee has the possibility of making a monthly donation of a few cents to several euros for the benefit of the Foundation. These donations are matched by RAJA and collected in the team members' fund. Once a year, donor team members are invited to vote in order to designate the associations that will receive the RAJA People Price and the donations collected throughout the year.

Support to Non-Profits: Skills-based Volunteering

Team members can carry out volunteer assignments in line with their professional skills with associations supported by the Foundation. To carry out their mission in the best possible conditions, employees undertake to devote a day of their leave to it. In return, and to support their commitment, RAJA offers them an additional day per year, to also be devoted to volunteering.

Promotion of Non-Profit Projects: Sponsorship

Team members who identify an interesting initiative in favour of women can recommend it to the Foundation, whether or not they are members of the association carrying the project. If it meets the eligibility criteria, the sponsor is then invited by the Foundation to participate in the selection process and the monitoring of the project, if it is supported.

Participation in activities organised by the Foundation

Throughout the year, the Foundation offers specific and varied events (especially around International Women's Rights Day on March 8, and the International Day for the Fight against Violence against Women on November 25), in order to allow team members to discover its actions, meet the associations it supports, and act at their level in favour of women's rights.

RAJA People Awards Ceremony



On June 29, 2021, Danièle Kapel-Marcovici presented the RAJA People Awards to 2 associations on behalf of the 160 micro-donors of RAJA and CENPAC.

The latter voted to reward 2 associative projects, one in France and the other internationally, which each received half of the donations collected throughout the year: €14,606 or €7,303 per association.

CSR Initiatives in RAJA Group Subsidiaries

In connection with the Corporate Social Responsibility (CSR) Policy, applicable to all Group entities, each of the subsidiaries has the latitude to promote its social, societal, eco-responsible and environmental commitment. It is in this context that various actions are carried out within the Group.

CENPAC CSR INITIATIVES



Beyond its commitments in terms of Quality of Life at Work, the promotion of its Eco-friendly products and the reduction of the impact of its activities on the Environment, CENPAC has implemented Social, Societal and Environmental actions, demonstrating its involvement in the RAJA Group's values.

Reforestation



CENPAC acts daily to reduce its environmental impact. For this, we have partnered with My Tree to contribute to the restoration of forests managed by the ONF (Office National des Forêts). These reforestation projects aim to strengthen biodiversity at the local level and rehabilitate carbon sinks at the national level.

- Thanks to this commitment, CENPAC has contributed to the planting of **7,000 trees** in 2021 and aims to reach 10,000 trees planted by the end of 2022.

Donations in Kind for the Benefits of Associative Projects

For the year 2021, CENPAC made numerous donations in kind for a total amount of **€107,105.54** for the benefit of several associations:

- Donations of goods (bags) for an amount of **€31,865.61** for the benefit of the Association Entrepôt Est Francilien des Restaurants du Cœur
- Donations of goods (hydroalcoholic gel) for an amount of **€61,341.00** for the benefit of the IHSANE Association (Initiative Humanitaire et Sociale d'Aide à la Nutrition & à l'Education)
- Donations of computer equipment for an amount of **€567.80** for the benefit of the association Atelier FIL
- Donations of goods (bags) for an amount of **€12,331.13** for the benefit of the Association Agence du Don en Nature
- Cash donation of **€1,000.00** for the benefit of the Association Fédération Leucémie Espoir

Zero Waste Coffee Break



In 2019, we set up, with the start-up Newcy, a system of reusable cups for zero waste coffee breaks. System which also contributes to the creation of permanent jobs in an association employing disabled staff in charge of collecting and washing these cups.

The results of this approach for 2021 have enabled CENPAC to create employment in an adapted company for a volume of 317 hours and to improve its environmental performance.

Indeed, the use of these reusable cups compared to the use of disposable cups saves:

- ▶ 84% less, i.e. -4 tonnes of CO2 equivalent
- ▶ 76% less, i.e. -24,666 litres of water
- ▶ That is the equivalent of 402 Paris-London round trips by train, 549 showers, 1,041 tonnes of waste avoided



BERNARD CSR INITIATIVES

Our subsidiary BERNARD, specialist in Hygiene, Janitorials and Safety, is committed to CSR and has drafted a CSR report in line with the axes defined in the RAJA Group CSR Policy, with the aim of:

- ▶ Promote the Quality of Life at Work, Safety and develop the talents of its team members
- ▶ Develop its Sustainable Procurement approach and its range of Eco-Friendly products
- ▶ Reduce the environmental impact of its activities
- ▶ Engage in a societal dimension

It is within the framework of this societal commitment that BERNARD contributed in 2021 to sustainable actions:

4Acting Programme

4 Acting is a programme of 4 sustainable actions for the environment, 4 projects carried out simultaneously, each representing one of the 4 elements of nature: Bee Acting represents the Earth element, Tree Acting is part of the Air element, the Sea Acting is for Water and NRJ Acting for fire.

For 2021, BERNARD contributed to 3 sustainable actions for the Environment by marking its products with the pictograms of the 4Acting programme:

- ▶ **Bee Acting**, because bees play a much more important role than it seems in our ecosystem, they alone pollinate 80% of all flowering plants on a planetary scale, BERNARD has helped **sponsor 5,764 bees** as part of its "1 litre sold = 1 bee sponsored" programme
- ▶ **Tree Acting**, because trees play a vital role for humans as well as for many animal species. Thanks to them, we can live in a purified atmosphere. BERNARD has contributed to **plant 24 trees** as part of its "1,000 litres sold = 1 tree planted" programme
- ▶ **Sea Acting**, because according to the McArthur foundation if we do nothing, in 2050 there will be more plastic than fish in the oceans, BERNARD has helped to **clean up 576 sqm of ocean** as part of its "10 litres sold = 1 sqm of cleaned ocean + 100% recycling of plastics"



KALAMAZOO CSR INITIATIVES

CSR Policy

Our Spanish subsidiary KALAMAZOO, specialist in the distribution of office supplies and furniture, wished to affirm its commitment to CSR by drafting its own CSR Policy in line with the CSR Policy of RAJA Group.

This policy is based on the following axes:

- Commitment to results
- Excellence in Customer Service
- Sustainable Environmental Management
- Social Policy & Quality of Life at Work
- Occupational Health & Safety
- Sustainable supply chain
- Integrity & Transparency



Donation Campaigns for the Benefit of Associative Projects

Strong social commitment is part of the DNA of the RAJA Group, within KALAMAZOO, this commitment has resulted in the desire to help those who need it most, it is in this context that several donations were made throughout 2021.

On the International Women's Rights Day of March 8, 2021, a collection of hygiene and protection products against Covid for women was organised in collaboration with the Clara Campoamor Association.

The Clara Campoamor Association has been dedicated since 1985 to the defence of women's rights and the fight against the impotence of women who are victims of crimes and sexual assaults.



In September 2021, on the occasion of the back-to-school period, a donation of school supplies for the benefit of underprivileged children was organized in collaboration with the Cofradías de la Soledad association and the San Pedro association, both KALAMAZOO customers. since 2016.

20 girls and boys benefited from this donation which enabled them to start the school year with the necessary equipment.

At the end of December, in collaboration with the Raja group, we made various charitable contributions:

- **€3,000** for the benefit of the Aladina Foundation
- **€3,000** for the benefit of the Food Bank
- **€4,000** for the Red Cross of Biscay



Our Italian subsidiary MONDOFFICE, specialist in the distribution of office supplies and furniture, also contributes in connection with the solidarity commitments defined within the RAJA Group to help and support many associations.

Cash Donations for the Benefit of Associative Projects

For the year 2021, MONDOFFICE made numerous cash donations for a total amount of **€74,000** for the benefit of several charities:

- ▶ Donations totalling **€60,000** for 3 associations fighting against poverty (Pane Quotidiano, Fondazione Progetto Arca et Caritas)
- ▶ Donations of **€8,000** to restaurants employing people with disabilities
- ▶ Donation of **€5,000** to the Laura Coviello association for people suffering from leukemia
- ▶ Donation of **€1,000** for the benefit of the Festival Contemporanea, a local event promoting art, literature, and culture in general

Donations in Kind

In 2021, MONDOFFICE also made several donations in kind by providing several associations as well as the fire brigade with furniture and office supplies.

- ▶ Donation of materials and office supplies for the benefit of the CasaOz association in favour of sick children
- ▶ Donation of furniture to an innovative school, The Big Picture Learning, as well as to a Co-Working structure for students, Lab121
- ▶ Donation of furniture to the fire brigade

« Spazi a luoghi » Contest

MONDOFFICE, with a view to social responsibility, has undertaken to support projects for the recovery and redevelopment of areas important to local communities. The objective is the valorisation of the territorial heritage by the return to the social dimension of disavowed spaces, creating "places" able to meet the collective needs and the social needs of the community.

The 2021 edition aimed to promote initiatives that consider interventions in favour of the environment, the recovery and use of green spaces or spaces in which nature still plays a central role and facilitating the possibility for the community to live them.

A sum of **€50,000** has been allocated to:

- ▶ **€15,000** for a youth centre in a house expropriated by the Mafia (Catania in Sicily)
- ▶ **€35,000** for a park with play areas in a very poor area (Forlì Emilia Romagna)

Actions in Favour of the Environment

- ▶ Establishment of an Internal Committee to improve recycling
- ▶ Participation in a clean-up day aimed at disposing of all waste thrown into the forest

Our subsidiary RAJA Germany, in line with the values of the Group, organised throughout 2021 several solidarity events for the benefit of charities but also for the benefit of team members.

Donations

- ▶ RAJA Germany has made donations in kind and in cash for the benefit of 3 local associations in favour of the empowerment of women for a total annual amount of **€10,000** (aid for mothers in Ettlingen and financing of a meeting place for homeless women in Karlsruhe).
- ▶ On International Women's Day on March 8 and for the first year, a "Charity Walk & Run" was organised. Employees were asked to walk or run. For every kilometre travelled, RAJA Germany donated €1 to the women's shelter in Karlsruhe. A total of **€2,500** has been donated to this association.
- ▶ In November, employees were again mobilized to pack small bags for Saint Nicholas, which were given to the children of the women's shelter in Karlsruhe.



Well-Being at Work

Throughout the year, moments of conviviality and sharing were organised for team members:

- ▶ Happy New Year Ceremony
- ▶ Free ice cream in hot weather
- ▶ Gifts offered for Easter, Women's Day and Christmas
- ▶ Organisation of an "After Work"
- ▶ Summer party

In addition, the Management motivates its team members to participate in sporting events. It is in this context that a football team was created and a "B2Run" team is now official to carry out walks and races in Karlsruhe as part of a charitable approach.

Sustainable Development Workshop

A "Sustainable Development Team" has been set up; it works on more or less important actions to improve eco-citizenship in our daily actions:

- ▶ By reducing waste
- ▶ By carrying out an awareness campaign on environmentally friendly behaviour in the office or at home
- ▶ By organising a tree planting action for a greener working environment



RAJA UNITED KINGDOM CSR INITIATIVES

CSR Policy

Our British subsidiary of RAJA also wished to affirm its commitment to CSR by drafting its own CSR Policy, articulating it around the axes of the Group's CSR Policy:

- ▶ Contribute to economic, social and environmental progress to achieve sustainable development
- ▶ Respect the human rights of those affected by our activities
- ▶ Encourage human capital formation by providing training opportunities for team members
- ▶ Apply good corporate governance practices
- ▶ Promote team members awareness of and compliance with RAJA policies
- ▶ Refrain from discriminatory or disciplinary action against team members, who act as "whistle blowers" in good faith
- ▶ Encourage business partners including suppliers and sub-contractors to apply principles of corporate conduct compatible with RAJA guidelines
- ▶ Abstain from any improper involvement in political activities



VIKING CSR INITIATIVES

Before the companies of the VIKING Group joined the RAJA Group, CSR was already at the centre of the corporate strategy. In the 5-year plan put in place, the main themes, and the targets to be achieved were as follows:

People

- Occupational Health & Safety
- Skill development
- Professional Equality & Diversity
- Whistleblowing Procedure

Sustainable Development

- Eco-friendly products
- Waste Management
- Audits on Societal & Environmental aspects

Climate

- Management of Greenhouse Gas Emissions
- Carbon neutrality

VIKING also sets up donation days for the benefit of charities.



JPG CSR INITIATIVES



Our French subsidiary, JPG, specialist in the distribution of office supplies and furniture, has been working for several years in the field of Corporate Social Responsibility and has published its CSR commitments on its website (www.jpg.fr). and has placed them at the heart of its business strategy, in line with the directives of the RAJA Group.

CSR Strategy

The axes of JPG's CSR strategy revolve around the following values:

- ▶ Engage in ecological and societal transition
For several years, JPG has been rethinking its business model to reduce its ecological impact, achieve carbon neutrality and act positively on the environment. JPG continues its commitment to ecology and now offers its customers an eco-responsible gift: a tree for the planet.
- ▶ Provide a local, responsive and caring service
From the design to the realisation of your project, a team of experts is attentive to your needs and your constraints to provide you with tailor-made and adequate answers. To meet the needs of our customers, JPG is constantly evolving, to find solutions that adapt to societal and environmental challenges.
- ▶ Participate in the well-being of team members
The physical workspace is a tool for socialization, communication, and creativity. This is why JPG is rethinking workspaces to guarantee the health and safety of our team members and sustainably maintain their motivation.

Commitment to Reforestation with EcoTree

EcoTree offers individuals and companies the opportunity to invest in the creation and maintenance of forests by becoming owners of trees on plots held by EcoTree or third-party forest owners. The choice of this partnership between JPG and EcoTree is not insignificant because for several years JPG has placed its environmental impact at the centre of its concerns.



On JPG's 45th anniversary and to reinforce our commitment to ecology, we invite you to help us change things and make a gesture for the planet.

Partnership for Entrepreneurship with ADIE

JPG has chosen to support an association that works daily to help the young entrepreneurs of tomorrow. In partnership with ADIE, we want to support 45 young creators in setting up their entrepreneurial project and help them to integrate or reintegrate professionally.



CSR INITIATIVES WITHIN THE OTHER SUBSIDIARIES OF THE RAJA GROUP

All subsidiaries respect and apply the RAJA Group's Corporate Social Responsibility (CSR) Policy in connection with the 10 principles of the United Nations Global Compact, the Sustainable Development Goals and participate in charitable actions in connection with the RAJA Foundation.

RAJA SPAIN CSR INITIATIVES

Our Spanish subsidiary of RAJA has committed on an ISO 26000 certification process to mark its commitment to Corporate Social Responsibility (CSR). Several awareness sessions have been organised to inform team members of the implications of this approach.

team members were made aware on the



following 7 themes:

- Governance of the Organisation
- Work Organisation
- Environment
- Fair operating practices
- Consumer satisfaction
- Community Development
- Human rights

For each of these themes a presentation slide & an illustration slide with concrete examples:



QUALITY EXCELLENCE OF THE RELATIONSHIP AND SERVICE TO OUR CUSTOMERS

Meeting our Customers' Expectations



In France, RAJA, BERNARD and CENPAC, as members of the FEVAD (Federation of e-commerce and distance selling), undertake to comply with all the rules contained in the FEVAD Professional Code, also called the "Charter Quality":

COMMITMENT n° 1 – Clear identification

FEVAD member companies undertake to be easily identifiable to consumers by providing clear information on their website, their catalogue, etc., thus allowing complete identification.

COMMITMENT n°2 – Fairness

FEVAD member companies undertake to comply with the obligations to ensure that customers are appropriately informed about their business activities. Member companies must uphold principles of fairness and professional diligence so as to respect consumers' rights and fulfil their duties to consumers.

COMMITMENT n° 3 – Providing a secure payment system

FEVAD member companies undertake to set up appropriate systems to secure payments so as to increase consumer confidence at that important stage of the ordering process.

COMMITMENT n° 4 – Providing accessible customer service

FEVAD member companies undertake to provide a convenient and easily contactable customer service so as to provide answers to consumers both upstream and downstream of the order.

COMMITMENT n° 5 – Offering a mediation service

FEVAD member companies undertake to inform consumers of the existence of one or more competent mediation mechanisms in the event of a consumer dispute.

In the UK, as a member of the Direct Marketing Association (DMA), RAJA UK is committed to complying with all standards of conduct contained in the DMA code, in addition to any legal requirements under UK law. RAJA UK has therefore made the following commitments:



COMMITMENT n° 1 – Putting Customers First

We value our customers, understand their needs and offer products and services that meet their expectations. For this, we are committed to respecting their privacy, to being honest and fair, to securing data and to acting as a responsible company.

COMMITMENT n°2 – Respect Privacy

We respect the privacy of our customers and act in accordance with their expectations. We give customers a clear understanding of what they are getting in exchange for sharing their data. This includes being open, honest and transparent about why we collect their data and how we intend to use it. We are responsive to customer requests and avoid intrusive or excessive marketing, while recognizing vulnerable customers and marketing to them responsibly.

COMMITMENT n°3 – Honesty & Transparency

We are honest, fair and transparent throughout our activities. This involves explaining in simple terms what data we collect, why it is useful and the benefits to the customer. We are committed to be a good steward of this data as long as it is under our control.

COMMITMENT n°4 – Vigilance in Data Processing

We treat the personal data of our customers with the utmost care and respect. Customers know why we collect data and what it is used for and that it is accurate, up-to-date and not kept longer than necessary. Data is always kept safe.

COMMITMENT n°5 – Act as a responsible company

We act responsibly at all times and honour our accountability to our customers. We ensure we have the resources and systems in place to carry out the agreed contract with the customer and take responsibility for the entire customer experience. We take responsibility for our commitments and fix things when they go wrong.

Quality of the Customer Relationship

A MULTI-CHANNEL APPROACH FOR BETTER CUSTOMER SATISFACTION

The business of the RAJA Group subsidiaries is exercised through four complementary sales channels which guarantee the customer constant proximity, increased responsiveness and the most fluid experience possible: catalogues, websites, field and sedentary sales forces.

A customer-focused culture of service has been in the RAJA Group's DNA since the company's creation, and customer satisfaction is the foremost goal of all of our employees. Our close and human commercial relationship with our customers is what builds their loyalty and sets us apart from our competitors. Each of the Group's companies has its own integrated customer relations centre with customer service agents standing by to assist our clients. A team of 300 field and office-based sales representatives is available to provide support and advice to our customers, helping them find solutions that improve their operational efficiency and reduce their costs while limiting their environmental impact.

We have undertaken several commitments in this context that offer the promise of quality service to all our customers whatever their size, consumption levels, or geographical location.

Rapid delivery within 24/72 hours is a commitment followed by all Group entities, regardless of the country.

- ▶ Free delivery on purchases over €200 / €250
- ▶ 250 000 products available in stock
- ▶ The assurance of quality products
- ▶ The guarantee of stable prices over a period of 6 months
- ▶ Quantitative degressive discounts
- ▶ "Satisfied or refunded" guarantees

Under the management of Nathalie Chapusot, Managing Director in charge of media, sales and marketing, our multichannel strategy cultivates the fundamentals of customer satisfaction. Our marketing and sales teams express our commitments and our customer-focused culture in their direct contact with our clients and in all our marketing media.

Our catalogues and websites provide rich, accurate and detailed product information to facilitate customer choice. They give us an opportunity to convey our commitments and our ability to provide a quality service unique in our market. We have chosen to have internal teams produce all our media, and we have an in-house photo studio that guarantees our control over the quality of our visuals.

To provide complete product information, we use paper media in various forms. Our general catalogue presents our full product range, with detailed product information and numerous visuals of products in use to convey a better understanding. With our specialised catalogues, customers can discover a world of products supplementary to packaging and group their purchases together (one stop shop).

The high-quality presentation of our product range on our feature-rich website offers our online customers a seamless experience.

Over time we have implemented several new features:

- ▶ Specific search engine for boxes and bags
- ▶ Online customisation tool for adhesives and bags
- ▶ Packing station configurator
- ▶ Online invoicing
- ▶ Purchase history
- ▶ Etc.

In November 2021, RAJA won the Gold Award at the E-Commerce 2021 Awards in the Best Site Design category.

Organised by Ecommerce Magazine in France, the E-commerce Awards highlight the best initiatives and the most outstanding players in the industry. RAJA is proud to have won this award for its new European E-commerce platform developed by the RAJA Group's Digital Factory.



The new platform, which has been designed, tested and validated by RAJA's customers, improves and simplifies the shopping experience for the Group's European customers. With a modern design and new functionalities, the site offers a more fluid browsing and purchasing experience on all devices. The product sheets have been enhanced with filters and dynamic price tables to help customers make their choices. The customer area has been enriched and, thanks to the self-service function, customers can manage their purchases in a consolidated manner and across different sites, allowing for an approval process for orders.

This new platform will house the E-commerce activities of more than 20 RAJA Group companies in Europe in early 2022.



OUR CUSTOMERS GIVE US THEIR OPINIONS

To improve the quality of service to their customers, the RAJA Group's subsidiaries use platforms on which customers can leave a review. The 2 platforms used, depending on the country, are:



Group Entities		Platform	Rating 2021
	RAJA France	eKomi	4,5/5
	BERNARD	★ Trustpilot	3,9/5
	CENPAC	eKomi	4,5/5
	JPG	★ Trustpilot	4,5/5
	WELCOME OFFICE	eKomi	4,4/5
	RAJA Germany	eKomi	4,5/5
	RAJA Germany		4,77/5
	UDO BÄR		4,66 / 5
	VIKING	★ Trustpilot	4,4/5
	RAJA Austria	eKomi	4,6/5
	VIKING	★ Trustpilot	4,5/5
	VIKING		4,68/5
	RAJA Belgium	eKomi	4,4/5
	RAJA The Ntherland	eKomi	4,3/5
	VIKING	★ Trustpilot	3,9/5
	VIKING		4,13/5

Group Entities		Platform	Rating 2021
	RAJA Norway	NC	
	RAJA Poland	eKomi	4,7/5
	RAJA Portugal	eKomi	4,4/5
	RAJA Sweden	★ Trustpilot	4.3/5
	RAJA Switzerland	eKomi	4,8/5
	VIKING	NC	
	RAJA Slovakia	eKomi	4,8/5
	RAJA Czech Republic	eKomi	4,8/5
	RAJA United Kingdom	★ Trustpilot	4,0/5
	MORPLAN	NC	
	VIKING	★ Trustpilot	4,0/5
	RAJA Spain	eKomi	4,5/5
	KALAMAZOO	★ Trustpilot	4,6/5
	RAJA Italy		4,7/5
	MONDOFFICE	★ Trustpilot	4,4/5
	RAJA Denmark	★ Trustpilot	4,4/5



(2nd place)

THE CUSTOMER RELATIONS CENTER AND THE KEY ACCOUNTS SALES DEPARTMENT

The commercial organisation of the Customer Relations Centre and the Key Accounts Sales Department provides for the qualitative management of each customer:

- ▶ Welcome
- ▶ Advice on products and services
- ▶ Order entry and specific order management from Key Account customers
- ▶ Dedicated sales representatives on the phone and in the field
- ▶ Claims management.

Since 2020, a Sales Department attached to the Department of International Development at Group level has been created to meet the demands of our International Key Account customers.

The priority of the RAJA Group's subsidiaries is to be close to the customer, attentive to his needs to guarantee him a quality of the customer relationship. Thus, the quality of the customer relationship is a monitored objective, listening to customer calls is carried out regularly and the calls are evaluated to detect any training needs for advisers on the speech or products, and to fully understand customer expectations.

A follow-up of the level of customer satisfaction, called "customer listening", is carried out through the follow-up of complaint files, analyses of the surveys carried out, the group satisfaction barometer, and customer reviews (Ekomi, Trustpilot, social networks, etc.). Corrective actions can be implemented following these analyses.



Service Quality

The RAJA Group has always made quality of service and customer satisfaction a priority, the ISO 9001 certification of most of its subsidiaries has confirmed this practice.

The part of RAJA's CSR Policy relating to Quality is broken down as follows:

- ▶ Quality of the customer relationship
- ▶ Product quality
- ▶ Process efficiency and performance
- ▶ Employee competence
- ▶ Compliance with regulations
- ▶ Investment in performance and competitiveness

Service quality is monitored via service level indicators as follows:

- ▶ Weekly, at operational Quality meetings bringing together the primary divisions (Sales, Logistics, Marketing, Information Systems, Procurement, Supplier Purchasing Quality), addressing operational difficulties encountered, organized by Customer Quality.
- ▶ Monthly, at Customer Satisfaction Board meetings, bringing together the directors and Quality liaisons for the primary divisions to monitor service quality level indicators, organised by Customer Quality.
- ▶ Monthly, at meetings of the Management Committee.
- ▶ Annually, during Management Review in the presence of the Management Committee, addressing the annual report, the action plan and the objectives for the coming year.
- ▶ Biannually at meetings of the Group Management Committee in the presence of all subsidiary Managing Directors, Group Directors and members of the Executive Committee.

Process performance is monitored annually as part of the integrated QSE Management System during process reviews, including an assessment of the previous year and planning for the coming year's objectives.

Like any ISO 9001 management system, RAJA's Quality system is based on continuous improvement. With statistical analysis, we can identify proven or potential dysfunctions, and implement the necessary curative, corrective and preventive actions. The action plans are managed by the QSE Department in collaboration with all the RAJA business divisions.



The various QUALITY indicators are mentioned in detail in the CSR INDICATORS paragraph

Promotion of Sustainable Consumption

SUPPORT OUR CUSTOMERS

Because preserving the planet must be our priority for all, RAJA is the eco-friendly partner at the service of its customers and encourages them to make their company more respectful of the environment so that they can engage in an active and sustainable reduction of their impact on the environment.

Promotion of Best Practices within RAJA "Packaging" Entities

Packaging is essential to protect, transport, ship or correctly present all the products we consume. It is by promoting a circular economic model, avoiding over-packaging, and using more eco-responsible packaging that we can reduce waste.

The RAJA "Packaging" subsidiaries (France, Germany, Austria, Belgium, Netherlands, Denmark, Spain, Italy, Norway, Poland, Portugal, Sweden, Switzerland, Slovakia, Czech Republic & United Kingdom) offer their customers alternatives more ecological and adapted to their needs and support them in promoting good packaging practices. The websites of these subsidiaries are all modelled on the same matrix and have a section "Our eco-responsible approach" in which the subsidiaries offer their customers the opportunity to download the "RAJA Environment Booklet" as well as infographics on the following themes:

- 5-R's of Packaging (Reduce, Reuse, Replace, Renew, Recycle)
- Waste Management
- Waste Recycling
- Selective Sorting



Promotion of Best Practices Within Other Group Entities

Today companies want to adopt a responsible attitude, reduce their level of packaging waste, and get closer to a more circular economy.



They want packaging that meets expectations and features in terms of quality, protection and image. It is in this context that CENPAC supports its customers so that the choice of products can attest to their sustainable commitment.

Comme les sociétés RAJA "Packaging", CENPAC adhère au concept des 5R de l'emballage :

- ▶ Reduce
- ▶ Reuse
- ▶ Recycle
- ▶ Renew
- ▶ Replace

and accompanies its customers to help them innovate by adopting new packaging strategies to reduce environmental impact.



Packaging is an essential need for all businesses. Its role is much broader than that of product protection. It helps to strengthen the identity and image of a brand.



CENPAC makes its customers aware of the importance of innovating to meet all their concerns in terms of the environment and sustainability, which are increasingly present both for the issuing company and for end consumers.

If providing answers to climate challenges is everyone's responsibility, it is all the truer for a professional – what is more – specialist in cleaning and hygiene products. This is why our subsidiary BERNARD places respect for the environment and sustainable and responsible development at the heart of its concerns. To do this, BERNARD promotes and develops product ranges that are part of this approach.

bernard

The ecological labels of BERNARD products are powerful allies that guarantee the many aspects of responsible consumption. From the reduction of environmental impacts related to components or their packaging, through the consideration of life cycles, these labels guarantee you to consume green. We communicate best practices to our customers:

Nous informons, nous conseillons

Sur www.bernard.fr, le blog vous propose régulièrement de nouveaux contenus :

- pour encourager et conseiller chacun à mieux suivre les règles élémentaires d'hygiène et de propreté sur les lieux de travail,
- pour sensibiliser les entreprises sur l'impact de leurs activités sur l'environnement.



Nous sensibilisons au développement durable

Parce qu'un dessin vaut souvent mieux qu'un grand discours, Bernard a créé une bibliothèque d'affiches gratuites à télécharger pour aider les entreprises à sensibiliser leurs collaborateurs ou leurs clients.



On its website, our subsidiary JPG offers its customers the opportunity to connect to the knowledge centre to provide them with advice on sustainable consumption both for the layout of their workspaces and for good practices in the office to remain respectful of the environment. Environment facilities only for smart consumption at the office.



Les gestes écologiques au bureau

⌚ 5 minutes

Développement durable, entreprise verte, produits organiques... Des termes familiers qui font désormais partie du quotidien de tous. Au bureau aussi, les initiatives écologiques sont au goût du jour. Certes, il y va de la responsabilité de chacun de réduire son...

[Pour en savoir plus](#)



Conseils pour consommer malin au bureau

⌚ 4 minutes

Pour gérer efficacement une entreprise, il est important d'avoir les fournitures de bureaux nécessaires et les technologies adéquates à votre activité. Evidemment, plus les produits achetés sont de bonne qualité plus ils dureront dans le temps. Donc autant choisir malin...

[Pour en savoir plus](#)



Comment imprimer de manière plus écologique ?

⌚ 6 minutes

Que ce soit pour préserver votre budget ou l'environnement, vous avez tout intérêt à choisir une imprimante appropriée à vos besoins. La plus économique et écologique possible, et à limiter l'impression aux documents indispensables uniquement. Lisez notre dossier sur les...

[Pour en savoir plus](#)



Les astuces pour économiser le papier en entreprise

⌚ 3 minutes

Chaque année, près de 11 millions de tonnes de papier en moyenne sont consommées en France et selon l'ADEME, 75% des déchets en entreprise sont du papier. Désormais conscients de l'impact de nos gestes quotidiens sur l'environnement, réduire notre utilisation...

[Pour en savoir plus](#)

Animation of Webinars

During 2021, several Webinars were organised and led by the Key Accounts Customer Department and by the Purchasing & Product Marketing Department to raise awareness and inform our customers and prospects about eco-responsibility, the evolution of the regulatory context and best practices to adopt to reduce the impact of their activities on the environment.



More environmentally friendly packaging solutions

Growing consumer and industry awareness of environmental concerns is accelerating the growth of the eco-friendly packaging market.

In 2021, 3 trends are emerging on new consumer expectations around eco-friendly packaging:

- ▶ **A return to nature** with packaging made from natural materials that are safe for humans and nature.
- ▶ **Mono-material packaging**, much easier to recycle, but without compromising product protection.
- ▶ **Easy-to-use products** (ease of opening the packaging and careful opening for reuse of the packaging).



Raja positions itself as an actor of the ecological transition by working with stakeholders committed to the environment and promotes good practices to reduce the impact of its products on the environment focused on the 5Rs of packaging:

- ▶ **Reduce** packaging and optimize the weight-volume of shipments.
(73% of consumers are sensitive to products ordered online being delivered in suitable packaging, i.e. packaging that is not too large compared to the product they purchased - Toluna study 2020)
- ▶ **Reuse** packaging as much as possible
(85% of e-shoppers favour the reuse of packaging to return a package - Source FEVAD)
- ▶ **Replace** certain materials with more eco-friendly alternatives
(48% of consumers say they would avoid brands or retailers that did not seek to reduce the use of non-recyclable plastic packaging - Toluna 2020 study)
- ▶ **Renew** by choosing materials based on renewable raw materials
(44% of consumers would be willing to spend more for a product if it is packaged with sustainable materials - Toluna Study 2020)
- ▶ **Recycle** by giving packaging a second life
(86% of respondents recognize the Möbius loop (indicating that packaging is recyclable), making it the most recognized logo in Europe. It is also considered the most important mark by consumers - Toluna study 2020)



The 5Rs of packaging, axes of our Eco-Friendly Strategy, were also discussed during 2 other webinars:



Food Packaging

The end of all single-use plastics by 2040 requires distributors to find alternative solutions by offering our customers products that comply with current legislation.

RAJA allows its customers to take advantage of these regulatory constraints by offering a wide range of eco-friendly products made from natural materials.



This support for our customers aims to enhance their image and improve the customer experience and highlight their products. This approach allows our customers to:

- ▶ Create a visual identity
- ▶ Communicate on their brand
- ▶ Convey their responsible commitment
- ▶ Create the event
- ▶ Be the bearer of new consumer trends
- ▶ Stand out

Blog on Web Sites

On their website, the subsidiaries of the RAJA Group provide their customers with articles and videos to support them in choosing eco-responsible solutions within the framework of their activities.

3 techniques d'éco-conception d'emballage à envisager | RAJA



Logistique verte : 5 bonnes pratiques pour un entrepôt éco-responsable | RAJA



Comment mettre en place une stratégie de transport éco-responsable ? | RAJA



Protection of our Customers' Health & Safety

HEALTH & SAFETY AWARENESS

General & Thematic Catalogues

The general catalogue which is printed twice a year (March and September) for each of the RAJA "Packaging" subsidiaries is the first vector of communication and awareness of our customers.

It also serves as a support for our field and sedentary sales representatives and, in particular, offers solutions for equipping workplaces and protecting employees so that they can carry out their tasks in complete safety.



For all products in each of the categories, pop-ups "Our Specialist's Advice" appear in our general catalogue. These pop-ups allow our customers to choose their products benefiting from our professional expertise.

Each of the subsidiaries of the RAJA Group offers catalogues on the theme of Security and offers its customers a whole range of products adapted to their needs.



Technical Sheets



All products, subject to CLP regulations on classification, labelling and packaging for the purpose of ensuring a high level of protection of human health and the environment as well as the free circulation of substances, mixes and articles, carry the regulatory pictograms.

Technical sheets mention:

- ▶ The designation of the product
- ▶ The properties
- ▶ The composition
- ▶ Precautions of use & manipulation
- ▶ Storage conditions
- ▶ Compliance with the regulation in force
- ▶ Descriptions of first aid where appropriate

can be downloaded from the websites of the various entities of the RAJA Group.

These technical data sheets have only an informative value, the Safety Data Sheet (SDS) and the label remain the regulatory reference documents.



Safety Data Sheets

The Safety Data Sheets (SDS) containing data relating to the properties of a chemical substance concerning the risks and dangers, are made available to customers on request from the sales or product quality teams.

Some of our subsidiaries offer them in a downloadable version directly from their website.

REACH Compliance Certificates

REACH is a European regulation (regulation n°1907/2006) which came into force in 2007 to secure the manufacture and use of chemical substances in European industry. This involves identifying, assessing and controlling chemical substances manufactured, imported and placed on the European market.

REACH certificates relating to the manufacture or use of chemical substances are available to customers on request from the sales or product quality teams.

Some of our subsidiaries offer them in a downloadable version directly from the website of certain subsidiaries.



Prevention of Musculoskeletal Disorders (MSDs)

In order to protect their clients' employees from musculoskeletal disorders, RAJA France and CENPAC offer two professional training courses: "Gestures and Postures" training and "Muscular Awakening" training in partnership with approved training organisations.

Compliance of our Products with the Regulations in Force

The Health and Safety of our customers is an important concern, it is in this context that the subsidiaries of the RAJA Group are careful to provide their customers with products that comply with the regulations in force, which are mainly included in the Group Sustainable Procurement and Sustainable Development Charter.

Our Web Sites

Articles and videos are posted on several of the Group's merchant sites to inform our customers about the solutions we can offer them in terms of Health & Safety.



Améliorer sa posture : Ergonomie

2 minutes

De nos jours, les entreprises investissent de plus en plus dans des chaises et bureaux ergonomiques. Cela est nécessaire pour préserver au mieux la santé de ses employés. Mais il faut savoir que ce n'est qu'un début ! Il existe...

[Pour en savoir plus.](#)



Comment améliorer la qualité de vie au travail ?

4 minutes

Le bien-être au travail est d'une importance capitale pour la santé des collaborateurs. C'est dans ce souci de vouloir optimiser les conditions de travail, que le réseau Aract - Aract a mis en place la SQVT (Semaine pour la Qualité...

[Pour en savoir plus](#)



La sécurité avant le travail

4 minutes

Les tendances sur le lieu de travail qui améliorent la productivité de votre entreprise Santé et sécurité sur le lieu de travail. Sécurité des personnes et des bâtiments. Ergonomie. Que signifient ces termes pour vous ? En ce moment, vous.

[Pour en savoir plus](#)

Logistique & santé : assurez de bonnes conditions de travail à vos employés | RAJA



Le guide des bonnes pratiques pour maximiser la sécurité de votre entrepôt | RAJA



EMERGENCY RESPONSE

Product Recall Procedure

Each entity of the RAJA Group has its own "Product Information / Recall" procedure which describes the steps to follow when detecting a problem with a product sold that has a potential impact on the health or safety of people, to inform customers. having ordered the product concerned and/or proceed with a product recall.

This procedure also applies when detecting a problem calling into question the quality of a product sold.

Whether the information provided by the supplier, from a customer review, from a random control by competent authorities or from an internal detection, the references concerned are identified and the nature of the failure and/or the potential impact is analysed. During the initial analysis the information regarding the state of the stocks, the estimate of the number of orders and customers concerned as well as the place of sale of the product are collected.

In the case where the issue is due to the quality of the product or the impact on the health and safety of users or persons in contact with the product is avoided, communication with customers is carried out by a written mail or by mail or by telephone and a product reminder is organised.

Stocks of the product in question are systematically blocked from sale and are either returned to the supplier or confiscated. The product in question is removed from all sales platforms (catalogue, website).

Customer Demands' Treatment concerning Health & Safety

Depending on the entity, customer requests in terms of health and safety are handled either by the QSE Department (Quality, Safety, Environment), or by the QPF Department (Supplier Product Quality), or by the Call Response Service. of Offers. These requests mainly concern:

- ▶ Safety Data Sheets (SDS)
- ▶ Accident statistics and in particular our frequency rate and severity rate
- ▶ ISO 45001 certificates
- ▶ Occupational Health & Safety policies
- ▶ Occupational Risk Assessment
- ▶ Occupational Health & Safety procedures
- ▶ Food Contact Products

SOCIAL & HUMAN RIGHTS

Human Resources Policy

We have identified human capital as a strong issue in our chart of CSR issues. Indeed, to accompany our growth and remain a leading actor in our sector with a diverse quality of service, we must constantly evolve our strategy and anticipate the evolution of our techniques, methods and tools



Our Human Resources policy was oriented on the support of the attraction of new external skills, on the adaptation and development of our internal skills, and on the retention of team members and was articulated until around the commitments of 'integration, skills management, promotion, internal mobility and annual performance evaluation.

Beyond the principles of respect for human rights and international labour standards, we have integrated 2 sustainable development objectives into our Human Resources Policy, which now applies to all entities of the RAJA Group.

The Group Human Resources policy has been formalised and applies to all entities of the RAJA Group; it is based on 8 fundamental themes:

- ▶ Share, communicate the ambition, goals and founding values of the Group
- ▶ Promote the RAJA employer brand
- ▶ Strengthen the organisation
- ▶ Improve processes and tools
- ▶ Develop talents (training, mobility, promotion & equal opportunities)
- ▶ Strengthen HR capabilities
- ▶ Promote CSR culture and sustainable development goals
- ▶ Promote Well-Being & Safety in the workplace

Health & Safety of Team Members

HEALTH & SAFETY MANAGEMENT AT THE WORKPLACE

Health & Safety Awareness

Safety Welcome Booklet & E-Learning Sessions

In most of the Group's subsidiaries, new employees are given a Safety welcome booklet in which they find information relating to:

- Emergency Response Plan
- Risk prevention
- Internal & external H&S trainings
- Rules applicable in the warehouse



At RAJA France, temporary staff receive a lighter version of this welcome booklet in the form of a leaflet which sets out the main rules to follow in order to move around the site and perform their tasks in complete safety.

Within VIKING entities, e-learning sessions are provided to all new team members as training in safety and learning the safety rules applicable on the sites.

Health & Safety Protocol

In the context of the Covid-19 pandemic between March 2020 and December 2021, protocols were drafted in the various subsidiaries of the RAJA Group in connection with the National Protocol to ensure the Health and Safety of employees in the company. This document was sent to all employees and was systematically handed out when welcoming new arrivals. This document listed:

- Methods of implementation of prevention measures
- Measures of physical distance
- Hygiene measures
- Personal protective equipment
- Symptoms & management of contact cases

Poster Campaign & Instructions

To raise the awareness of Group employees on Health & Safety at Work themes, poster campaigns are carried out. In addition, instructions are also displayed to remind you of good practices.

Health & Safety Integration Day

This project could not be started in 2021 due to the health crisis, it was postponed to 2022.

This integration day will not be solely dedicated to health & safety, but a part devoted to this theme is provided in the planning to sensitize team members to the security rules applicable on the site.

A site visit with emergency reactions will be systematically organised so that new arrivals can become familiar with their work environment and with the site in general.

Health & Safety at Work Trainings

All the entities of the RAJA Group provide training in Health & Safety at Work, these trainings are done in different ways, but all have the objective of preserving the Health and Safety of the Group's team members.

Health & safety training at the workplace

In addition to the handing over of the Health & Safety welcome booklet to new team members and in anticipation of the Health & Safety Integration Day Implementation, a Health & Safety training is provided to all new team members within the logistics department. This on -the -job training is provided by the Manager and the Logistics Safety Coordinator for all matters concerning the Health & Safety rules applicable in the warehouse.

Workplace instruction sheets

The aim of these sheets is to remind you of the instructions and good practices so that employees can perform their tasks in complete safety and preserve their health by adopting the right gestures and good postures.

Safety Updates during Team Briefings

Team members' health and safety is a daily priority. During team briefings a point on safety is systematically addressed to remind everyone of the importance of complying with the guidelines applicable to the site.

“Muscular Awakening” Training

In some subsidiaries, “Muscle Awakening” training sessions are given daily for 5 minutes. 20 referents were trained by a practitioner specializing in risk prevention.

Awakening your muscles before starting to work reduces the risk of musculoskeletal disorders.

Safety Trainings linked to Business

CACES

The Training Department of the Human Resources Department oversees safe operation certificate (CACES) training, including both basic & refresher courses for the various forklift operators.

ELECTRICAL CERTIFICATIONS

All the team members in charge of the maintenance of the sites and the technical installations hold electrical accreditation, the level of which varies according to the responsibilities of the people concerned.

PREVENTION OF RISKS ATTACHED TO PHYSICAL ACTIVITY

Several Logistics team members performing manual handling, carrying loads, or performing repetitive movements have received training in the Prevention of Risks Related to Physical Activity (PRAP). This training is a real added value that allows the employees concerned to be actors in the improvement of working conditions to reduce the risk of accidents at work or occupational diseases.

Internal Health & Safety Trainings

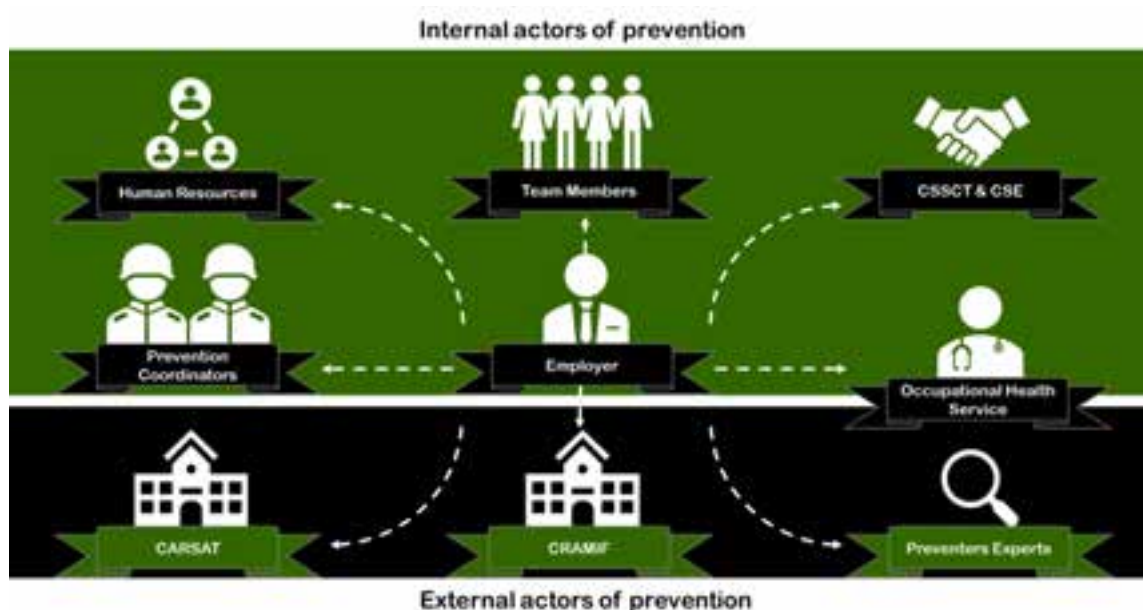
Several security-related training courses are provided internally:

- ▶ Emergency Response Plan
- ▶ First Aiders
- ▶ Extinguishers' Handling (theory)
- ▶ Lin leaders & Line controllers
- ▶ Personal Protective Equipment
- ▶ Ergonomics at work
- ▶ Occupational risk assessment
- ▶ Hazardous & chemical products management
- ▶ Road risk

OCCUPATIONAL RISK ASSESSMENT

Occupational Risk Assessment Training

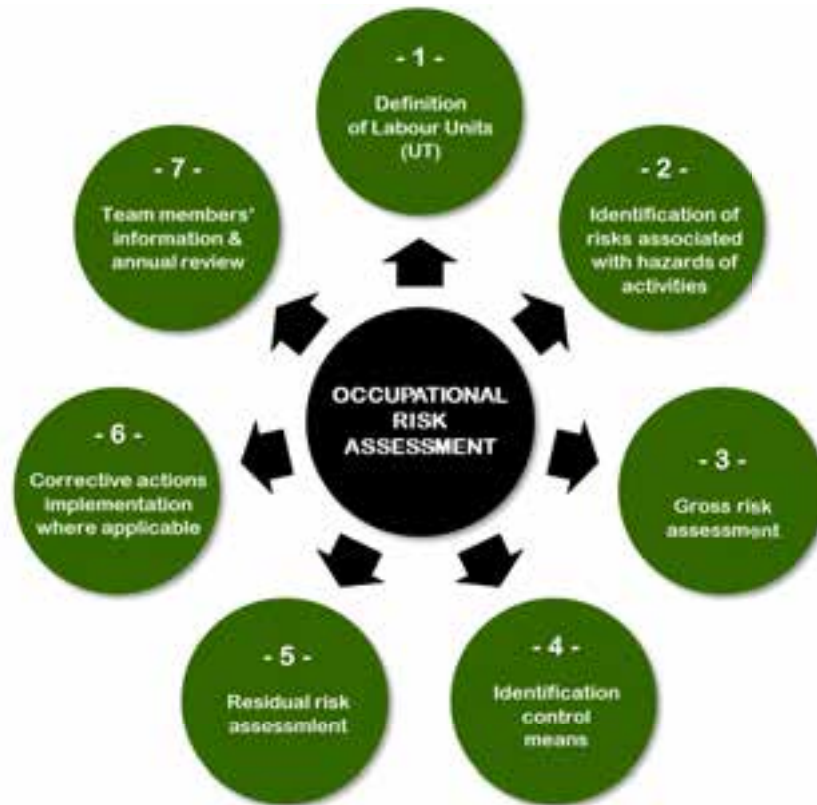
Internal prevention players have been trained in the risk assessment methodology and are involved in its implementation.



Involvement of Team Members in Occupational Risk Assessment

Afin que cette évaluation des risques soit la plus efficiente et la plus représentative possible des groupes de travail visant à impliquer les collaborateurs ont été mis en place pour permettre une démarche participative et que chaque personne se sente concernée et puisse contribuer à l'amélioration des conditions de travail le cas échéant.

Steps of the Occupational Risk Assessment



Assessed Risks

The risks that are considered for the preparation of the occupational risk assessment document are as follows:

- ▶ Organisation of Prevention
- ▶ Organisation of work
- ▶ Risk of falling from height
- ▶ Risk of tripping
- ▶ Risk related to the Internal Traffic of Vehicles
- ▶ Risk related to co-activity
- ▶ Risk related to manual handling
- ▶ Risk related to mechanical handling
- ▶ Risk related to air quality
- ▶ Asbestos risk
- ▶ Risks related to electricity
- ▶ Risk of fire / explosion
- ▶ Risk related to lack of hygiene
- ▶ Risk related to home office
- ▶ Risks related to working alone
- ▶ Risk related to work on screen
- ▶ Risks related to biological agents
- ▶ Risks related to lighting
- ▶ Risk related to noise
- ▶ Risks related to the thermal environment
- ▶ Risks related to electromagnetic fields
- ▶ Risk related to falling objects
- ▶ Risks related to work equipment
- ▶ Risk related to hazardous & chemical products
- ▶ Road Risk
- ▶ Psycho-social Risks (PSR)

Preventive Measures to Reduce / Eliminate Risks

Personal Protective Equipment

All team members are equipped with personal protective equipment (safety shoes, hearing protection for positions with an exposure limit value greater than the 80 dB threshold, gloves, glasses, etc.) and clothing that allow them to perform their tasks safely.

Safety Instructions

Safety instructions relating to the management of emergency situations (accident, fire, evacuation, containment, etc.) are displayed in all premises and instructions have been drafted and displayed near machines and operating equipment (wrapping machines, platform doors, etc.).

Safety Tips

Safety tips aimed at making team members aware of the risks, the preventive measures in place and the best practices to follow to preserve their health and safety in the workplace have begun to be drafted and will be deployed in 2022. following the annual review of the Occupational Risk Assessment Document.

Prevention Measures for Musculoskeletal Disorders (MSDs)

Several actions were carried out in 2021 within the Group to prevent Musculoskeletal Disorders (MSDs):

IN LOGISTICS

- ▶ Installation of height-adjustable and ergonomic tables for order picking
- ▶ Installation of a conveyor at the order picking line
- ▶ Provision of a mobile conveyor for unloading trucks
- ▶ Deployment of exoskeletons to assist the operator in handling oversized products
- ▶ Implementation of lighter and more manoeuvrable picking trolleys for picking parcels
- ▶ PRAP training followed by employees performing manual handling, carrying loads and repetitive movements
- ▶ Muscle awakening every morning before starting work
- ▶ Reorganisation of automated preparation lines to avoid carrying heavy loads

IN OFFICES

- ▶ Supply of ergonomic chairs and height-adjustable desks
- ▶ Supply of ergonomics equipment for workstation (mouse, mouse pads with gel wrist supports, monitor risers, etc.)
- ▶ 5-minutes warm-up before starting work (20 referents were trained in the implementation of muscle awakening by a state-certified osteopath practitioner specialising in the prevention of risks related to physical activity)
- ▶ Installation of anti-glare films on the windows located to the south

Prevention of Psycho-Social Risks (PSR)

The organization of work in the various departments has been put in place to prevent Psycho-Social Risks (RPS). In this difficult health context, our Group has not suffered from the resulting economic crisis and has implemented actions so that employees can carry out their tasks serenely:

- ▶ Several company agreements signed with representatives were renewed
- ▶ The Mandatory Annual Negotiation (NAO) was held with the Union Representatives
- ▶ Additional resources have been allocated to the various departments to compensate for the increased activity
- ▶ A Social Worker is present on site at regular intervals (1/2 day per week)
- ▶ Home office has become more democratic

Periodic Regulatory Inspections

The periodic regulatory checks of the installations, equipment and site, mentioned below, are part of the means of prevention which guarantee compliance but also the proper functioning of all the material or technical resources necessary for the safe accomplishment of tasks of team members of the RAJA Group:

- | | |
|--|--------------------------|
| ▶ Electrical installation | ▶ Doors & gates |
| ▶ Infrared thermography | ▶ Water networks |
| ▶ Lifting devices & accessories | ▶ Air pollutants |
| ▶ Lifts | ▶ Noise pollution |
| ▶ Pressure equipment | ▶ Lighting |
| ▶ Fire protection & prevention equipment | ▶ Electromagnetic fields |
| | ▶ Asbestos |

Occupational Risk Assessment Document

The professional risks assessment is subject to an annual review in all the subsidiaries of the RAJA Group, regardless of the methodology used. The risk assessment of the different work units is then compiled into an Occupational Risk Assessment Document available for free consultation so that all team members can read it.

HEALTH AT WORK

Occupational Health Service

Except for the RAJA France parent company, which, due to the number of team members, has a nurse present on the site from Monday to Friday from 9:00 a.m. to 5:00 p.m. and an occupational doctor available on request and is present ½ day per month, all the other subsidiaries are attached to occupational medicine centres.

The missions of the Occupational Health Service are as follows:

Nurse

- ▶ Conduct occupational health actions, with the aim of preserving the physical and mental health of workers throughout their professional career
- ▶ Advise management, team members and their representatives on the provisions and measures necessary to avoid or reduce occupational risks, improve working conditions, prevent the consumption of alcohol and drugs in the workplace, to prevent sexual or moral harassment, to prevent or reduce hardship at work and professional disintegration and to contribute to the retention of workers in employment.
- ▶ Ensure the monitoring of the state of health of workers according to the risks concerning their health at work and their safety but also those of third parties, hardship at work and their age.

As part of the risk assessment process and in particular in updating the Occupational Risk Assessment Document (DUER), the nurse is involved alongside the members of the Health, Safety & Working Conditions Commission (CSSCT).

Occupational Physician

The role of the occupational physician is to prevent any impairment of workers' health because of their work, in particular by monitoring the conditions of hygiene at work, the risks of contagion, and the workers' state of health. The occupational physician is an adviser to the employer, team members, staff representatives and social services, on:

- ▶ Improve living and working conditions at the company
- ▶ Adjust jobs, working techniques and the pace of work for better physical and mental health, with a view to promoting employee retention in particular
- ▶ Protect team members workers against all hazards, and against the risk of occupational accidents or exposure to dangerous chemical agents
- ▶ General hygiene at the company and in catering services
- ▶ Health prevention and education at the company in connection with occupational activity
- ▶ New construction and Improvement of our layouts
- ▶ Changes made to our workplace and our equipment
- ▶ The establishment or modification of night shift scheduling
- ▶ Support in case of any major reorganisation at the company

He also advises the employer, by participating in the risk assessment within the framework of the development of the company file and within the framework of his action on the working environment, which he leads with the other members of the multidisciplinary team, which he leads and coordinates.

First Aiders

First Aiders oversee managing injured people or people having discomfort. They provide first aid by following the instructions provided during their training and contact the External Emergency Services if necessary.

If it is a minor accident, they fill out the infirmary notebook. In the event of an accident at work, they inform the Human Resources Department.

The list of First Aid is displayed on the panels provided for this purpose.

Mandatory Health Checks

Throughout their career in the company, team members are subject to several medical examinations aimed at validating their ability to perform their duties in the company or detecting possible dangers to their health. at the workplace.

In the Group's French subsidiaries, by means of posters, team members are informed of the various recurring medical check-ups that they will have to follow during their career.

Type of Visits	Main Initiative	Frequency
Mandatory Medical Visits		
Information & Prevention Visit (VIP) <ul style="list-style-type: none"> For all team members 	The Employer	3 months maximum from the hiring's date
Recovery visit <ul style="list-style-type: none"> After maternity leave After an occupational disease After a stoppage of at least 30 days due to an accident at work, illness or non-professional accident 	The Employer	Within 8 days from the date of work's recovery
Simple Individual Tracking (SIS) <ul style="list-style-type: none"> For all team members 	The Employer	5 years maximum after the last visit
Reinforced Individual Monitoring (SIR) <ul style="list-style-type: none"> For team members assigned to a position subject to a specific aptitude test (operating certain work equipment, electrical clearances, etc.) 	The Employer	A medical visit is carried out by the occupational physician before hiring and is repeated at least every 4 years. An intermediate visit is carried out by a healthcare professional no later than 2 years after
Other Medical Visits		
Occasional Visits <ul style="list-style-type: none"> For all team members 	The Employer / the team member / the attending physician	According to the availability of the Occupational Physician
Pre-recovery visits <ul style="list-style-type: none"> For team members who have been off work for more than 3 months 	The team member / the attending physician	3 months maximum from the date of recovery
Complementary Visits <ul style="list-style-type: none"> • • For all team members 		

In the other Group subsidiaries, the laws specific to each country that are applied.

Complementary Health Insurance

In the French subsidiaries, membership of the complementary health mutual allows all team members to complete their reimbursements of health costs in addition to the part reimbursed by Social Security. Unlike individual complementary schemes, company complementary health insurance are collective schemes that protect all employees and managers of the company by offering guarantees adapted to the specificities of the company and/or the sector of activity.

In the other Group subsidiaries in Europe, this approach is also implemented in accordance with the legislation in force in each of the countries.

Consultation Platform

Our French subsidiaries JPG and BERNARD provide their team members with a consultation platform that allows them to consult a doctor or video specialist from their office, home or on the move every day of the week, from morning in the evening. All without upfront costs.



Flu Vaccination

Vaccination against influenza is offered and paid for by the employer in most RAJA Group subsidiaries. This approach aims primarily to preserve the health of employees and contributes to the sustainability of the activity by reducing the number of work stoppages during the epidemic period.

ACCIDENTOLOGY

Accident Monitoring

Accidentology is monitored by the Human Resources Department in each of the RAJA Group subsidiaries. The methodology for the calculations varies according to the country according to the regulations in force.

In general, minor accidents are recorded in the notebook provided for this purpose, commuting accidents are not taken into consideration in all European countries. Regarding accidents at work, they are systematically declared to local social security funds or equivalent.

Investigations are carried out internally to analyse the causes and implement preventive and/or corrective actions to prevent accidents and near-misses from happening again and are shared during Safety briefing meetings.

Frequency Rate & Severity Rate

Each year, all the subsidiaries of the RAJA Group calculate the frequency rate and the severity rate based on monitoring of accidents. The methodology used is as follows:

$FR = (\text{number of accidents in first settlement} / \text{hours worked}) \times 1,000,000$

$SR = (\text{total number of days of incapacity} \times 1,000) / \text{number of hours worked.}$

COVID 19 Health Crisis

PERMANENT MOBILISATION OF OUR TEAMS

The health crisis linked to the Covid-19 pandemic persisted in 2021. In line with what we had implemented in 2020 to provide service to our customers, all protective measures have been maintained or even reinforced to ensure the health and safety of team members present on the sites. Home office has been introduced in the Departments where it was possible.

Several screening campaigns were organised by the Occupational Health Service of the Human Resources Department throughout the year to enable volunteer team members to be tested at their workplace.

The Executive Committee regularly ensured the coordination of all the companies of the Group to guarantee the correct application of the preventive measures for the continuity of the activity. The directors and managers of the Group's subsidiaries have supported their teams daily and have put in place the organisations and action plan necessary for the situation and to adapt them to its evolution.

Throughout 2021, our teams in all Group companies have been mobilised to guarantee excellence in service to our customers.



Working Conditions

NEW TEAM MEMBERS' ON-BOARDING

Welcome Session

The arrival in a new company, in a new position, is an important period of professional life. Within the RAJA Group, this translates into the desire to do everything possible to make it a privileged moment to discover our businesses and our organisation.

On their first day, new employees are given a welcome booklet, a practical guide to human resources, in which they find information relating to:

- ▶ Human resources contacts
- ▶ Information about day-to-day life within the company
- ▶ Working conditions
- ▶ Health & safety
- ▶ Quality & the environment
- ▶ Components of their remuneration
- ▶ Trainings' opportunities
- ▶ The different types of leave
- ▶ Team members' benefits (health insurance, provident insurance, child-care, etc.)

During this welcome session, the new team member also receives:

- ▶ A copy of the internal rules of procedure
- ▶ A copy of the various agreements concluded with the social partners
- ▶ The ethics charter
- ▶ The anti-corruption code of conduct
- ▶ Their contractual documents



Integration Phase

With a view to limiting the use of subcontracting and outsourcing, the skills necessary for the development of the RAJA Group are first sought internally, and all job offers are communicated on the intranet of the various Group companies.

The integration phase, essential for understanding the specificities of our businesses and the challenges of the workstation, contributes to the loyalty of our team members. We have set up integration systems adapted to the job category and level of responsibility of each.

PAID LEAVES & EXCEPTIONAL LEAVES

Paid Leaves, RTT & Leaves linked to Seniority

Paid Leaves & Leaves linked to Seniority

For the French subsidiaries, the acquisition period for CPs is from June 1 of year N-1 to May 31 of year N. The period for taking main leave (summer leave) is from June 1 June of year N until October 31 of year N. The balance of legal leave must be taken before May 31 of the following year (N+1).

Depending on the number of years of seniority, additional days off are given to eligible team members, the number of days varies according to the socio-professional category of the employees.

In the European subsidiaries of the RAJA Group, the number of paid holidays and leave linked to seniority varies according to the legislation of the country.

RTT

In France, the reduction in working time (RTT) is a system that provides for the allocation of days or half-days off to team members whose working time exceeds 35 hours per week. The benefit of RTT days is set by a company agreement.

Exceptional Leaves

Parents' Leaves (until the child is 21)

The RAJA France and CENPAC subsidiaries offer their team members, depending on their socio-professional category, 1 to 4 days of additional leave depending on the number of dependent children and their seniority in the company.

Youth Leaves

Our subsidiary CENPAC offers 1/2 additional day off per month of actual work during the reference year to all team members under the age of 21.

Status Days

Our subsidiary CENPAC offers between 1 day and 4 days of additional leave to all older team members depending on their seniority and their socio-professional status (supervisor or manager).

Family Events' Leaves

The French Labour Code provides for additional paid leave days granted according to family events, the number of days as well as the nature of the event may vary from one collective agreement to another, but the events considered as family are the next:

- | | |
|---------------------------------------|---|
| ▶ Marriage or PACS of the team member | ▶ Death of father, mother, spouse's |
| ▶ Birth of a child | parents, brother, or sister |
| ▶ Adopting a child | ▶ Death of a grandparent |
| ▶ Marriage of a child | ▶ Death of a grandchild, uncle or from an |
| ▶ Death of spouse/child | aunt |
| ▶ Move | ▶ Child disability |

In the European subsidiaries of the RAJA Group, the legislation of the country applies. In some countries, days off for family events are given to employees, in others this type of leave does not exist.

Maternity Leaves

The duration of maternity leave varies according to the legislation of the country where the Group subsidiary is located.

In France, within the parent company, maternity leave lasts 16 weeks for the 1st and 2nd child (6 weeks before, 10 weeks after) and 26 weeks (eight weeks before, 18 weeks after) from the 3rd child.

Future mothers will be able to postpone, within the limit of 3 weeks, the starting point of the prenatal leave. Postnatal leave will be increased by the same amount.

Adoption Leaves

Only the French subsidiaries of the RAJA Group (RAJA France, BERNARD, CENPAC & JPG) offer their employees the opportunity to take leave in the context of an adoption. The duration of this leave varies according to the number of children adopted (10 weeks for the 1st and 2nd child, 18 weeks from the 3rd child and 22 weeks for a multiple adoption).

Paternity Leaves

Paternity leave does not exist in all the European countries where the subsidiaries of the RAJA Group are present. In the subsidiaries where it is applicable, the duration of this leave varies according to the legislation of the country.

In France, since July 1, 2021, the paternity and childcare leave previously planned for a period of 11 consecutive calendar days has been increased to 25 days which can be divided for a single birth and from 18 to 32 days in case of multiple births. Paternity leave is covered by Social Security up to 50% and must be taken before the child is 4 months old.

Parental Education Leave

Parental education leave does not exist in all the European countries where the subsidiaries of the RAJA Group are present. In the subsidiaries where it is applicable, the duration of this leave varies according to the legislation of the country.

In France, following the birth or adoption of a child aged 16 or under, any employee present in the company for at least one year on the date of the child's arrival, may benefit from parental leave for education.

There are two types of parental leave:

- ▶ Full-time leave, during which the employment contract is suspended
- ▶ Part-time work: the duration must be at least 16 hours per week. The team member can choose the duration of work that suits him; on the other hand, the distribution of hours must be fixed in agreement with the employer

WAGES & WORKING BENEFITS

Remunerations

Wages

The individual increases, which each year represent a budget of 2% of the payroll, are validated by the Human Resources Department, which ensures that they are distributed fairly. The principles of individual increases are transparent and common to all of the company's departments: individual performance, alignment with the company's values and reference compensation.

In addition to the basic fixed salary, some French subsidiaries have built up over the years a compensation package that values performance, with:

- ▶ Payment of 13th month and seniority bonuses
- ▶ A variable and individualised compensation system

Overtime

Within the French subsidiaries, all working hours, carried out at the express request of the department manager, beyond the legal working time, give rise to increases for overtime. Within the framework of a weekly duration of 37 hours, the increase to be applied is as follows:

- ▶ 25% beyond the 37th hour and up to the 43rd hour
- ▶ 50% from the 44th hour

Individual Social Report

Each year, all team members receive their Individual Social Report (BSI). This document allows them to find out about the social benefits they have received.

It includes information relating to the position occupied by the team members as well as the components of their remuneration.

Employees Savings

Participation

In the Group's French subsidiaries, participation is a legal obligation for companies with more than 50 team members. Its overall amount (called the Special Participation Reserve) is determined by a formula based on the company's financial results. All team members benefit from it, provided they have a seniority of at least 3 months over the previous year.

Participation is distributed in proportion to salary and attendance time. Maternity leave, accidents at work, training and all legal or contractual periods assimilated to actual work (paid leave, delegation, etc.) are not deducted.

In the other subsidiaries in Europe and depending on their size, participation may take the form of setting up a pension fund or life insurance.

Profit-Sharing

Profit-sharing is an optional approach, which is part of the company's desire to involve its employees in the success of the company, while encouraging the performance of each of the departments. Within the RAJA France parent company and CENPAC, it was the subject of a collective agreement, signed with the social partners.

The overall amount of profit-sharing is determined by several criteria used to manage the company, such as improving productivity, operational activity, support for the quality policy and environmental protection.

All RAJA France and CENPAC team members benefit from it, provided they have a minimum of 3 months seniority over the previous year. The profit-sharing is calculated in proportion to the salary as well as the time of presence. Maternity leave, accidents at work, training and all legal or contractual periods assimilated to actual work (paid leave, delegation, etc.) are not deducted.

Employee Savings Schemes

In France, RAJA, CENPAC and JPG provide all employees (subject to 3 months of seniority) with two employee savings plans:

- ▶ Company Savings Plan (PEE), with sums unavailable for 5 years, to build up medium-term savings
- ▶ Collective Retirement Savings Plan (PERCO), with amounts not available until retirement age, to constitute a supplementary pension

In the subsidiaries in Europe where participation results in the establishment of pension funds and/or life insurance, employees can make the investments of their choice.

Subsidy for Transport Costs

Public Transport

Only the French subsidiaries of the RAJA Group (RAJA France, BERNARD, CENPAC and JPG) cover 50% of the price of the weekly, monthly or annual subscription of the transport ticket for the journey home-workplace and return.

Personal Vehicle

Some of the Group's subsidiaries compensate team members who use their personal vehicle to get to their place of work. The amount of this indemnity varies according to the entities in which it is paid.

Child-Care Service

Not all RAJA Group subsidiaries, given their size or location, are able to provide childcare services to their team members.

In the subsidiaries in which this system exists, most of the time, the company's contribution consists of the payment of a 'childcare' allowance, the amount of which varies according to the subsidiaries.

In the context of well-being at work and work-life balance, the parent company RAJA France has chosen the nursery manager La Maison Bleue, a recognised player in early childhood, to help its team members find childcare solution.



For the sake of fairness, the criteria for allocating places in crèche no longer concern only seniority but also family quotient, family situation, etc.

FLEXIBLE ORGANISATION OF WORK

Home Office

In order to adapt the organisation of work within the RAJA Group to the health context, home office has been permanently established in most entities and allows employees whose functions allow them to work remotely.

In the subsidiaries in which home office is customary, an agreement on its implementation to explain the terms and conditions has been signed with the social partners or through a company policy signed by Management in the subsidiaries where there are no staff representatives.

Team members eligible for home office have signed an amendment to their employment contract for a period defined by mutual agreement between the parties.

Within the parent company, RAJA France, the risks associated with home office, such as ergonomics at the workstation, professional isolation or even the balance between professional and private life have been integrated into the General Risk Assessment document (DUEP).

Reduction of Working Time

In the French subsidiaries, the terms of the law of June 13, 1998, and that of January 19, 2000 relating to the organization and reduction of working time have been the subject of an agreement signed with the social partners.

As part of the 35-hour agreement, employees who work a weekly schedule of 37 hours benefit from RTT days. Absences (sickness, maternity, paternity, unpaid leave, work, or commuting accident) reduce their RTT rights.

In some European subsidiaries, it is more a matter of working time flexibility with a modulation of schedules in agreement with management.

Working Hours

The requirements applicable to working hours are defined in the employment contract, the internal regulations, and the welcome booklets.

The opening hours of the sites vary according to the needs of the business:

- ▶ From 8:30 am to 8:00 pm for team members working in offices
- ▶ From 5:00 am to 8:00 pm depending on the activity for team members working in the logistics warehouse

EXCHANGES WITH SOCIAL PARTNERS

Health, Safety & Working Conditions Commission (CSSCT)

In the Group's French subsidiaries (RAJA France, BERNARD, CENPAC & JPG), the members of the CSE appointed 4 staff representatives elected to be part of the Health, Safety & Working Conditions Commission (CSSCT), they all followed the training necessary for the exercise of their mandates in terms of health, safety and working conditions and are consulted:

- ▶ Before any major planning decision modifying the health and safety conditions or the working conditions and before any major transformation of the workstations resulting from the modification of the tools, a change of product or the organisation of work, before any change in production rates and standards, whether or not related to the remuneration of work.
- ▶ On the introduction project and during the introduction of new technologies on the consequences of this project or this introduction on the health and safety of team members.
- ▶ On the adaptation plan established during the implementation of major and rapid technological changes.
- ▶ Measures taken to facilitate the employment, return to work or continued employment of injured team members, civilian invalids, and disabled team members, in particular the adaptation of workstations.
- ▶ On the documents related to their mission, on the internal rules of procedure.

The frequency of meetings between the representatives of the Management and the members of the CSSCT is quarterly, however if the situation requires it, extraordinary meetings can be organised.

Prior to these meetings, an agenda is drawn up and sent by the members of the CSSCT to the Human Resources Department, which sends it to the various stakeholders so that the elements of the answers can be given in return to be able to be debated in session.

CSSCT members also actively participate in the occupational risk assessment process and in updating the Occupational Risk Assessment Document (DUER).

All the subsidiaries of the RAJA Group, due to their size, do not have representatives in terms of Health, Safety & Working Conditions.

In the subsidiaries where a commission equivalent to the French CCSCCT exists, meetings are organized at frequencies defined by the legislation in force in the country.

In all the subsidiaries of the RAJA Group, even in the absence of an "official" commission, the Health, Safety and Working Conditions of team members remain the concern of the management teams who carry out preventive and corrective actions to provide a healthy work environment adapted to the needs of their teams.

Health, Safety and Working Conditions are the subject of points during team briefings, particularly within logistics warehouses.

Mandatory Annual Negotiation (NAO)

Only the French subsidiaries of the RAJA Group (RAJA France, BERNARD, CENPAC & JPG) are subject to the Mandatory Annual Negotiation which is carried out between the union bodies and the General Management and revolves around the following themes:

- ▶ Remuneration
- ▶ Working time
- ▶ Disability
- ▶ Sharing the Added Value
- ▶ Professional Equality between Women and Men
- ▶ Quality of Life at Work

The results of the Mandatory Annual Negotiation are sent to all employees by the Human Resources Department of the subsidiaries in France and are displayed on the Union panels provided for this purpose.

QUALITY OF LIFE AT WORK & WELL-BEING

Within the RAJA Group, each entity has the latitude to implement the actions of its choice to promote the Quality of Life at Work and ensure the well-being of its team members.

Webinars

As part of the Quality of Life at Work and Well-being, our Spanish subsidiary KALAMAZOO has set up a program called "Be Well" offering a series of webinars lasting 90 minutes each, planned throughout the year on the following themes:

- | | |
|---|---|
| ▶ Stress reduction | ▶ Ergonomics at the workstation & at home |
| ▶ Communication & conflict management | ▶ Sleep and rest |
| ▶ Adapting to change | ▶ Prevention of cardiovascular disorders |
| ▶ Psycho-emotional well-being | ▶ Smoking cessation |
| ▶ Prevention of musculoskeletal disorders | |
| ▶ Food & nutrition | |

Quality of Life at Work Agreements

Our French subsidiaries BERNARD and JPG have each signed a Quality of Life at Work agreement with their social partners on the following topics:

- ▶ Work-life balance
- ▶ Measures in favour of working conditions
- ▶ Measures in favour of the right of direct or collective expression
- ▶ Measures in favour of the right to disconnect

RAJA Sport Association

Concerned about the health of our team members, their personal development and well-being at work, we allow them to carry out, within the framework of the company, sports, well-being, and artistic activities. Our teams also participate in major international sporting events, and we have set up dedicated spaces in the RAJA premises in Roissy: a sports and dance hall as well as a room dedicated to well-being and sophrology.



The RAJA Sport association, chaired by Mohamed Fahim, which manages these activities, was created in 2006 on the initiative of Danièle Kapel-Marcovici, convinced of the benefits of sports practice and anxious to benefit her teams.

« I've always held the belief that the values promoted by sport, such as surpassing oneself, mutual aid, and team spirit, are the ingredients for success and accomplishment in business. The in-company practice of sport activities helps improve quality of life at work, which is the key to improved stress management and greater dedication and performance amongst our teams. »

Danièle Kapel-Marcovici, RAJA Group Chairwoman & Chief Executive Officer

Within the subsidiaries as well as the parent company RAJA France, various sports and well-being activities are offered: sports lessons (Yoga, Pilates, Cross Fit, Nordic Walking) to photography, as well as relaxation and welfare. Other activities and services are offered by professionals at advantageous rates: hairdressing salon, beauty salon, massage, sophrology, energy treatments.

RAJA also has a European team of around thirty marathon runners, who every year wear the colours of the Group by participating in marathons in France and abroad, with the financial participation of the company.



Health & Prevention Seminars

Our Italian subsidiary MONDOFFICE offers its team members face-to-face and remote seminars with experts:

- ▶ Medicine "Breast Cancer Prevention"
- ▶ Psychology "Relationships & Family"

Promotion of Health & Ergonomics at the Workstation

Our subsidiary CENPAC works for its part to promote Health and Ergonomics at the Workstation by regularly carrying out studies relating to:

- ▶ Fitting exoskeletons
- ▶ Setting up sit/stand desks
- ▶ The implementation of Segways to facilitate movement in the warehouse
- ▶ Noise measurements carried out by an ergonomist

Mobility Plan

The site of our subsidiary VIKING in Germany offers its employees the possibility of renting bicycles at a preferential rate.



Pleasant Workplaces

All subsidiaries of the RAJA Group are investing to provide their team members with a pleasant and environmentally friendly workplace.

Numerous developments are carried out each year to improve the common areas so that team members can spend convivial moments during their break. The workspaces are equipped with more ergonomic furniture and are modernised.

Danièle Kapel-Marcovici, Chairwoman and Chief Executive Officer of the RAJA Group announced that from 2022, a vast renovation plan for the Headquarters would be undertaken, including the expansion of the spaces dedicated to RAJA Sport and the catering areas.

Annual Satisfaction Surveys

Each year, the Work Environment Department of the RAJA France parent company carries out a satisfaction survey among employees. The purpose of this survey is to engage us in a process of continuous improvement and to provide a work environment adapted to changes within the company. For 2021, the score obtained was 8.7/10.

The summary of the responses gives rise to the establishment of an action plan which is sent to employees to inform them of the preventive and/or corrective actions that will be implemented.

Our subsidiary RAJA United Kingdom measures Quality of Life at Work and Well-being through annual team members engagement surveys. The results of the survey are analysed, and action plans are drawn up by the Management team in collaboration with the non-elected representatives of the team members Forum.

Collection RAJA Art

Passionate about contemporary art, Danièle Kapel-Marcovici has built an original and eclectic collection at her company: the RAJA Art collection.

The collection started in the 90s and grew over the years through encounters with artists and gallery visits; it now includes more than 150 works, such as paintings, sculptures, installations, photographs, and videos, created by more than 100 recognized and emerging artists from 5 continents.

What makes the RAJA Art collection special and unique in the world of corporate art collections is its specific theme: packaging, a theme that reflects RAJA's historical core business.

Packaging, an idea that sparks endless inspiration for artists! Some works are made from cardboard, wood, paper, or polyethylene, giving these materials an unexpected nobility; others are inspired by them, and transpose them in marble, bronze, metal or ceramic, exploring the rich symbolic universe of packaging to express such notions as voyage, absence, the consumerist excesses of our society...

Exhibited at the Group's European headquarters with a creative scenography tailored to the location, as well as at several European subsidiaries, the RAJA Art Collection is dedicated above all to the company's team members. The collection helps to bring them together around common values such as creativity, modernity and diversity and gives them prime daily exposure to contemporary art. The collection can also be viewed during our Open House events, and as part of events intended for our visitors or for the company's priority customers.



Social Dialogue

WORKS COUNCIL

Not all of the Group's European subsidiaries have a committee of elected staff representatives; however, substitute bodies have been put in place. Notably within RAJA UK, an Employee Forum made up of non-elected representatives from each business meets every two months to discuss topical issues across the business and foster effective two-way communication between employees and management team.

The Employee Forum is responsible for measuring the commitment of team members through satisfaction surveys. The members of this forum analyse the results of the survey and establish an action plan. The leadership team works with the employee forum to understand the survey results and what is needed to improve areas of underperformance.

At KALAMAZOO in Spain, RAJA in Germany and RAJA in Belgium Works Councils composed of elected members are in place. The social dialogue within these entities is essentially oriented around the following themes:

- ▶ Compliance with labour regulations
- ▶ Occupational health and safety
- ▶ Application of the principle of equal treatment and opportunities
- ▶ Economic situation of the Company
- ▶ Evolution of the headcount
- ▶ Absenteeism, work accidents and occupational diseases statistics
- ▶ Studies on the Work Environment and prevention mechanisms.

The elected members of the Works Councils in these entities meet every month or as soon as the situation requires it.

In the French subsidiaries (RAJA France, BERNARD, CENPAC & JPG), the members of the Economic Social Committee (CSE) are staff representatives elected by the employees. Their term of office is 4 years.

Their missions are:

- ▶ To be informed and consulted on decisions relating to the organisation, management, and general operation of the company
- ▶ To manage social and cultural activities benefiting team members
- ▶ To present individual or collective complaints to the employer during monthly meetings
- ▶ To Support team members and set up mediation with management
- ▶ To bring in outside experts when necessary
- ▶ To exercise whistle-blower rights
- ▶ To contribute to promoting health, safety and the improvement of working conditions in the company and to carry out investigations into work accidents or occupational or occupational diseases.

The frequency of meetings between the Management and the members of the CSE is monthly, however if the situation requires it, extraordinary meetings can be organised.

UNION DELEGATION

Union delegations exist in Italy at MONDOFFICE, in Belgium, at RAJA as well as in all the entities of the RAJA Group in France (RAJA France, BERNARD, CENPAC & JPG). Union delegates are responsible for:

- ▶ Transmission of claims between team members and employer.
- ▶ Participating in, creating, or making changes to various agreements concerning labour law, such as: the collective agreement, the sectorial agreement, the company agreement, and the internal rules of procedure.

COLLECTIVE AGREEMENTS

Social dialogue is dynamic, based on listening and trust. Discussions with social partners have thus enabled the co-construction of numerous collective agreements for several years, which are regularly updated to meet the challenges of the entities of the RAJA Group in France:

- ▶ Agreement on professional equality between women and men and on the quality of life at work
- ▶ Agreement on the reduction of working hours
- ▶ Agreement on the donation of days off
- ▶ Agreement on night work
- ▶ Company agreement on overtime work and annual quotas
- ▶ Profit-sharing agreement
- ▶ Amendment on incentive pay objectives
- ▶ Agreement on Solidarity Day
- ▶ Memorandum of Understanding on Wage Policy (Mandatory Annual Negotiations - NAO)
- ▶ Agreement on the implementation of home office
- ▶ Agreement on the right to disconnect
- ▶ Intergenerational agreement on the generation contract
- ▶ Agreement on the organisation and functioning of the works council (CSE)
- ▶ Agreement relating to the adjustment of the information and consultation procedure of the CSE

RAJA in Germany or RAJA in Belgium have also signed agreements on the following topics:

- ▶ Working time
- ▶ Use of information systems
- ▶ Use of internet, intranet and e-mail
- ▶ Lutte contre la discrimination et le harcèlement sexuel
- ▶ Home Office
- ▶ Flex-Office
- ▶ Financial subsidies for childcare

The other Group entities in Europe do not have collective agreements. They comply with the labour laws in their country.

COLLECTIVE LABOUR AGREEMENT

This text supplements the Labour Law in force at the national level and makes it possible to consider the specificities of each trade, in particular the disparities of organisation, the arduousness of the work and the particular social conditions.

RAJA France and CENPAC are attached to the Collective Agreement "Distribution & Wholesale Trade of Paper-Cardboard", the following subjects are developed there:

- ▶ Section 1: Scope
- ▶ Section 2: Hiring, employment contract, medical visits
- ▶ Section 3: Changes to the employment contract
- ▶ Section 4: Duration & organisation of working time
- ▶ Section 5: Holidays & bank holidays
- ▶ Section 6: Termination of the employment contract, notice, job search hours, dismissal & contractual indemnities
- ▶ Section 7: Maternity, sickness & accidents at work
- ▶ Section 8: Provident Insurance
- ▶ Section 9: Occupational Classification
- ▶ Section 10: Salaries, bonuses & compensations
- ▶ Section 11: Securing & developing career paths
- ▶ Section 12: Diversity & enhancement of human capital
- ▶ Section 13: Occupational Health & Safety
- ▶ Section 14: Compensation for partial activity
- ▶ Section 15: Social dialogue, discrimination & freedom of association

JPG is attached to the Collective Agreement "Retail trade, Stationery, Office supplies, Office automation", the following subjects are developed there:

- ▶ Section 1: Scope
- ▶ Section 2: Hiring & promotion
- ▶ Section 3: Fitness for employment and work
- ▶ Section 4: Working time
- ▶ Section 5: Suspension of the employment contract for illness or accident
- ▶ Section 6: Paid leaves
- ▶ Section 7: Guaranteed minimum wages
- ▶ Section 8: Physically or nervously dangerous, unhealthy heavy work
- ▶ Section 9: Professional equality between women and men
- ▶ Section 10: Special provisions for women and young people
- ▶ Section 11: Health & Safety
- ▶ Section 12: Employment of the disabled
- ▶ Section 13: Apprenticeship & professional training
- ▶ Section 14: Provident Insurance

BERNARD is attached to the "Distance Commerce" Collective Agreement, the following subjects are developed there:

- ▶ Section 1: Scope
- ▶ Section 2: Hiring & promotion
- ▶ Section 3: Fitness for employment and work
- ▶ Section 4: Working time
- ▶ Section 5: Suspension of the employment contract for illness or accident
- ▶ Section 6: Paid leaves
- ▶ Section 7: Guaranteed minimum wages
- ▶ Section 8: Physically or nervously dangerous, unhealthy heavy work
- ▶ Section 9: Professional equality between women and men
- ▶ Section 10: Special provisions for women and young people
- ▶ Section 11: Health & Safety

- ▶ Section 12: Employment of the disabled
- ▶ Section 13: Apprenticeship & professional training
- ▶ Section 14: Provident Insurance

In Spain, KALAMAZOO is attached to the Collective Agreement of the "Trade of Paper & Graphic Arts", the following subjects are developed there:

- ▶ Section 1: Preliminary clauses
- ▶ Section 2: Scope & complaint
- ▶ Section 3: Compensation
- ▶ Section 4: Work organisation
- ▶ Section 5: Occupational Classification
- ▶ Section 6: Recruitment & Employment
- ▶ Section 7: Remuneration
- ▶ Section 8: Working day, working hours and breaks
- ▶ Section 9: Reduction of working hours for legal custody or family care
- ▶ Section 10: Suspension of the employment contract
- ▶ Section 11: Health & Safety
- ▶ Section 12: Retirement
- ▶ Section 13: Miscellaneous
- ▶ Section 14: Training
- ▶ Section 15: Non-application clause of the collective agreement
- ▶ Section 16: Disciplinary system
- ▶ Section 17: Trade union rights
- ▶ Section 18: Mixed commission
- ▶ Section 19: Conflict Management
- ▶ Section 20: Equal opportunities between men and women
- ▶ Section 21: Discrimination & Sexual Harassment

In Italy, MONDOFFICE is attached to the Collective Agreement "of Companies in the Commerce Sector", the following subjects are developed there

- ▶ Section 1: Obligations of the employee
- ▶ Section 2: Prohibitions
- ▶ Section 3: Reasons for absences
- ▶ Section 4: Respect for working hours
- ▶ Section 5: Change of residence
- ▶ Section 6: Disciplinary measures
- ▶ Section 7: Disciplinary code
- ▶ Section 8: Legislation on disciplinary measures

The other entities of the RAJA Group are not attached to any Collective Agreement, they comply with the labour legislation in their country.

In all cases, collective agreements allow:

- ▶ For workers, to have a framework for the employment contract, which makes it possible to guarantee minimum working conditions and income
- ▶ For employers, to guarantee social peace by defusing global conflicts through negotiation.

Carreer Management

RECRUITMENT POLICY

La politique de recrutement des filiales du Groupe RAJA s'articule autour de plusieurs principes clés :

- ▶ Culture and respect for RAJA's values: We want to establish long-term relationships with our employees, so we seek out candidates with values and interpersonal skills that are in line with our customer satisfaction-focused corporate culture.
- ▶ Sustainable employment: we endeavour to develop permanent employment relationships whenever possible, and our use of temporary contracts is generally limited to periods when peaks in activity, particularly in terms of logistics, make it necessary to reinforce our teams.
- ▶ Non-discrimination: we've implemented the most objective recruitment processes possible, and we raise awareness among all persons involved in hiring to guarantee equal treatment and promote diversity.
- ▶ Oversight of the hiring process: RAJA has invested in the WeRecruit hiring management toolkit to help enhance its image as an employer among applicants, and we have a simplified qualitative management of offers and application files.

STABILITY OF HUMAN CAPITAL

All subsidiaries of the RAJA Group aim to retain their team members by offering:

- ▶ Professional development opportunities
- ▶ Attractive and fair wages
- ▶ Benefits in addition to compensation
- ▶ Good working conditions with the provision of ergonomic and appropriate equipment to perform tasks in complete safety
- ▶ pleasant working environment that complies with current legislation
- ▶ A strong employer brand that notably considers issues such as sustainability and social commitment
- ▶ Maintaining the employment of seniors and the integration of more junior employees, which allows the contribution of new skills, the development and sustainability of our professions thanks to the transmission of knowledge and know-how from the company

Thus, the average seniority within the Group's entities is between 10 and 15 years with a turnover ranging from 2% to 10% in 2021.

BEST EMPLOYER LABEL

In 2021 and for the 3rd consecutive year, RAJA was honoured as "Best Employer" (Palmarès Capital / Statista). RAJA is an attractive employer, identified in the TOP 10 companies preferred by employees in the wholesale trade.



SKILLS DEVELOPMENT & ADAPTATION

Annual Evaluation Interviews & Professional Interviews

Annual Evaluation Interviews

The annual evaluation interviews are carried out in all the subsidiaries of the RAJA Group and are an opportunity for managers and their team members to have a privileged time for discussion and make a statement on achievements of the past year and to set objectives for the coming year.

These performance reviews are intended to:

- ▶ Review the objectives
- ▶ Assess technical business and behavioural skills
- ▶ Identify areas of improvement
- ▶ Review the performance of the past year
- ▶ Make a statement on the workload, the organisation of work and the balance between professional and personal life
- ▶ Make a statement on wishes for professional development and the development of skills

In all subsidiaries, managers have good practice guides for conducting annual appraisals in the best conditions.

Professional Interviews

In France, the labour code requires companies to carry out professional interviews every 2 years.

Thus, RAJA France, BERNARD, CENPAC & JPG organise these professional interviews every two years or when a team member has been absent for a long period. Even if the subject is broached during the annual evaluation interview, the professional interview is an opportunity for the manager to consider the professional development prospects of his and her team members and to define the training needs that may contribute.

Skills Assessment Tools

In addition to interviews, all the tools useful for assessing skills, which are all means of ensuring objective performance measurement, are in place in the Group's subsidiaries:

- ▶ Job descriptions
- ▶ Competency frameworks
- ▶ Interviews at the end of the trial period

In some subsidiaries, particularly in the United Kingdom, the concept of role criticality (management teams, value creators, points of failure) in the company is assessed by General Management so that the activity be sustainable and that the areas of development training be strengthened if necessary.

Training & Skills Development

The Human Resources Department of each of the Group's subsidiaries ensures that documentation on the various existing training systems is made available to its team members.

Professional Training

Professional training aims to:

- ▶ Promote the professional integration of team members
- ▶ Allow them to remain in employment
- ▶ Contribute to the economic development of the company
- ▶ Allow team members who have interrupted their professional activity to return to work.

This internal skills development policy is reflected in 2021, in all subsidiaries, by a substantial budget for external training.

Skills Assessment

The skills assessment, at the initiative of the employer and/or the team member, is intended to enable him or her to analyse their professional and personal skills as well as their aptitudes and motivations and to define a professional project and/or a training project.

Validation of Acquired Experience (VAE)

On the initiative of the employer and/or the team member, the validation of acquired experience allows anyone engaged in working life to have the professional experience they have acquired validated in order to obtain a diploma, a professional title or a certificate of qualification. The VAE also allows access to a training course, without justifying the level of studies or diplomas usually required.

Skills Development Plan

The skills development plan is built each year in support of the RAJA Group's strategy. Training is primarily put in place for services undergoing transformation, whether it is a question of changing professions or reorganising the production of catalogues in paper and web format.

Promotion of Internal Mobility

With a view to limiting recourse to subcontracting and outsourcing, the skills necessary for the development of RAJA are first sought internally, and all job offers are communicated on the intranet and posted on the panels provided for this purpose.

Promotion is an essential and priority lever of our Human Resources policy; internal candidates being favoured whenever possible.

Promotion makes it possible to retain teams, develop skills and employability but also to guarantee the sustainability and transfer of our know-how.

Diversity, Discrimination & Harrassment

DIVERSITY CHARTER

In 2021, for the 7th consecutive year, the parent company, RAJA France renewed its adherence to the Diversity Charter and thus confirmed its desire to promote the application of the principle of non-discrimination in all its forms (ethnic, generational, physical, social, sexual, cultural or religious) in all acts of management and decision-making of the company or organization and in particular in all stages of human resources management.

This charter is structured around the following axes:

- ▶ Commitment
- ▶ Awareness & training
- ▶ Process evolution
- ▶ Hiring & internal promotions
- ▶ Communication
- ▶ Establishment of dialogue between social partners
- ▶ Assessment of diversity indicators



Solidarity and respect are strong values of the RAJA Group, embodied by its Chief Executive Officer, Danièle Kapel-Marcovici and shared by all team members. The Group's Human Resources policy testifies to this, by the signing of numerous agreements, such as the professional equality agreement between men and women or the intergenerational agreement on the generation contract.

The Diversity Charter contributes to developing management that respects differences and is based on trust. It improves team cohesion, a source of better living together and therefore of performance. Diversity is the foundation of a socially and economically successful society, its purpose is to promote equal opportunities and diversity in all its components.

Even if the Group's subsidiaries do not officially adhere to an organisation such as the Diversity Charter or its equivalent in the various European countries, they are all committed to acting in favour of diversity and thus going beyond the legal and legal framework of the fight against discrimination.

Thus, KALAMAZOO in Spain has set up an Equality Commission which is responsible for enforcing the commitment to equal treatment and opportunities within the company.

This committee is made up of an equal number of company representatives and team members. A total of 6 members, whose functions are:

- ▶ To participate in the development, implementation and monitoring of the equality plan
- ▶ To promote initiatives for gender equality
- ▶ To raise awareness on gender equality and non-discrimination in the company.



RAJA in the United Kingdom has implemented and applies an Equality, Inclusion and Diversity Policy which is also mentioned in the welcome booklet for new team members. This policy states that:



The Company is committed to the principle of equal opportunity in employment. The terms equality, inclusion and diversity are at the heart of this policy. Equality means ensuring everyone has the same opportunities to fulfil their potential free from discrimination. Inclusion means ensuring everyone feels comfortable to be themselves at work and feels the worth of their contribution.

Diversity means the celebration of individual differences amongst the workforce. We will actively support diversity and inclusion and ensure that all our employees are valued and treated with dignity and respect. We want to encourage everyone in our business to reach their potential.

And continues by stating that:

Management will ensure that recruitment, selection, training, development and promotion procedures result in no job applicant, employee, or worker receiving less favourable treatment because of a protected characteristic within the Equality Act 2010 which are race, including colour, nationality, ethnic or national origin and caste; religion or belief; disability; sex; sexual orientation; pregnancy or maternity; gender reassignment; marriage or civil partnership; and age.

In accordance with our overarching equal treatment ethos, we will also ensure that no one is treated less favourably on account of their trade union membership or non-membership or based on being a part-time worker or fixed-term employee. The Company's objective is to ensure that individuals are selected, promoted, and otherwise treated solely based on their relevant aptitudes, skills, and abilities.

VIKING in the United Kingdom also has an Equality, Inclusion and Diversity Policy in place which aims to create an environment which includes all people in their unique abilities, strengths and differences and promotes diversity by as a strategic business advantage for the company. We seek to treat all associates as individuals, fairly and consistently, and to create equal opportunities.



VIKING supports a working environment free of discrimination or harassment for team members and will work within the guidelines of the Equality Act (2010) to promote a culture that challenges discrimination and strives to be respectful to all. We want to recruit, retain and develop the most talented people, whatever their background, in order to make the best use of their talents within the company. We will continue to support our managers and teams to remove unnecessary barriers to entry and demonstrate diversity and inclusion in their day-to-day activities, roles and functions.

MONDOFFICE in Italy has established an ongoing collaboration with the association "Mondes sans Frontières" for the integration of foreign personnel and/or political refugees into its workforce.



FIGHT AGAINST DISCRIMINATION

Since its creation, RAJA has pursued a non-discriminatory Human Resources management policy and has developed a professional culture of diversity and equality.

RAJA condemns discrimination in all its forms. The Group pays particular attention to respecting equal opportunities both in the conditions of access to employment and promotion and in its salary policy, ensuring that objective criteria are applied to the recruitment, mobility and promotional.

The subsidiaries of the RAJA Group are particularly aware of the fight against gender discrimination, respect for equal pay, equality during recruitment and equal promotion, in particular by applying the following principles:

- ▶ Definition of objective criteria for the hiring process: preparation of job descriptions, objective analysis of CVs and career paths, with collective hiring sessions for certain profiles without prior consultation of candidates' CVs, etc.
- ▶ Definition of objective criteria for the mobility and promotion processes through the generalisation of annual interviews and the performance of skill assessments
- ▶ Actions to raise non-discrimination awareness among managers
- ▶ Monitoring of key indicators and biannual actions involving the social partners

The fight against discrimination is one of the subjects mentioned in the Group's Ethics Charter, which has been given to all team members.

PROFESSIONAL EQUALITY BETWEEN WOMEN & MEN

Since the creation of RAJA, the European leader in the distribution of supplies and equipment to companies, equality between women and men has been at the heart of its constituent values.

Created by two women: Rachel Marcovici, the mother of Danièle Kapel-Marcovici and her partner Janine Rocher in 1954, RAJA has always been exemplary in terms of professional equality. Danièle Kapel-Marcovici, who has led the Group since 1982 and who created the RAJA-Danièle Marcovici Foundation for the emancipation of women in 2006, is personally very committed to women's rights, professional equality is therefore natural in companies of the group.

In France, the gender equality index is calculated using the following indicators:

- ▶ Pay gap
- ▶ Chances of getting an increase of salary
- ▶ Chances of getting a promotion
- ▶ Wage increases upon return from maternity leave
- ▶ Number of women among the ten highest remunerations

Thus, for 2021, the French subsidiaries of the RAJA Group obtained the scores below:

- ▶ RAJA France: 94/100
- ▶ BERNARD: 91/100
- ▶ CENPAC: 75/100
- ▶ JPG: 90/100



INCLUSION OF PEOPLE WITH DISABILITIES

Aware of their role as responsible companies, the subsidiaries of the RAJA Group are attentive to promoting the sustainable integration into employment of people with disabilities. Thus, the Group regularly hires team members with disabilities and for whom the company makes sure to adapt the working conditions if necessary.

Partnerships with Etablissements et Services d'Aide par le Travail (ESAT) & Equivalents in Europe

Work support establishments and services are medico-social establishments for protected work, reserved for people with disabilities and aimed at their social and professional integration or reintegration.

Our CENPAC, BERNARD and KALAMAZOO subsidiaries have established a partnership with ESAT or local equivalent and employ people with disabilities for services such as:

- Maintenance of green spaces
- Cleaning of the premises
- Reconditioning
- Vehicle cleaning
- Washing of reusable cups

Disability Awareness Campaigns

There are still many stereotypes related to disability, which contributes to an inaccurate perception of it.

It is in this context that in 2021, an awareness campaign in favour of disability was launched by the Human Resources Department. Taking disability into account is essential to adapting positions in the best conditions and adapted solutions can be proposed to compensate for difficulties of a very wide variety.



Within RAJA France, this campaign paved the way for recognition of the status of "disabled workers" for several employees already present in our teams. An endowment of €300 in CESU checks is organized each year for anyone who has declared their disability.



At CENPAC, posters are permanently positioned in the premises to make employees aware of the different situations of disability.

As part of Disability Awareness Week, a quiz has been organised on all CENPAC sites which mobilised many team members.

HARASSMENT AT WORK

The employer is required by law under the general principles of prevention to take all necessary measures to ensure the safety and protect the physical and mental health of its team members. Thus, in matters of moral and sexual harassment, he must prevent wrongful acts, put a stop to them and sanction the perpetrator.

The provisions relating to harassment, whether sexual harassment or moral harassment, are described in the internal regulations of the establishment or in the company policies of the various subsidiaries of the RAJA Group.

Referents in Matters of Sexual Harassment & Sexist Acts

In the French subsidiaries, in accordance with the provisions of article L 1153-5-1 of the Labour Code, RAJA France, BERNARD, CENPAC and JPG have appointed a referent responsible for guiding, informing, and supporting female employees and employees in the fight against sexual harassment and sexist behaviour.

Similarly, in accordance with the provisions of Article L 2314-1, a referent has been appointed from among the members of the Economic Social Committee (CSE) to fight against sexual harassment and sexist acts.

The names and contact details of the referents are displayed on the panels provided for this purpose.

Whistleblowing Procedure

The whistleblowing procedure, applicable to all entities of the RAJA Group explains the system allowing the collection and processing of reports from employees on a threat or serious harm such as the violation of human rights and fundamental freedoms. such as workplace harassment.

Good Practices from Here and Elsewhere

Beyond the whistleblowing procedure to which all subsidiaries are required to comply, several good practices for creating a Positive Work Environment exist within the various entities of the RAJA Group.

KALAMAZOO in Spain strives to create and maintain a work environment in which people are treated with dignity and respect and do not tolerate any form of unlawful discrimination or harassment. It is in this context and to reaffirm its desire to fight against all forms of harassment that the General Management of this subsidiary has implemented a Policy on Harassment in the Workplace aimed at preventing, correcting and disciplining behaviours that infringe.

All team members, regardless of their position, are covered by this policy and must comply with it. At the same time, a protocol and procedure for filing a complaint for harassment, discrimination or reprisals have been put in place. The company treats all aspects of the procedure confidentially and in accordance with data protection regulations.

MONDOFFICE in Italy has implemented a code of ethics as well as an ethics alert system to prevent any risk of harassment in the workplace. Each team member is kept informed of the procedure to follow and the steps to take if necessary.

RAJA in the United Kingdom has a “Positive Work Environment” Policy in place which states, among other things, that:

- ▶ The Company is committed to creating a harmonious and safe working environment, which is free from harassment and bullying and in which every employee is treated with respect and dignity. The Company strives to ensure that the different experiences, abilities, and skills of each individual are valued by others. Inappropriate behaviour should be challenged. It is the Company’s intention to encourage everyone to always behave in a proper manner.
- ▶ Harassment or bullying causes stress, anxiety, and unhappiness to individuals, creates an unpleasant environment in which to work and may be unlawful. This can reduce efficiency and may ultimately have an impact on the way in which services are delivered to our customers. For these reasons, it is important that the Company, as an employer, and individual employees strive to achieve a working environment which is free from this type of behaviour.
- ▶ Any behaviour that is in contradiction to this policy is treated seriously with a grievance process in place for team members to follow if necessary. The Gross Misconduct section of the handbook specifically calls out ‘unlawful discrimination, harassment and/or bullying’ as an example of gross misconduct for which a team member may be summarily dismissed from the business if any such allegations are proven.

VIKING in the United Kingdom, in the same framework as what is done in the other subsidiaries, has implemented several tools to fight against harassment in the workplace:

- ▶ A manual on Respect and Dignity which is given to all team members.
- ▶ A call number for which communication is made by display.



The various SOCIAL & HUMAN RIGHTS indicators are mentioned in detail in the CSR INDICATORS paragraph

SUSTAINABLE PROCUREMENT

Group Sustainable Procurement Policy

Sustainable development means meeting the needs of the present without compromising the ability of future generations to meet theirs. It covers three dimensions: economic, social and environmental. Social responsibility is the contribution of organisations to sustainable development. It is reflected in the organization's desire to take responsibility for the impacts of its decisions and activities on society and the environment and to report on them.

This policy is based on RAJA's commitment within the framework of its membership of the United Nations Global Compact, thus confirming its desire to integrate the 10 principles of this organisation into the Group's strategy.

In addition, RAJA has implemented a sustainable development policy of which the Purchasing function is an essential component. For RAJA's commitment to be effective and constructive in the context of responsible purchasing and sustainable development, it must also be shared by our suppliers. The objective of this charter is to share our commitments and our desire to integrate CSR (Corporate Social Responsibility) as a selection criterion as important as the aspects of quality, service, and cost. RAJA's Purchasing teams are attentive to compliance with this charter and work with the Supplier to build a continuous improvement approach.

In 2021, 99,6 % of the Group's Purchasing Centre suppliers have signed this Sustainable Procurement Policy.

RAJA GROUP COMMITMENTS

Beyond the principles of the United Nations Global Compact, in terms of promoting and respecting human rights, international labour and environmental standards, RAJA is also committed to the following values:

- ▶ **Fair treatment:** RAJA is committed to treating its suppliers with honesty, fairness and respect
- ▶ **Impartial selection:** RAJA selects its suppliers impartially according to predefined, explicit and transparent criteria: quality, service, cost, environmental and social impact of the products offered
- ▶ **Assurance of financial fairness:** RAJA makes every effort not to establish with its suppliers a link of economic dependence which could jeopardize one of the two parties
- ▶ **Performances' improvement:** RAJA seeks to build long-term relationships with its suppliers, in a common approach of continuous improvement
- ▶ **Fight against corruption:** RAJA acts in accordance with its Anti-Corruption Code of Conduct
- ▶ **Confidentiality & intellectual property rights:** RAJA respects the intellectual property rights and the confidential nature of the technical and commercial information communicated by its suppliers

- ▶ **Security & protection of personal data:** RAJA undertakes to comply with applicable laws relating to the protection of personal data, as well as all specific requirements relating to the protection and security of the data collected.
- ▶ **Human Rights:** RAJA is committed to respecting the protection of international human rights law within its sphere of influence. RAJA ensures that his own operations are not complicit in human rights abuses. RAJA offers equal opportunities and does not discriminate against its team members
- ▶ **Labour law:** RAJA supports the freedom of association and effective recognition of the right to collective agreements, the elimination of all forms of forced or compulsory labour, the effective abolition of child labour and the elimination of all forms of discrimination in employment. job and profession. RAJA hires employees based on documented contracts in accordance with the requirements of the law
- ▶ **Environment:** RAJA is committed to applying the precautionary approach to environmental problems, to undertaking constant research to reduce the impact of their activities on the environment and to encouraging the development and implementation of environmentally friendly technologies. RAJA takes the necessary measures to preserve natural resources and avoid environmental degradation

Suppliers Code of Conduct

Attached to the Sustainable Procurement Policy, the Supplier Code of Conduct aims to clarify RAJA's expectations of its suppliers.

By adhering to this policy and the code of conduct, the supplier undertakes to respect and promote their principles and to implement the means necessary to ensure their application by itself, its suppliers, and its subcontractors.

SUPPLIERS COMMITMENTS

Economic Aspects

- ▶ **Confidentiality and transparency:** The Supplier undertakes to work transparently and to provide RAJA with accurate information. The Supplier respects the confidentiality of the information received which is the property of RAJA and never uses this information for its own benefit
- ▶ **Fight against corruption:** The Supplier refrains from all forms of corruption including extortion and bribery, to offer, promise or give illegal advantages to national or international officials, nor to national decision-makers international organizations operating in the private sector, in order to be granted preferential treatment or obtain a favourable decision in the public or private sector. The same applies to donations, gifts or invitations to business meals or commercial events. The Supplier must also avoid conflicts of interest which could create risks of corruption. The Supplier undertakes to promote compliance with the applicable regulations and the principles of RAJA's Code of Conduct among its own suppliers and subcontractors, and to enforce it
- ▶ **Competition:** The Supplier must respect the rules of free and fair competition in all commercial relations and must not act against any law relating to competition

- ▶ **Security and protection of personal data:** The Supplier must comply with all applicable laws relating to the protection of personal data, as well as all specific requirements relating to data protection and security provided for in the referencing agreement signed with RAJA

Employment Related Aspects

The Supplier promotes and respects the declaration of the International Labour Organisation (ILO) on fundamental principles and rights at work as well as international human rights legislation. For these purposes, the Supplier implements mechanisms guaranteeing compliance with the following principles:

- ▶ **Elimination of forced and compulsory labour:** The Supplier undertakes not to have recourse to forced or compulsory labour under any circumstances as defined in the fundamental Conventions 29 and 105 of the ILO
- ▶ **Abolition of child labour:** The Supplier undertakes not to employ people who do not have the minimum age required to work as defined in the fundamental Conventions 138 and 182 of the ILO
- ▶ **Occupational health and safety protection:** The Supplier implements a health and safety policy which aims to guarantee each employee a safe and healthy working environment and to maintain an environment in which the dignity of persons is respected
- ▶ **Compliance with all applicable laws regarding wages, benefits and working hours:** The Supplier must grant remuneration in accordance with national regulations relating to the minimum wage and benefit from legal advantages. Working time, including overtime, must at least comply with applicable national laws. In the absence of national Laws, ILO standards should apply
- ▶ **Elimination of discrimination and fair treatment in the workplace:** The Supplier must prohibit and fight against any discrimination based on criteria related to race, colour, sex, sexual orientation, language, disability, religion, political and other opinions, national or social origin, wealth, birth and other status. It must promote diversity, equality of opportunity and treatment in matters of employment and work. Supplier shall treat all employees with respect and shall not inflict corporal punishment, use physical or moral coercion, any form of abuse, harassment, or threats of such treatment
- ▶ **Freedom of association and right to collective bargaining:** The supplier undertakes to respect the freedom of association and the right to organize and bargain collectively as defined in the fundamental Conventions 87 and 98 of the ILO.

Environmental & Regulatory Aspects

The Supplier must comply with the laws and regulations applicable in all the countries where it operates as well as the European regulations (regulations or directives) in force. The Supplier must commit its own suppliers and/or its subcontractors to comply with the applicable legislation and the principles of this code of conduct.

More specifically, the Supplier declares to comply with all applicable environmental laws and regulations. It retains and updates all required regulatory and environmental approvals.

The Supplier strives to achieve the best standards in terms of environmental protection, both for its products and for its management system, with regards to the protection of nature, the management of waste and toxic substances. RAJA encourages its suppliers to obtain ISO 14001 certification.

The Supplier integrates environmental, health and safety criteria into the design of their products, to eliminate or reduce negative impacts throughout their life cycle, while maintaining and/or improving their quality.

The Supplier applies the precautionary principle in the approach to environmental problems.

Social, Environmental and Compliance Monitoring and Audits

In order to guarantee compliance with the expectations described in the suppliers' code of conduct throughout the duration of the agreement, the Supplier shall send RAJA all the elements enabling such compliance to be established and shall immediately inform RAJA when it becomes aware of or has reason to believe that it has itself failed, or that one of its subcontractors has failed, in its obligations.

COMPLIANCE WITH STANDARDS, DIRECTIVES & REGULATIONS

The main directives and regulations with which suppliers must comply are appended to the Supplier Code of Conduct (non-exhaustive list).

- ▶ **European Directive 94/62 Directive (EU) 2018/852 of the European Parliament and of the Council:** Regulations related to packaging and packaging waste
- ▶ **Regulation (EC) 1935/2004 of the European Parliament and of the Council:** Regulations relating to materials and objects intended to come into contact with foodstuffs
- ▶ **European Directive 2006/121/EC and Regulation of the European Parliament and of the Council:** REACH regulations on the presence of chemical and hazardous substances in products
- ▶ **European Directive 2002/95/EC of the European Parliament and of the Council:** RoHS regulations restricting the use of certain hazardous substances in electrical and electronic equipment
- ▶ **European Directives 2002/96/EC and 2003/108/EC of the European Parliament and of the Council:** Regulations relating to the collection and processing of WEEE
- ▶ **Eco-contribution on papers (France) Article L541-10 environmental code:** Citéo tax (contribution to the collection, recovery, and disposal of printed paper waste)

COMPLIANCE WITH REGULATIONS ON MINERALS FROM CONFLICT ZONES

Products sold by RAJA Group subsidiaries do not contain tin, tantalum, tungsten or gold, four minerals most often linked to armed conflicts and human rights violations.

Despite this, the Group Purchasing Department ensures that its suppliers sign a "Conflict Minerals Declaration" in which they certify that the products delivered to each of the Group's entities are not subject to responsible supply chain management. in minerals from conflict or high-risk areas.

Supplier Referencing Agreement

Beyond the Code of Conduct for Suppliers, which they are obliged to sign and respect, suppliers must sign a referencing agreement that includes RAJA expectations on all contractual aspects related to the product.

Since 2016, the referencing agreement has included societal and environmental clauses. In 2021, these clauses were completed as part of RAJA's adherence to the United Nations Global Compact and now incorporates the principles related to the promotion and respect for human rights, international labour standards, environment, and anti-corruption.

Thus clause 27 of the Referencing Agreement - Compliance, Ethics, Social Responsibility & Sustainable Development - stipulates:

"RAJA adheres to the United Nations Global Compact and actively supports the sustainable development goals adopted by this organisation. It attaches great importance to compliance with the laws, regulations and ethical principles that govern the conduct of its business and expects its business partners and subcontractors to collaborate based on compliance with the same standards. Consequently, the Supplier undertakes to respect the Sustainable Procurement Policy and the Supplier Code of Conduct communicated by RAJA and to implement an active and concrete policy of sustainable development and social and environmental responsibility whose objectives will be integrated into the supplier's strategy. It will encourage any contractor, partner, or subcontractor to adopt a similar policy".

Suppliers' Assessment

ANNUAL REPORT & EVALUATION CRITERIA

Assessments of our suppliers generating a large part of our turnover are carried out each year. The evaluation criteria are essentially based on:

- ▶ Compliance with delivery deadlines
- ▶ Conformity of deliveries and conformity of products
- ▶ Regularization of credit notes
- ▶ Responsiveness in responding to requests
- ▶ Innovation in offering new products, particularly in terms of eco-responsibility
- ▶ Flexibility in terms of the ability to deliver in shorter lead times
- ▶ The social, environmental and sustainable development approach.

SELF-ASSESSMENT OF SUPPLIERS ON THEIR CSR PERFORMANCE

In a constant concern for continuous improvement, we have undertaken to strengthen the assessments of our suppliers by setting up a self-assessment grid on CSR performance. This grid is now integrated into our referencing protocol

The self-assessment themes included in this grid are as follows:

- ▶ CSR (policy, certification, etc.)
- ▶ Environmental approach (certification, Bilan Carbone®, etc.)
- ▶ Safety & Working Conditions
- ▶ Ethics, fight against corruption & information security

ON-SITE AUDIT OF SUPPLIERS FOLLOWING THE PRINCIPLES OF GLOBAL COMPACT

We will use, in this context, the evaluation grid proposed by the United Nations Global Compact, to which we will add compliance with the REACH regulations.

This new grid will be implemented in the course of 2022 and will give rise to an audit on the supplier's site.

We will identify the most strategic suppliers with regards to our activity to plan these audits.

RAJA Group Products Environmental Impact Reduction

Since 2016, the evolution of French and European legislation tends to limit, or even prohibit, the sale of single-use products. This context forces players in the packaging sector to accelerate their transition to more sustainable solutions.

RAJA Group is part of this approach with concrete solutions, by offering products requiring less material, products using recycled materials and/or which can themselves be recycled or even reused. We offer eco-responsible products to our customers, advise them, and inform them through a promotion of these products according to four criteria:

- ▶ Products certified by ecolabels such as the European Ecolabel (EU Ecolabel®) or NF Environnement®
- ▶ Products made from renewable resources (FSC® and PEFC® labels: products made from wood from sustainably managed forests)
- ▶ Products that reduce the production of waste or save energy or raw materials, such as cardboard made from recycled paper (signage on the share of recycled materials)
- ▶ Products entering the cycle of selective collection and recovery of waste, in particular products made of plastic (signage on recyclability).

THE “ECO-DESIGN” CRITERION

Eco-designed products are certified by an eco-label, which covers the entire product design and production cycle.



This European label concerns products that have a lower impact on the environment based on performance criteria. These ecological criteria consider all aspects of the life of the product, from its production and use to its subsequent disposal.

The French NF-Environnement eco-label certifies products that have less impact on the environment and a fitness for use at least equivalent to that of other similar products. It is aimed at products intended for consumers and intermediate products.



This Nordic label (only in force in the countries of Scandinavia) uses the same criteria as the European Ecolabel, although being stricter on the question of organic. Issued for a period of 3 years, it must be renewed, with the same equally strict criteria, once this period has passed.

The green point is a French certification present on 95% of packaging marketed in France. As for many Ecolabels, it is necessary for companies wishing to label their products to pay a financial contribution to the Eco-Emballages program. This certification is also intended to guarantee consumers that the company submits to pay this mandatory contribution.



This German Ecolabel is a certification issued to fibre-based products that come entirely from wastepaper. Respecting very strict safety and health standards, this label is reputed to be complicated to obtain, in addition to being only given on request. Many items on bernard.fr currently hold this environmental label, as do other well-known Ecolabels.

THE “PRODUCTS DERIVED FROM RENEWABLE RESOURCES” CRITERION

Biobased products are made from materials derived from renewable natural resources (paper, cardboard, wood, corn starch and other plant materials).



RAJA Group is a member of FSC® France (Forest Stewardship Council) which encourages responsible management of forests according to the 3 criteria of sustainable development: social, ecological, and economic.

Partner of PEFC, RAJA Group is committed to PEFC certification to promote sustainable forest management. This certification guarantees that the product purchased comes from responsible sources and that through the act of purchase we participate in the preservation of forests in France and around the world.



This independent environmental label makes it possible to guarantee that a product does indeed come from a “similar” forest. That is to say, the objective is to establish a completely similar tree ecosystem to preserve biodiversity. This process has the advantage of not using any pesticides. This certification concerns food products

THE “REDUCTION OF WASTE, RAW MATERIALS OR ENERGY” CRITERION

These products reduce the production of waste or save raw materials or energy (recycled products, pre-stretched film, etc.).

These symbols indicate that the product is made from recycled materials. The percentage of these materials is indicated inside the loop.



The Ecolabel APUR (Association of Producers and Users of Recycled Paper) ensures the control of the manufacturing process as well as the materials used in the production of recycled paper. By purchasing an APUR labelled product, our customers have the assurance that between 50% and 100% recycled fibres have been used in its manufacture.



As with many other environmental labels, Paper by Nature promises to promote certain green practices in the stationery industry. The label itself serves as a reference for consumers. To obtain it, the company must justify responsible actions in terms of forest management and in the manufacture of ecological paper.

As with many other environmental labels, Paper by Nature promises to promote certain green practices in the stationery industry. The label itself serves as a reference for consumers. To obtain it, the company must justify responsible actions in terms of forest management and in the manufacture of ecological paper.



The Eurofeuille label is a European label that certifies that a product is indeed from organic farming. When this certification is on the packaging of a product, the buyer has the certainty that it does not contain any synthetic chemical product, and that it was indeed produced in a natural way. Its use is mandatory for organic products sold within the European Union.

THE "SELECTIVE COLLECTION AND RECOVERY OF WASTE" CRITERION

These products enter the cycle of selective collection and recovery of waste.



This symbol indicates that the product is used for the selective collection of waste helping companies in their sorting.

This symbol indicates that the product is recyclable and can be thrown in the yellow bin anywhere in France.



The RESY symbol comes from a German organisation and can only be affixed to cardboard products. It indicates that it is recyclable.

Triman is a logo. Compulsory since the beginning of 2015, it concerns all products on the market that can be recycled. Triman is not an Ecolabel or a certification, the company that attaches this logo to its packaging has not paid any royalties to anyone.



Beyond these "standardised" labels, all eco-responsible products are identified by the systematic use of the pictogram below, broken down according to the criterion or criteria concerned:



Promotion of Innovative and Eco-Friendly Products

THE PACKAGING OSCARS

The RAJA Group won 1 Packaging Oscar in the competition organised by Emballages Magazine in November 2021.



100% Recycled & Recyclable Bubble Wrap



Awarded in the "Transformation" category, the bubble wrap, thanks to the air captured between the 2 sheets of paper, provides optimal cushioning and guarantees effective protection of the goods during the shipping cycle. Flexible and as easy to handle as plastic bubble wrap, it envelops and protects products from shocks, impacts and vibrations, while protecting them from humidity and dust. Lightweight, it does not increase shipping costs.

The jury appreciated this "made in France" technical prowess which led to the development of this alternative to plastic films while online sales are growing very strongly.

PURCHASING TROPHIES

On June 15, the RAJA Group won the gold medal of the 2021 Purchasing Trophies in the "Supplier Co-construction Challenge" category. The Purchasing Trophies is the first event in France to reward the most efficient and innovative achievements in the field of Purchasing. The "Supplier Challenge" category highlights innovations made in co-design between manufacturers and purchasing departments.

Box with Integrated Wedging 100% Recycled & Recyclable

RAJA won the price with its new recycled and recyclable foam cushioning boxes under the RAJA brand, developed with the company Cartospe, a French SME and historical partner of RAJA.

RAJA and Cartospe have combined their expertise to develop this product into fully eco-friendly packaging. The new boxes, made in France with recycled PET foam cushioning, are 100% recycled and 100% recyclable. They are marketed exclusively in Europe by the RAJA Group.

The jury was seduced by the product and its protective qualities, but also by the approach of the RAJA Group which has aimed, for several years, to develop innovative and eco-responsible solutions, bio sourced and made from recycled plastics.



PRICE FOR THE BEST CSR INITIATIVE

The Federation of Office and Digital Companies, made up of industrialists, journalists and companies specializing in eco-responsibility, awarded the RAJA Group the Trophy for the Best CSR Solution for its new stretch paper for palletising, biobased, FSC and 100% recyclable.

The jury wished to salute "the leadership and long-term commitment of the RAJA Group in the field of eco-responsibility".

100% Recyclable Manual Stretch Paper for Palletising

Hand stretch paper is made from PEFC certified natural kraft. It is ideal for packaging standard homogeneous and light pallets up to 200kg.

It provides excellent support for goods during transport and storage in the warehouse, while protecting them from dirt and dust.

Elastic and tear-resistant, fully recyclable, stretch paper up to 30% is an ecological alternative to the manual plastic stretch film usually used to wrap pallets.



Training of Buyers in Environmental Issues

BUYERS' AWARENESS

Interventions of Fabrice PELTIER

Buyers from the Central Purchasing Centre attended awareness sessions led by Fabrice PELTIER, recognized as an expert in design-packaging who works for responsible packaging that is more respectful of the environment.

Indeed, consumers are now demanding that packaging be more environmentally friendly: 100% recyclable, biodegradable, reusable, 100% recycled. All the results of studies on the subject converge towards scores that are close to 100%, so that it is no longer a packaging trend, but a real prerequisite. The packaging of tomorrow will necessarily have to be more respectful of the environment, "zero impact", "zero waste".



Through these last 2 works offered to all buyers, Fabrice PELTIER was able to make them aware of the Packaging Revolution with several "R"

- ▶ Regulatory revolution for all sectors producing and using packaging
- ▶ Revolution in packaging design to continue to Reduce the number of materials used
- ▶ Revolution in the origin of Resources used to produce packaging materials
- ▶ Revolution to ensure the Recycling of all types of packaging placed on the market

- ▶ Revolution to reintegrate ever more recycled materials into closed loops
- ▶ Revolution to guarantee a reasonable return to the earth of non-recyclable biodegradable packaging
- ▶ Revolution to make packaging Reusable without generating collateral environmental impacts
- ▶ In short, Revolution to Reinvent packaging that is more Respectful of our common good: the environment.

The books published by Fabrice Peltier were offered to all team members of the RAJA Group.



E-Learning Sessions

Our subsidiary VIKING has deployed an e-learning on the Environment and Eco-responsibility composed of 3 modules of 10 to 25 minutes:

- ▶ "Green Claims" versus "Green Washing"
- ▶ Recognizing the benefits of green labels
- ▶ Understanding your role in the environmental claims process

Sustainable Procurement Awareness Policy

Our KALAMAZOO subsidiary in Spain has implemented a Sustainable Procurement Awareness Policy which specifies in particular the environmental criteria that buyers must respect when purchasing products such as:

- ▶ Raw materials used for product design
- ▶ Use of the product
- ▶ Product end of life
- ▶ Eco-design or environmental label.



SUSTAINABLE PROCUREMENT OBJECTIVES INTEGRATED IN ANNUAL BUYER PERFORMANCE ASSESSMENTS

During their annual assessment interview, Central Purchasing buyers systematically have objectives to promote responsible purchasing, worded as follows:

- ▶ Pursue the eco-responsible transition of our purchases and product offering
- ▶ Increase the number of eco-certified suppliers (ISO 14001, EcoVadis Label)
- ▶ Increase the rate of eco-friendly references.



The various SUSTAINABLE PROCUREMENT indicators are mentioned in detail in the CSR INDICATORS paragraph

ENVIRONMENT

Installations Classified for the Protection of the Environment (ICPE)

RAJA Group subsidiaries' warehouses in France come under the legislation of Installations Classified for the Protection of the Environment (ICPE) subject to authorisation, registration and declaration. Their operation presenting a risk to the environment, these warehouses are subject to regular monitoring. Being a distributor and not a manufacturer, we have a reduced environmental impact.

HEADINGS OF THE ICPE NOMENCLATURE

- ▶ 1510: Storage of combustible materials, products or substances in covered warehouses
→ Registration (RAJA France, BERNARD, CENPAC & JPG)
- ▶ 1530: Paper, cardboard or similar combustible materials including packaged finished products
→ Registration (CENPAC & JPG)
- ▶ 2663: 2663: Storage of Tires & Products composed of at least 50% Polymers
→ Declaration (RAJA France & CENPAC)
- ▶ 2910 : Combustion at Gas Installations > 1MW & <20 MW
→ Declaration (RAJA France, CENPAC & JPG)
- ▶ 2925: Charging room
→ Declaration (RAJA France, CENPAC & JPG)

As such, RAJA France, BERNARD, JPG & CENPAC ensure the compliance of its buildings and installations with regard to ICPEs and implement the controls and preventive measures necessary to reduce or even eliminate the impacts (pollution of water, air, soil, etc.) and the dangers (fire, explosion, etc.) resulting from our activity to preserve the Environment.

Environemental Management System (EMS)

CERTIFICATION ISO 14001

Our certifications constitute a guarantee for our products and a security for our customers.

Currently within the RAJA Group, except for 6 (small) companies, all the companies of the RAJA Group are ISO 14001 certified for their Environmental Management System.

This represents **77%** of the entities of the RAJA Group. The certificates are listed in Appendix 1.

As part of the monitoring of their Environmental Management System and in order to comply with the requirements of the ISO 14001 standard (2015 version), the subsidiaries of the RAJA Group have in particular:

- ▶ Drafted an Environmental Policy
- ▶ Performed an Environmental Analysis to identify Significant Environmental Aspects (SEAs)
- ▶ Set up a monitoring regulatory changes system so that the site and facilities are always in compliance with the latest legislation in force.

ENVIRONMENTAL POLICY

The establishment of an Environmental Management System, essential in the context of ISO 14001 Certification, requires the drafting of an Environmental Policy.

All the Quality, Safety, Environmental & Energy Performance Policies of the subsidiaries of the RAJA Group are included in Appendix 4.

ENVIRONMENTAL ANALYSIS

To comply with the requirements of the ISO 14001 standard, RAJA has carried out an Environmental Analysis in which all of the company's activities, products or services have been identified in order to determine the aspects that may have a significant aspect on the environment.

The field of environmental aspects covers water, air, energy, waste, noise, asbestos, etc. The activities carried out on the site have been addressed in all types of situations: normal operation, degraded or accidental operation, maintenance.

MONITORING REGULATORY CHANGES

Environmental regulations are constantly changing. To ensure the compliance of their facilities and buildings, the Group's subsidiaries, when they are concerned, use a personalised regulatory monitoring tool which allows them to receive all the texts that are likely to concern their activities and/or their buildings.

Pollution Prevention

WASTE MANAGEMENT

Waste Reduction: Pillar of the Group's Environmental Policies

Reducing the impact of our activities starts with reducing the waste produced at our various sites. In accordance with one of the axes of the Group's Corporate Social Responsibility (CSR) Policy, all the subsidiaries have taken up waste reduction as a pillar of their environmental policy.

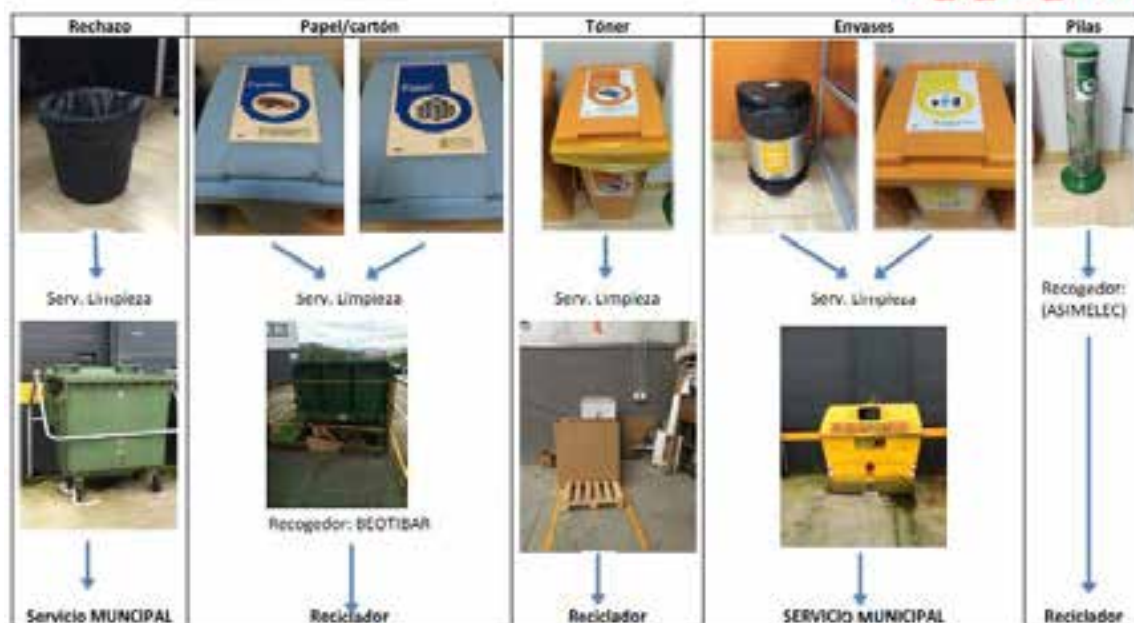
Selective Sorting of Waste

As part of our ISO 14001 certifications, controls of the correct application of sorting instructions as well as monthly inspections of sorting cells are organised.

The selective sorting of waste is included in the welcome booklet of each of the RAJA Group subsidiaries so that the instructions applicable on the sites are known and understood by all.

Signage and waste sorting awareness campaigns have been deployed on all Group sites in different forms but always in the same spirit to be in line with the axes defined by the Group Management, below some examples:



**bernard**

Nous trions nos déchets dans les bureaux

Bernard recycle ! Tous acteurs.

Toutes les poubelles individuelles ont été échangées contre des poubelles de recyclage. Ainsi le tri est encore mieux effectué et nos collaborateurs sont incités à bouger plus sur le lieu de travail.



Nous réduisons nos déchets de production

Bernard valorise les métaux, le carton, le plastique.



Vers le « zéro papier »

L'utilisation du papier est un enjeu financier, stratégique, social et écologique pour l'entreprise.

Bernard a investi et déployé des solutions pour la dématérialisation des processus et des services :

- Ressources humaines
- Logistique
- Comptabilité
- Marketing
- Relation client
- Publishing

La dématérialisation s'inscrit parfaitement dans une démarche RSE efficace en améliorant le quotidien de nos collaborateurs, en réduisant les charges liées à la gestion de l'administratif et en sécurisant les données de notre entreprise.



POLLUTING DISCHARGES MANAGEMENT

To monitor releases due to its distribution activities, RAJA has implemented a monitoring plan. Pollutant discharges are thus analysed by approved service providers, according to a set frequency. The analyses carried out show that the RAJA site is not very polluting and that it respects the regulatory thresholds.

Legionella in Sanitary Water

In accordance with the decree of February 1, 2010 relating to the monitoring of Legionella in installations for the production, storage and distribution of domestic hot water, the count of Legionella pneumophila is below the detection threshold of the method (<10 CFU(1)/litre) since no trace was detected in the 20 samples taken.

(1) CFU: COLONY FORMING UNIT

Aqueous Discharges into Wastewater Networks

The comparison of the analytical results with the values fixed in the prefectural decree of RAJA shows that the parameters analysed respect the thresholds.

Aqueous Discharges into Rainwater Networks

As no limit value is prescribed for rainwater in the RAJA prefectural decree, the prescriptions of the modified decree of 02/02/1998 were taken into consideration. The comparison of the analytical results with the values fixed in this order shows that the parameters analysed respect the thresholds.

Boilers' Atmospheric Emissions

The analyses carried out on the 3 boilers show that our installation is in compliance with the legislation in force. Measures are taken to prevent releases, and protect in the event of an incident such as:

- ▶ The spillage of products on the ground
- ▶ The discharge of residual water from the fire, the dam valves are, in this sense, monitored to avoid discharges from the water network at the site outlet
- ▶ With regards to the only sound emissions prescribed by our prefectural decree and by the ministerial decree of January 23, 1997, the RAJA site complies in all respect day and night.

CHEMICAL & HAZARDOUS SUBSTANCES MANAGEMENT

The various entities of the RAJA Group have implemented procedures for the management of chemical & hazardous substances to comply with local and European legislation.

All chemical and hazardous products that are stored in our European warehouses meet the requirements of the CLP regulation relating to the classification, labelling, and packaging of substances and mixtures.

All the products distributed within the Group comply with the European REACH regulation. Certificates of compliance with the various regulations in force are systematically required under penalty of delisting the supplier in the event of non-update. These documents are updated every 6 months to ensure compliance with REACH regulations, which change every two years.

Instructions for Storage & Handling of Chemicals & Hazardous Products

The instructions for storage & handling of chemical & dangerous products are displayed and have been integrated into the welcome booklet given to new team members.

These instructions include:

- ▶ The various pictograms present on the containers
- ▶ Precautions to be taken when transferring
- ▶ Personal protective equipment to be worn
- ▶ The storage compatibility table

To prevent accidental spills that could cause soil pollution, chemicals and hazardous products are stored in retention tanks.



Safety Data Sheets (SDS) & Technical Data Sheets

Safety Data Sheets for all stored products bearing a hazard pictogram are available from the Purchasing Department. They are all available in the storage areas in regularly updated binders.

The technical sheets still containing the prevention and safety advice to be applied when using the product can be downloaded from the websites of the various Group entities.

Inventories & Monitoring of Chemicals and Hazardous Products

All the products stored in our warehouse are subject to regular inventories.

Products subject to the CLP (Classification, Labelling, Packaging) regulation relating to the classification, labelling, and packaging of chemical substances are subject to special attention, particularly as part of our approach to preventing situations emergency (fire, accidental spill).

Containers for Chemicals and Hazardous Products



Soiled packaging, standard & special DDQD (Dispersed Quantities Hazardous Waste) must be discarded in plastic pallet boxes dedicated to each of these types of waste.

In France, this waste is systematically subject to a Waste Tracking Slip as required by the Environmental Code, this ensures the traceability of waste from its collection to its destruction.

Sustainable Marketing Materials

In accordance with one of the axes of the RAJA Group's Corporate Social Responsibility (CSR) Policy, the various entities take care to reduce the impact of their activities and their products on the environment, by offering their customers sustainable sales & marketing materials.

In all Group companies, actions have been taken to:

- ▶ Reduce the distribution of our paper catalogues to both customers and prospects
- ▶ Reduce the tonnage of paper used by reducing the weight of the paper used

The catalogues of the Group's companies are printed on PEFC or FSC certified recycled paper depending on the entity and the inks used are free of additives and adjuvants that are harmful to the environment.

All catalogues are fully recyclable, some entities have affixed the TRIMAN logo which confirms that the catalogue is recyclable and complies with the selective sorting instructions.

In 2021, most of the general catalogues of the RAJA Group will now be dematerialised and can be downloaded from the websites of the various entities.



Reduction of Energy Consumption and Greenhouse Gas Emissions

The operation of our buildings requires electricity and gas for lighting, heating, air conditioning and the use of electrical appliances.

In France, in accordance with the national objectives for reducing energy consumption (article L111-10-3 of the Construction and Housing Code Energy and environmental performance and energy and environmental characteristics), our objective is to reduce the final energy consumption at 15 kWh per person per working day by 2050.

ACTIONS TO REDUCE ENERGY CONSUMPTION

The various subsidiaries are implementing actions to reduce their energy consumption in accordance with one of the axes of the RAJA Group's Corporate Social Responsibility (CSR) Policy, which all companies have to respect.

The actions implemented in this context are mainly the following:

- ▶ LED relamping of offices and warehouses
- ▶ Time programming from the technical building management tool for domestic water, lighting and heating
- ▶ Deployment of photovoltaic panels on the roof
- ▶ Recovery of rainwater for the upkeep of green spaces and the upkeep of premises
- ▶ Installation of taps with detectors at the hand basins
- ▶ Thermal insulation of buildings
- ▶ Use of 100% renewable energy

ENERGY CONSUMPTION MONITORING

All energy (Gas & Electricity) and water consumption is monitored in all RAJA Group companies.

In ISO 50001 certified entities and in accordance with the obligations of this standard, the energy consumption indicators are communicated to team members.

ENERGY PERFORMANCE AUDIT

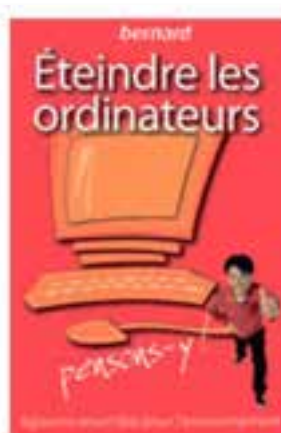
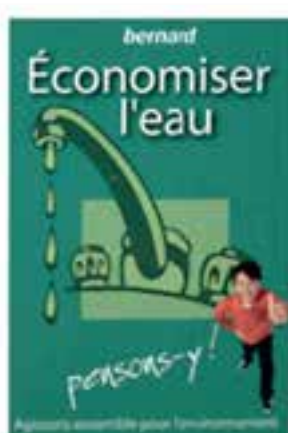
The RAJA France parent company, given its size and workforce, is required to carry out an energy performance audit every 4 years. This audit carried out over the last quarter of 2019 gave rise to a report in January 2020 which notifies that:

- ▶ The energy costs of gas and electricity per m² are low for a logistics warehouse (8.5 € / m² or 17 kg of CO₂ / m² / year)
- ▶ Energy and environmental labels scored C, which is ok but can be improved.

In 2022, thermal insulation work on the administrative building of the Group's European headquarters and the installation of photovoltaic panels are part of the action plan initiated following the energy audit report.

AWARENESS ON BEST PRACTICES

Whether through poster campaigns or documentation, the Group's employees are regularly made aware of good practices in terms of reducing energy consumption.



SUSTAINABLE LOGISTICS ORGANISATION

Since 2019, many actions have been carried out in partnership with our carriers:

- ▶ Deployment of 5 hybrid trucks
- ▶ Use of the combined rail/road mode of transport between the Paris Nord 2 Distribution Centre and that of Sorgues. The road trailer is loaded onto the train at the Valenton terminal (Val de Marne) and transported by train to Avignon (Vaucluse)
- ▶ Compensation of CO2 emissions on shipments made by Chronopost under the supplier's policy of systematic compensation of CO2 emissions
- ▶ Choice of carriers who have signed the ADEME "CO2 Transport" Charter and have vehicles with Euro 5 or 6 standards
- ▶ Regionalised transport plan to transport products with the fewest possible vehicles to the closest to the delivery areas and to ensure "last mile" distribution
- ▶ Optimised trailer loading
- ▶ Entry into service of a truck running on Biogas

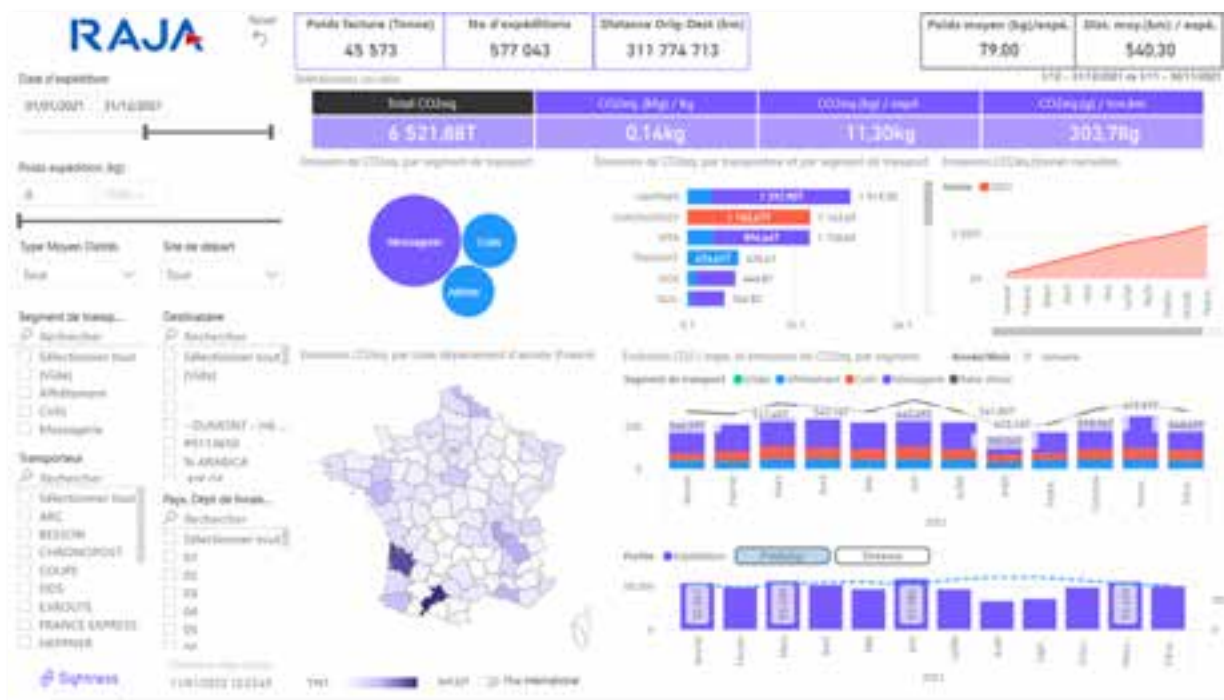
Freight transport is a key parameter of business performance. At the heart of business transformation challenges, a driver of competitiveness and differentiation, its optimisation can prove decisive. Long reduced to costs, it must now extend to service quality and environmental impact.



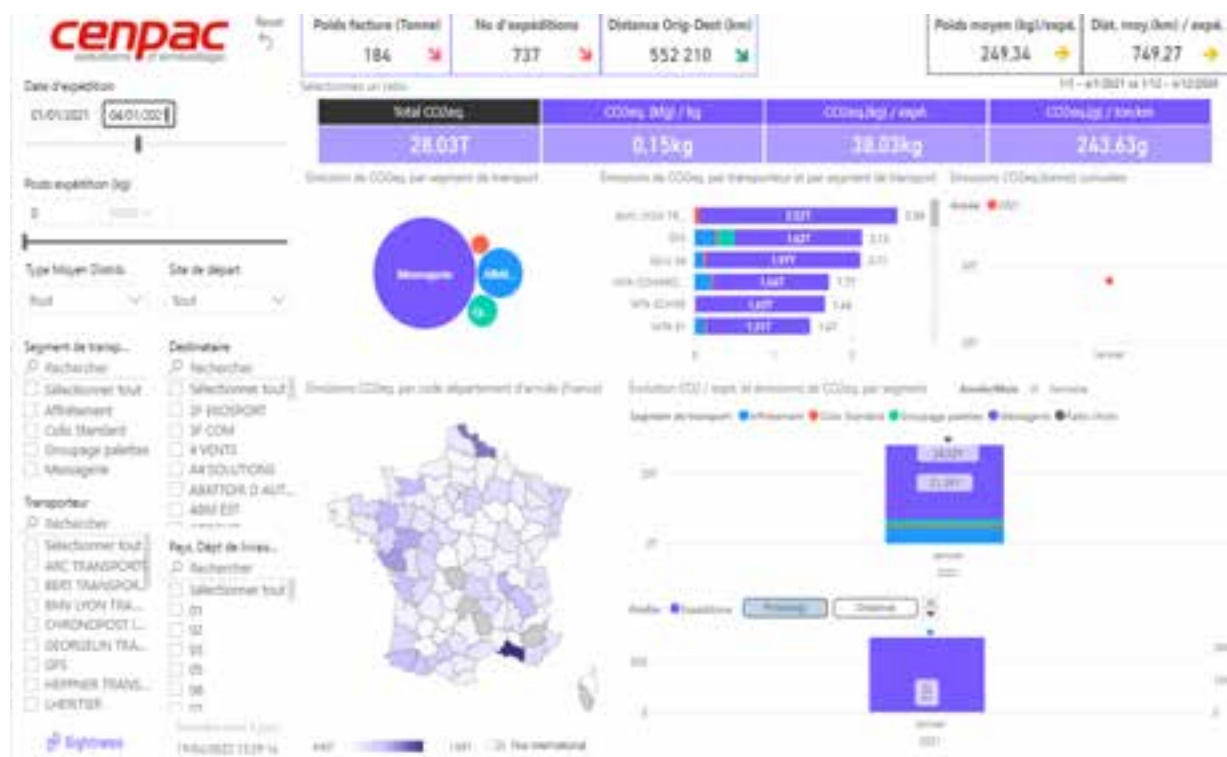
In 2021, a Transport CSR program was launched with several objectives over several years:

- ▶ Measurement of our GHG emissions with the implementation of the BP2R Carbon tool
- ▶ RAJA's commitment to Fret21's EVE program → set 3-year targets for reducing our GHG emissions on all our deliveries in France
- ▶ Increase in the Fleet from 10 to 20 100% green vehicles, with gas or even electric engines
- ▶ 50% increase of clean deliveries by 2023 to reach 40% of deliveries.

Carbon Tool Project & FRET 21 Membership



RAJA France Fret21 Commitments: -28% over 3 years, i.e. a reduction of 904 tons of CO₂ / year



CENPAC Fret21 Commitments: -12% over 3 years, i.e. a reduction of 581 Tons of CO₂ / year

Use of “Clean” Vehicles

Deliveries from our BERNARD subsidiary are handled by the national Chronopost and Géodis networks.

Chronopost une livraison neutre en carbone






11%



de la flotte composée de véhicules à faibles émissions, soit 770 véhicules à fin 2020 (+6,7 % en 2019)

100%



des émissions de CO₂ liées au transport et à la consommation d'énergie sont compensées

Chronopost compense ses émissions de CO₂ en investissant dans deux projets concrets à la production d'une énergie propre et renouvelable, mais aussi sources de progrès sociaux et économiques. Chronopost a permis de financer 125 écoles en Inde et au Brésil, fournissant de l'énergie pour 236 000 personnes.

Géodis pionnier des solutions de transport bas carbone





Géodis a été classé parmi les « Leaders » de la catégorie environnementale par le CDP (Carbon Disclosure Project). GEODIS a remporté un score A- pour l'année 2019, pour ses efforts de gestion environnementale visant à réduire efficacement ses émissions de Gaz à Effet de Serre. Seuls 14% des entreprises examinées par le CDP à travers le monde ont obtenu au moins un A-.

GEODIS a remporté sa 7e médaille d'or consécutive, décernée par EcoVadis, agence indépendante de notation sur la performance de la RSE. Cette distinction saluait l'engagement de GEODIS en matière de RSE. En témoignage la note globale de 68/100, l'un des plus hauts scores des 20 000 entreprises passées en revue, tous secteurs confondus. Dans son rapport, EcoVadis cite la « politique exceptionnelle » de GEODIS sur le plan environnemental.





JPG's commitment is reflected in the desire to limit its CO₂ emissions.

Therefore, JPG is steadily increasing its fleet of clean vehicles for carbon neutral deliveries thanks to electric and biofuel.

A partnership was signed with the La Poste group which enables JPG to offer a delivery service that limits its CO₂ emissions.

BILAN CARBONE®

A Bilan Carbone® was carried out for the year 2021 and will be carried out every year to measure our areas of improvement to reduce the impact of our activity on global warming and the reduction of greenhouse gases which must be reduced by 50% by 2030.

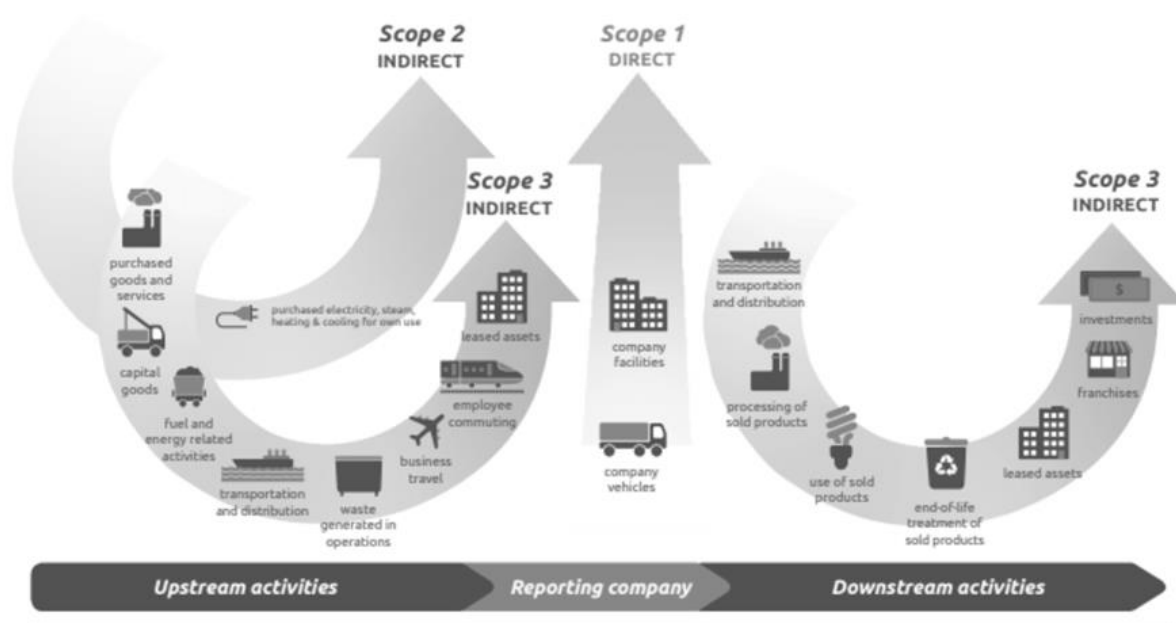
The development of the Bilan Carbone® is the first essential step to initiate a policy of control and reduction of the impact of companies on climate change. With a workforce of more than 500 employees, RAJA must carry out a Bilan Carbone® at least every 3 years.

The method used to calculate our greenhouse gas emissions complies with the ISO 1406-1 standard on the sources of emissions to be considered.

Beyond the benefits of preventing global warming, carrying out a Bilan Carbone® allows:

- Structure our Environmental Policy
- Identify actions to reduce our energy bill and our overall impact
- Assess our vulnerability
- To set ourselves apart by our exemplarity
- To involve our team members, our subsidiaries and our partners through this exercise

The operational scope taken into consideration in the development of our Bilan Carbone® is as follows:



With implementing its Bilan Carbone®, RAJA is in line with the ADEME methodology for quantifying greenhouse gas emissions, the principles of which are set out below.:

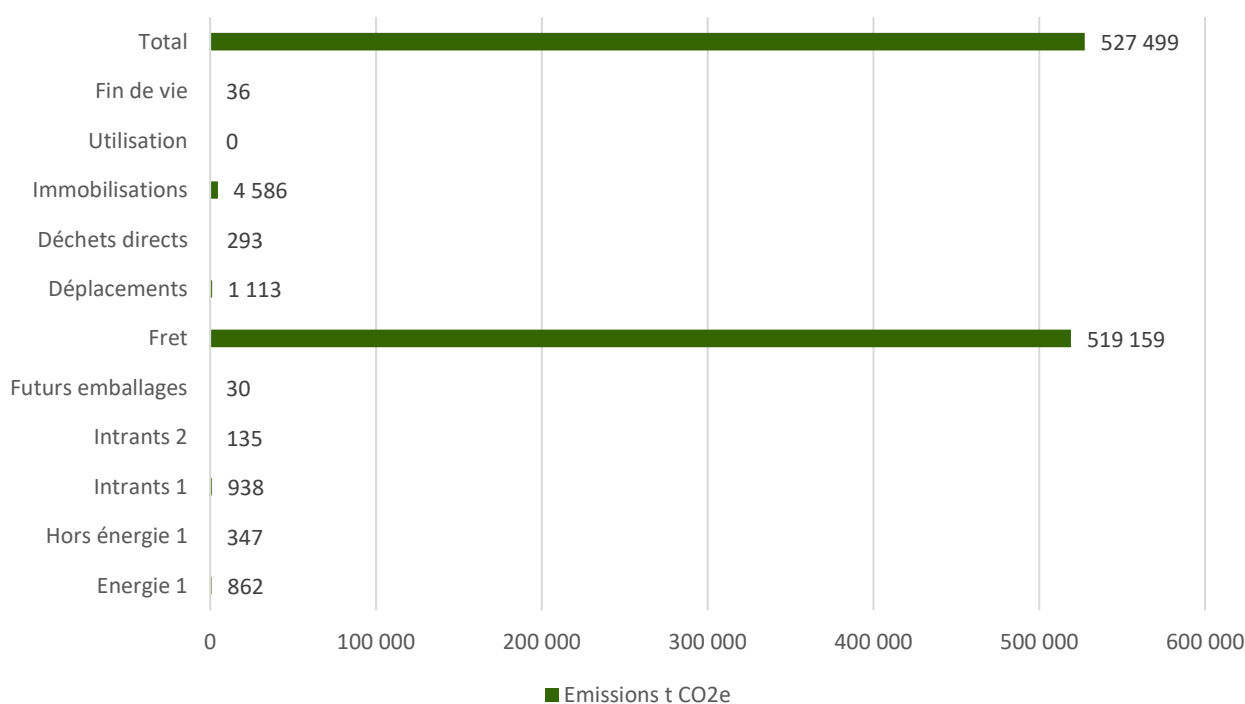
- **Consistency, the approach is centred on the need:** The development of the Bilan Carbone® meets a regulatory requirement and reaffirms RAJA's desire to control these greenhouse gas emissions and implement an action plan to reduce them by 50% by 2030.
- **Accuracy, biases, and uncertainties are minimized:** RAJA provided data that met the expectations of the tool used to calculate greenhouse gas emissions
- **Exhaustiveness, the approach seeks to cover a maximum of emissions:** To meet this principle, RAJA wanted the 3 scopes to be considered in the scope

- **Relevance, the approach focuses on emissions that are relevant to the organisation:** Given its activity RAJA wanted to calculate the emissions on the 3 scopes because the transport of goods upstream and downstream remains an important item
- **Transparency, the process must be sufficiently transparent to allow informed decision-making:** The various departments contacted for data collection will work together to implement and monitor an action plan aimed at reducing our greenhouse gas emissions
- **Verification, the process must lead to verifiable results:** All the source data integrated into the Bilan Carbone® spreadsheet has been sent by email and is therefore traceable.

GREENHOUSE GAS EMISSIONS

Greenhouse gas emissions were observed in the following categories:

Category	Relative Emissions
Energy	To fossil fuels and electricity
Excluding Energy	To processes / activities that emit energy outside of use (refrigeration appliances, air conditioning, water fountains)
Inputs	Materials, products and services purchased
Future packaging	Materials, products and services purchased for future packaging, i.e. consumables used to package the packaging sold
Freight	For the transport of goods, upstream and downstream
Trips	Transport of people (personal, professional)
Direct Waste	To the waste produced on the site
Fixed assets	To the manufacture of durable goods used by the entity (building, computer equipment)
Use	Fossil fuels or electricity used to use the product or service sold or distributed
End of Life	End-of-life treatment of products sold or distributed



Scope 1: Direct Greenhouse Gas Emissions

Definition: These are greenhouse gas emissions that take place directly at the company level

Type of Emissions	Tons of CO ₂
Emissions related to gas heating in offices and warehouse	632
Emissions related to the combustion of fuel from service vehicles owned by the company	120
Emissions related to refrigerant gases from air conditioning or chillers	347
RAJA France - TOTAL SCOPE 1	1 099

Scope 2: Indirect Emissions Related to Energy

Definition: These are emissions related to energy consumption, such as:

Type of Emissions	Tons of CO ₂
Indirect emissions related to electricity consumption	60
RAJA France - TOTAL SCOPE 2	60

Scope 3: Other Indirect Emissions

Definition: These are emissions related to the company's activity, such as:

- ▶ Purchases of goods and raw materials
- ▶ Purchases of services (administrative, digital, etc.)
- ▶ Home-to-work travel
- ▶ The use of the products or services sold

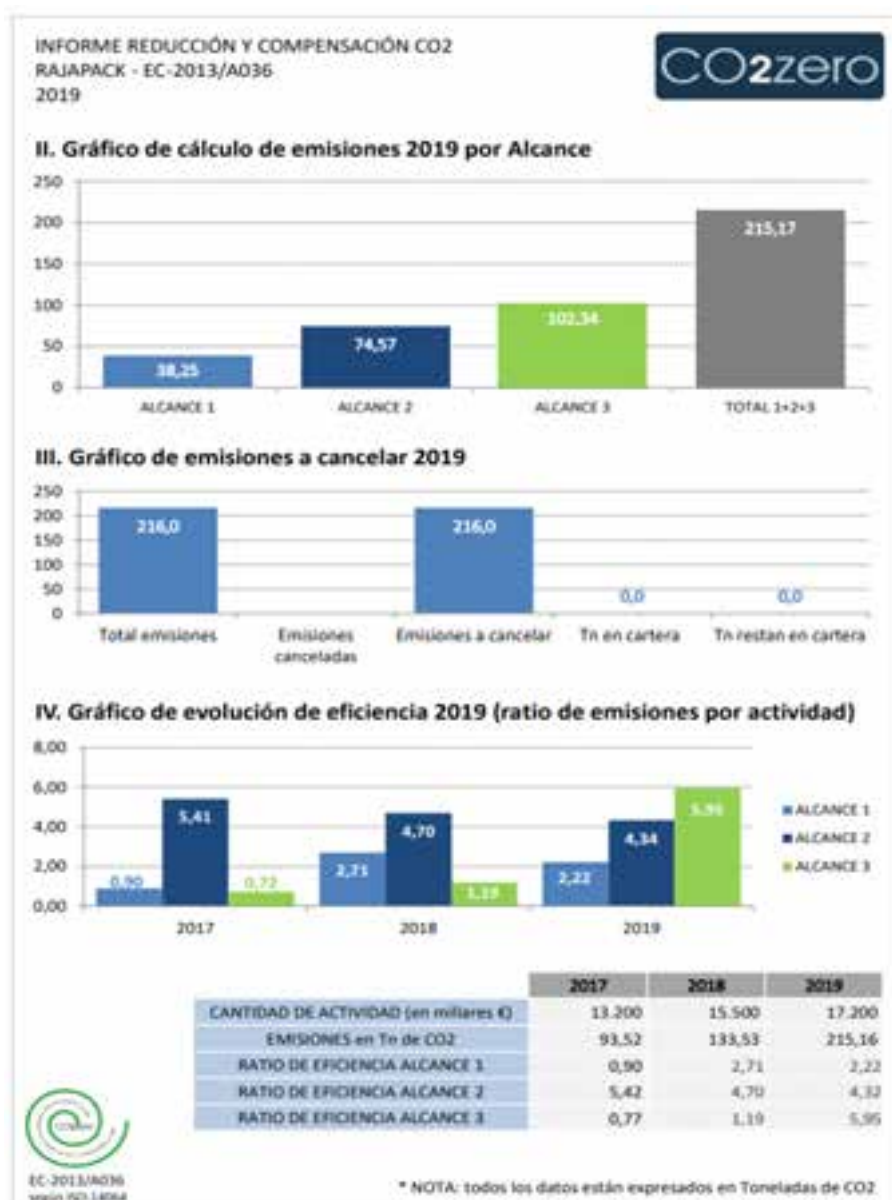
Type of Emissions	Tons of CO ₂
Energy-related emissions not included in Scopes 1 and 2	246
Purchases of products or services	1 100
Capital assets	4 586
Wastes	293
Upstream freight transport	519 159
Business trips	117
End of life of products sold	39
Home to work travel	801
RAJA France - TOTAL SCOPE 3	526 341

For 2021, the greenhouse gas emissions for the RAJA France site of PN2 is the cumulative of the 3 scopes of **527,500 Tons of CO₂**.

Our subsidiary KALAMAZOO in Spain has declared to the Ministry of the Environment & Ecological Transition the results of its greenhouse gas emissions only on scopes 1 and 2.



Our subsidiary RAJA in Spain carried out in 2019, an assessment of its greenhouse gas emissions on the 3 scopes.



Actions for Ecological Transition

Among the solutions to fight against climate change, the subsidiaries of the RAJA Group have already started a process to reduce their daily CO₂ emissions and carry out numerous actions in favour of ecological transition.

FIGHT AGAINST DEFORESTATION

Some labels guarantee sustainable forest management. By purchasing products bearing the Forest Stewardship Council (FSC) or European Program for Certified Forests (PEFC) label, RAJA France and all the Group's subsidiaries contribute to the preservation of forests and thus limit their anthropogenic greenhouse gas emissions (GHG).

In addition, to fight against deforestation, KALAMAZOO, JPG, BERNARD & CENPAC participate in solidarity and sustainable reforestation actions.



DERRIÈRE LE CADEAU, SE CACHE LA FORÊT !

écotree
JPG

L'opération « 1 arbre – 1 cadeau pour la planète » a pour but de faire découvrir aux consommateurs les avantages d'acheter des produits éco-responsables. Le principe est très simple : nous offrons l'opportunité de participer à la préservation de la forêt française, en choisissant un arbre en cadeau, lors de la validation de votre panier.

Une planète plus responsable écoresponsable, grâce à vous !

Pour mener à bien cette opération, qui permet de soutenir la création de puits de carbone, la biodiversité et les écosystèmes, nous avons choisi de faire équipe avec un spécialiste de la forêt française durable : EcoTree. Cette jeune start-up bretonne achète en effet, dans toute la France, depuis 2016, des forêts, en pleine de gestion ou d'anciennes coupes rases. Elle les remet en état, en déployant une **sylviculture dite « proche de la nature »** plus elle vend, à l'unité, les arbres qui la composent. Ce sont donc, pour l'instant, grâce à votre générosité que des Épicéas de Sitka et sapins Douglas ont repris racine au sein des forêts de Kerabret et de Ploërdut, dans le Morbihan. Chacun de nos contributeurs a reçu un certificat numéroté attestant de son engagement.

Et nous ne comptons pas nous arrêter en si bon chemin...

Fort du succès de cette opération, nous avons décidé, dorénavant de nous concentrer tout particulièrement sur « l'arbre cadeau » qui est mis en avant dans notre boutique web. Dès le mois de septembre, nous avons d'ailleurs pris un nouvel engagement auprès d'EcoTree avec la mise en place d'un partenariat sur le long terme.

Ainsi, ensemble, nous pourrions continuer à rétablir des forêts durables et à contribuer à la régulation du climat grâce à de nouvelles sources de captation du carbone.



DE L'ÉCO-RESPONSABILITÉ À LA REFORESTATION !

CENPAC S'ENGAGE ET AGIT !

Depuis plusieurs années, nous accordons une attention toute particulière à **notre empreinte environnementale**.

Nous avons très largement enrichi nos gammes de produits avec **des solutions éco-responsables** répondant également aux attentes de nos clients.

Nous intégrons les enjeux **environnementaux** dans nos décisions quotidiennes de façon d'une **démarche RSE** (Responsabilité Sociale des Entreprises) et **environnementale - certifiée ISO 14001**.

POUR ALLER PLUS LOIN...

Nous avons décidé d'agir pour réduire notre **impact environnemental**. Pour cela, nous nous sommes associés à **MyTree** et contribuons à la reforestation de forêts durables, gérées par l'ONF (Office National des Forêts).

Ces projets de reforestation visent à **renforcer la biodiversité au niveau local** et à **réduire les puits de carbone** à l'échelle nationale.

Grâce à cet engagement, nous allons planter **7 500 arbres** correspondant à l'équivalent de nos consommations d'énergie fossile et de papier durant 1 an.

cenpac



CERTIFICADO CESIÓN DE ABSORCIÓN CO₂

Kalamazoo Productos de Oficina S.L.U.

Se declara en la presente de valide un compromiso del Grupo de absorción de CO₂ (Carbon Dioxide) de 1000 kg.

Responsable: Kalamazoo S.L.U. (Grupo de absorción de CO₂)

El presente certificado es válido para el periodo de 12 meses, a partir de la fecha de emisión.

BASO

IMPEDIBLE

AWARENESS AROUND THE CIRCULAR ECONOMY

Whether at the level of its products or at the level of its activities, RAJA makes its customers and employees aware of good practices on the principle of the 5Rs, which have also been taken up by all the Group's "Packaging" subsidiaries.



PARTICIPATION IN BIODIVERSITY

For several years, our subsidiary JPG has been committed to reducing its CO₂ emissions by carrying out actions contributing to biodiversity.



It is in this context that a partnership with Ecomouton has been set up, a flock of sheep naturally shear the site and are regularly monitored (visits, veterinary care, shearing, extra food, etc.).



JPG also wanted to make its contribution to the protection of the environment and biodiversity by acting on the protection of bees.

Through ECOBEE, our site hosts hives that receive regular visits from a beekeeper.

PROPOSAL OF A WIDE RANGE OF ECO-FRIENDLY PRODUCTS

The subsidiaries of the RAJA Group contribute to the ecological transition by offering a wide range of eco-friendly products and by constantly innovating to reduce the impact of their products on the environment.

The packaging boxes and cushioning used during order preparation are 100% recycled & recyclable.



We innovate by offering our customers eco-friendly, biosourced alternatives to plastic products.



REDUCTION OF ENERGY CONSUMPTION

As part of their ISO 14001 environmental certification and the Corporate Social Responsibility Policy, the subsidiaries of the RAJA Group implement the necessary actions to reduce their energy consumption:

- ▶ LED relamping of offices and warehouses
- ▶ Time programming from the technical building management tool for domestic water, lighting and heating
- ▶ Deployment of photovoltaic panels on the roof
- ▶ Recovery of rainwater for the upkeep of green spaces and the upkeep of premises
- ▶ Installation of taps with detectors at the hand basins
- ▶ Thermal insulation of buildings
- ▶ Use of 100% renewable energy

MORE ECO-FRIENDLY VEHICLE FLEET

Company Vehicles

The range of vehicles offered to employees eligible for a company car was modified in 2021 and now offers more clean vehicles (hybrid, plug-in hybrid and 100% electric).

Biogas & 100% Electric Delivery Vehicles

Some subsidiaries have set up a partnership with carriers using "clean" vehicles.

Our JPG subsidiary has a fleet of 100% electric utility vehicles for delivery to its customers in the Paris region.

RAJA France has invested in vehicles running on Biogas in 2021.



The various ENVIRONMENT indicators are mentioned in detail in the CSR INDICATORS paragraph

ETHICS

Code of Ethics

The RAJA Group has established itself as a leader in the distribution of packaging, supplies and equipment for companies in France and Europe thanks to its passion for service and the customer, its dynamic innovation and know-how. of its team members.

As a benchmark player in its sector of activity, aware since its creation of its social and environmental responsibility and endowed with a strong ethical culture, RAJA wished to formalise its values and its commitments by establishing a Code of Ethics.

It is obvious that the Group's actions must be carried out in an ethical approach, respectful of rights and regulations and of our values. This approach must become a key differentiator allowing us to stand out from our competitors for the benefit of our team members, our customers, our suppliers and other stakeholders. It must also contribute to the protection of one of the Group's main assets: its reputation, its notoriety.

This document is a benchmark of behaviour that is binding on all Group team members, at all levels without exception, and whose purpose is to serve as a guide and inspire action through respect for the values and Group commitments.



RAJA GROUP VALUES

Our values are based on the culture of the customer and service through the search for excellence, permanent innovation, and respect for our societal and environmental commitment.

Our values are based on these fundamental pillars, shared by all team members of the RAJA Group. These values reflect our commitments to our customers, suppliers and other stakeholders and are set out in ethical principles in the RAJA Group Code of Ethics.

RAJA GROUP COMMITMENTS

As a Responsible Company

- ▶ Compliance with laws, regulations and national & international standards
- ▶ Fight against corruption, conflicts of interest, fraud
- ▶ Fair competition
- ▶ Respect for the confidentiality of information
- ▶ Protection of personal data
- ▶ Relations with our suppliers
- ▶ Sincerity and accuracy of accounting and financial information
- ▶ Loyalty in communication
- ▶ Use of company IT resources
- ▶ Representation of the company

As a Human Company

- ▶ Working Conditions
- ▶ Occupational health and safety protection
- ▶ Freedom of association & social dialogue
- ▶ Fight against discrimination

As a Committed Company

- ▶ RAJA-Danièle Marcovici Foundation

As a Social Company

- ▶ Our CSR approach
- ▶ RAJA & the Environment

Anti-Corruption Compliance Programme

Corruption is a major issue for companies because of the criminal, financial and reputational consequences it can generate. These new legal obligations imposed on the company by the Sapin II law must be understood, not as an additional constraint, but as a tool at the service of its competitiveness and its development, in a context where the new global legal environment enshrines the ethics and the prevention of corruption at the heart of its systems and where several international organizations intend to eventually impose a "fair level playing field" for all economic operators.

With a turnover of 1.2 billion euros in 2021 and nearly 4,500 employees in Europe, the RAJA Group falls within the scope of the law. Beyond the quantitative criteria, the presence of the RAJA Group internationally within the 19 European countries requires a certain vigilance with regards to the phenomenon of corruption, even if the activity seems less exposed than others. RAJA has therefore implemented an internal system to prevent and detect acts of corruption that are likely to occur during the exercise of its commercial activity.

Corruption Risks & Anti-Competitive Practices Matrix

As a cornerstone of the anti-corruption compliance program, RAJA carried out corruption risk mapping. It makes it possible to draw up an exhaustive overview of the risks within the group and to identify, assess and prioritise them. The occurrence and severity criteria are assessed to obtain the gross risk, the existing means of control and/or control are all elements that allow it to be weighted to obtain residual criticality.

Given changes in the scope of the Group's activity and the latest AFA recommendations published in January 2021, the risk map will be updated in 2022.

Anti-Corruption Code of Conduct

The Anti-Corruption Code of Conduct applies to all Group team members, service providers, suppliers and business third parties. Carried by the Chairwoman of the company and by her Executive Committee, it demonstrates the commitment of the governing body.

The Anti-Corruption Code of Conduct defines the types of offenses associated with corruption and specifies, with examples, the rules and principles applicable in the context of gifts and invitations received or offered, sponsorship, sponsorship and assistance to associations, intermediaries, political contributions, payment of facilitations, influence peddling, collusion, conflicts of interest, selection of suppliers and service providers, accounting and financial documents, the fight against money laundering.

It is appended to the company's internal regulations and communicated to each team member who undertakes to respect it.

Ethics Alert System

In addition to traditional communication channels, RAJA has set up an alert system to allow the collection and processing of reports from team members, Group or external, and relating to the existence:

- ▶ Conduct or situations contrary to the Anti-Corruption Code of Conduct of the RAJA Group.
- ▶ A crime or misdemeanour, a serious or manifest violation of an international commitment duly ratified or approved by France, a unilateral act of an international organisation taken based on such a commitment, law or regulation.
- ▶ A threat or serious harm to the general interest, such as anti-competitive practices, risks or serious violations of human rights and fundamental freedoms (including discrimination and harassment at work), health and the safety of people and the environment.

WHISTLEBLOWING PROCEDURE

The whistleblowing procedure communicated to all team members describes the procedures for exercising this right. An external platform, the “Integrity Line” tool, allows the collection and processing of reports by the Group Ethics Committee in complete confidentiality.

The whistleblowing procedure will be reviewed in 2022 to adapt it to the European directive on the protection of whistle-blowers and the transposition laws in the various European countries in which RAJA is present.

RAJA undertakes to continue the deployment of its anti-corruption program in all the group's subsidiaries.

ETHICS COMMITTEE

The purpose of the RAJA Ethics Committee is to support the ethical approach promoted by General Management and to ensure proper compliance with the Ethics Charter. It is made up of 3 members from the Group's Legal, Human Resources and Internal Audit Departments. Within the subsidiaries, the General Managers play the role of ethical referents.

The Ethics Committee is the preferred point of contact for RAJA team members for any question relating to the application of the Charter as well as the associated internal policies and procedures. It receives and processes reports of behaviour contrary to the stipulations of the Charter.

Protection of Personal Data

DATA PROTECTION OFFICER

In 2018, RAJA appointed a Data Protection Officer (DPO) in charge of steering the Group's compliance with the General Regulations for the Protection of Personal Data ("GDPR") and has formalised a policy which expresses its commitment to guarantee the collection, processing and transfer of personal data in complete security within the Group with an appropriate and uniform level of protection. This policy has been validated by the members of the Executive Committee.

PERSONAL DATA PROTECTION POLICY

Through this policy, RAJA undertakes to protect the personal data entrusted to it and to respect the data protection laws of the countries in which this personal data is collected.

The protection of natural persons with regards to the processing of their data is a fundamental right enshrined in European legislation. Indeed, the Charter of Fundamental Rights of the European Union and the Treaty on the Functioning of the European Union provide that everyone has the right to the protection of their personal data regardless of nationality or country of residence.

Ensuring a consistently high level of personal data protection is essential for our relationships with our customers, team members, business partners, suppliers, and other stakeholders. They rely on RAJA to carry out its activity in an efficient and competitive manner while ensuring the protection of the personal data collected.

AWARENESS OF GROUP TEAM MEMBERS

Since September 2021, the Legal Department has been publishing a newsletter for all group team members by country.

The purpose of this newsletter is to present the recommendations, opinions and decisions of the European Supervisory Authorities that may be of interest to the RAJA Group.

September 2021 Edition

- ▶ Competition & Partnerships
- ▶ Contracts & Tenders
- ▶ Purchases & Sales
- ▶ Online sales
- ▶ Products
- ▶ Logistics & Transportation
- ▶ Finance

October 2021 Edition

- ▶ Commercial prospecting
- ▶ Computer security
- ▶ Cookies and other trackers
- ▶ Duration of data storage
- ▶ Personal rights
- ▶ Human Resources

November 2021 Edition

- ▶ Transfers of data outside the EEA
- ▶ Data security
- ▶ Cookies and commercial prospecting
- ▶ Data minimization principle
- ▶ Processing of health data (SPECIAL COVID)
- ▶ Data Breach Notification

December 2021 Edition

- ▶ The ethics of artificial intelligence
- ▶ The place of the Data Protection Officer within organisations
- ▶ Marketing: the practice of inbox advertising and the presentation of Google's Privacy Sandbox
- ▶ New developments in cold calling

IT Charter

The charter for the use of resources and data of the information & communication system, also called IT charter, constitutes an appendix to the internal regulations of RAJA.

RAJA implements an information and communication system necessary for the exercise of its activity. It thus provides its employees with the IT and communication tools essential to the performance of their duties.

Any user of the RAJA information and communication system acknowledges having read this charter and undertakes to apply all its provisions.

The objective of this charter is to specify the uses of RAJA's computer and digital technologies while ensuring their operation and security while respecting the individual freedoms of each user.

The purpose of this charter is to set out the main rules and precautions that all users must respect and implement, for responsible use of IT resources and external resources accessible via the RAJA information and communication system.

Indeed, the sharing of computer and digital data generates exchanges of information favourable to the good coordination of work, but also risk factors.

Finally, this charter defines the means of control and monitoring of this use put in place, not only for the proper performance of the team members' employment contract but also in the context of the criminal and civil liability of the employer.

INFORMATION SYSTEMS SECURITY RISK ASSESSMENT

Every year, as part of our ISO 9001 certification, all process managers update the risk analysis. The matrix below relating to the management of information systems shows that the risks are under control since the residual rating is low.

		<div>Occurrence</div> <div><div>5</div><div>4</div><div>3</div><div>2</div><div>1</div></div> <div><div>1</div><div>2</div><div>3</div><div>4</div><div>5</div></div> <div>Gravité</div>					<div>Criticité brute</div>			<div>Criticité résiduelle</div>			Commentaires
Activité du processus	Risque (avéré ou potentiel)	Impact	Occurrence	G1	G2	Gravité	Cotation brute	Actions de maîtrise (Prévention / protection)	Prévention	Protection	Cotation résiduelle		
Etudes et développement : analyse et réalisation	livraison en production erronée	dysfonctionnements, besoin non couvert	1	1	3	3	3	Recettes avant mise en production	-2	-2	1	Suivi plus précis avec les métiers des développements projet	
	développement trop lent	production non optimisée	4	1	1	1	4	Pilotage des projets	-2	0	2		
	Livraison en retard	engagement de délai non tenu	2	1	2	2	4	Pilotage des projets	-2	0	2		
Données : Surveillance de la conformité et disponibilité des données	Données clients erronées	Mauvais marketing opérationnel Réclamations clients, insatisfaction	4	2	2	2	8	Modules de correction de certaines données	-1	-1	3		
Surveillance de la sécurité et confidentialité	Mise à disposition d'information confidentielle	Commercial, image, relation fournisseurs	2	3	4	4	8	Politique de sécurité RSSI Outils de surveillance et prévention (firewall, antivirus, ...)	-2	-2	2	Des mesures complémentaires de sécurité ont été prises en 2019. De même, une mise à l'épreuve (Espagne) a démontré une certaine robustesse de nos outils.	
Gestion des sauvegardes et archivage	Blocage des outils informatiques, des processus	Commercial et/ou logistique	1	5	5	5	5	Procédures de back up et sauvegardes régulières	-3	-4	1	RAS	
Systèmes : surveillance et mise à jour des systèmes et logiciels et site web	Arrêt des systèmes et des sites web	Commercial et/ou logistique	4	4	3	4	16	Suivi d'exploitation, monitoring des applications et sites web. Tests de charges des nouveaux programmes	-2	-2	4	Monitoring en Place	
Surveillance de la sécurité et confidentialité	Exfiltration de données	Perte de chiffre d'affaire déficit d'image	3	1	4	4	12	Gestion des entrées / sorties et suivi des actions sur les fichiers (Varonis*)	-1	-2	4	RAS	
Suivi des prestations	Mauvaise qualité	Systèmes défaillants (internes ou externes)	2	1	2	2	4	Suiv des fournisseurs	-1	0	2	Procédure de 2017 appliquée Sortie de 3 fournisseurs	
Réseau : gestion et maintenance du réseau	Ne plus accéder au système	Business perturbé	1	4	3	4	4	Monitoring du réseau et constitution de flux séparés (back up)	0	-3	1	RAS	
Hot line : analyse et traitement des demandes	Mauvaise qualité de service	Clients internes mécontents	3	3	2	3	9	Stimulation des équipes, monitoring des pannes, formalisation des processus	-2	-1	2		
Global processus	Risque de corruption : choix de prestataires	Non conformité à la Loi Sapin II	2	3	1	3	6	Mise en concurrence de plusieurs prestataires Définition de critères d'évaluation	-1	0	3		
Global processus	Risque de corruption : Choix de fournisseurs de matériels	Non conformité à la Loi Sapin II	2	3	1	3	6	AO pour les gros équipements (immobilisations) Mise en concurrence de plusieurs fournisseurs	-1	0	3	Monopole pour certains matériels (apple)	
Continuité d'activité en cas de perte d'un datacenter	continuité d'activité	Arrêt de l'activité	1	5	4	5	5	Plan de redondance des infrastructures	0	-3	2	Testé en live en août 2019	
Continuité d'activité en cas de pandémie	continuité d'activité	Arrêt de l'activité	1	5	5	5	5	Télétravail	0	-4	1	Télétravail	

DOCUMENT RETENTION SCHEDULE

This project is in progress and has not been finalised in 2021.

CONFIDENTIALITY AGREEMENT

The Legal & Compliance Department of the RAJA Group has set up 2 types of confidentiality agreements:

- Unilateral confidentiality agreement
- Bilateral confidentiality agreement

The purpose of these confidentiality agreements is to set the rules relating to the protection and use of information of a confidential nature communicated by RAJA to the receiving party or parties.

This document is accessible on the common directory as well as in the contract registration database.



The various ETHICS indicators are mentioned in detail in the CSR INDICATORS paragraph

CSR INDICATORS OF THE PARENT COMPANY RAJA France

Quality Excellence of the Relationship & Service to our Customers

CLAIM RATE

	2020		2021		2022
	Goal	Achieved	Goal	Achieved	Goal
Number of Orders	455 400	475 059	513 351	475 059	505 627
Number of Open Claims	-	32 212	-	32 205	-
Claim Rate	5,95 %	6,81 %	5,95%	6,29%	5,95%
Claim Rate (Commercial)	1,20 %	1,41 %	1,20%	1,35%	1,20%
Claim Rate (Logistics)	1,20 %	1,03 %	1,00%	0,79%	0,90%
Claim Rate (Transports)	2,13 %	2,55 %	2,13%	2,08%	2,10%
Global Claim Rate	5,95 %	6,81 %	5,95 %	6,29%	5,95%

INTERNAL SERVICE RATE

	2020		2021		2022
	Goal	Achieved	Goal	Achieved	Goal
Service Rate (Commercial)	98,80 %	98,59 %	98,80 %	98,65%	98,80%
Service Rate (Supply Chain)	94,85 %	95,83 %	95,05 %	95,84%	95,22%
Stock Availability Rate	98,30 %	98,28 %	98,30 %	97,95%	97,90%
Product Quality Service Rate	99,58 %	99,41 %	99,58 %	99,47%	99,50%
Service Rate (Logistics)	98,73 %	98,97 %	99,00 %	99,21%	99,10%
Global Internal Service Rate	93,06 %	93,64 %	93,65 %	93,92%	93,26%

EXTERNAL SERVICE RATE

	2020		2021		2022
	Goal	Achieved	Goal	Achieved	Goal
Delivery Time Service Rate 24h	98,06%	96,71%	98,06 %	98,61%	98,50%
Delivery Time Service Rate 48h	97,80%	95,47%	97,80 %	98,08%	98,50%
Delivery Quality Rate	99,61 %	99,70 %	99,61 %	99,66%	99,66%
Global External Service Rate	98,60 %	95,50 %	98,81 %	97,96%	98,67%

Social & Human Rights

HEALTH & SAFETY OF TEAM MEMBERS

Occupational Risk Assessment

Of the 15 Work Units (TU) evaluated, the results of the 2021 risk assessment are as follows:

	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risks to Control	Risks to watch out for	Insignificant Risks	Risks to Control	Risks to watch out for	Insignificant Risks
2020	NC	NC	NC	NC	NC	NC	NC
2021	764	23	326	415	1	129	634

On 2022, the evaluation methodology will change, currently the work units are defined by location, they will be defined by functions.

	2020	2021
Number of Sites Concerned	1	1
Number of Sites conducting Health & Safety Risks Assessment	1/1	1/1
% of Sites conducting Health & Safety Risks Assessment	100%	100%

Medical Consultations Follow-Up

	2020			2021		
	Offices	Logistics		Offices	Logistics	
		Forklift Workers	Other		Forklift Workers	Other
Number of Team Members	458	104	70	458	118	31
Medical Visits up to Date	410	67	60	416	98	28
Medical visits not up to date	48	37	10	42	20	3
% of Medical Visits up to date	89,5 %	64,4 %	85,7 %	90,61%	77,11%	87,09%
Total up to Date	84,7 %			89,29%		

First Aiders

	2020	2021		
	TOTAL	Logistics	Offices	TOTAL
Number of New First Aiders	5	0	0	0
Number of First Aiders retrained	0	8	15	23
Number of First Aiders Up to Date	41	11	18	29
Total up to Date	46	19	33	52

Accident Monitoring

Year	Logistics		Offices		TOTAL	
2020	16		13		29	
2021	TA	WA	TA	WA	TA	WA
	0	12	3	8	3	20

Year	Logistics				Offices				TOTAL			
	Number of accidents with lost time		Number of days of lost time		Number of accidents with lost time		Number of days of lost time		Number of accidents with lost time		Number of days of lost time	
2020	13		979		1		53		14		1 032	
2021	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA
	-	9	-	1209	1	6	4	197	1	15	4	1 406

Frequency Rate & Severity Rate

	2020	2021	Goal 2022
Total number of accidents	29	23	0
Number of accidents with lost time	14	15	0
Number of days of lost time	1 032	1 406	0
Frequency rate	15,6	15,90	0
Severity rate	1,13	1,49	0

WORKING CONDITIONS

Workplace Satisfaction Survey

	2020	2021
Total Headcount	654	699
Number of people who responded to the survey	106	107
% of the headcount responded to the satisfaction survey	16,20%	15,34%

SOCIAL DIALOGUE

Agreements Signed with Team Members' Representatives

	2020	2021
Number of Existing Agreements Signed with Representatives	14	14
Number of Renewed Agreements over the Reference Period	10	8
Number of Newly Signed Agreements with Representatives	4	6
Number of Agreements in Force	14	14

Meetings with Team Members' Representatives

	2020	2021
Number of Work Council Meetings	30	14
Number of Health, Safety & Working Conditions Meetings	8	5
Number of Union Meetings	15	12

Headcount Represented by Work Councils / Unions

	2020	2021
Total Headcount	654	699
Number of sites having Elected Representatives	1/1	1/1
% of the Headcount Represented by Elected Representatives	100%	100%

Health, Safety & Working Conditions Representatives

	2020	2021
Total Headcount	654	699
Number of sites having Health, Safety & Working Conditions Representatives	1/1	1/1
% of the Headcount Represented by Health, Safety & Working Conditions Representatives	100%	100%

Collective Labour Agreement on Working Conditions

	2020	2021
Total Headcount	654	699
Number of sites having a Collective Labour Agreement	1/1	1/1
% of the Headcount Covered by a Collective Labour Agreement	100%	100%

CAREER MANAGEMENT

Annual Evaluation Interviews

	2020	2021
Number of Team Members to Evaluate	583	582
Number of Evaluation Interviews Achieved	376	465
% of Annual Evaluation Interviews Completed	64%	80%
% of the headcount having been assessed	57%	67%

Professional Interviews

	2020	2021
Number of Team Members to Evaluate	415	138
Number of Evaluation Interviews Achieved	374	106
% of Professional Interviews Completed	90%	77%

Internal Mobility

			2020	2021
Workers	Number of intra or inter Department changes of function	Men	0	1
		Women	0	1
	Number of Professional Employment Categories changes (promotions)	Men	5	2
		Women	6	8
Supervisors	Number of intra or inter Department changes of function	Men	0	1
		Women	0	4
	Number of Professional Employment Categories changes (promotions)	Men	9	3
		Women	20	0
Managers	Number of intra or inter Department changes of function	Men	0	3
		Women	1	5
	Number of Professional Employment Categories changes (promotions)	Men	1	0
		Women	1	0
Executives & Directors	Number of intra or inter Department changes of function	Men	0	0
		Women	0	0
	Number of Professional Employment Categories changes (promotions)	Men	0	0
		Women	0	0
TOTAL			43	28

Number of Team Members who have Received Training

	2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Workers	47	30	77	49	45	94
Supervisors	38	39	77	30	46	76
Managers	112	119	231	62	83	145
Executives & Directors	12	3	15	2	6	8
TOTAL	209	191	400	143	180	323

Number of training hours & Average training hours / person

	2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Workers	554,40	164,50	718,90	2 009	712	2 721
Average Training Hours / Person	11,79	5,48	17,27	40,18	17,36	57,54
Supervisors	500,30	955,30	1 455,60	1 079	566	1 645
Average Training Hours / Person	13,16	24,49	17,65	35,97	12,58	48,55
Managers	1 192,20	975,50	2 167,70	1 607	1 686	3 293
Average Training Hours / Person	10,64	8,2	18,84	25,92	19,83	45,75
Executives & Directors	107,31	21	128,31	75	138	213
Average Training Hours / Person	8,94	7	15,94	37,50	23	60,50
Average Number of Training Hours / Person	11,26	11,08	21,98	33,13	17,52	50,25

DIVERSITY, DISCRIMINATION & HARRASSMENT

Headcount by Professional Employment Categories & per Gender

Professional Employment Categories	Gender	2020	2021
Workers	Men	146	149
	%	57%	57%
	Women	110	113
	%	43%	43%
	TOTAL	256	262
	%	39%	37%
Supervisors	Men	54	61
	%	40%	38%
	Women	80	101
	%	60%	62%
	TOTAL	134	162
	%	20%	23%

Professional Employment Categories	Gender	2020	2021
Managers	Men	101	112
	%	41%	44%
	Women	146	145
	%	59%	56%
	TOTAL	247	257
	%	38%	37%
Executives & Directors	Men	10	9
	%	59%	50%
	Women	7	9
	%	41%	50%
	TOTAL	17	18
	%	3%	3%
TOTAL	Men	311	331
	%	48%	47%
	Women	343	368
	%	52%	53%
	TOTAL	654	699

Headcount per Age & per Professional Employment Categories

	2020						2021					
	Workers	Supervisors	Managers	Executive s & Directors	TOTAL	%	Workers	Supervisors	Managers	Executive s & Directors	TOTAL	%
20 years and less	4	0	0	0	4	0,61%	11	0	0	0	11	1,57%
From 21 to 25 years	33	14	13	0	60	9,17%	40	9	12	0	61	8,73%
From 26 à 30 years	20	12	29	0	61	9,33%	18	32	37	0	87	12,45%
From 31 à 35 years	19	9	35	0	63	9,63%	27	10	29	0	66	9,44%
From 36 à 40 years	30	22	40	0	92	14,07%	21	24	36	0	81	11,59%
From 41 à 45 years	39	26	35	1	101	15,44%	37	26	42	2	107	15,31%
From 46 à 50 years	37	19	37	8	101	15,44%	37	22	46	7	112	16,02%
From 51 à 55 years	34	17	33	1	85	13,00%	32	19	28	4	83	11,87%
From 56 à 60 years	30	13	22	4	69	10,55%	30	15	23	1	69	9,87%
From 61 à 65 years	8	1	3	1	13	1,99%	8	4	4	2	18	2,58%
More than 65 years	2	1	0	2	5	0,76%	1	1	0	2	4	0,57%

Equality Index between Women & Men

	2020	2021	Objectif 2022
Equality Index W/M	99 / 100	94 / 100	99/100

Average Remuneration by Professional Employment Categories

Professional Employment Categories		Workers		Supervisors		Managers	
		W	M	W	M	W	M
Average of Remuneration	2020	€2,367.01	€2,356.29	€2,794.60	€2,877.00	€3,930.22	€4,080.27
	2021	€2,358.70	€2,374.85	€2,824.93	€2,875.97	€3,939.25	€4,135.96

Headcount by Nationality

	2020			2021		
Professional Employment Categories	Local Nationality	Foreign Nationality	TOTAL	Local Nationality	Foreign Nationality	TOTAL
Workers	230	26	256	231	31	262
Supervisors	128	6	134	151	11	162
Managers	237	10	247	247	10	257
Executives & Directors	16	1	17	17	1	18
TOTAL	611	43	654	646	53	699

Team Members with Disability

Professional Employment Categories	2020	2021
Workers	6	4
Supervisors	1	4
Managers	4	3
Executives & Directors	0	0
TOTAL	11	11

Average Annual Headcount

Professional Employment Categories	2020	2021
Workers	252,21	259,98
Supervisors	127,76	145,56
Managers	238,77	250,31
Executives & Directors	16,59	17,93
TOTAL	635,33	673,78

Hires by Professional Employment Categories & by Gender

Professional Employment Categories	Gender	2020	2021
Workers	Men	24	31
	Women	46	46
Total " Worker "		70	77
Supervisors	Men	4	11
	Women	12	20
Total " Supervisors "		16	31
Managers	Men	15	18
	Women	21	18
Total " Managers "		36	36
Executives & Directors	Men	1	2
	Women	0	4
Total " Executives & Directors "		1	6
TOTAL		124	150

Sustainable Procurement

SUSTAINABLE PROCUREMENT POLICY / SUPPLIERS CODE OF CONDUCT

Signatories

	2020	2021
Total Number of Suppliers	523	517
Number of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	523	515
% of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	100%	99,6%

Suppliers Referencing Agreements

	2020	2021
Total Number of Suppliers	523	517
Number of Supplier Referencing Agreements Containing Clauses on Environmental, Labour & Human Rights Requirements	523	517
% of Supplier Referencing Agreements Containing Clauses on Environmental, Labour & Human Rights Requirements	100%	100%

SUPPLIERS' ASSESSMENTS

	2020	2021
Total Number of Suppliers	523	517
Number of Suppliers' Assessment Completed	240	113
Number of Suppliers Assessed on their CSR Performance	240	113
Number of Suppliers who have been the subject of an on-site audit	0	0
% of suppliers assessed on their CSR Performance	70% of turnover by product range	70% of turnover by product range
% of suppliers who have been the subject of an on-site audit	0 ⁽¹⁾	0 ⁽¹⁾

(1) The health context did not allow us to carry out on-site audits

REDUCTION OF THE ENVIRONMENTAL IMPACT OF OUR PRODUCTS

	2020	2021	Goal 2022
% of suppliers who have signed the Sustainable Procurement Policy	100%	99,6%	100%
% of eco-friendly references	NC	66%	67%
% of sales of eco-friendly references (packaging offer)	NC	81%	82%
% of eco-friendly references	48%	47%	51%
% of sales of eco-friendly references (overall offer)	NC	75%	76%
% of products purchased in Europe	86%	86%	86%
% of European Suppliers	95%	97%	97%

BUYERS' TRAINING ON ENVIRONMENTAL ISSUES

Buyers' Awareness

	2020	2021	Goal 2022
Number of Buyers within the Group Purchasing Centre	32	29	35
Number of Buyers within the Group Purchasing Centre trained in Sustainable Procurement	32	29	35
% of Buyers trained	100%	100%	100%

Sustainable Procurement Objective

	2020	2021
Part of Sustainable Procurement Objective in Buyer Evaluations	10%	10%

Environment

WASTE MANAGEMENT

Tonnage of our Waste

Waste Category	2020	2021	Goal 2022
Recyclable / Reusable Waste (In Tons)			
Cardboard & Paper	NC	215,66	Reduction between 3 and 8%
Paper (destruction of confidential documents)	NC	0,20	
Crushed wood	NC	1,42	
Wood (broken pallets)	NC	8,06	
Scrap	NC	1,88	
Plastic Films	NC	3,02	
Glass	0,17	0,238	
Coffee Capsules	0,13	0,05	
Plastic Bottles & Cups	0,10	0,03	
Cans	0,08	0,06	
Cigarettes' Butts	0,001	0,015	
Battery	0,00	0,079	
Ordinary Industrial Waste (DIB) → Recycled at 60% of the global tonnage	NC	66,727	Reduction between 3 and 8%
Waste Electrical and Electronic Equipment (WEEE)	NC	2,294	
Sous Total Déchets Recyclables / Revalorisables	NC	299,533	Reduction between 3 and 8%
Non-Recyclable / Non-Recoverable Waste (In Tons)			
Ordinary Industrial Waste (DIB) → Non-Recycled at 60% of the global tonnage	NC	44,485	Reduction between 3 and 8%
Infectious waste	NC	0,005	
Aerosol	NC	0,04	
Solid waste	NC	0,53	
Ultimate waste	NC	77,88	
Packaging with residues	NC	0,11	
Flammable liquids	NC	0,87	Reduction between 3 and 8%
Subtotal Non-Recyclable / Non-Recoverable Waste	NC	123,92	
TOTAL	NC	423,45	Reduction between 3 and 8%

Waste Recycling (excluding pallets)

	2020	2021	Goal 2022
Tonnage of recyclable / recoverable waste (excluding pallets)	NC	291,473	-

% recovery of our waste	NC	68,51%	70 %
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Catalogues Tonnage Reduction

	2020	2021	Goal 2022
Tonnage of paper for printing catalogues	626	763	760

ENERGY CONSUMPTION MONITORING

Gas & Electricity

	2020	2021	Goal 2022
Gas Consumption (in kWh)	2 353 628	3 371 224	2 400 000
Number of kWh / Person / day (*)	14,60	18,99	< 15
Electricity Consumption (in kWh)	2 380 694	2 511 653	2 400 000
Number of kWh / Person / day (*)	14,77	14,15	< 15
Cumulative Gas & Electricity Energy Consumption (in kWh)	4 734 322	5 882 877	4 800 000
Number of kWh / Person / day (*)	26,67	33,13	< 27

(*) Headcount of 699 team members on 12/31/2021
254 working days in 2021

Water

	2020	2021	Goal 2022
Sanitary water consumption (in m ³)	3 882	3 302	3 250
Number of m ³ / Person / day (*)	0,024	0,019	0,015

(*) Headcount of 699 team members on 12/31/2021
254 working days in 2021

	2020	2021
Fire water consumption (in m ³)	851	778

Greenhouse Gas Emissions

	2020	2021	Goal 2022
Total Greenhouse Gas Emissions - Scope 1 (in metric tons of CO ₂)	NC	1 099	Reduction between 3 and 8%
Total Greenhouse Gas Emissions - Scope 2 (in metric tons of CO ₂)	NC	60	Reduction between 3 and 8%
Total Greenhouse Gas Emissions - Scope 3 (in metric tons of CO ₂)	NC	526 341	Reduction between 3 and 8%
Total of Greenhouse Gas Emissions (in metric tons of CO₂)	NC	527 500	Reduction between 3 and 8%

ENVIRONMENTAL MANAGEMENT SYSTEM (EMS)

	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risks to Control	Risks to watch out for	Insignificant Risks	Risks to Control	Risks to watch out for	Insignificant Risks
2020	346	41	167	138	8	110	228
2021	202	27	83	92	1	59	142

Ethics

AWARENESS ON ETHICS

	2020	2021	Goal 2022
Total Headcount	654	699	NC
Number of people trained in Ethics issues	0	NC	NC
% of the Headcount trained in Ethics issues	0%	NC	NC

FOLLOW-UP OF REPORTS THROUGH THE WHISTLEBLOWING PROCEDURE

	2020	2021
Number of Reports	0	0
Number of Confirmed Corruption Incidents	0	0
Number of Data Security Incidents	0	1

SUBSIDIARIES CSR INDICATORS

Social & Human Rights

HEALTH & SAFETY OF TEAM MEMBERS

Occupational Risk Assessment

bernard

	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risks to Control	Risks to watch out for	Insignificant Risks	Risks to Control	Risks to watch out for	Insignificant Risks
2020	234	-	-	-	0	18	216
2021	222	-	-	-	0	13	209

	2020	2021
Number of Sites Concerned	1	1
Number of Sites conducting Health & Safety Risks Assessment	1/1	1/1
% of Sites conducting Health & Safety Risks Assessment	100%	100%

cenpac
solutions d'emballage

	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risks to Control	Risks to watch out for	Insignificant Risks	Risks to Control	Risks to watch out for	Insignificant Risks
2020	22	10	6	6	5	3	5
2021	22	5	3	5	0	2	2

	2020	2021
Number of Sites Concerned	7	7
Number of Sites conducting Health & Safety Risks Assessment	7/7	7/7
% of Sites conducting Health & Safety Risks Assessment	100%	100%

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	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risks to Control	Risks to watch out for	Insignificant Risks	Risks to Control	Risks to watch out for	Insignificant Risks
2020	372	-	-	-	2	50	320
2021	372	-	-	-	2	50	320

	2020	2021
Number of Sites Concerned	1	1
Number of Sites conducting Health & Safety Risks Assessment	1/1	1/1
% of Sites conducting Health & Safety Risks Assessment	100%	100%

	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risks to Control	Risks to watch out for	Insignificant Risks	Risks to Control	Risks to watch out for	Insignificant Risks
2020	11	0	2	9	0	1	10
2021	11	0	2	9	0	1	10

	2020	2021
Number of Sites Concerned	1	1
Number of Sites conducting Health & Safety Risks Assessment	1/1	1/1
% of Sites conducting Health & Safety Risks Assessment	100%	100%

	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risks to Control	Risks to watch out for	Insignificant Risks	Risks to Control	Risks to watch out for	Insignificant Risks
2020	58	23	24	11	7	5	10
2021	58	23	24	11	7	5	10

	2020	2021
Number of Sites Concerned	1	1
Number of Sites conducting Health & Safety Risks Assessment	1/1	1/1
% of Sites conducting Health & Safety Risks Assessment	100%	100%

	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risks to Control	Risks to watch out for	Insignificant Risks	Risks to Control	Risks to watch out for	Insignificant Risks
2020	62	0	19	43	0	0	0
2021	62	0	19	43	0	0	0

	2020	2021
Number of Sites Concerned	1	1
Number of Sites conducting Health & Safety Risks Assessment	1/1	1/1
% of Sites conducting Health & Safety Risks Assessment	100%	100%

	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risks to Control	Risks to watch out for	Insignificant Risks	Risks to Control	Risks to watch out for	Insignificant Risks
2020	NC	NC	NC	NC	NC	NC	NC
2021	NC	NC	NC	NC	NC	NC	NC

	2020	2021
Number of Sites Concerned	3	3
Number of Sites conducting Health & Safety Risks Assessment	3/3	3/3
% of Sites conducting Health & Safety Risks Assessment	100%	100%



	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risks to Control	Risks to watch out for	Insignificant Risks	Risks to Control	Risks to watch out for	Insignificant Risks
2020	NC	NC	NC	NC	NC	NC	NC
2021	NC	NC	NC	NC	NC	NC	NC

	2020	2021
Number of Sites Concerned	1	1
Number of Sites conducting Health & Safety Risks Assessment	1/1	1/1
% of Sites conducting Health & Safety Risks Assessment	100%	100%



	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risks to Control	Risks to watch out for	Insignificant Risks	Risks to Control	Risks to watch out for	Insignificant Risks
2020	38	0	23	15	0	1	37
2021	38	0	23	15	0	1	37

	2020	2021
Number of Sites Concerned	1	1
Number of Sites conducting Health & Safety Risks Assessment	1/1	1/1
% of Sites conducting Health & Safety Risks Assessment	100%	100%



	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risks to Control	Risks to watch out for	Insignificant Risks	Risks to Control	Risks to watch out for	Insignificant Risks
2020	194	32	125	37	0	22	172
2021	225	43	144	38	0	36	189

	2020	2021
Number of Sites Concerned	1	1
Number of Sites conducting Health & Safety Risks Assessment	1/1	1/1
% of Sites conducting Health & Safety Risks Assessment	100%	100%

	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risks to Control	Risks to watch out for	Insignificant Risks	Risks to Control	Risks to watch out for	Insignificant Risks
2020	6	0	0	0	3	2	1
2021	6	0	0	0	3	2	1

	2020	2021
Number of Sites Concerned		1
Number of Sites conducting Health & Safety Risks Assessment	1/1	1/1
% of Sites conducting Health & Safety Risks Assessment	100%	100%



	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risks to Control	Risks to watch out for	Insignificant Risks	Risks to Control	Risks to watch out for	Insignificant Risks
2020	51	NC	NC	NC	NC	NC	NC
2021	51	NC	NC	NC	NC	NC	NC

	2020	2021
Number of Sites Concerned	5	5
Number of Sites conducting Health & Safety Risks Assessment	5/5	5/5
% of Sites conducting Health & Safety Risks Assessment	100%	100%

Medical Consultations Follow-Up



	2020			2021		
	Offices	Logistics		Offices	Logistics	
		Forklift Workers	Other		Forklift Workers	Other
Number of Team Members	NC	NC	NC	98	25	4
Medical Visits up to Date	NC	NC	NC	94	23	4
Medical visits not up to date	NC	NC	NC	4	2	0
% of Medical Visits up to date	NC	NC	NC	96%	92%	0%
Total up to Date	NC			95%		

	2020			2021		
	Offices	Logistics		Offices	Logistics	
		Forklift Workers	Other		Forklift Workers	Other
Number of Team Members	263	108	20	255	109	20
Medical Visits up to Date	232	104	20	230	107	20
Medical visits not up to date	31	4	0	25	2	0
% of Medical Visits up to date	88%	96%	100%	90%	98%	100%
Total up to Date	91%			93%		



	2020			2021		
	Offices	Logistics		Offices	Logistics	
		Forklift Workers	Other		Forklift Workers	Other
Number of Team Members	256	9	123	273	8	120
Medical Visits up to Date	251	9	121	260	8	108
Medical visits not up to date	5	0	2	13	0	12
% of Medical Visits up to date	98%	100%	98%	95%	100%	90%
Total up to Date	98%			94%		



	2020			2021		
	Offices	Logistics		Offices	Logistics	
		Forklift Workers	Other		Forklift Workers	Other
Number of Team Members	NC	NC	NC	108	17	12
Medical Visits up to Date	NC	NC	NC	73	11	10
Medical visits not up to date	NC	NC	NC	35	6	2
% of Medical Visits up to date	NC	NC	NC	66%	65%	83%
Total up to Date	NC			69%		

	2020			2021		
	Offices	Logistics		Offices Forklift Workers	Logistics	
		Forklift Workers	Other		Forklift Workers	Other
Number of Team Members	263	55	16	262	53	17
Medical Visits up to Date	131	55	13	117	53	15
Medical visits not up to date	0	0	0	0	0	0
% of Medical Visits up to date	100%	100%	100	100%	100%	100%
Total up to Date	100%			100%		

	2020			2021		
	Offices	Logistics		Offices Forklift Workers	Logistics	
		Forklift Workers	Other		Forklift Workers	Other
Number of Team Members	115	0	0	130	0	0
Medical Visits up to Date	115	0	0	130	0	0
Medical visits not up to date	0	0	0	0	0	0
% of Medical Visits up to date	100%	100%	100%	100%	100%	100%
Total up to Date	100%			100%		

	2020			2021		
	Offices	Logistics		Offices Forklift Workers	Logistics	
		Forklift Workers	Other		Forklift Workers	Other
Number of Team Members	NC	NC	NC	104	63	36
Medical Visits up to Date	NC	NC	NC	3	62	36
Medical visits not up to date	NC	NC	NC	101	1	0
% of Medical Visits up to date	NC	NC	NC	3%	98%	100%
Total up to Date	NC			50%		

	2020			2021		
	Offices	Logistics		Offices Forklift Workers	Logistics	
		Forklift Workers	Other		Forklift Workers	Other
Number of Team Members	NC	NC	NC	NC	NC	NC
Medical Visits up to Date	NC	NC	NC	NC	NC	NC
Medical visits not up to date	NC	NC	NC	NC	NC	NC
% of Medical Visits up to date	NC	NC	NC	NC	NC	NC
Total up to Date	NC			NC		

	2020			2021		
	Offices	Logistics		Offices Forklift Workers	Logistics	
		Forklift Workers	Other		Forklift Workers	Other
Number of Team Members	55	0	4	65	0	7
Medical Visits up to Date	55	0	4	64	0	7
Medical visits not up to date	0	0	0	1	0	0
% of Medical Visits up to date	100%	100%	100%	98%	100%	100%
Total up to Date	100%			99%		

	2020			2021		
	Offices	Logistics		Offices Forklift Workers	Logistics	
		Forklift Workers	Other		Forklift Workers	Other
Number of Team Members	NC	NC	NC	NC	NC	NC
Medical Visits up to Date	NC	NC	NC	NC	NC	NC
Medical visits not up to date	NC	NC	NC	NC	NC	NC
% of Medical Visits up to date	NC	NC	NC	NC	NC	NC
Total up to Date	NC			NC		

	2020			2021		
	Offices	Logistics		Offices Forklift Workers	Logistics	
		Forklift Workers	Other		Forklift Workers	Other
Number of Team Members	NC	NC	NC	NC	NC	NC
Medical Visits up to Date	NC	NC	NC	NC	NC	NC
Medical visits not up to date	NC	NC	NC	NC	NC	NC
% of Medical Visits up to date	NC	NC	NC	NC	NC	NC
Total up to Date	NC			NC		

	2020			2021		
	Offices	Logistics		Offices Forklift Workers	Logistics	
		Forklift Workers	Other		Forklift Workers	Other
Number of Team Members	NC	NC	NC	NC	NC	NC
Medical Visits up to Date	NC	NC	NC	NC	NC	NC
Medical visits not up to date	NC	NC	NC	NC	NC	NC
% of Medical Visits up to date	NC	NC	NC	NC	NC	NC
Total up to Date	NC			NC		

First Aiders

	2020	2021		
	TOTAL	Logistics	Offices	TOTAL
New First Aiders	0	NC	NC	0
First Aiders retrained	0	NC	NC	24
First Aiders Up to Date	32	NC	NC	7
Total up to Date	32	NC	NC	31

	2020	2021		
	TOTAL	Logistics	Offices	TOTAL
New First Aiders	0	0	7	7
First Aiders retrained	33	32	12	44
First Aiders Up to Date	0	0	0	0
Total up to Date	33	64	19	51



	2020	2021		
	TOTAL	Logistics	Offices	TOTAL
New First Aiders	0	0	0	0
First Aiders retrained	3	7	16	23
First Aiders Up to Date	44	10	7	17
Total up to Date	47	17	23	40



	2020	2021		
	TOTAL	Logistics	Offices	TOTAL
New First Aiders	0	0	0	0
First Aiders retrained	2	0	2	2
First Aiders Up to Date	2	0	2	2
Total up to Date	4	0	4	4



	2020	2021		
	TOTAL	Logistics	Offices	TOTAL
New First Aiders	7	0	3	3
First Aiders retrained	33	2	4	6
First Aiders Up to Date	9	24	28	52
Total up to Date	49	26	35	61

	2020	2021		
	TOTAL	Logistics	Offices	TOTAL
New First Aiders	5	0	5	5
First Aiders retrained	5	0	0	0
First Aiders Up to Date	5	0	10	10
Total up to Date	15	0	15	15

	2020	2021		
	TOTAL	Logistics	Offices	TOTAL
New First Aiders	NC	0	0	0
First Aiders retrained	NC	4	6	10
First Aiders Up to Date	NC	4	6	10
Total up to Date	NC	8	12	20

	2020	2021		
	TOTAL	Logistics	Offices	TOTAL
New First Aiders	NC	NC	NC	NC
First Aiders retrained	NC	NC	NC	NC
First Aiders Up to Date	NC	NC	NC	NC
Total up to Date	NC	NC	NC	NC

	2020	2021		
	TOTAL	Logistics	Offices	TOTAL
New First Aiders	13	2	11	13
First Aiders retrained	12	2	10	12
First Aiders Up to Date	3	2	6	8
Total up to Date	28	6	27	33

	2020	2021		
	TOTAL	Logistics	Offices	TOTAL
New First Aiders	6	2	3	5
First Aiders retrained	1	2	2	4
First Aiders Up to Date	6	2	3	5
Total up to Date	13	6	8	14

	2020	2021		
	TOTAL	Logistics	Offices	TOTAL
New First Aiders	0	0	1	1
First Aiders retrained	4	0	0	0
First Aiders Up to Date	0	0	3	3
Total up to Date	4	0	4	4

	2020	2021		
	TOTAL	Logistics	Offices	TOTAL
New First Aiders	0	4	1	5
First Aiders retrained	5	2	2	4
First Aiders Up to Date	21	13	4	17
Total up to Date	26	19	7	26

Accident Monitoring

Year	Logistics		Offices		TOTAL	
2020	1		9		10	
2021	TA	WA	TA	WA	TA	WA
	1	2	1	1	2	3

Year	Logistics				Offices				TOTAL			
	Number of accidents with lost time		Number of days of lost time		Number of accidents with lost time		Number of days of lost time		Number of accidents with lost time		Number of days of lost time	
2020	0		0		5		208		5		208	
2021	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA
	1	1	8	16	0	0	0	0	1	1	8	16

Year	Logistics		Offices		TOTAL	
2020	10		5		15	
2021	TA	WA	TA	WA	TA	WA
	1	13	2	3	3	16

Year	Logistics				Offices				TOTAL			
	Number of accidents with lost time		Number of days of lost time		Number of accidents with lost time		Number of days of lost time		Number of accidents with lost time		Number of days of lost time	
2020	5		66		1		65		6		141	
2021	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA
	1	8	13	780	0	2	0	10	1	10	13	790

Year	Logistics		Offices		TOTAL	
2020	17		4		21	
2021	TA	WA	TA	WA	TA	WA
	2	10	1	0	3	10

Year	Logistics				Offices				TOTAL			
	Number of accidents with lost time		Number of days of lost time		Number of accidents with lost time		Number of days of lost time		Number of accidents with lost time		Number of days of lost time	
2020	17		999		4		163		21		1 162	
2021	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA
	2	9	10	40	0	0	0	0	2	9	10	40

Kalamazoo

Year	Logistics		Offices		TOTAL	
2020	1		0		1	
2021	TA	WA	TA	WA	TA	WA
	0	3	1	1	1	4

Year	Logistics				Offices				TOTAL			
	Number of accidents with lost time		Number of days of lost time		Number of accidents with lost time		Number of days of lost time		Number of accidents with lost time		Number of days of lost time	
2020	1		64		0		0		1		64	
2021	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA
	0	3	0	37	1	1	157	20	1	4	157	57

MONDOFFICE

Year	Logistics		Offices		TOTAL	
2020	0		1		1	
2021	TA	WA	TA	WA	TA	WA
	3	0	3	0	6	0

Year	Logistics				Offices				TOTAL			
	Number of accidents with lost time		Number of days of lost time		Number of accidents with lost time		Number of days of lost time		Number of accidents with lost time		Number of days of lost time	
2020	0		0		1		10		1		10	
2021	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA
	3	0	98	0	3	0	54	0	6	0	152	0

Year	Logistics		Offices		TOTAL	
2020	NC		NC		NC	
2021	TA	WA	TA	WA	TA	WA
	NC	NC	NC	NC	NC	NC

Year	Logistics				Offices				TOTAL			
	Number of accidents with lost time		Number of days of lost time		Number of accidents with lost time		Number of days of lost time		Number of accidents with lost time		Number of days of lost time	
2020	NC		NC		NC		NC		NC		NC	
2021	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA
	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC

Year	Logistics		Offices		TOTAL	
2020	NC		NC		NC	
2021	TA	WA	TA	WA	TA	WA
	NC	NC	NC	NC	NC	NC

Year	Logistics				Offices				TOTAL			
	Number of accidents with lost time		Number of days of lost time		Number of accidents with lost time		Number of days of lost time		Number of accidents with lost time		Number of days of lost time	
2020	NC		NC		NC		NC		NC		NC	
2021	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA
	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC

Year	Logistics		Offices		TOTAL	
2020	NC		NC		NC	
2021	TA	WA	TA	WA	TA	WA
	NC	NC	NC	NC	NC	NC

Year	Logistics				Offices				TOTAL			
	Number of accidents with lost time		Number of days of lost time		Number of accidents with lost time		Number of days of lost time		Number of accidents with lost time		Number of days of lost time	
2020	NC		NC		NC		NC		NC		NC	
2021	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA
	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC

Year	Logistics		Offices		TOTAL	
2020	0		0		0	
2021	TA	WA	TA	WA	TA	WA
	0	0	0	1	0	1

Year	Logistics				Offices				TOTAL			
	Number of accidents with lost time		Number of days of lost time		Number of accidents with lost time		Number of days of lost time		Number of accidents with lost time		Number of days of lost time	
2020	0		0		0		0		0		0	
2021	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA
	0	0	0	0	0	1	0	3	0	1	0	3

Year	Logistics		Offices		TOTAL	
2020	NC		NC		NC	
2021	TA	WA	TA	WA	TA	WA
	3	15	0	0	3	15

Year	Logistics				Offices				TOTAL			
	Number of accidents with lost time		Number of days of lost time		Number of accidents with lost time		Number of days of lost time		Number of accidents with lost time		Number of days of lost time	
2020	0		0		0		0		0		0	
2021	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA
	0	0	0	0	0	0	0	0	0	0	0	0

Year	Logistics		Offices		TOTAL	
2020	NC		NC		NC	
2021	TA	WA	TA	WA	TA	WA
	NC	NC	NC	NC	NC	NC

Year	Logistics				Offices				TOTAL			
	Number of accidents with lost time		Number of days of lost time		Number of accidents with lost time		Number of days of lost time		Number of accidents with lost time		Number of days of lost time	
2020	NC		NC		NC		NC		NC		NC	
2021	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA
	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC

Year	Logistics		Offices		TOTAL	
2020	47		0		47	
2021	TA	WA	TA	WA	TA	WA
	0	21	0	2	0	23

Year	Logistics				Offices				TOTAL			
	Number of accidents with lost time		Number of days of lost time		Number of accidents with lost time		Number of days of lost time		Number of accidents with lost time		Number of days of lost time	
2020	6		21		0		0		6		21	
2021	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA	TA	WA
	0	11	0	33	0	1	0	25	0	12	0	58

Frequency Rate & Severity Rate

	2020	2021	Goal 2022
Total number of accidents	9	5	5
Number of accidents with lost time	5	2	2
Number of days of lost time	0	38	38
Frequency rate	14,35	5,30	5,30
Severity rate	0,99	0,20	0,20

	2020	2021	Goal 2022
Total number of accidents	15	19	15
Number of accidents with lost time	6	11	7
Number of days of lost time	141	803	150
Frequency rate	13,34	23,01	NC
Severity rate	0,29	1,68	NC

	2020	2021	Goal 2022
Total number of accidents	21	13	NC
Number of accidents with lost time	20	11	NC
Number of days of lost time	1162	420	NC
Frequency rate	24,65	18,21	NC
Severity rate	1,91	0,70	NC

	2020	2021	Goal 2022
Total number of accidents	3	5	3
Number of accidents with lost time	1	5	3
Number of days of lost time	64	214	100
Frequency rate	3,61	19,37	10
Severity rate	0,23	0,83	0,50

	2020	2021	Goal 2022
Total number of accidents	1	6	0
Number of accidents with lost time	1	6	0
Number of days of lost time	10	152	0
Frequency rate	NC	NC	NC
Severity rate	NC	NC	NC

	2020	2021	Goal 2022
Total number of accidents	7	0	NC
Number of accidents with lost time	0	0	NC
Number of days of lost time	0	0	NC
Frequency rate	NC	NC	NC
Severity rate	NC	NC	NC

	2020	2021	Goal 2022
Total number of accidents	NC	15	NC
Number of accidents with lost time	NC	10	NC
Number of days of lost time	NC	52	NC
Frequency rate	NC	NC	NC
Severity rate	NC	NC	NC

	2020	2021	Goal 2022
Total number of accidents	NC	NC	NC
Number of accidents with lost time	NC	NC	NC
Number of days of lost time	NC	NC	NC
Frequency rate	NC	NC	NC
Severity rate	NC	NC	NC

	2020	2021	Goal 2022
Total number of accidents	0	0	0
Number of accidents with lost time	0	1	0
Number of days of lost time	0	3	0
Frequency rate	0	6,81	0
Severity rate	0	0,02	0

	2020	2021	Goal 2022
Total number of accidents	21	15	0
Number of accidents with lost time	0	0	0
Number of days of lost time	0	0	0
Frequency rate	51,74	24,93	75
Severity rate	5,17	2,49	5

	2020	2021	Goal 2022
Total number of accidents	2	NC	NC
Number of accidents with lost time	2	NC	NC
Number of days of lost time	70	NC	NC
Frequency rate	NC	NC	NC
Severity rate	NC	NC	NC

	2020	2021	Goal 2022
Total number of accidents	47	23	<20
Number of accidents with lost time	6	12	<10
Number of days of lost time	21	58	<50
Frequency rate	21,52	7,71	<10
Severity rate	0,44	2,52	<1

SOCIAL DIALOGUE

Agreements Signed with Team Members' Representatives

bernard

	2020	2021
Number of Existing Agreements Signed with Representatives	8	8
Number of Renewed Agreements over the Reference Period	0	0
Number of Newly Signed Agreements with Representatives	1	3
Number of Agreements in Force	9	11

cenpac
solutions d'emballage

	2020	2021
Number of Existing Agreements Signed with Representatives	4	7
Number of Renewed Agreements over the Reference Period	0	1
Number of Newly Signed Agreements with Representatives	4	6
Number of Agreements in Force	8	14

JPG

	2020	2021
Number of Existing Agreements Signed with Representatives	2	4
Number of Renewed Agreements over the Reference Period	0	0
Number of Newly Signed Agreements with Representatives	0	0
Number of Agreements in Force	2	4

Kalamazoo

	2020	2021
Number of Existing Agreements Signed with Representatives	0	0
Number of Renewed Agreements over the Reference Period	0	0
Number of Newly Signed Agreements with Representatives	1	1
Number of Agreements in Force	1	1

MONDOFFICE

	2020	2021
Number of Existing Agreements Signed with Representatives	0	0
Number of Renewed Agreements over the Reference Period	0	0
Number of Newly Signed Agreements with Representatives	0	0
Number of Agreements in Force	0	0

	2020	2021
Number of Existing Agreements Signed with Representatives	6	9
Number of Renewed Agreements over the Reference Period	0	1
Number of Newly Signed Agreements with Representatives	3	2
Number of Agreements in Force	9	12

	2020	2021
Number of Existing Agreements Signed with Representatives	0	1
Number of Renewed Agreements over the Reference Period	0	1
Number of Newly Signed Agreements with Representatives	0	2
Number of Agreements in Force	0	4

	2020	2021
Number of Existing Agreements Signed with Representatives	NC	NC
Number of Renewed Agreements over the Reference Period	NC	NC
Number of Newly Signed Agreements with Representatives	NC	NC
Number of Agreements in Force	NC	NC

	2020	2021
Number of Existing Agreements Signed with Representatives	0	0
Number of Renewed Agreements over the Reference Period	0	0
Number of Newly Signed Agreements with Representatives	0	0
Number of Agreements in Force	0	0

	2020	2021
Number of Existing Agreements Signed with Representatives	0	0
Number of Renewed Agreements over the Reference Period	0	0
Number of Newly Signed Agreements with Representatives	0	0
Number of Agreements in Force	0	0

	2020	2021
Number of Existing Agreements Signed with Representatives	0	0
Number of Renewed Agreements over the Reference Period	0	0
Number of Newly Signed Agreements with Representatives	0	0
Number of Agreements in Force	0	0

	2020	2021
Number of Existing Agreements Signed with Representatives	1	0
Number of Renewed Agreements over the Reference Period	0	1
Number of Newly Signed Agreements with Representatives	0	1
Number of Agreements in Force	1	2

Meetings with Team Members' Representatives

	2020	2021
Number of Work Council Meetings	11	11
Number of Health, Safety & Working Conditions Meetings	4	4
Number of Union Meetings	3	11

	2020	2021
Number of Work Council Meetings	23	14
Number of Health, Safety & Working Conditions Meetings	12	6
Number of Union Meetings	36	26

	2020	2021
Number of Work Council Meetings	11	11
Number of Health, Safety & Working Conditions Meetings	4	4
Number of Union Meetings	3	3

	2020	2021
Number of Work Council Meetings	10	4
Number of Health, Safety & Working Conditions Meetings	5	6
Number of Union Meetings	N/A	N/A

	2020	2021
Number of Work Council Meetings	0	0
Number of Health, Safety & Working Conditions Meetings	10	12
Number of Union Meetings	0	0

	2020	2021
Number of Work Council Meetings	12	12
Number of Health, Safety & Working Conditions Meetings	1	1
Number of Union Meetings	0	0

	2020	2021
Number of Work Council Meetings	NC	10
Number of Health, Safety & Working Conditions Meetings	NC	11
Number of Union Meetings	NC	21

	2020	2021
Number of Work Council Meetings	NC	NC
Number of Health, Safety & Working Conditions Meetings	NC	NC
Number of Union Meetings	NC	NC

	2020	2021
Number of Work Council Meetings	0	0
Number of Health, Safety & Working Conditions Meetings	0	0
Number of Union Meetings	0	0

	2020	2021
Number of Work Council Meetings	6	6
Number of Health, Safety & Working Conditions Meetings	6	6
Number of Union Meetings	0	0

	2020	2021
Number of Work Council Meetings	0	0
Number of Health, Safety & Working Conditions Meetings	4	4
Number of Union Meetings	0	0

	2020	2021
Number of Work Council Meetings	20	12
Number of Health, Safety & Working Conditions Meetings	1	7
Number of Union Meetings	0	0

Headcount Represented by Work Councils / Unions

	2020	2021
Total Headcount	121	126
Number of sites having Elected Representatives	1/1	1/1
% of the Headcount Represented by Elected Representatives	100%	100%

	2020	2021
Total Headcount	349	339
Number of sites having Elected Representatives	7/7	7/7
% of the Headcount Represented by Elected Representatives	100%	100%

	2020	2021
Total Headcount	388	401
Number of sites having Elected Representatives	1/1	1/1
% of the Headcount Represented by Elected Representatives	100%	100%

	2020	2021
Total Headcount	NC	153
Number of sites having Elected Representatives	1/1	1/1
% of the Headcount Represented by Elected Representatives	100%	100%

	2020	2021
Total Headcount	334	332
Number of sites having Elected Representatives	1/1	1/1
% of the Headcount Represented by Elected Representatives	100%	100%

	2020	2021
Total Headcount	111	129
Number of sites having Elected Representatives	1/1	1/1
% of the Headcount Represented by Elected Representatives	100%	100%

	2020	2021
Total Headcount	NC	NC
Number of sites having Elected Representatives	NC	NC
% of the Headcount Represented by Elected Representatives	NC	NC

	2020	2021
Total Headcount	NC	NC
Number of sites having Elected Representatives	NC	NC
% of the Headcount Represented by Elected Representatives	NC	NC

	2020	2021
Total Headcount	59	72
Number of sites having Elected Representatives	1/1	1/1
% of the Headcount Represented by Elected Representatives	100%	100%

	2020	2021
Total Headcount	125	187
Number of sites having Elected Representatives	0/1	0/1
% of the Headcount Represented by Elected Representatives	0%	0%

	2020	2021
Total Headcount	119	115
Number of sites having Elected Representatives	0/1	0/1
% of the Headcount Represented by Elected Representatives	0%	0%

	2020	2021
Total Headcount	870	662
Number of sites having Elected Representatives	4/4	4/4
% of the Headcount Represented by Elected Representatives	100%	100%

Health, Safety & Working Conditions Representatives

	2020	2021
Total Headcount	121	126
Number of sites having Health, Safety & Working Conditions Representatives	1/1	1/1
% of the Headcount Represented by Health, Safety & Working Conditions Representatives	100%	100%

	2020	2021
Total Headcount	349	339
Number of sites having Health, Safety & Working Conditions Representatives	7/7	7/7
% of the Headcount Represented by Health, Safety & Working Conditions Representatives	100%	100%

	2020	2021
Total Headcount	388	401
Number of sites having Health, Safety & Working Conditions Representatives	1/1	1/1
% of the Headcount Represented by Health, Safety & Working Conditions Representatives	100%	100%

	2020	2021
Total Headcount	NC	153
Number of sites having Health, Safety & Working Conditions Representatives	1/1	1/1
% of the Headcount Represented by Health, Safety & Working Conditions Representatives	100%	100%

	2020	2021
Total Headcount	334	332
Number of sites having Health, Safety & Working Conditions Representatives	1/1	1/1
% of the Headcount Represented by Health, Safety & Working Conditions Representatives	100%	100%

	2020	2021
Total Headcount	111	129
Number of sites having Health, Safety & Working Conditions Representatives	1/1	1/1
% of the Headcount Represented by Health, Safety & Working Conditions Representatives	100%	100%

	2020	2021
Total Headcount	NC	NC
Number of sites having Health, Safety & Working Conditions Representatives	NC	NC
% of the Headcount Represented by Health, Safety & Working Conditions Representatives	NC	NC

	2020	2021
Total Headcount	NC	NC
Number of sites having Health, Safety & Working Conditions Representatives	NC	NC
% of the Headcount Represented by Health, Safety & Working Conditions Representatives	NC	NC

	2020	2021
Total Headcount	59	72
Number of sites having Health, Safety & Working Conditions Representatives	1/1	1/1
% of the Headcount Represented by Health, Safety & Working Conditions Representatives	100%	100%

	2020	2021
Total Headcount	125	187
Number of sites having Health, Safety & Working Conditions Representatives	1/1	1/1
% of the Headcount Represented by Health, Safety & Working Conditions Representatives	100%	100%

	2020	2021
Total Headcount	119	115
Number of sites having Health, Safety & Working Conditions Representatives	1/1	1/1
% of the Headcount Represented by Health, Safety & Working Conditions Representatives	100%	100%

	2020	2021
Total Headcount	870	662
Number of sites having Health, Safety & Working Conditions Representatives	4/4	4/4
% of the Headcount Represented by Health, Safety & Working Conditions Representatives	100%	100%

Collective Labour Agreement on Working Conditions

	2020	2021
Total Headcount	121	126
Number of sites having a Collective Labour Agreement	1/1	1/1
% of the Headcount Covered by a Collective Labour Agreement	100%	100%

	2020	2021
Total Headcount	349	339
Number of sites having a Collective Labour Agreement	7/7	7/7
% of the Headcount Covered by a Collective Labour Agreement	100%	100%

	2020	2021
Total Headcount	388	401
Number of sites having a Collective Labour Agreement	1/1	1/1
% of the Headcount Covered by a Collective Labour Agreement	100%	100%

	2020	2021
Total Headcount	NC	153
Number of sites having a Collective Labour Agreement	1/1	1/1
% of the Headcount Covered by a Collective Labour Agreement	100%	100%

	2020	2021
Total Headcount	334	332
Number of sites having a Collective Labour Agreement	1/1	1/1
% of the Headcount Covered by a Collective Labour Agreement	100%	100%

	2020	2021
Total Headcount	111	129
Number of sites having a Collective Labour Agreement	1/1	1/1
% of the Headcount Covered by a Collective Labour Agreement	100%	100%

	2020	2021
Total Headcount	NC	NC
Number of sites having a Collective Labour Agreement	NC	NC
% of the Headcount Covered by a Collective Labour Agreement	NC	NC

	2020	2021
Total Headcount	NC	NC
Number of sites having a Collective Labour Agreement	NC	NC
% of the Headcount Covered by a Collective Labour Agreement	NC	NC

	2020	2021
Total Headcount	59	72
Number of sites having a Collective Labour Agreement	1/1	1/1
% of the Headcount Covered by a Collective Labour Agreement	100%	100%

	2020	2021
Total Headcount	125	187
Number of sites having a Collective Labour Agreement	N/A	N/A
% of the Headcount Covered by a Collective Labour Agreement	0%	0%

	2020	2021
Total Headcount	119	115
Number of sites having a Collective Labour Agreement	N/A	N/A
% of the Headcount Covered by a Collective Labour Agreement	0%	0%

	2020	2021
Total Headcount	870	662
Number of sites having a Collective Labour Agreement	N/A	N/A
% of the Headcount Covered by a Collective Labour Agreement	0%	0%

CAREER MANAGEMENT

Annual Evaluation Interviews

	2020	2021
Number of Team Members to Evaluate	110	109
Number of Evaluation Interviews Achieved	107	107
% of Annual Evaluation Interviews Completed	97%	98%
% of the headcount having been assessed	87%	88%

	2020	2021
Number of Team Members to Evaluate	303	316
Number of Evaluation Interviews Achieved	293	312
% of Annual Evaluation Interviews Completed	97%	99%
% of the headcount having been assessed	97%	99%

	2020	2021
Number of Team Members to Evaluate	328	361
Number of Evaluation Interviews Achieved	301	333
% of Annual Evaluation Interviews Completed	92%	92%
% of the headcount having been assessed	78%	83%

	2020	2021
Number of Team Members to Evaluate	NC	NC
Number of Evaluation Interviews Achieved	NC	NC
% of Annual Evaluation Interviews Completed	NC	NC
% of the headcount having been assessed	NC	NC

	2020	2021
Number of Team Members to Evaluate	334	332
Number of Evaluation Interviews Achieved	334	332
% of Annual Evaluation Interviews Completed	100%	100%
% of the headcount having been assessed	100%	100%

	2020	2021
Number of Team Members to Evaluate	NC	NC
Number of Evaluation Interviews Achieved	NC	NC
% of Annual Evaluation Interviews Completed	NC	NC
% of the headcount having been assessed	NC	NC

	2020	2021
Number of Team Members to Evaluate	NC	205
Number of Evaluation Interviews Achieved	NC	177
% of Annual Evaluation Interviews Completed	NC	86%
% of the headcount having been assessed	NC	NC

	2020	2021
Number of Team Members to Evaluate	NC	NC
Number of Evaluation Interviews Achieved	NC	NC
% of Annual Evaluation Interviews Completed	NC	NC
% of the headcount having been assessed	NC	NC

	2020	2021
Number of Team Members to Evaluate	59	72
Number of Evaluation Interviews Achieved	59	72
% of Annual Evaluation Interviews Completed	100%	100%
% of the headcount having been assessed	100%	100%

	2020	2021
Number of Team Members to Evaluate	125	187
Number of Evaluation Interviews Achieved	21	93
% of Annual Evaluation Interviews Completed	17%	50%
% of the headcount having been assessed	NC	NC

	2020	2021
Number of Team Members to Evaluate	NC	NC
Number of Evaluation Interviews Achieved	NC	NC
% of Annual Evaluation Interviews Completed	NC	NC
% of the headcount having been assessed	NC	NC

	2020	2021
Number of Team Members to Evaluate	618	381
Number of Evaluation Interviews Achieved	442	197
% of Annual Evaluation Interviews Completed	72%	52%
% of the headcount having been assessed	2%	14%

Professional Interviews (French Subsidiaries Only)

	2020	2021
Number of Team Members to Evaluate	93	10
Number of Evaluation Interviews Achieved	86	6
% of Professional Interviews Completed	93%	60%

	2020	2021
Number of Team Members to Evaluate	252	82
Number of Evaluation Interviews Achieved	246	81
% of Professional Interviews Completed	98%	99%



	2020	2021
Number of Team Members to Evaluate	-	378
Number of Evaluation Interviews Achieved	-	337
% of Professional Interviews Completed	-	89%

Internal Mobility



			2020	2021
Workers	Number of intra or inter Department changes of function	Men	1	0
		Women	4	1
	Number of Professional Employment Categories changes (promotions)	Men	4	2
		Women	4	4
Supervisors	Number of intra or inter Department changes of function	Men	0	2
		Women	1	0
	Number of Professional Employment Categories changes (promotions)	Men	0	5
		Women	1	0
Managers	Number of intra or inter Department changes of function	Men	0	0
		Women	0	0
	Number of Professional Employment Categories changes (promotions)	Men	0	0
		Women	0	0
Executives & Directors	Number of intra or inter Department changes of function	Men	0	0
		Women	0	0
	Number of Professional Employment Categories changes (promotions)	Men	0	0
		Women	0	0
TOTAL			15	14

			2020	2021
Workers	Number of intra or inter Department changes of function	Men	5	2
		Women	2	0
	Number of Professional Employment Categories changes (promotions)	Men	0	0
		Women	0	0
Supervisors	Number of intra or inter Department changes of function	Men	0	4
		Women	2	2
	Number of Professional Employment Categories changes (promotions)	Men	2	2
		Women	1	4

			2020	2021
Managers	Number of intra or inter Department changes of function	Men	0	3
		Women	0	0
	Number of Professional Employment Categories changes (promotions)	Men	0	2
		Women	1	0
Executives & Directors	Number of intra or inter Department changes of function	Men	0	0
		Women	0	0
	Number of Professional Employment Categories changes (promotions)	Men	0	0
		Women	0	0
TOTAL			13	19

JPG

			2020	2021
Workers	Number of intra or inter Department changes of function	Men	3	6
		Women	7	2
	Number of Professional Employment Categories changes (promotions)	Men	2	1
		Women	3	3
Supervisors	Number of intra or inter Department changes of function	Men	1	0
		Women	6	3
	Number of Professional Employment Categories changes (promotions)	Men	0	2
		Women	4	9
Managers	Number of intra or inter Department changes of function	Men	3	10
		Women	8	8
	Number of Professional Employment Categories changes (promotions)	Men	0	0
		Women	0	0
Executives & Directors	Number of intra or inter Department changes of function	Men	0	0
		Women	0	0
	Number of Professional Employment Categories changes (promotions)	Men	0	0
		Women	0	0
TOTAL			37	44

Kalamazoo

			2020	2021
Workers	Number of intra or inter Department changes of function	Men	3	0
		Women	1	0
	Number of Professional Employment Categories changes (promotions)	Men	0	0
		Women	0	3
Supervisors	Number of intra or inter Department changes of function	Men	0	0
		Women	0	0
	Number of Professional Employment Categories changes (promotions)	Men	0	0
		Women	0	0

			2020	2021
Managers	Number of intra or inter Department changes of function	Men	0	0
		Women	0	0
	Number of Professional Employment Categories changes (promotions)	Men	0	0
		Women	0	0
Executives & Directors	Number of intra or inter Department changes of function	Men	0	0
		Women	0	0
	Number of Professional Employment Categories changes (promotions)	Men	0	0
		Women	0	0
TOTAL			4	3

MONDOFFICE

			2020	2021
Workers	Number of intra or inter Department changes of function	Men	1	2
		Women	16	17
	Number of Professional Employment Categories changes (promotions)	Men	0	0
		Women	0	0
Supervisors	Number of intra or inter Department changes of function	Men	0	0
		Women	1	1
	Number of Professional Employment Categories changes (promotions)	Men	0	0
		Women	0	0
Managers	Number of intra or inter Department changes of function	Men	0	0
		Women	0	0
	Number of Professional Employment Categories changes (promotions)	Men	0	0
		Women	0	0
Executives & Directors	Number of intra or inter Department changes of function	Men	0	0
		Women	0	0
	Number of Professional Employment Categories changes (promotions)	Men	0	0
		Women	0	0
TOTAL			18	20

RAJA
Germany

			2020	2021
Workers	Number of intra or inter Department changes of function	Men	0	1
		Women	1	1
	Number of Professional Employment Categories changes (promotions)	Men	0	0
		Women	0	0
Supervisors	Number of intra or inter Department changes of function	Men	0	0
		Women	0	0
	Number of Professional Employment Categories changes (promotions)	Men	0	0
		Women	0	3

			2020	2021
Managers	Number of intra or inter Department changes of function	Men	0	0
		Women	0	0
	Number of Professional Employment Categories changes (promotions)	Men	0	1
		Women	0	0
Executives & Directors	Number of intra or inter Department changes of function	Men	0	0
		Women	0	0
	Number of Professional Employment Categories changes (promotions)	Men	0	0
		Women	0	0
TOTAL			1	5



			2020	2021
Workers	Number of intra or inter Department changes of function	Men	NC	1
		Women	NC	0
	Number of Professional Employment Categories changes (promotions)	Men	NC	19
		Women	NC	11
Supervisors	Number of intra or inter Department changes of function	Men	NC	0
		Women	NC	0
	Number of Professional Employment Categories changes (promotions)	Men	NC	2
		Women	NC	0
Managers	Number of intra or inter Department changes of function	Men	NC	0
		Women	NC	0
	Number of Professional Employment Categories changes (promotions)	Men	NC	0
		Women	NC	0
Executives & Directors	Number of intra or inter Department changes of function	Men	NC	0
		Women	NC	0
	Number of Professional Employment Categories changes (promotions)	Men	NC	0
		Women	NC	0
TOTAL			NC	33



			2020	2021
Workers	Number of intra or inter Department changes of function	Men	NC	NC
		Women	NC	NC
	Number of Professional Employment Categories changes (promotions)	Men	NC	NC
		Women	NC	NC
Supervisors	Number of intra or inter Department changes of function	Men	NC	NC
		Women	NC	NC
	Number of Professional Employment Categories changes (promotions)	Men	NC	NC
		Women	NC	NC

			2020	2021
Managers	Number of intra or inter Department changes of function	Men	NC	NC
		Women	NC	NC
	Number of Professional Employment Categories changes (promotions)	Men	NC	NC
		Women	NC	NC
Executives & Directors	Number of intra or inter Department changes of function	Men	NC	NC
		Women	NC	NC
	Number of Professional Employment Categories changes (promotions)	Men	NC	NC
		Women	NC	NC
TOTAL			NC	NC



			2020	2021
Workers	Number of intra or inter Department changes of function	Men	0	2
		Women	0	2
	Number of Professional Employment Categories changes (promotions)	Men	0	0
		Women	1	0
Supervisors	Number of intra or inter Department changes of function	Men	0	1
		Women	0	0
	Number of Professional Employment Categories changes (promotions)	Men	0	0
		Women	0	1
Managers	Number of intra or inter Department changes of function	Men	0	0
		Women	0	0
	Number of Professional Employment Categories changes (promotions)	Men	0	0
		Women	0	0
Executives & Directors	Number of intra or inter Department changes of function	Men	0	0
		Women	0	0
	Number of Professional Employment Categories changes (promotions)	Men	0	0
		Women	0	0
TOTAL			1	6



			2020	2021
Workers	Number of intra or inter Department changes of function	Men	0	0
		Women	0	0
	Number of Professional Employment Categories changes (promotions)	Men	6	6
		Women	2	2
Supervisors	Number of intra or inter Department changes of function	Men	0	0
		Women	0	0
	Number of Professional Employment Categories changes (promotions)	Men	1	1
		Women	1	1

			2020	2021
Managers	Number of intra or inter Department changes of function	Men	0	0
		Women	0	0
	Number of Professional Employment Categories changes (promotions)	Men	0	0
		Women	0	0
Executives & Directors	Number of intra or inter Department changes of function	Men	0	0
		Women	0	0
	Number of Professional Employment Categories changes (promotions)	Men	0	0
		Women	0	0
TOTAL			10	10

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			2020	2021
Workers	Number of intra or inter Department changes of function	Men	1	1
		Women	1	1
	Number of Professional Employment Categories changes (promotions)	Men	0	0
		Women	0	0
Supervisors	Number of intra or inter Department changes of function	Men	0	0
		Women	0	0
	Number of Professional Employment Categories changes (promotions)	Men	0	0
		Women	0	0
Managers	Number of intra or inter Department changes of function	Men	0	0
		Women	0	0
	Number of Professional Employment Categories changes (promotions)	Men	0	0
		Women	0	0
Executives & Directors	Number of intra or inter Department changes of function	Men	0	0
		Women	0	0
	Number of Professional Employment Categories changes (promotions)	Men	0	0
		Women	0	0
TOTAL			2	2

Viking

			2020	2021
Workers	Number of intra or inter Department changes of function	Men	0	0
		Women	0	0
	Number of Professional Employment Categories changes (promotions)	Men	0	0
		Women	0	0
Supervisors	Number of intra or inter Department changes of function	Men	0	0
		Women	0	0
	Number of Professional Employment Categories changes (promotions)	Men	0	0
		Women	0	0

			2020	2021
Managers	Number of intra or inter Department changes of function	Men	0	0
		Women	0	0
	Number of Professional Employment Categories changes (promotions)	Men	0	0
		Women	0	0
Executives & Directors	Number of intra or inter Department changes of function	Men	0	0
		Women	0	0
	Number of Professional Employment Categories changes (promotions)	Men	0	0
		Women	0	0
TOTAL			0	0

Number of Team Members who have Received Training

bernard

	2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Workers	21	23	44	17	23	40
Supervisors	12	5	17	18	12	30
Managers	7	4	11	9	8	17
Executives & Directors	0	0	0	0	0	0
TOTAL	40	32	72	44	43	87

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	2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Workers	65	77	142	34	57	91
Supervisors	30	18	48	39	39	78
Managers	18	11	29	25	16	41
Executives & Directors	3	3	6	3	4	7
TOTAL	116	109	225	101	116	217

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	2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Workers	34	85	119	43	108	151
Supervisors	11	8	19	13	22	35
Managers	11	15	26	28	39	67
Executives & Directors	3	0	3	7	1	8
TOTAL	59	108	167	91	170	261

	2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Workers	7	13	20	30	82	112
Supervisors	0	0	0	1	4	5
Managers	2	4	6	2	6	8
Executives & Directors	3	3	6	5	4	9
TOTAL	12	20	32	38	96	134

	2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Workers	56	136	192	75	159	234
Supervisors	15	13	28	19	25	44
Managers	1	3	4	3	1	4
Executives & Directors	1	1	2	1	1	2
TOTAL	73	153	226	98	186	284

	2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Workers	27	54	81	34	68	102
Supervisors	0	1	1	0	4	4
Managers	6	5	11	5	8	13
Executives & Directors	1	0	1	1	0	1
TOTAL	34	60	94	40	80	120

	2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Workers	NC	NC	NC	105	65	170
Supervisors	NC	NC	NC	12	6	18
Managers	NC	NC	NC	0	0	0
Executives & Directors	NC	NC	NC	5	1	6
TOTAL	NC	NC	NC	122	82	194

	2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Workers	NC	NC	NC	NC	NC	NC
Supervisors	NC	NC	NC	NC	NC	NC
Managers	NC	NC	NC	NC	NC	NC
Executives & Directors	NC	NC	NC	NC	NC	NC
TOTAL	NC	NC	NC	NC	NC	NC

	2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Workers	1	4	5	17	36	53
Supervisors	1	0	1	1	0	1
Managers	1	1	2	4	4	8
Executives & Directors	0	0	0	0	1	1
TOTAL	3	5	8	22	41	63

	2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Workers	12	12	24	71	58	129
Supervisors	1	2	3	0	0	0
Managers	1	1	2	10	8	18
Executives & Directors	1	1	2	8	1	9
TOTAL	15	16	31	89	67	156

	2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Workers	NC	NC	NC	NC	NC	NC
Supervisors	NC	NC	NC	NC	NC	NC
Managers	NC	NC	NC	NC	NC	NC
Executives & Directors	NC	NC	NC	NC	NC	NC
TOTAL	NC	NC	NC	NC	NC	NC

	2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Workers	NC	NC	NC	NC	NC	NC
Supervisors	NC	NC	NC	NC	NC	NC
Managers	NC	NC	NC	NC	NC	NC
Executives & Directors	NC	NC	NC	NC	NC	NC
TOTAL	NC	NC	NC	NC	NC	NC

Number of Training Hours & Average Training Hours / Person

	2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Workers	192,50	371,50	564	148,50	206,50	355
Average Training Hours / Person	9,17	16,15	12,82	8,75	9	8,83

	2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Supervisors	208,50	45,50	254	260	95,50	355,50
Average Training Hours / Person	17,38	9,10	14,94	14,50	8	11,83
Managers	33,50	38,50	72	93	94,50	187,50
Average Training Hours / Person	4,79	9,63	6,55	10,25	11,83	11
Executives & Directors	0	0	0	0	0	0
Average Training Hours / Person	0	0	0	0	0	0
Average Number of Training Hours / Person	10,86	14,23	12,36	11,40	9,25	10,25

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	2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Workers	438	981	1 418	538	1088	1 626
Average Training Hours / Person	7	13	10	16	19	18
Supervisors	657	482	1 138	626	468	1 094
Average Training Hours / Person	22	27	24	16	12	14
Managers	222	256	478	454	468	921
Average Training Hours / Person	12	23	16	18	29	22
Executives & Directors	205	70	274	60	103	163
Average Training Hours / Person	68	23	46	20	26	23
Average Number of Training Hours / Person	NC	NC	NC	NC	NC	NC

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	2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Workers	384	440	824	923	2 000	2 923
Average Training Hours / Person	11,3	5,1	6,9	21,4	18,5	19,3
Supervisors	179	36	215	483	588	1071
Average Training Hours / Person	16,2	4,5	11,3	37,1	26,7	30,6
Managers	150	205	355	704	1 259	1 963
Average Training Hours / Person	13,6	13,6	13,6	25,1	32,2	29,2
Executives & Directors	16	0	16	199	14	213
Average Training Hours / Person	5,3	0	5,3	28,4	14	26,6
Average Number of Training Hours / Person	12,3	6,3	8,4	25,3	22,7	23,6

	2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Workers	7	13	20	30	82	112
Average Training Hours / Person	3,9	10,7	8,3	6,5	9,6	8,8
Supervisors	0	0	0	1	4	5
Average Training Hours / Person	0,0	0,0	0,0	3,0	2,8	2,8
Managers	2	4	6	2	6	8
Average Training Hours / Person	2,0	2,0	2,0	6,0	24,7	20,0
Executives & Directors	3	3	6	5	4	9
Average Training Hours / Person	17,3	42,0	29,7	70,2	149,0	105,2
Average Number of Training Hours / Person	6,9	13,7	11,1	14,8	16,1	15,7

	2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Workers	NC	NC	NC	NC	NC	NC
Average Training Hours / Person	11,2	5,8	NC	6,9	6,3	NC
Supervisors	NC	NC	NC	NC	NC	NC
Average Training Hours / Person	10,9	10,6	NC	16,9	11,3	NC
Managers	NC	NC	NC	NC	NC	NC
Average Training Hours / Person	13,2	12	NC	12,8	13,5	NC
Executives & Directors	NC	NC	NC	NC	NC	NC
Average Training Hours / Person	16	16	NC	16	16	NC
Average Number of Training Hours / Person	NC	NC	NC	NC	NC	NC

	2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Workers	NC	NC	NC	NC	NC	NC
Average Training Hours / Person	NC	NC	NC	NC	NC	NC
Supervisors	NC	NC	NC	NC	NC	NC
Average Training Hours / Person	NC	NC	NC	NC	NC	NC

	2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Managers	NC	NC	NC	NC	NC	NC
Average Training Hours / Person	NC	NC	NC	NC	NC	NC
Executives & Directors	NC	NC	NC	NC	NC	NC
Average Training Hours / Person	NC	NC	NC	NC	NC	NC
Average Number of Training Hours / Person	NC	NC	NC	NC	NC	NC



	2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Workers	NC	NC	NC	593	362	955
Average Training Hours / Person	NC	NC	NC	NC	NC	NC
Supervisors	NC	NC	NC	265	131	396
Average Training Hours / Person	NC	NC	NC	NC	NC	NC
Managers	NC	NC	NC	91	17	108
Average Training Hours / Person	NC	NC	NC	NC	NC	NC
Executives & Directors	NC	NC	NC	NC	NC	NC
Average Training Hours / Person	NC	NC	NC	NC	NC	NC
Average Number of Training Hours / Person	NC	NC	NC	NC	NC	NC



	2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Workers	NC	NC	NC	NC	NC	NC
Average Training Hours / Person	NC	NC	NC	NC	NC	NC
Supervisors	NC	NC	NC	NC	NC	NC
Average Training Hours / Person	NC	NC	NC	NC	NC	NC
Managers	NC	NC	NC	NC	NC	NC
Average Training Hours / Person	NC	NC	NC	NC	NC	NC
Executives & Directors	NC	NC	NC	NC	NC	NC
Average Training Hours / Person	NC	NC	NC	NC	NC	NC
Average Number of Training Hours / Person	NC	NC	NC	NC	NC	NC

	2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Workers	1	4	5	17	36	53
Average Training Hours / Person	19	19	114	227,07	102,36	106,64
Supervisors	1	0	1	1	0	1
Average Training Hours / Person	19	0	19	74	0	74
Managers	1	1	2	4	4	8
Average Training Hours / Person	19	19	38	104,37	129,36	142,41
Executives & Directors	0	0	0	0	1	1
Average Training Hours / Person	0	0	0	0	25,5	25,5
Average Number of Training Hours / Person	NC	NC	NC	NC	NC	NC

	2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Workers	12	12	24	71	58	129
Average Training Hours / Person	16	16	16	11,3	10,5	10,9
Supervisors	1	2	3	0	0	
Average Training Hours / Person	24	24	24	0	0	0
Managers	1	1	2	10	8	18
Average Training Hours / Person	24	24	24	36,6	46,5	41
Executives & Directors	1	1	2	8	1	9
Average Training Hours / Person	24	24	24	14,8	16	14,9
Average Number of Training Hours / Person	17,6	18	17,8	14,5	14,9	14,8

	2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Workers	NC	NC	NC	NC	NC	NC
Average Training Hours / Person	NC	NC	NC	NC	NC	NC
Supervisors	NC	NC	NC	NC	NC	NC
Average Training Hours / Person	NC	NC	NC	NC	NC	NC

	2020			2021		
	HOMMES	FEMMES	TOTAL	HOMMES	FEMMES	TOTAL
Managers	NC	NC	NC	NC	NC	NC
Average Training Hours / Person	NC	NC	NC	NC	NC	NC
Executives & Directors	NC	NC	NC	NC	NC	NC
Average Training Hours / Person	NC	NC	NC	NC	NC	NC
Average Number of Training Hours / Person	NC	NC	NC	NC	NC	NC

Viking

	2020			2021		
	MEN	WOMEN	TOTAL	MEN	WOMEN	TOTAL
Workers	NC	NC	NC	NC	NC	NC
Average Training Hours / Person	NC	NC	NC	NC	NC	NC
Supervisors	NC	NC	NC	NC	NC	NC
Average Training Hours / Person	NC	NC	NC	NC	NC	NC
Managers	NC	NC	NC	NC	NC	NC
Average Training Hours / Person	NC	NC	NC	NC	NC	NC
Executives & Directors	NC	NC	NC	NC	NC	NC
Average Training Hours / Person	NC	NC	NC	NC	NC	NC
Average Number of Training Hours / Person	NC	NC	NC	NC	NC	NC

DIVERSITY, DISCRIMINATION & HARRASSMENT

Headcount by Professional Employment Categories & per Gender

bernard

Professional Employment Categories	Gender	2020	2021
Workers	Men	30	27
	%	43%	44%
	Women	39	35
	%	57%	56%
	TOTAL	69	62
	%	54%	50%
Supervisors	Men	19	17
	%	51%	45%
	Women	18	21
	%	49%	55%
	TOTAL	37	38
	%	29%	31%

Professional Employment Categories	Gender	2020	2021
Managers	Men	13	15
	%	62%	63%
	Women	8	9
	%	38%	37%
	TOTAL	21	24
	%	17%	19%
Executives & Directors	Men	0	0
	%	-	-
	Women	0	0
	%	-	-
	TOTAL	0	0
	%	-	-
TOTAL	Men	62	59
	%	49%	48%
	Women	65	65
	%	51%	52%
	TOTAL	127	124

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Professional Employment Categories	Gender	2020	2021
Workers	Men	91	83
	%	50%	50%
	Women	91	83
	%	50%	50%
	TOTAL	182	166
	%	52%	49%
Supervisors	Men	65	67
	%	60%	58%
	Women	43	49
	%	40%	42%
	TOTAL	108	116
	%	31%	34%
Managers	Men	32	32
	%	62%	64%
	Women	20	18
	%	38%	36%
	TOTAL	52	50
	%	15%	15%
Executives & Directors	Men	3	3
	%	43%	43%
	Women	4	4
	%	57%	57%
	TOTAL	7	7
	%	2%	2%

Professional Employment Categories	Gender	2020	2021
TOTAL	Men	191	185
	%	55%	55%
	Women	158	154
	%	45%	45%
	TOTAL	349	339

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Professional Employment Categories	Gender	2020	2021
Workers	Men	103	99
	%	48%	44%
	Women	112	125
	%	52%	56%
	TOTAL	215	224
	%	55%	56%
Supervisors	Men	40	39
	%	43%	44%
	Women	53	50
	%	57%	56%
	TOTAL	93	89
	%	24%	22%
Managers	Men	31	29
	%	44%	37%
	Women	39	49
	%	56%	63%
	TOTAL	70	78
	%	18%	19%
Executives & Directors	Men	8	7
	%	80%	70%
	Women	2	3
	%	20%	30%
	TOTAL	10	10
	%	3%	3%
TOTAL	Men	182	174
	%	47%	43%
	Women	206	227
	%	53%	57%
	TOTAL	388	401

Kalamazoo

Professional Employment Categories	Gender	2020	2021
Workers	Men	40	36
	%	28%	28%
	Women	102	94
	%	72%	72%
	TOTAL	142	130
	%	86%	85%

Professional Employment Categories	Gender	2020	2021
Supervisors	Men	1	1
	%	20%	20%
	Women	4	4
	%	80%	80%
	TOTAL	5	5
	%	3%	3%
Managers	Men	4	2
	%	40%	22%
	Women	6	7
	%	60%	78%
	TOTAL	10	9
	%	6%	6%
Executives & Directors	Men	5	5
	%	56%	56%
	Women	4	4
	%	44%	44%
	TOTAL	9	9
	%	5%	5%
TOTAL	Men	50	44
	%	30%	28%
	Women	116	109
	%	70%	72%
	TOTAL	166	153

MONDOFFICE

Professional Employment Categories	Gender	2020	2021
Workers	Men	84	84
	%	31%	32%
	Women	185	182
	%	69%	68%
	TOTAL	269	266
	%	81%	80%
Supervisors	Men	27	27
	%	49%	48%
	Women	28	29
	%	51%	52%
	TOTAL	55	56
	%	16%	17%
Managers	Men	5	5
	%	63%	63%
	Women	3	3
	%	37%	37%
	TOTAL	8	8
	%	2%	2%

Professional Employment Categories	Gender	2020	2021
Executives & Directors	Men	1	1
	%	50%	50%
	Women	1	1
	%	50%	50%
	TOTAL	2	2
	%	1%	1%
TOTAL	Men	117	118
	%	35%	36%
	Women	217	214
	%	65%	64%
	TOTAL	334	332



Professional Employment Categories	Gender	2020	2021
Workers	Men	32	37
	%	33%	33%
	Women	66	75
	%	67%	67%
	TOTAL	98	112
	%	88%	87%
Supervisors	Men	0	0
	%	0%	0%
	Women	1	5
	%	100%	100%
	TOTAL	1	5
	%	1%	4%
Managers	Men	6	7
	%	55%	64%
	Women	5	4
	%	45%	36%
	TOTAL	11	11
	%	10%	8%
Executives & Directors	Men	1	1
	%	100%	100%
	Women	0	0
	%	0%	0%
	TOTAL	1	1
	%	1%	1%
TOTAL	Men	39	45
	%	35%	35%
	Women	72	84
	%	65%	65%
	TOTAL	111	129

Professional Employment Categories	Gender	2020	2021
Workers	Men	NC	131
	%	NC	68%
	Women	NC	63
	%	NC	32%
	TOTAL	NC	194
	%	NC	88%
Supervisors	Men	NC	14
	%	NC	70%
	Women	NC	6
	%	NC	30%
	TOTAL	NC	20
	%	NC	9%
Managers	Men	NC	0
	%	NC	0%
	Women	NC	0
	%	NC	0%
	TOTAL	NC	0
	%	NC	0%
Executives & Directors	Men	NC	5
	%	NC	83%
	Women	NC	1
	%	NC	27%
	TOTAL	NC	6
	%	NC	3%
TOTAL	Men	NC	150
	%	NC	68%
	Women	NC	70
	%	NC	32%
	TOTAL	NC	220

Professional Employment Categories	Gender	2020	2021
Workers	Men	NC	NC
	%	NC	NC
	Women	NC	NC
	%	NC	NC
	TOTAL	NC	NC
	%	NC	NC
Supervisors	Men	NC	NC
	%	NC	NC
	Women	NC	NC
	%	NC	NC
	TOTAL	NC	NC
	%	NC	NC

Professional Employment Categories	Gender	2020	2021
Managers	Men	NC	NC
	%	NC	NC
	Women	NC	NC
	%	NC	NC
	TOTAL	NC	NC
	%	NC	NC
Executives & Directors	Men	NC	NC
	%	NC	NC
	Women	NC	NC
	%	NC	NC
	TOTAL	NC	NC
	%	NC	NC
TOTAL	Men	NC	NC
	%	NC	NC
	Women	NC	NC
	%	NC	NC
	TOTAL	NC	NC



Professional Employment Categories	Gender	2020	2021
Workers	Men	16	22
	%	27%	31%
	Women	35	39
	%	59%	54%
	TOTAL	51	61
	%	86%	85%
Supervisors	Men	1	1
	%	2%	1%
	Women	0	0
	%	0%	0%
	TOTAL	1	1
	%	2%	1%
Managers	Men	4	5
	%	7%	7%
	Women	2	4
	%	3%	6%
	TOTAL	6	9
	%	10%	13%
Executives & Directors	Men	0	0
	%	0%	0%
	Women	1	1
	%	2%	1%
	TOTAL	1	1
	%	2%	1%

Professional Employment Categories	Gender	2020	2021
TOTAL	Men	21	28
	%	36%	39%
	Women	38	44
	%	64%	61%
	TOTAL	59	72



Professional Employment Categories	Gender	2020	2021
Workers	Men	57	93
	%	58%	62%
	Women	41	58
	%	42%	38%
	TOTAL	98	151
	%	78%	81%
Supervisors	Men	1	1
	%	20%	11%
	Women	4	8
	%	80%	89%
	TOTAL	5	9
	%	4%	5%
Managers	Men	7	10
	%	50%	56%
	Women	7	8
	%	50%	44%
	TOTAL	14	18
	%	11%	10%
Executives & Directors	Men	7	8
	%	88%	89%
	Women	1	1
	%	12%	11%
	TOTAL	8	9
	%	6%	5%
TOTAL	Men	72	112
	%	58%	60%
	Women	53	75
	%	42%	40%
	TOTAL	125	187



Professional Employment Categories	Gender	2020	2021
Workers	Men	54	51
	%	56%	55%
	Women	43	41
	%	44%	45%
	TOTAL	97	92
	%	82%	80%

Professional Employment Categories	Gender	2020	2021
Supervisors	Men	7	6
	%	58%	50%
	Women	5	6
	%	42%	50%
	TOTAL	12	12
	%	10%	10%
Managers	Men	5	7
	%	62%	88%
	Women	3	1
	%	38%	12%
	TOTAL	8	8
	%	7%	7%
Executives & Directors	Men	1	1
	%	50%	33%
	Women	1	2
	%	50%	67%
	TOTAL	2	3
	%	2%	3%
TOTAL	Men	67	65
	%	56%	57%
	Women	52	50
	%	44%	43%
	TOTAL	119	115

Viking

Professional Employment Categories	Gender	2020	2021
Workers	Men	496	459
	%	57%	58%
	Women	369	335
	%	43%	42%
	TOTAL	865	794
	%	87%	87%
Supervisors	Men	0	0
	%	0%	0%
	Women	0	0
	%	0%	0%
	TOTAL	0	0
	%	0%	0%
Managers	Men	68	59
	%	62%	60%
	Women	42	40
	%	38%	40%
	TOTAL	110	99
	%	11%	11%

Professional Employment Categories	Gender	2020	2021
Executives & Directors	Men	20	16
	%	87%	94%
	Women	3	1
	%	13%	6%
	TOTAL	23	17
	%	2%	2%
TOTAL	Men	584	534
	%	59%	59%
	Women	414	376
	%	41%	41%
	TOTAL	998	910

Headcount per Age & per Professional Employment Categories

bernard

	2020						2021					
	Workers	Supervisors	Managers	Executives & Directors	TOTAL	%	Workers	Supervisors	Managers	Executives & Directors	TOTAL	%
20 years and less	0	0	0	NC	0	0%	0	0	0	NC	0	0%
From 21 to 25 years	4	0	0	NC	4	3,15%	0	0	0	NC	0	0%
From 26 à 30 years	5	2	0	NC	7	5,51%	6	4	0	NC	10	8,06%
From 31 à 35 years	10	4	0	NC	14	11,02%	7	4	1	NC	12	9,68%
From 36 à 40 years	13	8	5	NC	26	20,47%	13	8	4	NC	25	20,16%
From 41 à 45 years	12	5	2	NC	19	14,96%	10	6	4	NC	20	16,13%
From 46 à 50 years	8	6	8	NC	22	17,32%	10	6	8	NC	24	19,36%
From 51 à 55 years	9	6	2	NC	17	13,39%	7	6	3	NC	16	12,90%
From 56 à 60 years	5	3	4	NC	12	9,45%	6	2	3	NC	11	8,87%
From 61 à 65 years	2	3	0	NC	5	3,94%	2	2	1	NC	5	4,03%
More than 65 years	1	0	0	NC	1	0,79%	1	0	0	NC	1	0,81%

	2020						2021					
	Workers	Supervisors	Managers	Executives & Directors	TOTAL	%	Workers	Supervisors	Managers	Executives & Directors	TOTAL	%
20 years and less	4	0	0	0	4	1.15%	4	0	0	0	4	1.18%
From 21 to 25 years	20	3	1	0	24	6.88%	15	3	0	0	18	5.31%
From 26 à 30 years	25	7	2	0	34	9.74%	25	8	3	0	36	10.62%
From 31 à 35 years	28	9	4	0	41	11.75%	24	12	4	0	40	11.80%
From 36 à 40 years	19	13	4	0	36	10.32%	18	14	4	0	36	10.62%
From 41 à 45 years	21	16	9	1	47	13.47%	20	16	9	1	46	13.57%
From 46 à 50 years	21	18	12	3	54	15.47%	21	19	8	2	50	14.75%
From 51 à 55 years	16	20	9	3	48	13.75%	15	24	10	4	53	15.63%
From 56 à 60 years	20	18	9	0	47	13.47%	14	17	11	0	42	12.39%
From 61 à 65 years	8	4	2	0	14	4.01%	8	3	1	0	12	3.54%
More than 65 years	0	0	0	0	0	0%	2	0	0	0	2	0.59%



	2020						2021					
	Workers	Supervisors	Managers	Executives & Directors	TOTAL	%	Workers	Supervisors	Managers	Executives & Directors	TOTAL	%
20 years and less	1	0	0	0	0	0,26%	1	0	0	0	1	0,25%
From 21 to 25 years	20	3	0	0	23	5,93%	24	5	0	0	29	7,23%
From 26 à 30 years	20	9	2	0	31	7,99%	22	8	3	0	33	8,23%
From 31 à 35 years	21	12	5	0	38	9,79%	23	8	7	0	38	9,48%
From 36 à 40 years	24	9	10	0	43	11,08%	27	10	10	0	47	11,72%
From 41 à 45 years	37	18	16	2	73	18,81%	32	17	15	2	66	16,46%
From 46 à 50 years	41	17	17	2	77	19,85%	43	17	15	3	78	19,45%
From 51 à 55 years	33	10	6	4	53	13,66%	29	5	14	2	50	12,47%
From 56 à 60 years	16	14	12	1	43	11,08%	21	16	10	2	49	12,22%
From 61 à 65 years	2	1	2	1	6	1,55%	2	3	4	1	10	2,49%
More than 65 years	0	0	0	0	0	0%	0	0	0	0	0	0%

	2020						2021					
	Workers	Supervisors	Managers	Executives & Directors	TOTAL	%	Workers	Supervisors	Managers	Executives & Directors	TOTAL	%
20 years and less	0	0	0	0	0	0%	0	0	0	0	0	0%
From 21 to 25 years	1	0	0	0	1	0,6%	1	0	0	0	1	0,7%
From 26 à 30 years	8	0	0	0	8	4,8%	4	0	0	0	4	2,6%
From 31 à 35 years	13	0	1	0	14	8,4%	7	0	1	0	8	5,2%
From 36 à 40 years	22	0	0	1	23	13,9%	19	0	0	0	19	12,4%
From 41 à 45 years	36	1	4	0	41	24,7%	25	1	4	1	31	20,3%
From 46 à 50 years	39	2	1	5	47	28,3%	46	2	1	3	52	34%
From 51 à 55 years	15	1	1	3	20	12%	21	1	0	5	27	17,6%
From 56 à 60 years	6	1	2	0	9	5,4%	5	1	2	0	8	5,2%
From 61 à 65 years	1	0	1	0	2	1,2%	1	0	1	0	2	1,3%
More than 65 years	1	0	0	0	1	0,6%	1	0	0	0	1	0,7%

	2020						2021					
	Workers	Supervisors	Managers	Executives & Directors	TOTAL	%	Workers	Supervisors	Managers	Executives & Directors	TOTAL	%
20 years and less	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
From 21 to 25 years	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
From 26 à 30 years	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
From 31 à 35 years	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
From 36 à 40 years	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
From 41 à 45 years	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
From 46 à 50 years	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
From 51 à 55 years	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
From 56 à 60 years	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
From 61 à 65 years	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
More than 65 years	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC

	2020						2021					
	Workers	Supervisors	Managers	Executives & Directors	TOTAL	%	Workers	Supervisors	Managers	Executives & Directors	TOTAL	%
20 years and less	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
From 21 to 25 years	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
From 26 à 30 years	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
From 31 à 35 years	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
From 36 à 40 years	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
From 41 à 45 years	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
From 46 à 50 years	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
From 51 à 55 years	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
From 56 à 60 years	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
From 61 à 65 years	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
More than 65 years	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC

	2020						2021					
	Workers	Supervisors	Managers	Executives & Directors	TOTAL	%	Workers	Supervisors	Managers	Executives & Directors	TOTAL	%
20 years and less	NC	NC	NC	NC	NC	NC	7	0	0	0	7	3,18%
From 21 to 25 years	NC	NC	NC	NC	NC	NC	17	0	0	0	17	7,73%
From 26 à 30 years	NC	NC	NC	NC	NC	NC	33	1	0	0	34	15,45%
From 31 à 35 years	NC	NC	NC	NC	NC	NC	33	7	0	0	40	18,18%
From 36 à 40 years	NC	NC	NC	NC	NC	NC	34	2	0	0	36	16,36%
From 41 à 45 years	NC	NC	NC	NC	NC	NC	18	3	0	2	23	10,45%
From 46 à 50 years	NC	NC	NC	NC	NC	NC	18	3	0	1	22	10%
From 51 à 55 years	NC	NC	NC	NC	NC	NC	23	2	0	1	26	11,82%
From 56 à 60 years	NC	NC	NC	NC	NC	NC	11	2	0	0	13	5,91%
From 61 à 65 years	NC	NC	NC	NC	NC	NC	0	0	0	2	2	0,91%
More than 65 years	NC	NC	NC	NC	NC	NC	0	0	0	0	0	0%

	2020						2021					
	Workers	Supervisors	Managers	Executives & Directors	TOTAL	%	Workers	Supervisors	Managers	Executives & Directors	TOTAL	%
20 years and less	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
From 21 to 25 years	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
From 26 à 30 years	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
From 31 à 35 years	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
From 36 à 40 years	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
From 41 à 45 years	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
From 46 à 50 years	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
From 51 à 55 years	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
From 56 à 60 years	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
From 61 à 65 years	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
More than 65 years	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC

	2020						2021					
	Workers	Supervisors	Managers	Executives & Directors	TOTAL	%	Workers	Supervisors	Managers	Executives & Directors	TOTAL	%
20 years and less	0	0	0	0	0	0%	0	0	0	0	0	0%
From 21 to 25 years	2	0	0	0	2	3%	3	0	0	0	3	4%
From 26 à 30 years	9	0	0	0	9	15%	16	0	0	0	16	22%
From 31 à 35 years	12	0	1	0	13	22%	8	0	1	0	9	13%
From 36 à 40 years	10	0	3	0	13	22%	15	0	4	0	19	26%
From 41 à 45 years	11	1	1	1	14	24%	11	1	2	1	15	21%
From 46 à 50 years	6	0	2	0	8	14%	7	0	1	0	8	11%
From 51 à 55 years	0	0	0	0	0	0%	1	0	1	0	2	3%
From 56 à 60 years	0	0	0	0	0	0%	0	0	0	0	0	0%
From 61 à 65 years	0	0	0	0	0	0%	0	0	0	0	0	0%
More than 65 years	0	0	0	0	0	0%	0	0	0	0	0	0%

	2020						2021					
	Workers	Supervisors	Managers	Executives & Directors	TOTAL	%	Workers	Supervisors	Managers	Executives & Directors	TOTAL	%
20 years and less	0	0	0	0	0	0%	2	0	0	0	2	1%
From 21 to 25 years	10	0	0	0	10	6,4%	14	0	0	0	14	7,5%
From 26 à 30 years	20	3	3	0	26	20,8%	25	2	2	0	29	15,5%
From 31 à 35 years	14	1	2	2	19	15,2%	30	2	2	2	36	19,3%
From 36 à 40 years	6	2	3	2	13	10,4%	17	3	3	1	24	12,8%
From 41 à 45 years	9	1	0	0	10	8%	14	1	1	3	19	10,2%
From 46 à 50 years	12	1	5	1	19	15,2%	20	1	3	1	25	13,4%
From 51 à 55 years	5	0	2	3	10	8%	9	0	5	2	16	8,6%
From 56 à 60 years	7	0	0	0	7	5,6%	5	0	2	0	7	3,7%
From 61 à 65 years	6	0	2	0	8	6,4%	12	0	0	0	12	6,4%
More than 65 years	3	0	0	0	3	2,4%	3	0	0	0	3	1,6%

	2020						2021					
	Workers	Supervisors	Managers	Executives & Directors	TOTAL	%	Workers	Supervisors	Managers	Executives & Directors	TOTAL	%
20 years and less	1	0	0	0	1	0,88%	0	0	0	0	0	0%
From 21 to 25 years	8	0	0	0	8	7,08%	7	0	0	0	7	5,47%
From 26 à 30 years	17	0	0	0	17	15,04%	15	0	0	0	15	11,72%
From 31 à 35 years	10	3	0	0	13	11,50%	18	4	0	0	22	17,19%
From 36 à 40 years	14	3	0	0	17	15,04%	14	1	0	0	15	11,72%
From 41 à 45 years	6	1	0	1	8	7,08%	13	2	1	1	17	13,28%
From 46 à 50 years	13	3	2	0	18	15,93%	8	2	3	0	13	10,16%
From 51 à 55 years	12	1	3	0	16	14,16%	17	2	3	0	22	17,19%
From 56 à 60 years	9	1	0	0	10	8,85%	9	0	0	0	9	7,03%
From 61 à 65 years	4	1	0	0	5	4,42%	0	2	0	0	2	1,56%
More than 65 years	0	0	0	0	0	0%	6	0	0	0	6	4,69%

	2020						2021					
	Workers	Supervisors	Managers	Executives & Directors	TOTAL	%	Workers	Supervisors	Managers	Executives & Directors	TOTAL	%
20 years and less	1	N/A	0	0	1	0,12%	0	N/A	0	0	0	0%
From 21 to 25 years	17	N/A	0	0	17	1,97%	7	N/A	0	0	7	0,88%
From 26 à 30 years	58	N/A	4	0	62	7,18%	34	N/A	0	0	34	4,28%
From 31 à 35 years	94	N/A	11	2	107	12,38%	74	N/A	5	0	79	9,95%
From 36 à 40 years	113	N/A	12	0	125	14,47%	106	N/A	13	1	120	15,11%
From 41 à 45 years	117	N/A	20	2	139	16,09%	102	N/A	14	1	117	14,74%
From 46 à 50 years	107	N/A	29	7	143	16,55%	102	N/A	19	6	127	15,99%
From 51 à 55 years	105	N/A	15	5	125	14,47%	110	N/A	18	3	131	16,5%
From 56 à 60 years	81	N/A	11	4	96	11,11%	83	N/A	12	2	97	12,22%
From 61 à 65 years	37	N/A	6	1	44	5,09%	52	N/A	7	0	59	7,43%
More than 65 years	5	N/A	0	0	5	0,58%	19	N/A	3	1	23	2,9%

Equality Index between Women & Men (French Subsidiaries Only)

	2020	2021	Goal 2022
Equality Index W/M	NC	91/100	NC

	2020	2021	Goal 2022
Equality Index W/M	NC	75/100	NC

	2020	2021	Goal 2022
Equality Index W/M	NC	90/100	NC

Average Remuneration by Professional Employment Categories

Professional Employment Categories		Workers		Supervisors		Managers	
		W	M	W	H	W	M
Average of Remuneration	2020	NC	NC	NC	NC	NC	NC
	2021	€1,816	€1,824	€2,182	€2,260 €	€3,313	€4,151

Professional Employment Categories		Workers		Supervisors		Managers	
		W	M	W	H	W	M
Average of Remuneration	2020	NC	NC	NC	NC	NC	NC
	2021	€2,162	€1,890.87	€2,748.02	€2,993.39	€4,734.34	€4,859.20

Professional Employment Categories		Workers		Supervisors		Managers	
		W	M	W	H	W	M
Average of Remuneration	2020	NC	NC	NC	NC	NC	NC
	2021	€2,310	€2,491	€2,891	€3,060	€5,487	€7,725

Professional Employment Categories		Workers		Supervisors		Managers	
		W	M	W	H	W	M
Average of Remuneration	2020	NC	NC	NC	NC	NC	NC
	2021	€1,954.99	€2,248.12	€2,115.97	€2,878.29	€3,942.30	€5,263.77

Professional Employment Categories		Workers		Supervisors		Managers	
		W	M	W	H	W	M
Average of Remuneration	2020	NC	NC	NC	NC	NC	NC
	2021	€2,016.67	€2,266.67	€3,441.67	€3,841.67	€10,008.33	€7,733.33

Professional Employment Categories		Workers		Supervisors		Managers	
		W	M	W	H	W	M
Average of Remuneration	2020	NC	NC	NC	NC	NC	NC
	2021	NC	NC	NC	NC	NC	NC

Professional Employment Categories		Workers		Supervisors		Managers	
		W	M	W	H	W	M
Average of Remuneration	2020	NC	NC	NC	NC	NC	NC
	2021	NC	NC	NC	NC	NC	NC

Professional Employment Categories		Workers		Supervisors		Managers	
		W	M	W	H	W	M
Average of Remuneration	2020	NC	NC	NC	NC	NC	NC
	2021	NC	NC	NC	NC	NC	NC

Professional Employment Categories		Workers		Supervisors		Managers	
		W	M	W	H	W	M
Average of Remuneration	2020	NC	NC	NC	NC	NC	NC
	2021	NC	NC	NC	NC	NC	NC

Professional Employment Categories		Workers		Supervisors		Managers	
		W	M	W	H	W	M
Average of Remuneration	2020	NC	NC	NC	NC	NC	NC
	2021	£2,178.75	£2,295.58	£3,313.67	£3,800.58	£6,416.67	£6,735.92

Professional Employment Categories		Workers		Supervisors		Managers	
		W	M	W	H	W	M
Average of Remuneration	2020	NC	NC	NC	NC	NC	NC
	2021	NC	NC	NC	NC	NC	NC

Professional Employment Categories		Workers		Supervisors		Managers	
		W	M	W	H	W	M
Average of Remuneration	2020	NC	NC	NC	NC	NC	NC
	2021	£2,894.75	£3,267.42	N/A	N/A	£5,513.25	£5,831.33

Headcount by Nationality

Professional Employment Categories	2020			2021		
	Local Nationality	Foreign Nationality	TOTAL	Local Nationality	Foreign Nationality	TOTAL
Workers	62	7	69	56	6	62
Supervisors	33	4	37	34	4	38
Managers	21	0	21	24	0	24
Executives & Directors	NC	NC	NC	NC	NC	NC
TOTAL	116	11	127	114	10	124

Professional Employment Categories	2020			2021		
	Local Nationality	Foreign Nationality	TOTAL	Local Nationality	Foreign Nationality	TOTAL
Workers	172	10	182	156	10	166
Supervisors	106	2	108	115	1	116
Managers	52	0	52	50	0	50
Executives & Directors	7	0	7	7	0	7
TOTAL	337	12	349	328	11	339

	2020			2021		
Professional Employment Categories	Local Nationality	Foreign Nationality	TOTAL	Local Nationality	Foreign Nationality	TOTAL
Workers	211	4	215	216	8	224
Supervisors	92	1	93	87	2	89
Managers	68	2	70	76	2	78
Executives & Directors	8	2	10	8	2	10
TOTAL	379	9	388	387	14	401

	2020			2021		
Professional Employment Categories	Local Nationality	Foreign Nationality	TOTAL	Local Nationality	Foreign Nationality	TOTAL
Workers	142	0	142	130	0	130
Supervisors	5	0	5	5	0	5
Managers	10	0	10	9	0	9
Executives & Directors	9	0	9	9	0	9
TOTAL	166	0	156	153	0	153

	2020			2021		
Professional Employment Categories	Local Nationality	Foreign Nationality	TOTAL	Local Nationality	Foreign Nationality	TOTAL
Workers	265	4	269	261	5	266
Supervisors	55	0	55	56	0	56
Managers	8	0	8	8	0	8
Executives & Directors	2	0	2	2	0	2
TOTAL	330	4	334	327	5	332

	2020			2021		
Professional Employment Categories	Local Nationality	Foreign Nationality	TOTAL	Local Nationality	Foreign Nationality	TOTAL
Workers	NC	NC	NC	NC	NC	NC
Supervisors	NC	NC	NC	NC	NC	NC
Managers	NC	NC	NC	NC	NC	NC
Executives & Directors	NC	NC	NC	NC	NC	NC
TOTAL	NC	NC	NC	NC	NC	NC

	2020			2021		
Professional Employment Categories	Local Nationality	Foreign Nationality	TOTAL	Local Nationality	Foreign Nationality	TOTAL
Workers	NC	NC	NC	174	20	194
Supervisors	NC	NC	NC	20	0	20
Managers	NC	NC	NC	0	0	0
Executives & Directors	NC	NC	NC	5	1	6
TOTAL	NC	NC	NC	199	21	220

	2020			2021		
Professional Employment Categories	Local Nationality	Foreign Nationality	TOTAL	Local Nationality	Foreign Nationality	TOTAL
Workers	NC	NC	NC	NC	NC	NC
Supervisors	NC	NC	NC	NC	NC	NC
Managers	NC	NC	NC	NC	NC	NC
Executives & Directors	NC	NC	NC	NC	NC	NC
TOTAL	NC	NC	NC	NC	NC	NC

	2020			2021		
Professional Employment Categories	Local Nationality	Foreign Nationality	TOTAL	Local Nationality	Foreign Nationality	TOTAL
Workers	49	2	51	60	1	61
Supervisors	1	0	1	1	0	1
Managers	6	0	6	9	0	9
Executives & Directors	1	0	1	1	0	1
TOTAL	57	2	59	71	1	72

	2020			2021		
Professional Employment Categories	Local Nationality	Foreign Nationality	TOTAL	Local Nationality	Foreign Nationality	TOTAL
Workers	68	24	92	94	57	151
Supervisors	6	2	8	7	2	9
Managers	17	0	17	18	0	18
Executives & Directors	8	0	8	9	0	9
TOTAL	99	26	125	128	59	187

	2020			2021		
Professional Employment Categories	Local Nationality	Foreign Nationality	TOTAL	Local Nationality	Foreign Nationality	TOTAL
Workers	97	0	97	90	2	92
Supervisors	12	0	12	12	0	12
Managers	7	0	7	6	0	6
Executives & Directors	1	0	1	1	0	1
TOTAL	117	0	117	110	2	112

	2020			2021		
Professional Employment Categories	Local Nationality	Foreign Nationality	TOTAL	Local Nationality	Foreign Nationality	TOTAL
Workers	NC	NC	NC	NC	NC	NC
Supervisors	NC	NC	NC	NC	NC	NC
Managers	NC	NC	NC	NC	NC	NC
Executives & Directors	NC	NC	NC	NC	NC	NC
TOTAL	NC	NC	NC	NC	NC	NC

Team Members with Disability

Professional Employment Categories	2020	2021
Workers	5	4
Supervisors	2	3
Managers	0	0
Executives & Directors	NC	NC
TOTAL	7	7

Professional Employment Categories	2020	2021
Workers	6	6
Supervisors	2	2
Managers	1	1
Executives & Directors	0	0
TOTAL	9	9

Professional Employment Categories	2020	2021
Workers	8	12
Supervisors	0	1
Managers	1	1
Executives & Directors	1	1
TOTAL	10	15

Professional Employment Categories	2020	2021
Workers	3	3
Supervisors	0	0
Managers	0	0
Executives & Directors	0	0
TOTAL	3	3

Professional Employment Categories	2020	2021
Workers	17	17
Supervisors	3	3
Managers	0	0
Executives & Directors	0	0
TOTAL	20	20

Professional Employment Categories	2020	2021
Workers	4	4
Supervisors	0	0
Managers	0	0
Executives & Directors	0	0
TOTAL	4	4

Professional Employment Categories	2020	2021
Workers	NC	NC
Supervisors	NC	NC
Managers	NC	NC
Executives & Directors	NC	NC
TOTAL	NC	NC

Professional Employment Categories	2020	2021
Workers	NC	NC
Supervisors	NC	NC
Managers	NC	NC
Executives & Directors	NC	NC
TOTAL	NC	NC

Professional Employment Categories	2020	2021
Workers	4	5
Supervisors	0	0
Managers	0	0
Executives & Directors	0	0
TOTAL	4	5

Professional Employment Categories	2020	2021
Workers	8	8
Supervisors	0	0
Managers	1	0
Executives & Directors	0	0
TOTAL	9	8

Professional Employment Categories	2020	2021
Workers	3	3
Supervisors	0	0
Managers	0	0
Executives & Directors	0	0
TOTAL	3	3

Professional Employment Categories	2020	2021
Workers	NC	NC
Supervisors	NC	NC
Managers	NC	NC
Executives & Directors	NC	NC
TOTAL	NC	NC

Average Annual Headcount

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Professional Employment Categories	2020	2021
Workers	69	63
Supervisors	32	40
Managers	21	23
Executives & Directors	NC	NC
TOTAL	122	126

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Professional Employment Categories	2020	2021
Workers	166,98	171,22
Supervisors	108,75	112,47
Managers	51,91	49,80
Executives & Directors	7	7
TOTAL	334,64	340,49

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Professional Employment Categories	2020	2021
Workers	214	219
Supervisors	87	87
Managers	60	78
Executives & Directors	10	10
TOTAL	379	393

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Professional Employment Categories	2020	2021
Workers	133,3	123,3
Supervisors	5,0	5,0
Managers	9,1	8,8
Executives & Directors	9,0	9,0
TOTAL	156,3	146,2

MONDOFFICE

Professional Employment Categories	2020	2021
Workers	268	264
Supervisors	55	56
Managers	8	8
Executives & Directors	2	2
TOTAL	333	330

Professional Employment Categories	2020	2021
Workers	99	113
Supervisors	1	4
Managers	10	11
Executives & Directors	1	1
TOTAL	111	129

Professional Employment Categories	2020	2021
Workers	NC	194
Supervisors	NC	20
Managers	NC	0
Executives & Directors	NC	6
TOTAL	NC	220

Professional Employment Categories	2020	2021
Workers	NC	NC
Supervisors	NC	NC
Managers	NC	NC
Executives & Directors	NC	NC
TOTAL	NC	NC

Professional Employment Categories	2020	2021
Workers	52	62
Supervisors	1	1
Managers	6	9
Executives & Directors	1	1
TOTAL	60	73

Professional Employment Categories	2020	2021
Workers	98	151
Supervisors	5	9
Managers	14	18
Executives & Directors	8	9
TOTAL	125	187

Professional Employment Categories	2020	2021
Workers	94	94
Supervisors	12	12
Managers	6	6
Executives & Directors	1	1
TOTAL	113	113

Professional Employment Categories	2020	2021
Workers	730	677
Supervisors	N/A	N/A
Managers	111	99
Executives & Directors	23	17
TOTAL	864	793

Hires by Professional Employment Categories & by Gender

Professional Employment Categories	Gender	2020	2021
Workers	Men	7	0
	Women	7	3
Total "Worker "		14	3
Supervisors	Men	1	2
	Women	5	6
Total " Supervisors "		6	8
Managers	Men	0	1
	Women	0	1
Total " Managers "		0	2
Executives & Directors	Men	0	0
	Women	0	0
Total " Executives & Directors "		0	0
TOTAL		20	13

Professional Employment Categories	Gender	2020	2021
Workers	Men	17	11
	Women	23	14
Total " Worker "		40	25
Supervisors	Men	7	6
	Women	9	9
Total " Supervisors "		16	15

Professional Employment Categories	Gender	2020	2021
Managers	Men	2	1
	Women	0	0
Total "Managers "		2	1
Executives & Directors	Men	0	0
	Women	0	0
Total " Executives & Directors "		0	0
TOTAL		58	41

JPG

Professional Employment Categories	Gender	2020	2021
Workers	Men	14	18
	Women	45	40
Total " Worker "		59	58
Supervisors	Men	3	6
	Women	10	8
Total " Supervisors "		13	14
Managers	Men	9	1
	Women	9	6
Total " Managers "		18	7
Executives & Directors	Men	0	0
	Women	1	1
Total " Executives & Directors "		1	1
TOTAL		91	80

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Professional Employment Categories	Gender	2020	2021
Workers	Men	0	1
	Women	3	0
Total " Worker "		3	1
Supervisors	Men	0	0
	Women	0	0
Total " Supervisors "		0	0
Managers	Men	0	0
	Women	0	1
Total " Managers "			1
Executives & Directors	Men	0	0
	Women	0	0
Total " Executives & Directors "		0	0
TOTAL		3	2

Professional Employment Categories	Gender	2020	2021
Workers	Men	8	8
	Women	12	8
Total " Worker "		20	16
Supervisors	Men	2	1
	Women	1	0
Total " Supervisors "		3	1
Managers	Men	1	0
	Women	0	1
Total " Managers "		1	1
Executives & Directors	Men	0	0
	Women	0	0
Total " Executives & Directors "		0	0
TOTAL		24	18

Professional Employment Categories	Gender	2020	2021
Workers	Men	3	13
	Women	14	23
Total " Worker "		17	36
Supervisors	Men	0	0
	Women	0	3
Total " Supervisors "		0	3
Managers	Men	3	2
	Women	0	0
Total " Managers "		3	2
Executives & Directors	Men	0	0
	Women	0	0
Total " Executives & Directors "		0	0
TOTAL		20	41

Professional Employment Categories	Gender	2020	2021
Workers	Men	NC	29
	Women	NC	16
Total " Worker "		NC	45
Supervisors	Men	NC	0
	Women	NC	0
Total " Supervisors "		NC	0

Professional Employment Categories	Gender	2020	2021
Managers	Men	NC	0
	Women	NC	0
Total "Managers "		NC	0
Executives & Directors	Men	NC	1
	Women	NC	0
Total " Executives & Directors "		NC	1
TOTAL		NC	46



Professional Employment Categories	Gender	2020	2021
Workers	Men	NC	NC
	Women	NC	NC
Total " Worker "		NC	NC
Supervisors	Men	NC	NC
	Women	NC	NC
Total " Supervisors "		NC	NC
Managers	Men	NC	NC
	Women	NC	NC
Total " Managers "		NC	NC
Executives & Directors	Men	NC	NC
	Women	NC	NC
Total " Executives & Directors "		NC	NC
TOTAL		NC	NC



Professional Employment Categories	Gender	2020	2021
Workers	Men	1	5
	Women	5	6
Total " Worker "		6	11
Supervisors	Men	0	0
	Women	0	0
Total " Supervisors "		0	0
Managers	Men	0	1
	Women	0	1
Total " Managers "		0	2
Executives & Directors	Men	0	0
	Women	0	0
Total " Executives & Directors "		0	0
TOTAL		6	13

Professional Employment Categories	Gender	2020	2021
Workers	Men	NC	NC
	Women	NC	NC
Total " Worker "		NC	NC
Supervisors	Men	NC	NC
	Women	NC	NC
Total " Supervisors "		NC	NC
Managers	Men	NC	NC
	Women	NC	NC
Total " Managers "		NC	NC
Executives & Directors	Men	NC	NC
	Women	NC	NC
Total " Executives & Directors "		NC	NC
TOTAL		NC	NC

Professional Employment Categories	Gender	2020	2021
Workers	Men	12	15
	Women	8	3
Total " Worker "		20	18
Supervisors	Men	1	2
	Women	1	1
Total " Supervisors "		2	3
Managers	Men	3	1
	Women	0	0
Total " Managers "		3	1
Executives & Directors	Men	1	1
	Women	0	0
Total " Executives & Directors "		1	1
TOTAL		26	23

Professional Employment Categories	Gender	2020	2021
Workers	Men	20	7
	Women	13	7
Total " Worker "		33	14
Supervisors	Men	N/A	N/A
	Women	N/A	N/A
Total " Supervisors "		N/A	N/A

Professional Employment Categories	Gender	2020	2021
Managers	Men	5	0
	Women	2	0
Total " Managers "		7	0
Executives & Directors	Men	3	1
	Women	0	0
Total " Executives & Directors "		3	1
TOTAL		43	15

Sustainable Procurement

SUSTAINABLE PROCUREMENT POLICY / SUPPLIERS CODE OF CONDUCT

Signatories

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	2020	2021
Total Number of Suppliers	240	240
Number of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	114	118
% of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	47%	49%

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	2020	2021
Total Number of Suppliers	353	322
Number of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	353	322
% of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	100%	100%

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	2020	2021
Total Number of Suppliers	173	218
Number of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	142	218
% of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	82%	100%

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	2020	2021
Total Number of Suppliers	424	419
Number of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	0	0
% of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	0%	0%

	2020	2021
Total Number of Suppliers	NC	203
Number of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	NC	64
% of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	NC	32%

	2020	2021
Total Number of Suppliers	222	214
Number of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	136	209
% of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	61%	98%

	2020	2021
Total Number of Suppliers	379	397
Number of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	349	367
% of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	92%	92%

	2020	2021
Total Number of Suppliers	163	167
Number of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	0	0
% of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	0%	0%

	2020	2021
Total Number of Suppliers	194	224
Number of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	194	224
% of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	100%	100%

	2020	2021
Total Number of Suppliers	149	139
Number of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	149	139
% of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	100%	100%

	2020	2021
Total Number of Suppliers	205	200
Number of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	205	200
% of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	100%	100%

	2020	2021
Total Number of Suppliers	NC	110
Number of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	NC	91
% of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	NC	83%

Suppliers Referencing Agreements

	2020	2021
Total Number of Suppliers	N/A	N/A
Number of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	N/A	N/A
% of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	N/A	N/A

	2020	2021
Total Number of Suppliers	353	322
Number of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	353	322
% of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	100%	100%

	2020	2021
Total Number of Suppliers	N/A	N/A
Number of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	N/A	N/A
% of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	N/A	N/A

	2020	2021
Total Number of Suppliers	424	419
Number of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	0	0
% of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	0%	0%

	2020	2021
Total Number of Suppliers	NC	203
Number of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	NC	64
% of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	NC	32%

	2020	2021
Total Number of Suppliers	222	214
Number of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	136	209
% of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	61%	98%

	2020	2021
Total Number of Suppliers	379	397
Number of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	349	367
% of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	92%	92%

	2020	2021
Total Number of Suppliers	163	167
Number of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	0	0
% of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	0%	0%

	2020	2021
Total Number of Suppliers	194	224
Number of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	194	224
% of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	100%	100%

	2020	2021
Total Number of Suppliers	149	139
Number of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	149	139
% of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	100%	100%

	2020	2021
Total Number of Suppliers	192	204
Number of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	184	200
% of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	96%	98%

	2020	2021
Total Number of Suppliers	NC	110
Number of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	NC	91
% of the Sustainable Procurement Policy and of the Supplier's Code of Conduct Signatories	NC	83%

SUPPLIERS' ASSESSMENTS

	2020	2021
Total Number of Suppliers	240	240
Number of Suppliers' Assessment Completed	0	0
Number of Suppliers Assessed on their CSR Performance	0	0
Number of Suppliers who have been the subject of an on-site audit	0	0
% of suppliers assessed on their CSR Performance	0%	0%
% of suppliers who have been the subject of an on-site audit	0%	0%

	2020	2021
Total Number of Suppliers	353	322
Number of Suppliers' Assessment Completed	314	69
Number of Suppliers Assessed on their CSR Performance	314	69
Number of Suppliers who have been the subject of an on-site audit	0	0
% of suppliers assessed on their CSR Performance	89%	70% of turnover by product range
% of suppliers who have been the subject of an on-site audit	0%	0%

	2020	2021
Total Number of Suppliers	173	173
Number of Suppliers' Assessment Completed	0	0
Number of Suppliers Assessed on their CSR Performance	0	0
Number of Suppliers who have been the subject of an on-site audit	0	0
% of suppliers assessed on their CSR Performance	0%	0%
% of suppliers who have been the subject of an on-site audit	0%	0%

	2020	2021
Total Number of Suppliers	424	419
Number of Suppliers' Assessment Completed	187	194
Number of Suppliers Assessed on their CSR Performance	0	0
Number of Suppliers who have been the subject of an on-site audit	0	0
% of suppliers assessed on their CSR Performance	0%	0%
% of suppliers who have been the subject of an on-site audit	0%	0%

	2020	2021
Total Number of Suppliers	NC	203
Number of Suppliers' Assessment Completed	NC	162
Number of Suppliers Assessed on their CSR Performance	NC	36
Number of Suppliers who have been the subject of an on-site audit	NC	0
% of suppliers assessed on their CSR Performance	NC	18%
% of suppliers who have been the subject of an on-site audit	NC	0%

	2020	2021
Total Number of Suppliers	222	214
Number of Suppliers' Assessment Completed	NC	NC
Number of Suppliers Assessed on their CSR Performance	NC	NC
Number of Suppliers who have been the subject of an on-site audit	NC	NC
% of suppliers assessed on their CSR Performance	NC	NC
% of suppliers who have been the subject of an on-site audit	NC	NC

	2020	2021
Total Number of Suppliers	379	397
Number of Suppliers' Assessment Completed	0	0
Number of Suppliers Assessed on their CSR Performance	0	0
Number of Suppliers who have been the subject of an on-site audit	0	0
% of suppliers assessed on their CSR Performance	0%	0%
% of suppliers who have been the subject of an on-site audit	0	0

	2020	2021
Total Number of Suppliers	163	167
Number of Suppliers' Assessment Completed	NC	NC
Number of Suppliers Assessed on their CSR Performance	NC	NC

	2020	2021
Number of Suppliers who have been the subject of an on-site audit	NC	NC
% of suppliers assessed on their CSR Performance	NC	NC
% of suppliers who have been the subject of an on-site audit	NC	NC



	2020	2021
Total Number of Suppliers	194	224
Number of Suppliers' Assessment Completed	0	4
Number of Suppliers Assessed on their CSR Performance	0	0
Number of Suppliers who have been the subject of an on-site audit	0	0
% of suppliers assessed on their CSR Performance	0%	0%
% of suppliers who have been the subject of an on-site audit	0%	0%



	2020	2021
Total Number of Suppliers	149	139
Number of Suppliers' Assessment Completed	132	NC
Number of Suppliers Assessed on their CSR Performance	127	NC
Number of Suppliers who have been the subject of an on-site audit	0	NC
% of suppliers assessed on their CSR Performance	85%	NC
% of suppliers who have been the subject of an on-site audit	NC	NC



	2020	2021
Total Number of Suppliers	192	204
Number of Suppliers' Assessment Completed	192	204
Number of Suppliers Assessed on their CSR Performance	192	204
Number of Suppliers who have been the subject of an on-site audit	0	0
% of suppliers assessed on their CSR Performance	100%	100%
% of suppliers who have been the subject of an on-site audit	0%	0%



	2020	2021
Total Number of Suppliers	NC	NC
Number of Suppliers' Assessment Completed	NC	NC
Number of Suppliers Assessed on their CSR Performance	NC	NC
Number of Suppliers who have been the subject of an on-site audit	NC	NC
% of suppliers assessed on their CSR Performance	NC	NC
% of suppliers who have been the subject of an on-site audit	NC	NC

REDUCTION OF THE ENVIRONMENTAL IMPACT OF OUR PRODUCTS

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	2020	2021	Goal 2022
% of suppliers who have signed the Sustainable Procurement Policy	47%	49%	NC
% of eco-friendly references	N/A	N/A	N/A
% of sales of eco-friendly references (packaging offer)	N/A	N/A	N/A
% of eco-friendly references	NC	28%	NC
% of sales of eco-friendly references (overall offer)	NC	NC	NC
% of products purchased in Europe	100%	100%	100%
% of European Suppliers	100%	100%	100%

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	2020	2021	Goal 2022
% of suppliers who have signed the Sustainable Procurement Policy	100%	100%	100%
% of eco-friendly references	NC	NC	NC
% of sales of eco-friendly references (packaging offer)	NC	NC	NC
% of eco-friendly references	NC	NC	NC
% of sales of eco-friendly references (overall offer)	NC	NC	NC
% of products purchased in Europe	88%	88%	88%
% of European Suppliers	95%	97%	97%

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	2020	2021	Goal 2022
% of suppliers who have signed the Sustainable Procurement Policy	82%	100%	100%
% of eco-friendly references	N/A	N/A	N/A
% of sales of eco-friendly references (packaging offer)	N/A	N/A	N/A
% of eco-friendly references	10%	10%	NC
% of sales of eco-friendly references (overall offer)	NC	NC	NC
% of products purchased in Europe	NC	NC	NC
% of European Suppliers	NC	NC	NC

	2020	2021	Goal 2022
% of suppliers who have signed the Sustainable Procurement Policy	0%	0%	NC
% of eco-friendly references	N/A	N/A	N/A
% of sales of eco-friendly references (packaging offer)	N/A	N/A	N/A
% of eco-friendly references	49,30%	57,50%	65%
% of sales of eco-friendly references (overall offer)	9,2%	13%	20%
% of products purchased in Europe	100%	100%	100%
% of European Suppliers	100%	100%	100%

	2020	2021	Goal 2022
% of suppliers who have signed the Sustainable Procurement Policy	32%	32%	NC
% of eco-friendly references	N/A	N/A	N/A
% of sales of eco-friendly references (packaging offer)	N/A	N/A	N/A
% of eco-friendly references	7%	11%	15%
% of sales of eco-friendly references (overall offer)	24%	25%	28%
% of products purchased in Europe	NC	NC	NC
% of European Suppliers	NC	77%	77%

	2020	2021	Goal 2022
% of suppliers who have signed the Sustainable Procurement Policy	61%	98%	100%
% of eco-friendly references	NC	NC	NC
% of sales of eco-friendly references (packaging offer)	NC	NC	NC
% of eco-friendly references	NC	60%	61%
% of sales of eco-friendly references (overall offer)	NC	64%	65%
% of products purchased in Europe	99%	98%	98%
% of European Suppliers	95%	99%	99%

	2020	2021	Goal 2022
% of suppliers who have signed the Sustainable Procurement Policy	92%	92%	100%
% of eco-friendly references	NC	NC	NC
% of sales of eco-friendly references (packaging offer)	NC	NC	NC
% of eco-friendly references	NC	34%	35%
% of sales of eco-friendly references (overall offer)	NC	57%	58%
% of products purchased in Europe	NC	79%	79%
% of European Suppliers	NC	100%	100%

	2020	2021	Goal 2022
% of suppliers who have signed the Sustainable Procurement Policy	0%	0%	100%
% of eco-friendly references	NC	NC	NC
% of sales of eco-friendly references (packaging offer)	NC	NC	NC
% of eco-friendly references	NC	NC	NC
% of sales of eco-friendly references (overall offer)	51%	49%	50%
% of products purchased in Europe	100%	100%	100%
% of European Suppliers	100%	100%	100%

	2020	2021	Goal 2022
% of suppliers who have signed the Sustainable Procurement Policy	100%	100%	100%
% of eco-friendly references	NC	NC	NC
% of sales of eco-friendly references (packaging offer)	NC	NC	NC
% of eco-friendly references	45%	44%	46%
% of sales of eco-friendly references (overall offer)	52,8%	53,5%	55%
% of products purchased in Europe	99,8%	99,8%	99,8%
% of European Suppliers	98,5%	98,7%	99%

	2020	2021	Goal 2022
% of suppliers who have signed the Sustainable Procurement Policy	100%	100%	100%
% of eco-friendly references	NC	NC	NC
% of sales of eco-friendly references (packaging offer)	NC	NC	NC
% of eco-friendly references	33,3 %	37,8 %	40%
% of sales of eco-friendly references (overall offer)	52,5 %	54,3 %	55%
% of products purchased in Europe	99%	99%	99%
% of European Suppliers	99%	99%	99%

	2020	2021	Goal 2022
% of suppliers who have signed the Sustainable Procurement Policy	96%	98%	100%
% of eco-friendly references	NC	NC	NC
% of sales of eco-friendly references (packaging offer)	NC	NC	NC
% of eco-friendly references	NC	NC	NC
% of sales of eco-friendly references (overall offer)	NC	NC	NC
% of products purchased in Europe	100%	100%	100%
% of European Suppliers	100%	100%	100%

	2020	2021	Goal 2022
% of suppliers who have signed the Sustainable Procurement Policy	NC	NC	NC
% of eco-friendly references	NC	NC	NC
% of sales of eco-friendly references (packaging offer)	NC	NC	NC
% of eco-friendly references	NC	NC	NC
% of sales of eco-friendly references (overall offer)	NC	NC	NC
% of products purchased in Europe	NC	NC	NC
% of European Suppliers	NC	NC	NC

BUYERS' TRAINING ON ENVIRONMENTAL ISSUES

Buyers' Awareness

	2020	2021	Goal 2022
Number of Buyers	4	4	NC
Number of Buyers trained in Sustainable Procurement	0	0	NC
% of Buyers trained	0%	0%	NC

	2020	2021	Goal 2022
Number of Buyers	NC	NC	NC
Number of Buyers trained in Sustainable Procurement	NC	NC	NC
% of Buyers trained	NC	NC	NC



	2020	2021	Goal 2022
Number of Buyers	6	7	NC
Number of Buyers trained in Sustainable Procurement	0	0	NC
% of Buyers trained	0%	0%	NC



	2020	2021	Goal 2022
Number of Buyers	5	5	5
Number of Buyers trained in Sustainable Procurement	5	5	5
% of Buyers trained	100%	100%	100%



	2020	2021	Goal 2022
Number of Buyers	NC	8	8
Number of Buyers trained in Sustainable Procurement	NC	8	8
% of Buyers trained	NC	100%	100%



	2020	2021	Goal 2022
Number of Buyers	NC	NC	NC
Number of Buyers trained in Sustainable Procurement	NC	NC	NC
% of Buyers trained	NC	NC	NC



	2020	2021	Goal 2022
Number of Buyers	NC	NC	NC
Number of Buyers trained in Sustainable Procurement	NC	NC	NC
% of Buyers trained	NC	NC	NC

	2020	2021	Goal 2022
Number of Buyers	NC	NC	NC
Number of Buyers trained in Sustainable Procurement	NC	NC	NC
% of Buyers trained	NC	NC	NC

	2020	2021	Goal 2022
Number of Buyers	4,5	5,5	6
Number of Buyers trained in Sustainable Procurement	1	5	6
% of Buyers trained	22%	90%	100%

	2020	2021	Goal 2022
Number of Buyers	NC	NC	NC
Number of Buyers trained in Sustainable Procurement	NC	NC	NC
% of Buyers trained	NC	NC	NC

	2020	2021	Goal 2022
Number of Buyers	NC	NC	NC
Number of Buyers trained in Sustainable Procurement	NC	NC	NC
% of Buyers trained	NC	NC	NC

	2020	2021	Goal 2022
Number of Buyers	NC	NC	NC
Number of Buyers trained in Sustainable Procurement	NC	NC	NC
% of Buyers trained	NC	NC	NC

Sustainable Procurement Objective

	2020	2021
Part of Sustainable Procurement Objective in Buyers Evaluations	N/A	N/A

	2020	2021
Part of Sustainable Procurement Objective in Buyers Evaluations	N/A	N/A



	2020	2021
Part of Sustainable Procurement Objective in Buyers Evaluations	N/A	N/A



	2020	2021
Part of Sustainable Procurement Objective in Buyers Evaluations	N/A	N/A



	2020	2021
Part of Sustainable Procurement Objective in Buyers Evaluations	NC	80%



	2020	2021
Part of Sustainable Procurement Objective in Buyers Evaluations	N/A	N/A



	2020	2021
Part of Sustainable Procurement Objective in Buyers Evaluations	N/A	N/A



	2020	2021
Part of Sustainable Procurement Objective in Buyers Evaluations	N/A	N/A



	2020	2021
Part of Sustainable Procurement Objective in Buyers Evaluations	N/A	N/A



	2020	2021
Part of Sustainable Procurement Objective in Buyers Evaluations	N/A	N/A

	2020	2021
Part of Sustainable Procurement Objective in Buyers Evaluations	N/A	N/A

	2020	2021
Part of Sustainable Procurement Objective in Buyers Evaluations	N/A	N/A

Environment

WASTE MANAGEMENT

Tonnage of Waste

Waste Category	2020	2021	Goal 2022
Cardboard & Paper	46	37,10	NC
Scrap	7,9	2,32	
Plastic Films	0	2,26	
Battery	0,30	1,25	
Ordinary Industrial Waste	46,9	28,3	
Waste Electrical and Electronic Equipment	1	0	
Ultimate waste	6,6	3,77	
Cartridges	0,25	0,12	
Flammable liquids	0,24	0,92	
TOTAL	109,20	76,00	NC

Waste Category	2020	2021	Goal 2022
Cardboard & Paper	103,196	86,654	Maintaining or increasing the N-1 revaluation rate
Plastic Bottles & Cups	0,040	0,065	
Cans			
Cigarettes' Butts	0,028	0,032	
Piles	0,030	0,030	
Ordinary Industrial Waste	237,37	162,92	
Waste Electrical and Electronic Equipment	0	0	
Cartridges	0,025	0,075	Maintaining or increasing the N-1 revaluation rate
TOTAL	340,689	249,776	

Waste Category	2020	2021	Goal 2022
Cardboard & Paper + Plastic Films	232	294	NC
Furniture	110	32	
Wood (broken pallets)	208	203	
Coffee Capsules	0,02	0	
Battery	0,09	0	
Ordinary Industrial Waste	329	320	
Waste Electrical and Electronic Equipment	5,5	3,6	
Plastic Caps	0	0,0013	
Bulbs	0,018	0	
Ultimate waste	8	7	
Cartridges	0,48	0,30	
Hazardous waste	0,35	0,56	
TOTAL	893	860,46	NC

Waste Category	2020	2021	Goal 2022
Cardboard & Paper	79,039	39,551	38,500
Scrap	12,280	5,910	5,500
Wood	16,260	14,640	13,500
Plastic Films	0,486	3,787	3,500
Waste Electrical and Electronic Equipment	0,880	0,796	0,750
TOTAL	108,945	64,684	61,750

Waste Category	2020	2021	Goal 2022
Cardboard & Paper	316	312	NC
Ordinary Industrial Waste	190	138	
Scrap	18	13	
Wood	182	236	
Plastic Films	35	36	
Hazardous waste	0	2	
Waste Electrical and Electronic Equipment	6	12	
TOTAL	747	749	NC

Waste Category	2020	2021	Goal 2022
Cardboard & Paper	NC	NC	NC
Ordinary Industrial Waste	NC	NC	
Scrap	NC	NC	
Wood	NC	NC	
Plastic Films	NC	NC	
Hazardous waste	NC	NC	
Waste Electrical and Electronic Equipment	NC	NC	
TOTAL	NC	NC	NC

Waste Category	2020	2021	Goal 2022
Cardboard & Paper	285,90	282,40	NC
Ordinary Industrial Waste	50,55	89,04	
Scrap	1,50	21,86	
Wood	300,22	357,36	
Plastic Films	20,92	14,88	
Hazardous waste	0,04	0,41	
Plastic Bottles & Cups	0,87	0,82	
Waste Electrical and Electronic Equipment	0,30	0,05	
TOTAL	660,31	766,82	NC

Waste Category	2020	2021	Goal 2022
Cardboard & Paper	NC	NC	NC
Ordinary Industrial Waste	NC	NC	
Scrap	NC	NC	
Wood	NC	NC	
Plastic Films	NC	NC	
Hazardous waste	NC	NC	
Waste Electrical and Electronic Equipment	NC	NC	
TOTAL	NC	NC	NC

Waste Category	2020	2021	Goal 2022
Cardboard & Paper	47,86	30,07	NC
Ordinary Industrial Waste	41,34	27,67	
Plastic Films	NC	1,2	
TOTAL	89,20	58,98	NC

Waste Category	2020	2021	Goal 2022
Cardboard & Paper	24,43	114,85	<120 tons
Ordinary Industrial Waste	49,48	119,96	<120 tons
Wood	46,90	34,40	<40 tons
Waste Electrical and Electronic Equipment	0	0,31	<0,5 ton
Plastic Films	1,83	2,81	<3 tons
TOTAL	122,64	272,33	NC

Waste Category	2020	2021	Goal 2022
Cardboard & Paper	NC	NC	NC
Ordinary Industrial Waste	NC	NC	
Hazardous waste	NC	NC	
Waste Electrical and Electronic Equipment	NC	NC	
TOTAL	NC	NC	NC

Waste Category	2020	2021	Goal 2022
Cardboard & Paper	NC	NC	NC
Ordinary Industrial Waste	NC	NC	
Hazardous waste	NC	NC	
Waste Electrical and Electronic Equipment	NC	NC	
TOTAL	NC	NC	NC

Waste Recycling (excluding pallets)

	2020	2021	Goal 2022
Tonnage of recyclable / recoverable waste (excluding pallets)	62,3	48	NC
% recovery of our waste	57%	63%	70%

	2020	2021	Goal 2022
Tonnage of recyclable / recoverable waste (excluding pallets)	226,619	191,521	Maintaining or increasing the N-1 revaluation rate
% recovery of our waste	66,52%	76,68%	Maintaining or increasing the N-1 revaluation rate

	2020	2021	Goal 2022
Tonnage of recyclable / recoverable waste (excluding pallets)	484	561	NC
% recovery of our waste	60%	64%	70

	2020	2021	Goal 2022
Tonnage of recyclable / recoverable waste (excluding pallets)	91,805	49,248	49,500
% recovery of our waste	84%	76%	80%

	2020	2021	Goal 2022
Tonnage of recyclable / recoverable waste (excluding pallets)	560	608	NC
% recovery of our waste	74,6%	81,3%	NC

	2020	2021	Goal 2022
Tonnage of recyclable / recoverable waste (excluding pallets)	NC	NC	NC
% recovery of our waste	NC	NC	NC

	2020	2021	Goal 2022
Tonnage of recyclable / recoverable waste (excluding pallets)	609,75	677,78	NC
% recovery of our waste	92%	88%	NC

	2020	2021	Goal 2022
Tonnage of recyclable / recoverable waste (excluding pallets)	NC	NC	NC
% recovery of our waste	NC	NC	NC

	2020	2021	Goal 2022
Tonnage of recyclable / recoverable waste (excluding pallets)	47,86	31,31	33
% recovery of our waste	54%	53%	57%

	2020	2021	Goal 2022
Tonnage of recyclable / recoverable waste (excluding pallets)	76,79	241,18	< 241 tonnes
% recovery of our waste	99,21%	99,13%	>99%

	2020	2021	Goal 2022
Tonnage of recyclable / recoverable waste (excluding pallets)	NC	NC	NC
% recovery of our waste	NC	NC	NC

	2020	2021	Goal 2022
Tonnage of recyclable / recoverable waste (excluding pallets)	NC	NC	NC
% recovery of our waste	NC	NC	NC

Catalogues Tonnage Reduction

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	2020	2021	Goal 2022
Tonnage of paper for printing catalogues	551	496	440

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	2020	2021	Goal 2022
Tonnage of paper for printing catalogues	83,5	123	100

JPG

	2020	2021	Goal 2022
Tonnage of paper for printing catalogues	1 135	1 013	NC

Kalamazoo

	2020	2021	Goal 2022
Tonnage of paper for printing catalogues	403,18	330,23	212,63

MONDOFFICE

	2020	2021	Goal 2022
Tonnage of paper for printing catalogues	1,514	1,486	1,323

RAJA
Germany

	2020	2021	Goal 2022
Tonnage of paper for printing catalogues	NC	NC	NC

RAJA
Netherlands

	2020	2021	Goal 2022
Tonnage of paper for printing catalogues	205,02	179,28	NC

RAJA
Spain

	2020	2021	Goal 2022
Tonnage of paper for printing catalogues	NC	NC	NC

RAJA
Italy

	2020	2021	Goal 2022
Tonnage of paper for printing catalogues	51,575	49,042	49

RAJA
United Kingdom

	2020	2021	Goal 2022
Tonnage of paper for printing catalogues	104,44	107,79	<107 tons

UDOBAR

	2020	2021	Goal 2022
Tonnage of paper for printing catalogues	NC	NC	NC

	2020	2021	Goal 2022
Tonnage of paper for printing catalogues	NC	NC	NC

ENERGY CONSUMPTION MONITORING

Gas & Electricity

	2020	2021	Goal 2022
Gas Consumption (in kWh)	1 031	976	NC
Number of kWh / Person / day (*)	0,03	0,03	
Electricity Consumption (in kWh)	474	291	
Number of kWh / Person / day (*)	0,02	0,01	
Cumulative Gas & Electricity Energy Consumption (in kWh)	1 505	1 267	
Number of kWh / Person / day (*)	0,05	0,04	

(*) Headcount of 126 Team Members on 12/31/2021
254 working days in 2021

	2020	2021	Goal 2022
Gas Consumption (in kWh)	2 771 301	3 041 312	Consumption Reduction Vs N-1
Number of kWh / Person / day (*)	31,39	35,32	
Electricity Consumption (in kWh)	1 492 112	1 588 900	Consumption Reduction Vs N-1
Number of kWh / Person / day (*)	16,90	18,45	
Cumulative Gas & Electricity Energy Consumption (in kWh)	4 263 413	4 630 212	Consumption Reduction Vs N-1
Number of kWh / Person / day (*)	48,28	53,77	

(*) Headcount of 339 Team Members on 12/31/2021
254 working days in 2021

	2020	2021	Goal 2022
Gas Consumption (in kWh)	0	0	0
Number of kWh / Person / day (*)	0	0	0
Electricity Consumption (in kWh)	1 676 000	1 685 000	NC
Number of kWh / Person / day (*)	17,07	16,54	
Cumulative Gas & Electricity Energy Consumption (in kWh)	1 676 000	1 685 000	
Number of kWh / Person / day (*)	17,07	16,54	

(*) Headcount of 401 Team Members on 12/31/2021
254 working days in 2021

	2020	2021	Goal 2022
Gas Consumption (in kWh)	0	0	0
Number of KWh / Person / day (*)	0	0	0
Electricity Consumption (in kWh)	470 917	488 863	510 000
Number of KWh / Person / day (*)	12,36	12,58	13,39
Cumulative Gas & Electricity Energy Consumption (in kWh)	470 917	488 863	510 000
Number of KWh / Person / day (*)	12,36	12,58	13,39

(*) Headcount of 153 Team Members on 12/31/2021
254 working days in 2021

	2020	2021	Goal 2022
Gas Consumption (in kWh)	158 600	205 600	NC
Number of KWh / Person / day (*)	1,88	2,44	
Electricity Consumption (in kWh)	121 800	123 500	
Number of KWh / Person / day (*)	1,44	1,46	
Cumulative Gas & Electricity Energy Consumption (in kWh)	280 400	329 100	
Number of KWh / Person / day (*)	3,32	3,90	

(*) Headcount of 332 Team Members on 12/31/2021
254 working days in 2021

	2020	2021	Goal 2022
Gas Consumption (in kWh)	NC	NC	NC
Number of KWh / Person / day (*)	NC	NC	
Electricity Consumption (in kWh)	NC	NC	
Number of KWh / Person / day (*)	NC	NC	
Cumulative Gas & Electricity Energy Consumption (in kWh)	NC	NC	
Number of KWh / Person / day (*)	NC	NC	

(*) Headcount of 129 Team Members on 12/31/2021
254 working days in 2021

	2020	2021	Goal 2022
Gas Consumption (in kWh)	4 435 000	5 381 000	NC
Number of KWh / Person / day (*)	NC	NC	
Electricity Consumption (in kWh)	1 564 000	1 642 000	
Number of KWh / Person / day (*)	NC	NC	
Cumulative Gas & Electricity Energy Consumption (in kWh)	5 999 000	7 023 000	
Number of KWh / Person / day (*)	NC	NC	

(*) Headcount of NC Team Members on 12/31/2021
254 working days in 2021

	2020	2021	Goal 2022
Gas Consumption (in kWh)	NC	NC	NC
Number of KWh / Person / day (*)	NC	NC	
Electricity Consumption (in kWh)	NC	NC	
Number of KWh / Person / day (*)	NC	NC	
Cumulative Gas & Electricity Energy Consumption (in kWh)	NC	NC	
Number of KWh / Person / day (*)	NC	NC	

(*) Headcount of NC Team Members on 12/31/2021
254 working days in 2021

	2020	2021	Goal 2022
Gas Consumption (in kWh)	15 354	10 467	12 000
Number of KWh / Person / day (*)	1,03	0,57	NC
Electricity Consumption (in kWh)	321 523	349 283	320 000
Number of KWh / Person / day (*)	21,54	19,10	NC
Cumulative Gas & Electricity Energy Consumption (in kWh)	336 877	359 750	332 000
Number of KWh / Person / day (*)	22,57	19,67	NC

(*) Headcount of 72 Team Members on 12/31/2021
254 working days in 2021

	2020	2021	Goal 2022
Gas Consumption (in kWh)	349 000	815 000	<815 MWh
Number of KWh / Person / day (*)	11,04	17,16	NC
Electricity Consumption (in kWh)	505 000	643 000	<643 MWh
Number of KWh / Person / day (*)	15,97	13,54	NC
Cumulative Gas & Electricity Energy Consumption (in kWh)	854 000	1 458 000	<1 458 MWh
Number of KWh / Person / day (*)	27,00	30,70	NC

(*) Headcount of 187 Team Members on 12/31/2021
254 working days in 2021

	2020	2021	Goal 2022
Gas Consumption (in kWh)	27 321	N/A	NC
Number of KWh / Person / day (*)	0,91	N/A	
Electricity Consumption (in kWh)	129 800	127 100	
Number of KWh / Person / day (*)	4,31	4,35	
Cumulative Gas & Electricity Energy Consumption (in kWh)	157 121	127 100	
Number of KWh / Person / day (*)	5,22	4,35	

(*) Headcount of 115 Team Members on 12/31/2021
254 working days in 2021

	2020	2021	Goal 2022
Gas Consumption (in kWh)	NC	NC	NC
Number of kWh / Person / day (*)	NC	NC	
Electricity Consumption (in kWh)	NC	NC	
Number of kWh / Person / day (*)	NC	NC	
Cumulative Gas & Electricity Energy Consumption (in kWh)	NC	NC	
Number of kWh / Person / day (*)	NC	NC	

(*) Headcount of 910 Team Members on 12/31/2021
254 working days in 2021

Water

	2020	2021	Goal 2022
Sanitary water consumption (in m ³)	653	568	NC
Number of m ³ / Person / day (*)	0,02	0,017	NC

(*) Headcount of 126 Team Members on 12/31/2021
254 working days in 2021

	2020	2021	Goal 2022
Sanitary water consumption (in m ³)	NC	NC	NC
Number of m ³ / Person / day (*)	NC	NC	NC

(*) Headcount of 339 Team Members on 12/31/2021
254 working days in 2021

	2020	2021	Goal 2022
Sanitary water consumption (in m ³)	3 212	2 574	NC
Number of m ³ / Person / day (*)	0,033	0,030	NC

(*) Headcount of 401 Team Members on 12/31/2021
254 working days in 2021

	2020	2021	Goal 2022
Sanitary water consumption (in m ³)	489	1 287	950
Number of m ³ / Person / day (*)	0,013	0,0033	0,025

(*) Headcount of 153 Team Members on 12/31/2021
254 working days in 2021

	2020	2021	Goal 2022
Sanitary water consumption (in m ³)	2 897	3 769	NC
Number of m ³ / Person / day (*)	0,0375	0,049	NC

(*) Headcount of 332 Team Members on 12/31/2021
254 working days in 2021

	2020	2021	Goal 2022
Sanitary water consumption (in m ³)	NC	NC	NC
Number of m ³ / Person / day (*)	NC	NC	NC

(*) Headcount of 129 Team Members on 12/31/2021
254 working days in 2021

	2020	2021	Goal 2022
Sanitary water consumption (in m ³)	629	730	NC
Number of m ³ / Person / day (*)	0,014	0,015	NC

(*) Headcount of NC Team Members on 12/31/2021
254 working days in 2021

	2020	2021	Goal 2022
Sanitary water consumption (in m ³)	NC	NC	NC
Number of m ³ / Person / day (*)	NC	NC	NC

(*) Headcount of NC Team Members on 12/31/2021
254 working days in 2021

	2020	2021	Goal 2022
Sanitary water consumption (in m ³)	3 339	3 538	3 500
Number of m ³ / Person / day (*)	0,24	0,19	0,19

(*) Headcount of 72 Team Members on 12/31/2021
254 working days in 2021

	2020	2021	Goal 2022
Sanitary water consumption (in m ³)	N/A	N/A	N/A
Number of m ³ / Person / day (*)	N/A	N/A	N/A

(*) Effectif de 187 collaboratrices et collaborateurs au 31/12/2021
254 jours ouvrés en 2021

	2020	2021	Goal 2022
Sanitary water consumption (in m ³)	353,52	N/A	N/A
Number of m ³ / Person / day (*)	0,017	N/A	N/A

(*) Headcount of 115 Team Members on 12/31/2021
254 working days in 2021

	2020	2021	Goal 2022
Sanitary water consumption (in m ³)	NC	NC	NC
Number of m ³ / Person / day (*)	NC	NC	NC

(*) Headcount of 910 Team Members on 12/31/2021
254 working days in 2021

Greenhouse Gas Emissions

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	2020	2021	Goal 2022
Total Greenhouse Gas Emissions - Scope 1 (in metric tons of CO ₂)	NC	NC	NC
Total Greenhouse Gas Emissions - Scope 2 (in metric tons of CO ₂)	NC	NC	NC
Total Greenhouse Gas Emissions - Scope 3 (in metric tons of CO ₂)	NC	NC	NC
Total of Greenhouse Gas Emissions (in metric tons of CO₂)	NC	NC	NC

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	2020	2021	Goal 2022
Total Greenhouse Gas Emissions - Scope 1 (in metric tons of CO ₂)	NC	NC	NC
Total Greenhouse Gas Emissions - Scope 2 (in metric tons of CO ₂)	NC	NC	NC
Total Greenhouse Gas Emissions - Scope 3 (in metric tons of CO ₂)	NC	NC	NC
Total of Greenhouse Gas Emissions (in metric tons of CO₂)	NC	NC	NC

JPG

	2020	2021	Goal 2022
Total Greenhouse Gas Emissions - Scope 1 (in metric tons of CO ₂)	NC	NC	NC
Total Greenhouse Gas Emissions - Scope 2 (in metric tons of CO ₂)	NC	NC	NC
Total Greenhouse Gas Emissions - Scope 3 (in metric tons of CO ₂)	NC	NC	NC
Total of Greenhouse Gas Emissions (in metric tons of CO₂)	NC	NC	NC

Kalamazoo

	2020	2021	Goal 2022
Total Greenhouse Gas Emissions - Scope 1 (in metric tons of CO ₂)	54,29	93,30	NC
Total Greenhouse Gas Emissions - Scope 2 (in metric tons of CO ₂)	1,76	NC	NC
Total Greenhouse Gas Emissions - Scope 3 (in metric tons of CO ₂)	NC	NC	NC
Total of Greenhouse Gas Emissions (in metric tons of CO₂)	56,05	93,30	NC

	2020	2021	Goal 2022
Total Greenhouse Gas Emissions - Scope 1 (in metric tons of CO ₂)	335	435	NC
Total Greenhouse Gas Emissions - Scope 2 (in metric tons of CO ₂)	NC	NC	NC
Total Greenhouse Gas Emissions - Scope 3 (in metric tons of CO ₂)	NC	NC	NC
Total of Greenhouse Gas Emissions (in metric tons of CO₂)	335	435	NC



	2020	2021	Goal 2022
Total Greenhouse Gas Emissions - Scope 1 (in metric tons of CO ₂)	NC	NC	NC
Total Greenhouse Gas Emissions - Scope 2 (in metric tons of CO ₂)	NC	NC	NC
Total Greenhouse Gas Emissions - Scope 3 (in metric tons of CO ₂)	NC	NC	NC
Total of Greenhouse Gas Emissions (in metric tons of CO₂)	NC	NC	NC



	2020	2021	Goal 2022
Total Greenhouse Gas Emissions - Scope 1 (in metric tons of CO ₂)	NC	NC	NC
Total Greenhouse Gas Emissions - Scope 2 (in metric tons of CO ₂)	NC	NC	NC
Total Greenhouse Gas Emissions - Scope 3 (in metric tons of CO ₂)	NC	NC	NC
Total of Greenhouse Gas Emissions (in metric tons of CO₂)	NC	NC	NC



	2020	2021	Goal 2022
Total Greenhouse Gas Emissions - Scope 1 (in metric tons of CO ₂)	NC	NC	NC
Total Greenhouse Gas Emissions - Scope 2 (in metric tons of CO ₂)	NC	NC	NC
Total Greenhouse Gas Emissions - Scope 3 (in metric tons of CO ₂)	NC	NC	NC
Total of Greenhouse Gas Emissions (in metric tons of CO₂)	NC	NC	NC

	2020	2021	Goal 2022
Total Greenhouse Gas Emissions - Scope 1 (in metric tons of CO ₂)	47,60	81,96	96
Total Greenhouse Gas Emissions - Scope 2 (in metric tons of CO ₂)	NC	NC	NC
Total Greenhouse Gas Emissions - Scope 3 (in metric tons of CO ₂)	NC	NC	NC
Total of Greenhouse Gas Emissions (in metric tons of CO₂)	47,60	81,96	96

	2020	2021	Goal 2022
Total Greenhouse Gas Emissions - Scope 1 (in metric tons of CO ₂)	NC	NC	NC
Total Greenhouse Gas Emissions - Scope 2 (in metric tons of CO ₂)	NC	NC	NC
Total Greenhouse Gas Emissions - Scope 3 (in metric tons of CO ₂)	NC	NC	NC
Total of Greenhouse Gas Emissions (in metric tons of CO₂)	NC	NC	NC

	2020	2021	Goal 2022
Total Greenhouse Gas Emissions - Scope 1 (in metric tons of CO ₂)	NC	NC	NC
Total Greenhouse Gas Emissions - Scope 2 (in metric tons of CO ₂)	NC	NC	NC
Total Greenhouse Gas Emissions - Scope 3 (in metric tons of CO ₂)	NC	NC	NC
Total of Greenhouse Gas Emissions (in metric tons of CO₂)	NC	NC	NC

	2020	2021	Goal 2022
Total Greenhouse Gas Emissions - Scope 1 (in metric tons of CO ₂)	NC	NC	NC
Total Greenhouse Gas Emissions - Scope 2 (in metric tons of CO ₂)	NC	NC	NC
Total Greenhouse Gas Emissions - Scope 3 (in metric tons of CO ₂)	NC	NC	NC
Total of Greenhouse Gas Emissions (in metric tons of CO₂)	NC	NC	NC

ENVIRONMENTAL MANAGEMENT SYSTEM (EMS)

bernard

	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risks to Control	Risks to watch out for	Insignificant Risks	Risks to Control	Risks to watch out for	Insignificant Risks
2020	75	/	/	/	7	4	64
2021	75	/	/	/	7	4	64

cenpac
ISO 14001:2015 CERTIFIED

	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risks to Control	Risks to watch out for	Insignificant Risks	Risks to Control	Risks to watch out for	Insignificant Risks
2020	91	9	30	52	2	15	74
2021	91	9	28	54	1	5	85

JPG

	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risks to Control	Risks to watch out for	Insignificant Risks	Risks to Control	Risks to watch out for	Insignificant Risks
2020	89	/	/	/	6	10	73
2021	89	/	/	/	7	9	73

Kalamazoo

	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risks to Control	Risks to watch out for	Insignificant Risks	Risks to Control	Risks to watch out for	Insignificant Risks
2020	1	0	0	0	0	0	1
2021	2	0	0	0	0	0	2

MONDOFFICE

	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risks to Control	Risks to watch out for	Insignificant Risks	Risks to Control	Risks to watch out for	Insignificant Risks
2020	NC	NC	NC	NC	NC	NC	NC
2021	NC	NC	NC	NC	NC	NC	NC

RAJA
Germany

	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risks to Control	Risks to watch out for	Insignificant Risks	Risks to Control	Risks to watch out for	Insignificant Risks
2020	NC	NC	NC	NC	NC	NC	NC
2021	NC	NC	NC	NC	NC	NC	NC

	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risks to Control	Risks to watch out for	Insignificant Risks	Risks to Control	Risks to watch out for	Insignificant Risks
2020	NC	NC	NC	NC	NC	NC	NC
2021	104	0	0	104	0	0	0

	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risks to Control	Risks to watch out for	Insignificant Risks	Risks to Control	Risks to watch out for	Insignificant Risks
2020	NC	NC	NC	NC	NC	NC	NC
2021	NC	NC	NC	NC	NC	NC	NC

	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risks to Control	Risks to watch out for	Insignificant Risks	Risks to Control	Risks to watch out for	Insignificant Risks
2020	NC	NC	NC	NC	NC	NC	NC
2021	NC	NC	NC	NC	NC	NC	NC

	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risks to Control	Risks to watch out for	Insignificant Risks	Risks to Control	Risks to watch out for	Insignificant Risks
2020	46	0	46	14	0	31	14
2021	46	0	46	14	0	31	14

	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risks to Control	Risks to watch out for	Insignificant Risks	Risks to Control	Risks to watch out for	Insignificant Risks
2020	NC	NC	NC	NC	NC	NC	NC
2021	NC	NC	NC	NC	NC	NC	NC

	Number of Assessed Risks	GROSS RISK			RESIDUAL RISK		
		Risks to Control	Risks to watch out for	Insignificant Risks	Risks to Control	Risks to watch out for	Insignificant Risks
2020	NC	NC	NC	NC	NC	NC	NC
2021	NC	NC	NC	NC	NC	NC	NC

Ethics

AWARENESS ON ETHICS

bernard

	2020	2021	Goal 2022
Total Headcount	121	126	NC
Number of people trained in Ethics issues	0	0	NC
% of the Headcount trained in Ethics issues	0%	0%	NC

cenpac
solutions of excellence

	2020	2021	Goal 2022
Total Headcount	349	339	NC
Number of people trained in Ethics issues	0	0	NC
% of the Headcount trained in Ethics issues	0%	0%	NC

JPG

	2020	2021	Goal 2022
Total Headcount	388	401	NC
Number of people trained in Ethics issues	0	0	NC
% of the Headcount trained in Ethics issues	0%	0%	NC

Kalamazoo

	2020	2021	Goal 2022
Total Headcount	NC	153	NC
Number of people trained in Ethics issues	NC	0	NC
% of the Headcount trained in Ethics issues	NC	0%	NC

MONDOFFICE

	2020	2021	Goal 2022
Total Headcount	334	332	NC
Number of people trained in Ethics issues	0	0	NC
% of the Headcount trained in Ethics issues	0%	0%	NC

RAJA
Germany

	2020	2021	Goal 2022
Total Headcount	111	129	NC
Number of people trained in Ethics issues	0	0	NC
% of the Headcount trained in Ethics issues	0%	0%	NC

RAJA
Germany

	2020	2021	Goal 2022
Total Headcount	NC	NC	NC
Number of people trained in Ethics issues	NC	NC	NC
% of the Headcount trained in Ethics issues	NC	NC	NC

	2020	2021	Goal 2022
Total Headcount	NC	NC	NC
Number of people trained in Ethics issues	NC	NC	NC
% of the Headcount trained in Ethics issues	NC	NC	NC

	2020	2021	Goal 2022
Total Headcount	59	72	NC
Number of people trained in Ethics issues	0	0	NC
% of the Headcount trained in Ethics issues	0%	0%	NC

	2020	2021	Goal 2022
Total Headcount	125	187	NC
Number of people trained in Ethics issues	0	0	NC
% of the Headcount trained in Ethics issues	0%	0%	NC

	2020	2021	Goal 2022
Total Headcount	119	115	NC
Number of people trained in Ethics issues	0	0	NC
% of the Headcount trained in Ethics issues	0%	0%	NC

	2020	2021	Goal 2022
Total Headcount	870	662	NC
Number of people trained in Ethics issues	0	0	NC
% of the Headcount trained in Ethics issues	0%	0%	NC

FOLLOW-UP OF REPORTS THROUGH THE WHISTLEBLOWING PROCEDURE

	2020	2021
Number of Reports	0	0
Number of Confirmed Corruption Incidents	0	0
Number of Data Security Incidents	0	0

	2020	2021
Number of Reports	0	0
Number of Confirmed Corruption Incidents	0	0
Number of Data Security Incidents	0	0

	2020	2021
Number of Reports	0	0
Number of Confirmed Corruption Incidents	0	0
Number of Data Security Incidents	0	0

	2020	2021
Number of Reports	0	0
Number of Confirmed Corruption Incidents	0	0
Number of Data Security Incidents	0	0

	2020	2021
Number of Reports	0	0
Number of Confirmed Corruption Incidents	0	0
Number of Data Security Incidents	0	0

	2020	2021
Number of Reports	0	0
Number of Confirmed Corruption Incidents	0	0
Number of Data Security Incidents	0	0

	2020	2021
Number of Reports	0	0
Number of Confirmed Corruption Incidents	0	0
Number of Data Security Incidents	0	0

	2020	2021
Number of Reports	0	0
Number of Confirmed Corruption Incidents	0	0
Number of Data Security Incidents	0	0

	2020	2021
Number of Reports	0	0
Number of Confirmed Corruption Incidents	0	0
Number of Data Security Incidents	0	0

	2020	2021
Number of Reports	0	0
Number of Confirmed Corruption Incidents	0	0
Number of Data Security Incidents	0	0




	2020	2021
Number of Reports	0	0
Number of Confirmed Corruption Incidents	0	0
Number of Data Security Incidents	0	0

	2020	2021
Number of Reports	0	0
Number of Confirmed Corruption Incidents	0	0
Number of Data Security Incidents	0	0

APPENDIX 1 –ISO CERTIFICATIONS

Certifications of RAJA Group Subsidiaries

Most of the subsidiaries of the RAJA Group have obtained ISO 9001 and ISO 14001 certifications for the control of their Quality and Environment management system. As part of these certifications, each of the entities has drawn up a Quality Policy and an Environmental Policy in which the objectives set by the Executive Committee of the RAJA Group have been set out.

Group entities						
		Quality	Environment	Occupational Health & Safety	Energetic Performance	CSR
	RAJA France	●	●	-	-	-
	BERNARD	●	●	-	-	-
	CENPAC	●	●	-	●	-
	JPG	-	●	-	-	-
	WELCOME OFFICE	Not Certified				
	RAJA Germany	●	●	-	-	-
	UDO BÄR	●	-	-	-	-
	VIKING	●	●	●	-	-
	RAJA Austria	●	●	-	-	-
	VIKING	●	-	-	-	-
	RAJA Belgium	●	●	-	-	-
	RAJA The Netherlands	●	●	-	-	-
	VIKING	●	-	-	-	-
	RAJA Denmark	●	-	-	-	-
	RAJA Spain	●	●	●	-	●
	KALAMZOO	●	●	-	●	-
	RAJA Hungary					-
	RAJA Italy	●	●	-	-	-
	MONDOFFICE	●	●	●	-	-
	RAJA Norway	Not Certified				
	RAJA Poland	●	●	-	-	-
	RAJA Portugal	Not Certified				
	RAJA Sweden	Not Certified				
	RAJA Switzerland	●	●	-	-	-
	RAJA Slovakia	●	●	-	-	-
	RAJA Czech Republic	●	●	-	-	-
	RAJA United Kingdom	●	●	●	-	-
	MORPLAN	Not Certified				
	VIKING	●	●	●	-	-
	VIKING	●	●	●	-	-

RAJA France ISO 9001 & ISO 14001 Certificate



Certificat Certificate

N° 2011/40767.5

Page 1 / 1

AFNOR Certification certifie que le système de management mis en place par :
AFNOR Certification certifies that the management system implemented by:

RAJA

pour les activités suivantes :
for the following activities:

VENTE DE FOURNITURES ET D'ÉQUIPEMENTS AUX ENTREPRISES.

SALE OF SUPPLIES AND EQUIPMENT TO COMPANIES.

a été évalué et jugé conforme aux exigences requises par :
has been assessed and found to meet the requirements of:

ISO 9001 : 2015 - ISO 14001 : 2015

et est déployé sur les sites suivants :
and is developed on the following locations:

**16, rue de l'Etang ZI Paris Nord II FR 93290 TREMBLAY-EN-FRANCE
Avenue Marcel Dassault ZAC Sainte-Anne FR 84700 SORGUES**

Le détail des activités et sites certifiés par norme est mentionné sur les certificats suivants :
The description of certified activities and locations per standard is mentioned on the following certificates:

**Certificat ISO 9001 : 2015 n° 10208
Certificat ISO 14001 : 2015 n° 40764**

**Certificats ISO 9001 et ISO 14001 délivrés sous accréditation n° 4-0001
Certificates ISO 9001 and ISO 14001 issued under accreditation n°4-0001**

Ce certificat est valable à compter du (year/month/day)
This certificate is valid from (year/month/day)

2021-10-28

Jusqu'au
Until

2023-07-08

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Directeur Général d'AFNOR Certification
Managing Director of AFNOR Certification

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BERNARD ISO 9001 Certificate



Certificat Certificate

N°1993/1708.9

Page 1 / 1

AFNOR Certification certifie que le système de management mis en place par :
AFNOR Certification certifies that the management system implemented by:

ENSEIGNES BERNARD

*pour les activités suivantes :
for the following activities:*

VENTE AUX PROFESSIONNELS A DISTANCE DE PRODUITS ET D'EQUIPEMENTS.

MAIL-ORDER SELLING OF PRODUCTS AND EQUIPMENT TO PROFESSIONALS.

VERKOOP AAN PROFESSIONELEN OP AFSTAND VAN PRODUCTEN EN VITRUSTINGEN.

*a été évalué et jugé conforme aux exigences requises par :
has been assessed and found to meet the requirements of:*

ISO 9001 : 2015

*et est déployé sur les sites suivants :
and is developed on the following locations:*

BERNARD FRANCE SAS : ZI de Tourcoing Nord 98 rue de Reckem FR-59960 NEUVILLE EN FERRAIN

*Ce certificat est valable à compter de : (année/mois/jour)
This certificate is valid from (year/month/day)*

2021-04-01

*Until / Jusq-
Until*

2024-03-31

Julien NIZRI

**Directeur Général d'AFNOR Certification
Managing Director of AFNOR Certification**

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BERNARD ISO 14001 Certificate



Certificat Certificate

N°2007/29061.5

Page 1 / 1

AFNOR Certification certifie que le système de management mis en place par :
AFNOR Certification certifies that the management system implemented by:

ENSEIGNES BERNARD

pour les activités suivantes :
for the following activities:

VENTE AUX PROFESSIONNELS A DISTANCE DE PRODUITS ET D'EQUIPEMENTS.

MAIL-ORDER SELLING OF PRODUCTS AND EQUIPMENT TO PROFESSIONALS.

VERKOOP AAN PROFESSIONELEN OP AFSTAND VAN PRODUCTEN EN VITRUSTINGEN.

a été évalué et jugé conforme aux exigences requises par :
has been assessed and found to meet the requirements of:

ISO 14001 : 2015

et est déployé sur les sites suivants :
and is developed on the following locations:

BERNARD FRANCE SAS : ZI de Tourcoing Nord 98 rue de Reckem FR-59960 NEUVILLE EN FERRAIN

Ce certificat est valable à compter du (année/mois/jour)
This certificate is valid from (year/month/day)

2021-04-01

Jour/Jour
Unit

2024-03-31

Julien NIZRI

Directeur Général d'AFNOR Certification
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CENPAC ISO 9001 Certificate



Certificat Certificate

N° 2005/25544.8

Page 1 / 2

AFNOR Certification certifie que le système de management mis en place par :
AFNOR Certification certifies that the management system implemented by:

CENPAC SA

pour les activités suivantes :
for the following activities:

DISTRIBUTION ET COMMERCIALISATION DE PRODUITS ET SYSTEMES D'EMBALLAGE.

DISTRIBUTION, MARKETING AND SALE OF PACKAGING PRODUCTS AND SYSTEMS.

a été évalué et jugé conforme aux exigences requises par :
has been assessed and found to meet the requirements of.

ISO 9001 : 2015

et est déployé sur les sites suivants :
and is developed on the following locations:

161-165 RUE DE LA BELLE ETOILE BAT 1A ZI PARIS NORD II FR-95700 ROISSY EN FRANCE

Liste des sites certifiés en annexe(s) / List of certified locations on appendix(ces)

Ce certificat est valide à compter de (année/mois/jour)
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2021-04-30

Jusqu'au
Until

2024-04-23

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CERTIFICATION

N° 2005/25544.8

Page 2 / 2

Annexe / Appendix n° 1

CENPAC SA

Liste complémentaire des sites entrant dans le périmètre de la certification :
Complementary list of locations within the certification scope:

Logistique :

ZAC VAL BREON BATIMENT 5 FR-77610 CHATRES

Agence commerciale Midi Pyrénées :

5, RUE BRINDEJONG DES MOULINAISS FR-31500 TOULOUSE

Agence commerciale Picardie :

17, ALLEE DU CHATEAU BLANC CS 50221 FR-59445 WASQUEHAL CEDEX

Agence commerciale Rhône Alpes :

MULTIPARC DE PARILLY BATIMENT L 50 RUE JEAN ZAY FR-69800 SAINT PRIEST CEDEX

Agence commerciale Nord-Ouest :

PARC D'ACTIVITE EDONIA BATIMENT I RUE DE LA TERRE ADRIE FR-35000 SAINT GREGOIRE

Bureaux Administratifs & Financiers :

89, RUE DES CITES FR-40101 DAX CEDEX

CENPAC ISO 14001 Certificate



Certificat Certificate

N° 2019/82698.2

Page 1 / 1

AFNOR Certification certifie que le système de management mis en place par :
AFNOR Certification certifies that the management system implemented by:

CENPAC SA

pour les activités suivantes :
for the following activities:

DISTRIBUTION ET COMMERCIALISATION DE PRODUITS ET SYSTEMES D'EMBALLAGE.

DISTRIBUTION, MARKETING AND SALE OF PACKAGING PRODUCTS AND SYSTEMS.

a été évalué et jugé conforme aux exigences requises par :
has been assessed and found to meet the requirements of,

ISO 14001 : 2015

et est déployé sur les sites suivants :
and is developed on the following locations:

Siège : 161-165 RUE DE LA BELLE ETOILE BAT 1A ZI PARIS NORD FR-95700 ROISSY EN FRANCE
Site Logistique : 3 AVENUE LOUIS RENAULT ZAC VAL BREFON BATIMENT 5 FR-77610 CHATRES

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2021-04-30

Jusqu'au
Until

2024-04-23

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CENPAC ISO 50001 Certificate



Certificat Certificate

N° 2021/95313.1

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CENPAC SA

pour les activités suivantes :
for the following activities:

DISTRIBUTION ET COMMERCIALISATION DE PRODUITS ET SYSTEMES D'EMBALLAGE.

DISTRIBUTION, MARKETING AND SALE OF PACKAGING PRODUCTS AND SYSTEMS.

a été évalué et jugé conforme aux exigences requises par :
has been assessed and found to meet the requirements of:

ISO 50001 : 2018

et est déployé sur les sites suivants :
and is developed on the following locations:

Adresse

161-165 RUE DE LA BELLE ETOILE BAT 1A ZI PARIS NORD II
FR-95700 ROISSY EN FRANCE

N° SIREN

652051830

Liste complémentaire des sites certifiés en annexe / Complementary list of certified locations on appendix

(L'ensemble des activités de l'entreprise sur le(s) site(s) donné(s) est couvert par la certification)
(The scope of certification covers all activities carried out on the above-mentioned location(s))

Ce certificat est valable à compter du (année/mois/jour)
This certificate is valid from (year/month/day)

2021-10-22

Jusqu'à
until

2024-10-21

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CENPAC SA

Liste complémentaire des sites entrant dans le périmètre de la certification :
Complementary list of locations within the certification scope:

Adresses	N° SIREN
Logistique : ZAC VAL BREON BATIMENT 5 FR-77610 CHATRES	652051830
Agence commerciale Paris, Ile de France : 161-165, RUE DE LA BELLE ETOILE BAT 1A ZI PARIS NORD II FR-95700 ROISSY-EN FRANCE	652051830
Agence commerciale Midi Pyrénées : 5 RUE BRINDEJONG DES MOULINAIS FR-31500 TOULOUSE	652051830
Agence commerciale Picardie : 17 ALLEE DU CHATEAU BLANC CS 50221 FR-69445 WASQUEHAL CEDEX	652051830
Agence commerciale Rhône Alpes : MULTIPARC DE PARILLY BATIMENT L 50 RUE JEAN ZAY FR-69000 SAINT-PRIEST CEDEX	652051830
Agence commerciale Nord-Ouest : PARC D ACTIVITE EDONIA BATIMENT L RUE DE LA TERRE ADELIE FR-35000 SAINT GREGOIRE	652051830
Bureaux Administratifs & Financiers : 89 RUE DES CITES FR-40101 DAX CEDEX	652051830

JPG ISO 14001 Certificate



Certificat Certificate

N° 2014/65554.6

Page 1 / 1

AFNOR Certification certifie que le système de management mis en place par :
AFNOR Certification certifies that the management system implemented by:

JPG

pour les activités suivantes :
for the following activities:

VENTE DE FOURNITURES ET DE MOBILIER DE BUREAU.

SALE OF OFFICE FURNITURE AND SUPPLIES.

a été évalué et jugé conforme aux exigences requises par :
has been assessed and found to meet the requirements of:

ISO 14001 : 2015

et est déployé sur les sites suivants :
and is developed on the following locations:

63 GRANDE RUE FR-95470 SURVILLIERS

Ce certificat est valable à compter du (année/mois/jour)
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2020-12-30

Jusqu'au
(Until)

2023-12-17

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KALAMAZOO ISO 9001 Certificate



Fecha de Emisión Actual:
Fecha de Caducidad:
Número de Certificado:

16 Diciembre 2021
17 Diciembre 2024
10400440

Aprobaciones Originales:
ISO 9001 - 26 Diciembre 2012

Certificado de Aprobación

Certificamos que el Sistema de Gestión de :

**Kalamazoo Productos de Oficina,
S.L.U.**

Pol. Ind. Izaga, Plataforma U, Pab. 1A, 48960 Galdacano, Vizcaya, España

ha sido aprobado por Lloyd's Register de acuerdo con las siguientes normas:

ISO 9001:2015

Números de Aprobación: ISO 9001 - 0037846

Este certificado es válido sólo cuando va acompañado del anexo al certificado con el mismo número, en el que se detallan las delegaciones a las que se aplica esta aprobación.

El alcance de esta aprobación es aplicable a:

ISO 9001:2015
Venta de productos para la oficina.

Paul Graef

Area Operations Manager, Europe

Emitido por: Lloyd's Register Quality Assurance España, S.L.U.

en nombre de: Lloyd's Register Quality Assurance Limited



Lloyd's Register Group Limited, its affiliates and subsidiaries, including Lloyd's Register Quality Assurance Limited (LRQA), and their respective officers, employees or agents are, individually and collectively, referred to in this clause as 'Lloyd's Register'. Lloyd's Register assumes no responsibility and shall not be liable to any person for any loss, damage or expense caused by reliance on the information or advice in this document or for any error or omission, unless that person has signed a contract with the relevant Lloyd's Register entity for the provision of this information or advice and in that case any responsibility or liability is exclusively on the terms and conditions set out in that contract. Issued by: Lloyd's Register Quality Assurance España, S.L.U., ED/C/ Pricoma, 29, 1º 28006 Madrid Spain for and on behalf of: Lloyd's Register Quality Assurance Limited, 1 Trinity Park, Sickenhill Lane, Birmingham B37 7ES, United Kingdom

Anexo al Certificado

Ubicación

Actividades

Pol. Ind. Izaga, Plataforma D, Pab. 1A, 48960 Galdácano,
Vizcaya, España

ISO 9001:2015
Venta de productos para la oficina.

Avenida Alhufesa, 321, 1ª planta, local B,
28031 Madrid, España

ISO 9001:2015
Venta de productos para la oficina.



KALAMAZOO ISO 14001 Certificate



Lloyd's
Register

Fecha de Emisión Actual
Fecha de Caducidad
Número de Certificado

18 Diciembre 2021
17 Diciembre 2024
10430452

Aprobaciones Originales:
ISO 14001 - 18 Diciembre 2018

Certificado de Aprobación

Certificamos que el Sistema de Gestión de

**Kalamazoo Productos de Oficina,
S.L.U.**

Pol. Ind. Izaga, Plataforma D, Pab. 1A, 48960 Galdacano, Vizcaya, España

ha sido aprobado por Lloyd's Register de acuerdo con las siguientes normas:

ISO 14001:2015

Números de Aprobación: ISO 14001 - 0041403

Este certificado es válido sólo cuando va acompañado del anexo al certificado con el mismo número,
en el que se detallan las delegaciones a las que se aplica esta aprobación.

El alcance de esta aprobación es aplicable a:

ISO 14001:2015
Venta de productos para la oficina.

Paul Graaf

Area Operations Manager, Europe

Emitido por: Lloyd's Register Quality Assurance España, S.L.U.

en nombre de: Lloyd's Register Quality Assurance Limited



Lloyd's Register Group Limited, its affiliates and subsidiaries, including Lloyd's Register Quality Assurance Limited (LRQA), and their respective officers, employees or agents are, individually and collectively, referred to in this clause as 'Lloyd's Register'. Lloyd's Register assumes no responsibility and shall not be liable to any person for any loss, damage or expense caused by reliance on the information or advice in this document or howsoever provided, unless that person has signed a contract with the relevant Lloyd's Register entity for the provision of this information or advice and in that case any responsibility or liability is exclusively on the terms and conditions set out in that contract. Issued by: Lloyd's Register Quality Assurance España, S.L.U. (771) Cr Pineda, 39, 1º 28018 Madrid Spain for and on behalf of: Lloyd's Register Quality Assurance Limited, 1 Trinity Park, Bickenhill Lane, Birmingham B37 7YS, United Kingdom

Page 1 of 2

Anexo al Certificado

Ubicación	Actividades
Pnt. Ind. Izaga, Plataforma D, Pab. 1A, 48960 Galdakano, Vizcaya, España	ISO 14001:2015 Venta de productos para la oficina.
Avenida Altsufera, 321, 1ª planta, local 6, 28031 Madrid, España	ISO 14001:2015 Venta de productos para la oficina.



KALAMAZOO ISO 50001 Certificate



Lloyd's
Register

Fecha de Emisión Actual:
Fecha de Caducidad:
Número de Certificado:

18 Diciembre 2021
17 Diciembre 2024
10420446

Aprobaciones Originales:
ISO 50001 - 18 Diciembre 2018

Certificado de Aprobación

Certificamos que el Sistema de Gestión de:

**Kalamazoo Productos de Oficina,
S.L.U.**

Pol. Ind. Izaga, Plataforma D, Pab. 1A, 48900 Galdácano, Vizcaya, España

ha sido aprobado por Lloyd's Register de acuerdo con las siguientes normas:

ISO 50001:2018

Número de Aprobación: ISO 50001 - 0041536

Este certificado es válido sólo cuando va acompañado del anexo al certificado con el mismo número, en el que se detallan las delegaciones a las que se aplica esta aprobación.

El alcance de esta aprobación es aplicable a:

ISO 50001:2018

Venta de productos para la oficina.

Paul Graaf

Area Operations Manager, Europe

Emitted por: Lloyd's Register Quality Assurance España, S.L.U.

en nombre de: Lloyd's Register Quality Assurance Limited



0001

Lloyd's Register Group Limited, its affiliates and subsidiaries, including Lloyd's Register Quality Assurance Limited (LRQA), and their respective officers, employees or agents are, individually and collectively, referred to in this clause as 'Lloyd's Register'. Lloyd's Register assumes no responsibility and shall not be liable to any person for any loss, damage or expense caused by reliance on the information or advice in this document or for any other reason provided, unless the person has signed a contract with the relevant Lloyd's Register entity for the provision of this information or advice and in that case any responsibility or liability is exclusively on the terms and conditions set out in that contract. Issued by: Lloyd's Register Quality Assurance España, S.L.U., ED/C/Procesa, 20, 1ª 28008 Madrid Spain for and on behalf of: Lloyd's Register Quality Assurance Limited, 1 Innay Park, Oxenford Lane, Birmingham B27 7ES, United Kingdom

Page 1 of 2

Anexo al Certificado

Ubicación	Actividades
Pol. Ind. Izaga, Plataforma D, Pab. 1A, 48060 Caldácano, Vizcaya, España	ISO 50001:2018 Venta de productos para la oficina.
Avenida Albulera, 321, 1ª planta, local 6, 28031 Madrid, España	ISO 50001:2018 Venta de productos para la oficina.



MONDOFFICE ISO 9001 Certificate

ZERTIFIKAT ♦ CERTIFICATE ♦ 認証証書 ♦ CERTIFICADO ♦ CERTIFICAT



CERTIFICATO

Nr. 50 100 10090 - Rev.003
Certificato co-titolare categorico (ultima revisione applicabile) / Connected to the sub-certificate (last version):
50 100 10090/1 Rev.003

Si attesta che / This is to certify that

IL SISTEMA QUALITÀ DI
THE QUALITY SYSTEM OF

MONDOFFICE

SPAZIO AL TALENTO

MONDOFFICE S.r.l.

SEDE LEGALE E OPERATIVA:
REGISTERED OFFICE AND OPERATIONAL SITE:
VIA PER GATTINARA 17
I-13851 CASTELLETTO CERVO (BI)

E CONFORME AI REQUISITI DELLA NORMA
HAS BEEN FOUND TO COMPLY WITH THE REQUIREMENTS OF
UNI EN ISO 9001:2015

QUESTO CERTIFICATO È VALIDO PER IL SEGUENTE CAMPO DI APPLICAZIONE
THIS CERTIFICATE IS VALID FOR THE FOLLOWING SCOPE

Commercializzazione e distribuzione di prodotti per l'ufficio (IAF 29)
Trade and distribution of office products (IAF 29)



SGQ N° 049A

Member degli Accordi di Mutual Recognition
EA, IAF & ILAC
Signatory of EA, IAF and ILAC Mutual
Recognition Agreements

Per l'Organismo di Certificazione
For the Certification Body
TUV Italia S.r.l.

Validità / Validity

Dal / From:	2020-01-20
Ai / To:	2023-01-19



Andrea Coscia
Direttore Divisione Business Assurance

Data emissione / Issuing Date
2019-12-03

PRIMA CERTIFICAZIONE / FIRST CERTIFICATION: 2011-01-20

LA VALIDITÀ DEL PRESENTE CERTIFICATO È SUBORDINATA A SOVRVEGLIANZA PERIODICA A 12 MESI E AL RISERVA COMPLETO DEL SISTEMA DI GESTIONE AZIENDALE CON PERIODICITÀ TRIENNALE
THE VALIDITY OF THE PRESENT CERTIFICATE DEPENDS ON THE ANNUAL SURVEILLANCE EVERY 12 MONTHS AND ON THE COMPLETE REVIEW OF COMPANY'S MANAGEMENT SYSTEM AFTER THREE YEARS

TUV Italia S.r.l. • Gruppo TÜV SÜD • Via Carducci 125, Pal. 23 • 20099 Sesto San Giovanni (MI) • Italia • www.tuv.it



MONDOFFICE ISO 14001 Certificate

CERTIFICAT

CERTIFICADO

СЕРТИФИКАТ

認證證書

CERTIFICATE

ZERTIFIKAT



CERTIFICATO

Nr. 50 100 15975

Certificato co-stipulare collegato (ultima revisione applicabile) / Connected to the sub-certificate (last version):
50 100 15975/1

Si attesta che / This is to certify that

IL SISTEMA DI GESTIONE AMBIENTALE DI
THE ENVIRONMENTAL MANAGEMENT SYSTEM OF

MONDOFFICE

SPAZIO AL TALENTO

MONDOFFICE S.r.l.

SEDE LEGALE E OPERATIVA:
REGISTERED OFFICE AND OPERATIONAL SITE:

VIA PER GATTINARA 17

IT - 13851 CASTELLETTO CERVO (BI)

È CONFORME AI REQUISITI DELLA NORMA
HAS BEEN FOUND TO COMPLY WITH THE REQUIREMENTS OF

UNI EN ISO 14001:2015

QUESTO CERTIFICATO È VALIDO PER IL SEGUENTE CAMPO DI APPLICAZIONE
THIS CERTIFICATE IS VALID FOR THE FOLLOWING SCOPE:

**Commercializzazione e distribuzione di prodotti e servizi per gli
ambienti di lavoro, attraverso fasi di ricevimento merci, stoccaggio,
picking, contatti con la clientela, confezionamento e spedizione (IAF 29)**

**Trade and distribution of products and services for the workplaces,
through stages of incoming, storage, picking, customers contacts,
packaging and delivery (IAF 29)**

CERTIFICAZIONE RILASCIATA IN CONFORMITÀ AL REGOLAMENTO TECNICO ACCREDIA RT-09
CERTIFICATION ISSUED IN ACCORDANCE TO ACCREDIA TECHNICAL REGULATION RT-09



SGA N° 018D

Identificativo degli Accordi di Sistema Riconoscimento:
SA, IAF e IAS
Signature of SA, IAF and IAS Mutual
Recognition Agreements

Per l'Organismo di Certificazione
For the Certification Body
TÜV Italia S.r.l.

Validità / Validity

Dal / From:	2021-02-11
Ai / To:	2024-02-10

Andrea Coscia
Direttore Divisione Business Assurance

Data emissione / Issuing Date:
2021-02-11

LA VALIDITÀ DEL PRESENTE CERTIFICATO È SUBORDINATA A SORVEGLIANZA PERIODICA A 12 MESI E AL RISERVO COMPLETO DEL SISTEMA DI
GESTIONE AZIENDALE CON PERIODICITÀ TRIENNALE

THE VALIDITY OF THE PRESENT CERTIFICATE DEPENDS ON THE ANNUAL SURVEILLANCE EVERY 12 MONTHS AND ON THE COMPLETE REVIEW OF
COMPANY'S MANAGEMENT SYSTEM AFTER THREE-YEARS

MONDOFFICE ISO 45001 Certificate

CERTIFICAT

CERTIFICADO

СЕРТИФИКАТ

中国合格认证

CERTIFICATE

ZERTIFIKAT



CERTIFICATO

Nr. 50 100 15976

Certificato co-titolare collegato (ultima revisione applicabile) / Connected to the sub-certificate (last version):
50 100 15976/1

Si attesta che / This is to certify that

IL SISTEMA DI GESTIONE SICUREZZA E SALUTE DEI LAVORATORI DI
THE OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM OF

MONDOFFICE

SPAZIO AL TALENTO

MONDOFFICE S.r.l.

SEDE LEGALE E OPERATIVA:
REGISTERED OFFICE AND OPERATIONAL SITE:

**VIA PER GATTINARA 17
IT - 13851 CASTELLETTO CERVO (BI)**

E CONFORME AI REQUISITI DELLA NORMA
HAS BEEN FOUND TO COMPLY WITH THE REQUIREMENTS OF

UNI ISO 45001:2018

QUESTO CERTIFICATO È VALIDO PER IL SEGUENTE CAMPO DI APPLICAZIONE
THIS CERTIFICATE IS VALID FOR THE FOLLOWING SCOPE

**Commercializzazione e distribuzione di prodotti e servizi per gli
ambienti di lavoro, attraverso fasi di ricevimento merci, stoccaggio,
picking, contatti con la clientela, confezionamento e spedizione (IAF 29)**

**Trade and distribution of products and services for the workplaces,
through stages of Incoming, storage, picking, customers contacts,
packaging and delivery (IAF 29)**



SCR N° 009F

Membro degli Accordi di Mutuo Riconoscimento:
EA, IAF e IAC
Signatory of EA, IAF and IAC Mutual
Recognition Agreements

Per l'Organismo di Certificazione
For the Certification Body
TUV Italia S.r.l.

Validità / Validity

Dal / From: **2021-02-11**

Al / To: **2024-02-10**

Data emissione / Issuing Date

Andrea Coscia
Direttore Divisione Business Assurance

2021-02-11

"LA VALIDITÀ DEL PRESENTE CERTIFICATO È SUBORDINATA A SORVEGLIANZA PERIODICA A 12 MESI E AL RISERVA COMPLETO DEL SISTEMA DI
GESTIONE AZIENDALE CON PERIODICITÀ TRIENNALE"

"THE VALIDITY OF THE PRESENT CERTIFICATE DEPENDS ON THE ANNUAL SURVEILLANCE EVERY 12 MONTHS AND ON THE COMPLETE REVIEW OF
COMPANY'S MANAGEMENT SYSTEM AFTER THREE YEARS"

RAJA Germany, Austria & Switzerland ISO 9001 Certificate

Zertifikat

Prüfungsnorm **ISO 9001:2015**

Zertifikat-Registrier-Nr. **01 100 1300983**

Unternehmen: **Rajapack GmbH**
Carl-Metz-Str. 12
76275 Ettlingen
Deutschland

mit den Standorten gemäß Anlage

Geltungsbereich: Vertrieb von Verpackungsmaterialien und -vorrichtungen
aller Art sowie von allgemeinen Ausrüstungsgegenständen
für Unternehmen

Durch ein Audit wurde der Nachweis erbracht, dass die
Forderungen der ISO 9001:2015 erfüllt sind.

Gültigkeit: Dieses Zertifikat ist gültig vom 03.02.2022 bis 02.02.2025.
Erstzertifizierung 2013

28.01.2022


TÜV Rheinland Cert GmbH
Am Grauen Stein 51105 Köln

www.tuv.com



Anlage zum Zertifikat

Prüfungsnorm **ISO 9001:2015**

Zertifikat-Registrier-Nr. **01 100 1300983**

Nr.	Standort	Geltungsbereich
/01	c/o Rajapack GmbH Carl Metz Str. 12 76275 Ettlingen Deutschland	Vertrieb von Verpackungsmaterialien und - vorrichtungen aller Art sowie von allgemeinen Ausrüstungsgegenständen für Unternehmen
/02	c/o Rajapack GmbH Salinen Str. 61 4133 Pratteln Schweiz	Vertrieb von Verpackungsmaterialien und - vorrichtungen aller Art sowie von allgemeinen Ausrüstungsgegenständen für Unternehmen
/03	c/o Rajapack GmbH IZ NO Süd, Str. 16, Objekt 69 2355 Wiener Neudorf Österreich	Vertrieb von Verpackungsmaterialien und - vorrichtungen aller Art sowie von allgemeinen Ausrüstungsgegenständen für Unternehmen

28.01.2022



TÜV Rheinland Cert GmbH
Am Grauen Stein - 51105 Köln

Seite 1 von 1

www.tuv.com

 **TÜVRheinland®**
Genau. Richtig.

RAJA Germany, Austria & Switzerland ISO 14001 Certificate

Zertifikat

Prüfungsnorm: **ISO 14001:2015**

Zertifikat-Registrier-Nr. **01 104 1300983**

Unternehmen: **Rajapack GmbH**
Carl-Metz-Str. 12
76275 Ettlingen
Deutschland

mit den Standorten gemäß Anlage

Geltungsbereich: Vertrieb von Verpackungsmaterialien und -vorrichtungen aller Art sowie von allgemeinen Ausrüstungsgegenständen für Unternehmen

Durch ein Audit wurde der Nachweis erbracht, dass die Forderungen der ISO 14001:2015 erfüllt sind.

Gültigkeit: Dieses Zertifikat ist gültig vom 03.02.2020 bis 02.02.2023.
Erstzertifizierung 2014

28.01.2020


TÜV Rheinland Cert GmbH
Am Grauen Stein · 51105 Köln

www.tuv.com



Anlage zum Zertifikat

Prüfungsnorm **ISO 14001:2015**

Zertifikat Registrier Nr. **01 104 1300983**

Nr.	Standort	Geltungsbereich
/01	Rajapack GmbH Carl-Metz-Str. 12 76275 Ettlingen Deutschland	Vertrieb von Verpackungsmaterialien und -vorrichtungen aller Art sowie von allgemeinen Ausrüstungsgegenständen für Unternehmen
/02	Rajapack GmbH Salinen Str. 61 4133 Pratteln Schweiz	Vertrieb von Verpackungsmaterialien und -vorrichtungen aller Art sowie von allgemeinen Ausrüstungsgegenständen für Unternehmen
/03	Rajapack GmbH IZ NO Süd, Str. 16, Objekt 69 2355 Wiener Neudorf Österreich	Vertrieb von Verpackungsmaterialien und -vorrichtungen aller Art sowie von allgemeinen Ausrüstungsgegenständen für Unternehmen

28.01.2020

TÜV Rheinland Cert GmbH
Am Grauen Stein · 51105 Köln

Seite 1 von 1

RAJA Belgium & The Netherlands ISO 9001 Certificate



THE INTERNATIONAL CERTIFICATION NETWORK

CERTIFICATE

DQS Holding GmbH has issued an IQNet recognized certificate that the organization

Rajapack Benelux NV

Vrijheidsweg 8
3700 Tongeren
Belgium

with the organizational units/sites as listed in the annex

has implemented and maintains a **Quality Management System**.

Scope:

Purchase, storage, packaging, multi-channel sales and transportation of various packaging materials and accessories; logistics of orders for other sales subsidiaries.

Through an audit, documented in a report, it was verified that the management system fulfills the requirements of the following standard:

ISO 9001 : 2015

Issued on: 2019-06-18

Expires on: 2022-06-12

This attestation is directly linked to the IQNet Partner's original certificate and shall not be used as a stand-alone document.

Registration number: DE-500284 QM15




Alex Stoichitoiu
President of IQNet


Michael Drechsel
Managing Director of
DQS Holding GmbH



IQNet Partners*:

AFNOR Spain AFNOR Certification France APCER Portugal CCC Cyprus CISO Italy
CQC China CQM China CQS Czech Republic Cro Cert Croatia DQS Holding GmbH Germany FCAV Brazil
FONDONORMA Venezuela ICONTEC Colombia Inspecta Sertificoint Oy Finland INTECO Costa Rica
IRAM Argentina JOA Japan KFO Korea MIRTEC Greece MSZT Hungary Nemko AS Norway NSAI Ireland
NYCE-SAGE Mexico PCBC Poland Quality Austria Austria RFR Russia SII Israel SIQ Slovenia
SIRIM QAS International Malaysia SQS Switzerland SRAC Romania TEST St Petersburg Russia TSE Turkey YUQS Serbia
IQNet is represented in the USA by: AFNOR Certification, CISO, DQS Holding GmbH and NSAI Inc.

* The list of IQNet partners is valid at the time of issue of this certificate. Updated information is available under www.iqnet-certification.com



Annex to IQNet Certificate Number: 500284 QM15

Rajapack Benelux NV

Vrijheidsweg 8
3700 Tongeren
Belgium

Location

500285
Rajapack BV
Industrieterrein Hoogeind II
Minervum 7439 C-D
4817 ZG Breda
Netherlands

Scope

Multi-channel sales of various packaging
materials and accessories.

RAJA Belgium & The Netherlands ISO 14001 Certificate



THE INTERNATIONAL CERTIFICATION NETWORK

CERTIFICATE

DQS Holding GmbH has issued an IQNet recognized certificate that the organization

Rajapack Benelux NV

Vrijheidsweg 8
3700 Tongeren
Belgium

with the organizational units/sites as listed in the annex

has implemented and maintains an **Environmental Management System**.

Scope:

Purchase, storage, packaging, multi-channel sales and transportation of various packaging materials and accessories; logistics of orders for other sales subsidiaries.

Through an audit, documented in a report, it was verified that the management system fulfills the requirements of the following standard:

ISO 14001 : 2015


Issued on: 2019-06-18

Expires on: 2022-06-12

This attestation is directly linked to the IQNet Partner's original certificate and shall not be used as a stand-alone document.

Registration number: DE-500284 UM15




Alex Stoichitoliu
President of IQNet


Michael Drechsel
Managing Director of
DQS Holding GmbH



IQNet Partners*

AENOR Spain AFNOR Certification France APCER Portugal CCC Cyprus CISQ Italy
CQC China CQM China CQS Czech Republic Cro Cert Croatia DQS Holding GmbH Germany FCAV Brazil
FONDONORMA Venezuela ICONTEC Colombia Inspecta Sertifointi Oy Finland INTECO Costa Rica
IRAM Argentina JQA Japan Kfq Korea MIRTEC Greece MSZT Hungary Nemko AS Norway NSAI Ireland
NYCE-SICE México PCBC Poland Quality Austria Austria RRI Russia SII Israel SIQ Slovenia
SIRIM QAS International Malaysia SQS Switzerland SRAC Romania TEST St Petersburg Russia TSE Turkey YUQS Serbia
IQNet is represented in the USA by: AFNOR Certification, CISQ, DQS Holding GmbH and NSAI Inc.

* The list of IQNet partners is valid at the time of issue of this certificate. Updated information is available under www.iqnet-certification.com



Annex to IQNet Certificate Number: 500284 UM15

Rajapack Benelux NV

Vrijheidsweg 8
3700 Tongeren
Belgium

Location

500285
Rajapack BV
Industrieterrein Hoogeind II
Minervum 7439 C-D
4817 ZG Breda
Netherlands

Scope

Multi-channel sales of various packaging materials and accessories.

RAJA Denmark ISO 9001 Certificate

BUREAU VERITAS
Certification



Rajapack ApS
Vandtårnsvej 83A, 2860 Søborg

*Bureau Veritas Certification Denmark A/S dokumenterer hermed,
at ledelsessystemet for ovennævnte virksomhed er vurderet og fundet i
overensstemmelse med kravene i:*

Standard

ISO 9001:2015

Gyldighedsområde

Salg af emballage.

Oprindelig startdato for certificeringscyklus: **05. april 2017**
Udløbsdato for forrige certificeringscyklus: **NA**
Dato for certificerings-/recertificeringsaudit: **NA**
Startdato for certificerings-/recertificeringscyklus: **05. april 2020**

Under forudsætning af tilfredsstillende opretholdelse af virksomhedens
ledelsessystem er dette certifikat gyldigt indtil: **04. april 2023**

Certifikat nr.: DK012394 Version: 1 Godkendelsesdato: **25. marts 2020**

 **Certificeringskriterier** Bureau Veritas Certification Danmark A/S
Oldenborggade 25-31, 7000 Fredericia

Yderligere information vedrørende certifikatets gyldighedsområde og omfang
kan fås ved henvendelse til virksomheden. For oplysninger om dette certifikats
gyldighed, venligst kontakt: **(+45) 77 311 000**.



RAJA Spain ISO 9001 Certificate



CERTIFICATE

The quality management system of

RAJAPACK, S.A.

Cl. La Granja, 2-10 - P.I. El Martinet |
08291 RIPOLET - BARCELONA | SPAIN

has been assessed and certified as meeting the requirements of:

ISO 9001:2015

for the following activities:

Trade of material of packing

This certificate is valid from 02.10.2021 until 01.10.2024

Issued: 02.10.2021

Certificate N° DA00935

Dipl. Wirtsch.-Ing. (FH) Thorsten Kreiner, Managing Director
TÜV SAARLAND Certification GmbH
Am TÜV 1 | 66280 Sulzbach/Saar | Germany
T +49 (0) 68 97 506 0 | cert@tuv-saar.com



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DE/A/210492
TÜV

RAJA Spain ISO 14001 Certificate



CERTIFICATE

The environmental management system of

RAJAPACK, S.A.

Cl. La Granja, 2-10 - P.I. El Martinet |
08291 RIPOLET - BARCELONA | SPAIN

has been assessed and certified as meeting the requirements of:

ISO 14001:2015

for the following activities:

Trade of material of packing

This certificate is valid from 02.10.2021 until 01.10.2024

Issued: 02.10.2021

Certificate N° DF00579

Dipl. Wirtsch.-Ing. (FH) Horst Griesner, Managing Director

TÜV SAARLAND Certification GmbH
Am TÜV 1 | 66280 Sulzbach/Saar | Germany
T +49 (0) 68 97 506 0 | cert@tuv-saar.com



Page 1 of 1

DF/A/210491
TÜV®

RAJA Spain ISO 45001 Certificate



CERTIFICATE

The management system of

RAJAPACK, S.A.

Cl. La Granja, 2-10 P.I. El Martinet |
08291 - RIPOLLET - BARCELONA | SPAIN

has been assessed and certified as meeting the requirements of:

ISO 45001:2018

for the following activities:

Trade of material of packing

This certificate is valid from 27.05.2020 until 20.06.2022

Issued: 27.05.2020

Certificate N° EA18M45

Dipl. Wirtsch.-Ing. (FH) Thorsten Greiner, Director General
TÜV ® Saarland Certification GmbH
Am 1.ÜV 1 | 66280 Sulzbach/Saar | Germany
T +49 (0) 68 97 506 0 | cert@tuv-saar.com



Deutsche
Zertifizierungsstelle
D-ZM-23003-02-00

página 1 de 1

(N/A/882080)
TUVK

RAJA Spain ISO 26000 Certificate



CERTIFICATE

The management system of

RAJAPACK, S.A.

Cl. La Granja, 2-10 - P.I. El Martinet |
08291 - RIPOLET - BARCELONA | SPAIN |

has been assessed and certified as meeting the requirements of:

ISO 26000:2010

for the following activities:

Trade of packaging solutions

This certificate is valid from 31.03.2022 until 29.03.2025
Issued: 31.03.2022

Certificate N° EA220331-U027

Dipl. Wirtsch.-Ing. (FH) Thorsten Greiner, Director General
TÜV® Saarland Certification GmbH
Am TÜV 1 | 66280 Sulzbach/Saar | Germany
T +49 (0) 68 97 506 0 | cert@tuv-saar.com



Deutsche
Akcreditierungsstelle
D-284-23021-01-00

page 1 de 1

DE/EA220331
TÜV®

RAJA Italy ISO 9001 Certificate



THE INTERNATIONAL CERTIFICATION NETWORK

CERTIFICATE

CISQ/IMQ has issued an IQNet recognized certificate that the organization:

RAJAPACK SRL con unico socio

VIA DOGANA PO 15 - 29015 CASTEL SAN GIOVANNI (PC)

has implemented and maintains a

Quality Management System

for the following scope:

Multichannel marketing of packaging and packaging materials

Further clarifications regarding the applicability of ISO 9001:2015 requirements may be obtained by consulting the organization

which fulfills the requirements of the following standard:

ISO 9001:2015

Issued on: 2021 - 07 - 15

Expires on: 2024 - 12 - 16

*This attestation is directly linked to the IQNet Partner's original certificate
and shall not be used as a stand-alone document*

Registration Number: IT - 84562



Alex Stoichitoiu
President of IQNET



Ing. Mario Romersi
President of CISQ

IQNet Partners*:

AENOR Spain AFNOR Certification France APCER Portugal CCC Cyprus CISQ Italy
CQC China CQM China CQS Czech Republic Cro Cert Croatia DQS Holding GmbH Germany EAGLE Certification Group USA
FCAV Brazil FONDONORMA Venezuela ICONTEC Colombia Inspecta Sertifikaari Oy Finland INTECO Costa Rica
IRAM Argentina IQA Japan KIP Korea MIRTEC Greece MSZT Hungary Nemko AS Norway NSAI Ireland
NYCE-SIGE Mexico PCBC Poland Quality Austria Austria RR Russia SII Israel SIQ Slovenia
SIRIM QAS International Malaysia SQS Switzerland SRAC Romania TEST St Petersburg Russia TSE Turkey YUQS Serbia

* The list of IQNet partners is valid at the time of issue of this certificate. Updated information is available under www.iqnet-certification.com

RAJA Italy ISO 14001 Certificate



THE INTERNATIONAL CERTIFICATION NETWORK

CERTIFICATE

CISQ/IMQ has issued an IQNet recognized certificate that the organization:

RAJAPACK SRL con unico socio

VIA DOGANA PO 15 - 29015 CASTEL SAN GIOVANNI (PC)

*has implemented and maintains a
Environmental Management System
for the following scope:*

Multichannel marketing of packing and packaging materials

which fulfills the requirements of the following standard:

ISO 14001:2015

Issued on: 2021 - 07 - 15

Expires on: 2023 - 06 - 22

*This attestation is directly linked to the IQNet Partner's original certificate
and shall not be used as a stand-alone document*

Registration Number: IT - 96550



*Alex Stoichitola
President of IQNET*



*Ing. Mario Romersi
President of CISQ*

IQNet Partners*:

AENOR Spain AENOR Certification France APCER Portugal CCC Cyprus CISQ Italy
CQC China CQM China CQS Czech Republic Cro Cert Croatia DQS Holding GmbH Germany EAGLE Certification Group USA
FCAV Brazil FONEXNORMA Venezuela ICONTEC Colombia Inspectoria Serfilintini Oy Finland INTECO Costa Rica
IBAM Argentina IQA Japan KFQ Korea MIRTEC Greece MSZT Hungary Nemko AS Norway NSAI Ireland
NYCE-SIGE México PCBC Poland Quality Austria Austria RB Russia SHI Israel SIQ Slovenia
SIRIM QAS International Malaysia SQS Switzerland SRAC Romania TEST St Petersburg Russia TSE Turkey YUQS Serbia

* The list of IQNet partners is valid at the time of issue of this certificate. Updated information is available under www.iqnet-certification.com

RAJA Poland ISO 9001 & ISO 14001 Certificate



Certyfikat Rejestracji

Niniejszym zaświadcza się, że System Zarządzania:

Rajapack Sp. z o.o.

ul. Działkowa 62, 02-234 Warszawa

został zatwierdzony przez Alcumus ISOQAR jako zgodny z wymaganiami:

ISO 9001:2015, ISO 14001:2015



Numer certyfikatu:

14851-Q15-001PL

14851-E15-001PL

Data zatwierdzenia po raz pierwszy:

22 grudnia 2016

Poprzednia data ważności certyfikatu:

22 grudnia 2019

Data recertyfikacji:

16-18 grudnia 2019

Data ponownego zatwierdzenia:

15 stycznia 2020

Data ważności certyfikatu:

22 grudnia 2022

Zakres działalności:

Zarządzanie świadczeniem usług z zakresu handlu hurtowego opakowaniami.

Wystawiony i podpisany przez:

Steve Stubley, Technical Director

(w imieniu Alcumus ISOQAR)

Zatwierdzenie pozostaje aktualne pod warunkiem, że przedsiębiorstwo utrzymuje swój system zgodnie z wymaganiami odpowiednich norm. Przestrzeganie wymagań tych norm będzie monitorowane przez ISOQAR. Dalsze wyjaśnienie dotyczące zakresu tego certyfikatu i zastosowania odpowiednich wymagań standardów można uzyskać przez kontakt z ISOQAR.

ISOQAR CERT Sp. z o.o. ul. Wypoklepa 11, 02-796 Warszawa

T: +48 22 649 78 64 F: +48 22 349 95 62 E: isoqar@isoqar.pl W: www.isoqar.pl (Polska)

Alcumus (ISOQAR) Limited, Alcumus Certification, Cobra Court, 1 Blackmore Road, Stretford, Manchester M32 0QY

T: 0161 885 3859 F: 0161 885 3855 E: isoqar@alcumusgroup.com W: www.alcumusgroup.com/isoqar (UK)

Ten certyfikat jest własnością ISOQAR i musi być przechowywany na bieżąco

RAJA Slovakia ISO 9001 Certificate

Certificate

Standard **ISO 9001:2015**

Certificate Registr. No. **01 100 2042256/02**

Organization: **Rajapack s.r.o.**
Nupaky 148
251 01 Říčany u Prahy - Logistický Terminál
Czech Republic

Site: **c/o Rajapack s.r.o.**
Lazaretská 8
811 08 Bratislava
Slovakia

Scope: **Sales of packaging supplies and equipment to companies**

Proof has been furnished by means of an audit that the requirements of ISO 9001:2015 are met.

Validity: **The certificate is valid in conjunction with the main certificate 01 100 2042256 from 2021-10-02 until 2024-10-01.**

2022-04-21



TÜV Rheinland Cert GmbH
Am Grauen Stein - 51105 Köln

www.tuv.com



TÜVRheinland®
Precisely Right.

RAJA Slovakia ISO 14001 Certificate

Certificate

Standard **ISO 14001:2015**

Certificate Registr. No. **01 104 2042257/02**

Organization: **Rajapack s.r.o.**
Nupaky 148
251 01 Říčany u Prahy - Logistický Terminál
Czech Republic

Site: **c/o Rajapack s.r.o.**
Lazaretská 8
811 08 Bratislava
Slovakia

Scope: **Sales of packaging supplies and equipment to companies**

Proof has been furnished by means of an audit that the requirements of ISO 14001:2015 are met.

Validity: The certificate is valid in conjunction with the main certificate 01 104 2042257 from 2021-10-02 until 2024-10-01.

2022-04-21



TÜV Rheinland Cert GmbH
Am Grauen Stein · 51105 Köln

www.tuv.com



RAJA Czech Republic ISO 9001 Certificate

Certificate

Standard **ISO 9001:2015**

Certificate Registr. No. **01 100 2042256/01**

Organization: **Rajapack s.r.o.**
Nupaky 148
251 01 Říčany u Prahy - Logistický Terminál
Czech Republic

Site: **c/o Rajapack s.r.o.**
Nupaky 148
251 01 Říčany u Prahy - Logistický Terminál
Czech Republic

Scope: Sales of packaging supplies and equipment to companies

Proof has been furnished by means of an audit that the requirements of ISO 9001:2015 are met.

Validity: The certificate is valid in conjunction with the main certificate 01 100 2042256 from 2021-10-02 until 2024-10-01.

2022-04-21


TÜV Rheinland Cert GmbH
Am Grauen Stein · 51105 Köln

www.tuv.com



RAJA Czech Republic ISO 14001 Certificate

Certificate

Standard **ISO 14001:2015**

Certificate Registr. No. **01 104 2042257/01**

Organization: **Rajapack s.r.o.**
Nupaky 148
251 01 Říčany u Prahy - Logistický Terminál
Czech Republic


Site: **o/o Rajapack s.r.o.**
Nupaky 148
251 01 Říčany u Prahy - Logistický Terminál
Czech Republic

Scope: **Sales of packaging supplies and equipment to companies**

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Validity: **The certificate is valid in conjunction with the main certificate 01 104 2042257 from 2021-10-02 until 2024-10-01.**

2022-04-21


TÜV Rheinland Cert GmbH
Am Grauen Stein - 51105 Köln

www.tuv.com



RAJA United Kingdom ISO 9001 Certificate



CERTIFICATE

No. CN14216IQ

certifies that :

Rajapack

Raja UK- Unit 1 DC10 Salford Road, Brogborough Bedford, MK43 0AR, United Kingdom

operates a management system that has been assessed as conforming to :

ISO 9001:2015

for the scope of activities :

**The Provision of Packaging and Workplace Products
and Equipment.**

Issue date : 03 October 2019 - 09 February 2022
Valid until : 15 June 2022 (Extended Revision)
(Subject to adherence to the agreed ongoing programme, successful
endorsement of certification following each audit and compliance with the
terms and conditions of certification.)
Original date of certification: 18 March 2014

Mo Ghaus Operations Director SOCOTEC Certification UK

A handwritten signature in black ink, reading 'Mo Ghaus'.



SOCOTEC Certification UK Ltd, 6 Gordano Court,
Serbert Close, Portishead, Bristol BS20 7FS
UNITED KINGDOM
<http://socotec-certification-international.co.uk>

RAJA United Kingdom ISO 14001 Certificate



CERTIFICATE

No. CN14216IE

certifies that :

Rajapack

Raja UK- Unit 1 DC10 Salford Road, Brogborough, Bedford, MK43 0AR, United Kingdom

operates a management system that has been assessed as conforming to :

ISO 14001:2015

for the scope of activities :

**The Provision of Packaging and Workplace Products
and Equipment.**

Issue date : 03 October 2019 - 09 February 2022
Valid until : 15 June 2022 (Extended Revision)
(Subject to adherence to the agreed ongoing programme, successful
endorsement of certification following each audit and compliance with the
terms and conditions of certification.)
Original date of certification: 18 March 2014

Mo Ghaus Operations Director, SOCOTEC Certification UK



SOCOTEC Certification UK Ltd, 6 Gordano Court
Serbert Close, Portishead, Bristol BS20 7FS
UNITED KINGDOM
<http://socotec-certification-international.co.uk>

RAJA United Kingdom ISO 45001 Certificate



CERTIFICATE

No. CN14216IHS

certifies that :

Rajapack

Raja UK- Unit 1 DC10 Salford Road, Brogborough, Bedford, MK43 0AR. United Kingdom

operates a management system that has been assessed as conforming to :

ISO 45001:2018

for the scope of activities :

**The Provision of Packaging and Workplace Products
and Equipment.**

Issue date : 03 October 2019 - 09 February 2022

Valid until : 15 June 2022 (Extended Revision)

(Subject to adherence to the agreed ongoing programme, successful endorsement of certification following each audit and compliance with the terms and conditions of certification.)

Original date of certification: 18 March 2014

Mo Ghaus Operations Director SOCOTEC Certification UK

A handwritten signature in black ink, reading 'Mo Ghaus'.



SOCOTEC Certification UK Ltd, 6 Gordano Court
Serbert Close, Portishead, Bristol BS20 7FS
UNITED KINGDOM
<http://socotec-certification-international.co.uk>

UDO BÄR Germany, Austria & France ISO 9001 Certificate



ZERTIFIKAT



Hiermit wird bescheinigt, dass



UDO BÄR
ALLES FÜR BETRIEB, LAGER, BÜRO
Ein Unternehmen der **RAJA** GROUP

UDO BÄR GmbH
Obermauerstraße 1-3
47051 Duisburg
Deutschland

mit den im Anhang gelisteten Standorten

ein **Qualitätsmanagementsystem** eingeführt hat und anwendet.

Geltungsbereich:
Versandhandel für Büro- und Betriebseinrichtungen

Durch ein Audit, dokumentiert in einem Bericht, wurde der Nachweis erbracht,
dass das Managementsystem die Forderungen des folgenden Regelwerks erfüllt:

ISO 9001 : 2015

Zertifikat-Registrier-Nr.	053371 QM15
Gültig ab	2021-07-12
Gültig bis	2024-07-11
Zertifizierungsdatum	2021-06-22



DQS GmbH



Markus Bieher
Geschäftsführer

Akkreditierte Stelle: DQS GmbH, August-Schanz-Straße 21, 60433 Frankfurt am Main

1 / 2



Anhang zum Zertifikat
Registrier-Nr. 053371 QM15

UDO BÄR GmbH

Obermauerstraße 1-3
47051 Duisburg
Deutschland

Standort

061266
UDO RÄR GmbH
Jägerbauernweg 1
5082 Grödig
Österreich

061267
UDO RÄR & Partner AG
Mühlegasse 36
6340 Baar
Schweiz

370422
RÄR SARI
50 avenue d'Alsace
Colmar Cedex
Frankreich

373968
RÄR R.V.
Ceresstraat 1
4811 CA Breda
Niederlande

VIKING United Kingdom ISO 9001, 14001 & 45001 Certificate

Printed on 25-02-2022



Current issue date: 1 October 2021
Expiry date: 2 January 2023
Certificate identity number: 10395533

Original approval(s):
ISO 14001 - 15 July 2011
ISO 9001 - 15 July 2011
ISO 45001 - 4 June 2018

Certificate of Approval

This is to certify that the Management System of:

Office Depot International (UK) Ltd

501 Beaumont Leys Lane, Leicester, LE4 2BN, United Kingdom

has been approved by Lloyd's Register to the following standards:

ISO 14001:2015, ISO 9001:2015, ISO 45001:2018

Approval number(s): ISO 14001 – 0007858, ISO 9001 – 0007857, ISO 45001 – 00006727

This certificate is valid only in association with the certificate schedule bearing the same number on which the locations applicable to this approval are listed.

The scope of this approval is applicable to:

Stockholding, supply and distribution of office products.

David Derrick

Area Operations Manager UK & Ireland

Issued by: Lloyd's Register Quality Assurance Limited



Lloyd's Register Group Limited, its affiliates and subsidiaries, including Lloyd's Register Quality Assurance Limited (LRQA), and their respective officers, employees or agents are, individually and collectively, referred to in this clause as 'Lloyd's Register'. Lloyd's Register assumes no responsibility and shall not be liable to any person for any loss, damage or expense caused by reliance on the information or advice in this document or howsoever provided, unless that person has signed a contract with the relevant Lloyd's Register entity for the provision of this information or advice and in that case any responsibility or liability is exclusively on the terms and conditions set out in that contract. Issued by: Lloyd's Register Quality Assurance Limited, 1 Trinity Park, Bickenhill Lane, Birmingham B37 7YS, United Kingdom

Page 1 of 2

Certificate Schedule

Location	Activities
501 Beaumont Leys Lane, Leicester, LE4 2BN, United Kingdom	ISO 14001:2015, ISO 9001:2015, ISO 45001:2018 Stockholding, supply and distribution of office products.
Office Depot International (UK) Ltd t/a Viking Direct Ashton Commercial Park, Alexandria Drive, Ashton Moss, Ashton Under Lyne, OL7 0QN, United Kingdom	ISO 9001:2015 Customer Services and Inside Sales.
Office Depot International (UK) Ltd t/a Viking Direct 501 Beaumont Leys Lane, Leicester, LE4 2BN, United Kingdom	ISO 14001:2015, ISO 9001:2015, ISO 45001:2018 Stockholding, supply and distribution of office products.
Viking Direct Ireland Limited 501 Beaumont Leys Lane, Leicester, LE4 2BN, United Kingdom	ISO 14001:2015, ISO 9001:2015, ISO 45001:2018 Stockholding, supply and distribution of office products.



VIKING The Netherlands, Germany & Austria ISO 9001 Certificate

ZERTIFIKAT

Office DEPOT®

ISO 9001:2015

DEKRA Certification GmbH bescheinigt hiermit, dass die Organisation


Office Depot International B.V.


Zertifizierter Bereich:
Handel mit Büroartikeln



Zertifizierter Standort:
Columbusweg 33, 5928 LA Venlo, Niederlande
(weitere Standorte siehe Anhang)

ein Qualitätsmanagementsystem entsprechend der oben genannten Norm eingeführt hat und aufrechterhält. Der Nachweis wurde mit Auditbericht-Nr. A19081038 erbracht.

Zertifikats Registrier-Nr.:	100105046/7	Zertifikat gültig vom:	16.04.2020
Gültigkeit vorheriges Zertifikat:	15.04.2020	Zertifikat gültig bis:	15.04.2023


Dr. Gerhard Nagel
DEKRA Certification GmbH, Stuttgart, 07.04.2020



DEUTSCHE
AKKREDITIERUNGSGESELLSCHAFT
D-24150 KIEL

DEKRA Certification GmbH * Handwerkerstraße 15 * D-70565 Stuttgart * www.dekra-certification.de

Seite 1 von 2

Anhang zum Zertifikat Nr. 100105046/7

gültig vom 16.04.2020 bis 15.04.2023

Die folgenden Standorte / Firmen fallen unter das o.g. Zertifikat:

	Zentrale	Zertifizierter Standort	Zertifizierte Bereiche
	Office Depot International B.V.	Columbusweg 33 5928 LA Venlo Niederlande	Handel mit Büroartikeln
	an den folgenden Standorten / bei den Firmen an den folgenden Standorten		Zertifizierte Bereiche
1.	Office Depot Deutschland GmbH	Linus-Pauling-Straße 2 63762 Großostheim Deutschland	Handel mit Büroartikeln
2.	Viking Direkt GesmbH	Tragweiner Straße 57 4230 Pregarten Österreich	Handel mit Büroartikeln



Dr. Gerhard Nagel
DEKRA Certification GmbH, Stuttgart, 07.04.2020

DEKRA Certification GmbH * Handwerkerstraße 15 * D-70565 Stuttgart * www.dekra-certification.de

Seite 2 von 2

VIKING Germany ISO 14001 Certificate

ZERTIFIKAT

**Office
DEPOT.**

ISO 14001:2015

DEKRA Certification GmbH bescheinigt hiermit, dass die Organisation



Office Depot Deutschland GmbH



Zertifizierter Bereich:
Handel mit Büroartikeln

Zertifizierter Standort:
Linus-Pauling-Straße 2, 63762 Großsiedheim, Deutschland

ein Umweltmanagementsystem entsprechend der oben genannten Norm eingeführt hat und aufrechterhält. Der Nachweis wurde mit Auditbericht-Nr. A19081038 erbracht.

Zertifikats Registrier-Nr.:	170408033/4	Zertifikat gültig vom:	16.04.2020
Gültigkeit vorheriges Zertifikat:	15.04.2020	Zertifikat gültig bis:	15.04.2023






 
Dr. Gerhard Nagel
DEKRA Certification GmbH, Stuttgart, 07.04.2020

 
Deutsche
Akkreditierungsstelle
D-59095 Köln

DEKRA Certification GmbH * Handwerkerstraße 15 * D-70565 Stuttgart * www.dekra-certification.de

Seite 1 von 1

VIKING Germany ISO 45001 Certificate

	<h1>ZERTIFIKAT</h1> <h2>Office DEPOT®</h2> <h3>ISO 45001:2018</h3> <p>DEKRA Certification GmbH bescheinigt hiermit, dass die Organisation</p> <h3>Office Depot Deutschland GmbH</h3> <p>Zertifizierter Bereich: Handel mit Büroartikeln</p> <p>Zertifizierter Standort: Linus-Pauling-Straße 2, 63762 Großostheim, Deutschland</p> <p>ein Managementsystem für Sicherheit und Gesundheit bei der Arbeit entsprechend der oben genannten Norm eingeführt hat und aufrechterhält. Der Nachweis wurde mit Auditbericht-Nr. A19K181038 erbracht</p> <table><tr><td>Zertifikats Registrier-Nr.:</td><td>450420028</td><td>Zertifikat gültig vom:</td><td>16.04.2020</td></tr><tr><td>Gültigkeit vorheriges Zertifikat:</td><td></td><td>Zertifikat gültig bis:</td><td>15.04.2023</td></tr></table> <div><p>Dr. Gerhard Nagel DEKRA Certification GmbH, Stuttgart, 07.04.2020</p><p>Deutsche Akkreditierungsstelle D-24116 025-01-01</p></div> <p>DEKRA Certification GmbH * Handwerkerstraße 15 * D-70565 Stuttgart * www.dekra-certification.de</p> <p>Selle 1 von 1</p>	Zertifikats Registrier-Nr.:	450420028	Zertifikat gültig vom:	16.04.2020	Gültigkeit vorheriges Zertifikat:		Zertifikat gültig bis:	15.04.2023
Zertifikats Registrier-Nr.:	450420028	Zertifikat gültig vom:	16.04.2020						
Gültigkeit vorheriges Zertifikat:		Zertifikat gültig bis:	15.04.2023						

APPENDIX 2 – CSR Policies

RAJA Group CSR Policy



J'ai toujours considéré que le rôle de l'entreprise n'était pas seulement économique, mais aussi social et sociétal. C'est avec cette conviction que j'ai créé la Fondation RAJA-Danièle Marcovici en 2006, avec pour ambition d'agir en faveur du développement durable en soutenant dans la défense des droits des femmes, la lutte contre les violences, l'éducation, l'insertion sociale, l'insertion professionnelle et l'indépendance financière des femmes dans le monde.

L'emballage est devenu un sujet de préoccupation majeur pour les consommateurs et, par voie de conséquence, pour les entreprises. RAJA souhaite avoir un rôle moteur dans la transition écologique dans les emballages, en proposant des solutions écoresponsables et en informant ses clients sur les bonnes pratiques telles que la réduction du vide dans les colis ou les filières de recyclage.

La Responsabilité Sociétale des Entreprises (RSE) concerne nos collaboratrices et collaborateurs, nos clients, nos fournisseurs et notre environnement social. Pour cela nous nous sommes engagés à :

PROMOUVOIR LES INITIATIVES RSE & LES OBJECTIFS DE DÉVELOPPEMENT DURABLE

- En encourageant et promouvant la RSE dans nos procédures et en intégrant les 10 principes du Global Compact des Nations Unies et en communiquant sur les progrès réalisés sur les objectifs de développement durable en particulier au travers des actions de la Fondation RAJA-Danièle Marcovici

GARANTIR L'EXCELLENCE À NOS CLIENTS

- En satisfaisant les attentes de nos clients par la qualité de la relation de confiance
- En apportant la preuve et la réponse à notre promesse de services et à nos engagements
- En apportant le même niveau de qualité à tous les clients quelles que soient leur taille et leur activité
- En promouvant l'engagement quotidien porté par toutes les collaboratrices et tous les collaborateurs du Groupe

CONFORTER NOTRE POLITIQUE SOCIALE AXÉE SUR LE RESPECT DES DROITS HUMAINS & DE L'ORGANISATION INTERNATIONALE DU TRAVAIL

- En promouvant la qualité de vie et la sécurité sur le lieu de travail en favorisant le dialogue social, et en formant toutes les collaboratrices et tous les collaborateurs pour qu'ils effectuent leur mission dans des conditions optimales
- En évaluant les risques professionnels et en mettant en place les actions préventives et/ou correctives
- En évaluant les compétences
- En prévenant la discrimination & le harcèlement

POURSUIVRE NOTRE DÉMARCHE D'ACHATS RESPONSABLES

- En développant une offre éco-responsable, en proposant à nos clients une gamme de produits complète et innovante
- En veillant à réduire l'impact de nos produits sur l'Environnement en mettant en place une organisation logistique et des supports de vente responsables

PRÉSERVER LES RESSOURCES NATURELLES

- En réduisant l'impact environnemental de nos activités en limitant notre production de déchets
- En prévenant les pollutions
- En réduisant les consommations d'énergie et en mettant en place des actions pour la transition écologique

GARANTIR L'ÉTHIQUE À TOUTES NOS PARTIES PRENANTES

- En respectant le code de conduite anti-corruption et la charte éthique du Groupe
- En veillant à la protection des données personnelles qui nous sont confiées dans le respect du RGPD
- En renforçant la sécurité de nos systèmes d'information

Danièle KAPEL-MARCOVICI
Présidente Directrice Générale
du Groupe RAJA



POLÍTICA DE RESPONSABILIDAD SOCIAL CORPORATIVA

Kalamazoo Productos de Oficina, S.L.U



21 Diciembre 2021

1. Introducción

Kalamazoo Productos de Oficina, S.L.U. entiende la Responsabilidad Social Corporativa (RSC) como el conjunto de acciones desarrolladas para establecer relaciones de confianza, estables, sólidas y de beneficio mutuo con sus grupos de interés y con las regiones en las que desarrolla sus actividades. Estos son sus empleados, proveedores y colaboradores externos, agentes del mercado y grupos sociales.

La Política de RSC de Kalamazoo establece el marco común de actuación que guía el comportamiento socialmente responsable de la compañía. Por lo tanto, el objetivo principal de esta Política es establecer los principios de actuación y compromisos con sus grupos de interés, en coherencia con la estrategia corporativa de la compañía, así como determinar las responsabilidades y los instrumentos de seguimiento específicos para asegurar su cumplimiento.

2. Ámbito de aplicación

La Política de RSC es de aplicación a todas las sedes de Kalamazoo Productos de Oficina. Asimismo, se fomentará el conocimiento y la aplicación de la misma por aquellas personas o compañías que colaboran con Kalamazoo.

3. Compromisos y principios de actuación

En el marco de la estrategia general del grupo, se han definido unos compromisos específicos y unos principios de actuación enfocados a la generación de rentabilidad y la creación de valor en el largo plazo.

3.1. Compromiso con los resultados

Gestionar adecuadamente los riesgos y desarrollar un modelo de negocio sólido que garantice la sostenibilidad y la creación de valor a largo plazo, constituyen los aspectos clave del negocio.

Compromisos:

- Trabajar para obtener una **rentabilidad sostenida** adecuada.
- Promover una **asignación y gestión eficiente de los recursos** dentro del marco de la mejora continua de los procesos.
- Continuar incorporando **aspectos de sostenibilidad**.

3.2. Excelencia en el servicio

El cliente es el centro de las operaciones de Kalamazoo Productos de Oficina. A través de un diálogo activo, la compañía proporcionará un servicio ágil y eficiente que, además de cumplir con los requisitos legales y de rentabilidad, esté acorde con sus necesidades.

Compromisos:

- Trabajar para la mejora continua de la **seguridad, fiabilidad y competitividad** de todos los productos y servicios, ofreciendo el mayor nivel de **calidad** posible.
- Promover una **comunicación activa y bidireccional** que permita entender las expectativas y opiniones de los clientes y adaptar las respuestas de Kalamazoo a sus necesidades.
- Facilitar la relación con los clientes a través de una **operativa simple y eficiente**.
- Proveer **productos y servicios innovadores** que promuevan la eficiencia energética y contribuyan a la sostenibilidad de la sociedad.
- Proporcionar una propuesta de valor diferencial al cliente mediante productos y servicios que se adapten a cada segmento y a sus necesidades.

3.3. Gestión responsable del medio ambiente

Kalamazoo Productos de Oficina es consciente de los impactos ambientales de sus actividades en el entorno donde se desarrollan, por lo que presta una especial atención a la protección del medio ambiente y al uso eficiente de los recursos naturales. Kalamazoo actúa más allá del cumplimiento de los requisitos legales y otros requisitos ambientales que voluntariamente adopta, involucrando a los proveedores, trabajando con los distintos grupos de interés y fomentando el uso responsable de los recursos.

Compromisos:

- Contribuir al **desarrollo sostenible** mediante la eco-eficiencia, el uso racional de los recursos naturales y energéticos, la minimización del impacto ambiental.
- Contribuir a la **mitigación y adaptación del cambio climático** a través de energías bajas en carbono y renovables, la promoción del ahorro y la eficiencia energética.
- Integrar **criterios ambientales** en los procesos de negocio, en los nuevos proyectos, actividades, productos y servicios, así como en la selección y evaluación de proveedores.
- Minimizar los efectos adversos sobre los ecosistemas y fomentar la conservación de la **biodiversidad**.
- Promover el uso **eficiente y responsable de la energía** y los **recursos naturales**, estableciendo actividades encaminadas a la mejora en su gestión en el marco de la economía circular.
- Garantizar la **prevención de la contaminación** mediante la mejora continua, el empleo de las mejores técnicas disponibles y al análisis, control y minimización de los riesgos ambientales.

3.4. Interés por las personas

Para Kalamazoo Productos de Oficina es fundamental promover un entorno de trabajo de calidad, basado en el respeto, la diversidad y el desarrollo personal y profesional. Asimismo, tiene un Código Ético donde se establecen las pautas que han de presidir el comportamiento ético de todos sus empleados en su desempeño diario, específicamente, en lo que respecta a las relaciones e interacciones que mantiene con todos sus grupos de interés.

Compromisos:

- Aplicar las mejores prácticas en la **identificación, captación y fidelización del talento** necesario para el desarrollo de los negocios, asegurando los principios de equidad y no discriminación por causa alguna (discapacidad, edad, género, trayectoria profesional previa, etc).
- Favorecer el **desarrollo profesional** de las personas dentro del modelo de gestión del talento, asegurando la puesta a disposición, para todos los profesionales, de los medios, programas y herramientas necesarias para potenciar sus habilidades y competencias.
- Promover un **entorno de trabajo motivador** que asegure el reconocimiento interno de la cultura del esfuerzo, la autonomía necesaria para poder crear, desarrollar e innovar, y un marco de compensación total en concordancia.
- Asegurar la implantación efectiva de mecanismos de flexibilidad que faciliten el **equilibrio entre vida profesional y personal** y favorezcan el desarrollo humano y social de las personas.
- Fomentar la **diversidad y la igualdad** de oportunidades en un entorno de respeto, escucha y diálogo permanente, prestando atención a la inclusión de la discapacidad y haciendo extensible este compromiso a los proveedores y empresas colaboradoras.
- Promover una **interlocución constante** entre la compañía y los representantes sociales que permita la retroalimentación para la toma de decisiones.

3.5. Seguridad y salud

Kalamazoo Productos de Oficina planifica y desarrolla sus actividades asumiendo que nada es más importante que la seguridad, la salud y el bienestar de las personas. En este sentido, la actuación de la compañía va más allá del cumplimiento de las obligaciones legales y otros requisitos que voluntariamente adopta, impulsando la mejora continua en las condiciones de trabajo y en la gestión de la seguridad, la salud y el bienestar, involucrando no sólo a las personas que forman Kalamazoo, sino también a los proveedores, empresas colaboradoras, clientes y cualquier grupo de interés, con el objetivo de evitar y prevenir los accidentes y los daños a la salud, proporcionando un ambiente seguro y saludable así como promocionando su salud y bienestar.

Compromisos:

- Garantizar que la seguridad y la salud son una **responsabilidad individual no delegable**, que a través de un **compromiso colectivo** visible es liderada por la Dirección General y asumida de forma proactiva e integrada por toda la organización, así como por los proveedores y empresas colaboradoras.
- Velar por que cualquier **situación potencial de riesgo** que pudiera afectar a los trabajadores, proveedores, clientes, público y a la seguridad de las instalaciones sea **notificada, evaluada y gestionada** de un modo apropiado.
- Trabajar para mantener un **entorno laboral exento de riesgos** integrando en la gestión empresarial la prevención de riesgos laborales y las actuaciones de protección y promoción de la salud y el bienestar.

- Establecer el **aprendizaje como motor de la cultura de la seguridad**, mediante la formación continua, el análisis de accidentes e incidentes, la difusión de las lecciones aprendidas y la educación y la promoción de la salud.

- Integrar **criterios de seguridad y salud exigentes en los procesos** de negocio, en los nuevos proyectos, actividades, instalaciones, productos y servicios, así como en la selección y evaluación de proveedores y empresas colaboradoras, cuyo incumplimiento condicione el inicio o la continuidad de la actividad.

- Implementar actuaciones orientadas **a mejorar la calidad de vida, el bienestar y la salud** de las personas que integran las **comunidades** donde la compañía opera.

- Proporcionar los **recursos y medios** necesarios que posibiliten el cumplimiento de los estándares de seguridad establecidos en cada momento.

3.6. Cadena de suministro responsable

Los proveedores y las empresas colaboradoras son actores fundamentales en el óptimo funcionamiento de la cadena de valor de Kalamazoo Productos de Oficina con los que la compañía promueve el mantenimiento de relaciones de confianza, estables, sólidas y de beneficio mutuo, bajo el principio de transparencia.

Compromisos:

- **Extender la cultura** de Kalamazoo a la cadena de suministro, transmitiendo el objetivo de excelencia en el servicio, de eficiencia en los recursos y los principios de actuación responsable de la compañía, y fomentando la incorporación de criterios de sostenibilidad en su gestión diaria.

- Promover el **cumplimiento de los códigos y políticas de Kalamazoo** en la cadena de suministro, especialmente en el ámbito de derechos humanos, la ética, la seguridad y salud y medio ambiente.

- Fomentar la contratación de **proveedores del país o región** donde la compañía desarrolla sus actividades ante competitividad similar en otras ubicaciones, apoyando la **generación de impacto social** positivo.

3.7. Compromiso social

Kalamazoo Productos de Oficina está comprometida con el desarrollo económico y social de las regiones en las que desarrolla sus actividades, dedicando parte de los beneficios a la inversión social. El diálogo fluido y permanente con la sociedad permite conocer las expectativas e intereses de las comunidades donde opera y poder implicarse en su desarrollo.

Compromisos:

- Garantizar un diálogo fluido y bidireccional, y promover la involucración en las **comunidades locales** respetando la cultura, las normas y el entorno, de modo que sus preocupaciones sean respondidas adecuadamente y con prontitud.

- Desarrollar iniciativas para la creación de valor compartido y de impacto social positivo.

- Promover la educación, la riqueza cultural, la salud, la investigación y la inclusión de los colectivos más desfavorecidos.

3.8. Integridad y transparencia

Kalamazoo Productos de Oficina considera que la confianza de sus grupos de interés, se fundamenta en la integridad, entendida como la actuación ética, honesta, responsable y de buena fe de cada una de las personas que trabajan en y para el grupo.

Compromisos:

- Rechazar la **corrupción, el fraude y el soborno** en el desarrollo de la actividad de la compañía y establecer medidas para evitarlos y combatirlos, desarrollando canales internos que permitan la comunicación de irregularidades, protegiendo el anonimato del comunicante.

- Cumplir las **leyes y normas nacionales e internacionales** respetando especialmente los principios expresados en la Declaración Universal de los Derechos Humanos de Naciones Unidas y en la Declaración de la Organización Internacional del Trabajo (OIT), los principios del Pacto Mundial de Naciones Unidas, los Principios Rectores de Derechos Humanos y Empresas de Naciones Unidas.

- Actuar con responsabilidad en la gestión y cumplir con las **obligaciones fiscales**, asumiendo el compromiso de transparencia y colaboración con las administraciones tributarias correspondientes.

- Competir en el mercado de manera leal y evitar conductas engañosas, fraudulentas o maliciosas que lleven a la compañía a la obtención de ventajas indebidas.

- Promover la **transparencia informativa**, la comunicación responsable, veraz, eficaz, íntegra y puntual y proporcionar periódicamente información financiera y no financiera de las actuaciones de la compañía.

- Mantener en todo momento el **diálogo con los grupos de interés** a través de canales adecuados y accesibles.

4. Responsabilidades

La aprobación de la Política de Responsabilidad Social Corporativa de Kalamazoo Productos de Oficina corresponde a la Dirección General quien además recibe información sobre la implantación y seguimiento general de dicha política.

La supervisión del cumplimiento de la Política de RSC recae en la Dirección General de la organización, entre ellos:

- a) La supervisión del cumplimiento de los códigos internos.

- b) La evaluación periódica del sistema corporativo de la sociedad, con el fin de que cumpla su misión de promover el interés social y tenga en cuenta, según corresponda, los legítimos intereses de los grupos de interés.

- c) La revisión de la política de responsabilidad corporativa de la organización, velando por que esté orientada a la creación de valor.

- d) El seguimiento de la estrategia y prácticas de responsabilidad social corporativa y la evaluación de su grado de cumplimiento.

- e) La supervisión y evaluación de los procesos de relación con los distintos grupos de interés.

- f) La evaluación de todo lo relativo a los riesgos no financieros de la empresa –incluyendo los operativos, tecnológicos, legales, sociales, medio ambientales, políticos y reputacionales.

Asimismo, la Dirección General es la encargada de liderar la integración efectiva de la Responsabilidad Social Corporativa en la estrategia de la compañía y en su gestión diaria así como de velar por la adecuada implementación y seguimiento de los compromisos asumidos en la Política, e impulsar la difusión, el conocimiento y el cumplimiento de la Política de RSC

El resto de personas que integran la organización tienen la obligación de conocer, comprender y cumplir con los compromisos contenidos en esta Política. Asimismo, Kalamazoo promoverá e incentivará entre sus proveedores y empresas colaboradoras la adopción de los principios de comportamiento definidos en la presente Política.

5. Sistemas de seguimiento y supervisión

La Dirección General de la compañía asegurará el cumplimiento de la Política a través de la aprobación de planes específicos.

Anualmente, a través del Informe de Responsabilidad Social Corporativa y a través de sus Comisiones lleva a cabo la supervisión de aspectos como las Seguridad y Salud e Igualdad.

La Dirección de Auditoría interna es responsable de la revisión continua y la mejora del Sistema de Gestión de la Organización.

6. Aprobación

Esta Política de Responsabilidad Corporativa de Kalamazoo ha sido aprobada con fecha de 21 de diciembre de 2021.

RAJA United Kingdom CSR Policy



Corporate Social and Ethical Responsibility Policy

Introduction

The policy of Rajapack is that we will act as good corporate citizens, in order to achieve this we will observe the following detailed policies.

General

We will observe the laws and regulations of the country in which we operate, in addition we will,

- Contribute to economic, social and environmental progress to achieve sustainable development
- Respect the human rights of those affected by our activities
- Encourage human capital formation by providing training opportunities for employees
- Apply good corporate governance practices
- Promote employee awareness of and compliance with Rajapack policies
- Refrain from discriminatory or disciplinary action against employees, who act as "whistle blowers" in good faith
- Encourage business partners including suppliers and sub-contractors to apply principles of corporate conduct compatible with Rajapack guidelines
- Abstain from any improper involvement in political activities

Disclosure

Rajapack are committed to disclosing information on our activities in accordance with the Listing Rules of the Financial Services Authority. All disclosed information of both a financial and non-financial nature will be accurate and disclosure will be made on a timely basis.

Employment and Industrial Relations

We will:

- Respect the right of employees to be represented by trade unions or other representative organizations and engage in constructive negotiation to reach agreement on employment conditions
- Not discriminate between employees or potential employees with disabilities or on grounds of age, race, colour, sex, religion, political belief, national extraction or social origin and to offer the same employment opportunities, training, career development and promotion prospects to all
- Promote consultation and co-operation between employers and employees and their representatives on matters of mutual concern
- Provide information to employees and their representatives on issues relevant to them as well as information on the performance of the company and the Group as a whole
- Take adequate steps to ensure occupational health and safety in our operations





Environment

We will take account of the need to protect the environment and promote public health and safety, and we will conduct our activities in order to promote sustainable development, in addition we will:

- Establish and maintain a system of environmental management, which collects and evaluates information on environmental and health and safety impacts of activities and then set and monitor targets for continuous improvement
- Maintain contingency plans for preventing, mitigating, and controlling environmental and health damage including accidents and emergencies
- Recycle or re-use wherever possible waste from operations. If this is not possible then waste will be disposed of safely
- Ensure that the consumption of energy and other resources are minimised
- Develop products that have no undue environmental impact, are safe to use, are efficient in their consumption of energy and natural resources and can be reused, recycled, or disposed of safely
- Ensure that products conform to the relevant legislative requirements
- Provide training to employees in environmental and health and safety matters including the handling of hazardous materials and the prevention of environmental accidents

Conflict Minerals Statement

Rajapack undertakes due diligence to attempt to determine if 'conflict minerals' are used in our products.

Conflict minerals are described as Gold (Au), Tantalum (Ta), Tungsten (W) and Tin (Sn) that are sourced from the Democratic Republic of Congo or adjoining countries from mines controlled by non-governmental military groups.

As part of the Rajapack process for the implementation of new suppliers, our approval questionnaires request direct confirmation that products we purchase do not contain conflict minerals and a self-declaration is also required that the full supply chain process of the suppliers has been examined to confirm this.

In addition, we have also reviewed our supply base, and in particular suppliers of materials that contain the above named minerals. We can confirm that there is no indication that any products supplied by Rajapack contain conflict minerals.

Bribery

No employee should directly or indirectly offer, promise, give or demand a bribe or other undue advantage to obtain or retain business or other improper advantage. All offers of bribes from third parties must be reported to the Rajapack senior management.

Consumers

Rajapack will act in accordance with fair business, marketing, and advertising practices and ensure the safety and quality of goods provided to consumers, in addition we will:

- Ensure that products meet all agreed and legally required standards for consumer health and safety
- Provide accurate and clear information on content, safe use, maintenance, storage and disposal
- Address and resolve consumer complaints





Anti-Slavery Statement

This statement, made pursuant to section 54(1) of the Modern Slavery Act 2015, sets out the approach taken by Rajapack to understand all potential modern slavery risks related to our business, and the actions undertaken to mitigate any such risks.

Our supply chain consists of UK suppliers of packaging products and equipment.

Rajapack is committed to delivering high standards of corporate governance and a key element of this is managing in a socially responsible way, we aim to employ the highest ethical and professional standards and always to comply with all local laws and regulations applicable to our business.

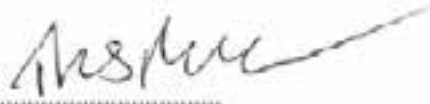
We are committed to preventing slavery and human trafficking in our business activities and our supply chains and this commitment is emphasised in our employee training programmes and company policies.

We also expect the same high standards which we set for ourselves from those parties with whom we engage, such as our suppliers and customers.

Due to the nature of our business and our approach to governance, we assess that there is very low risk of slavery and human trafficking in our business and supply chains, however we periodically review the effectiveness of the relevant policies and procedures that we have in place.

We do not employ key performance indicators in relation to slavery or human trafficking as any instance would be expected to be a breach of law, our supplier standards, and our company policies.

Signed on behalf of Rajapack Ltd

Signed 

Date: 15th March 2021

Tom Rodda - Managing Director

Uncontrolled when printed

Last Updated: March 2021

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Company registered no: 2118219 VAT registration number: GB 218 2162 88

APPENDIX 3 – UNITED NATIONS GLOBAL COMPACT

United Nations Global Compact Membership Renewal

LETTRE DE RENOUVELLEMENT DE L'ADHÉSION AU GLOBAL COMPACT DES NATIONS UNIES

En Décembre 2020, RAJA s'est engagée à soutenir les 10 principes du Pacte Mondial des Nations Unies concernant le respect des droits humains, des normes internationales du travail, la protection de l'environnement et la lutte contre la corruption.

Danièle Kapel-Marcovici
Présidente-Directrice Générale
du Groupe RAJA



Par cette adhésion, j'ai souhaité exprimer notre volonté d'intégrer ces principes dans la stratégie de notre groupe, sa culture, ses opérations quotidiennes et de les faire progresser dans notre zone d'influence.

La Responsabilité Sociétale des Entreprises (RSE) concerne nos collaboratrices et collaborateurs, nos clients, nos fournisseurs et notre environnement social. Pour cela nous nous sommes engagés à :

- Promouvoir les initiatives RSE et les objectifs de développement durable
- Garantir l'excellence à nos clients
- Conforter notre politique sociale axée sur le respect des droits humains et de l'Organisation Internationale du Travail
- Poursuivre notre démarche d'achats responsables
- Préserver les ressources naturelles
- Garantir l'éthique à toutes nos parties prenantes

Je réaffirme mon engagement et celui du Comité Exécutif de faire de la RSE et de la promotion des 10 principes du Pacte Mondial des Nations Unies des enjeux stratégiques des prochaines années pour notre Groupe.

Conformément à mon engagement, nous publions cette année notre première Communication sur le Progrès (COP) qui marque notre volonté de renouveler notre adhésion au Global Compact.

Danièle Kapel-Marcovici

United Nations Global Compact Membership's Certificate



Pacte Mondial

Réseau France

DATE D'ADHÉSION AU GLOBAL COMPACT DES NATIONS UNIES

31 décembre 2020

ATTESTATION D'ADHÉSION AU GLOBAL COMPACT DES NATIONS UNIES

remis à

RAJA SAS

DROITS DE L'HOMME

NORMES INTERNATIONALES DU TRAVAIL

ENVIRONNEMENT

LUTTE CONTRE LA CORRUPTION



pour son engagement au respect des Dix principes du Global Compact des Nations Unies et plus largement aux Objectifs des Nations Unies.

RAJA SAS est également adhérent du Pacte mondial Réseau France,

réseau local officiel du Global Compact des Nations Unies

RAJA SAS a publié sa Communication sur le Progrès (COP) au niveau GC Active sur le site du Global Compact des Nations Unies, elle est donc à jour jusqu'au 31 mars 2023.

SIGNATURE DE L'ORGANISATION

SIGNATURE ET CACHET PACTE MONDIAL RÉSEAU FRANCE

Réseau France

188 Global Compact Réseau France

0437 40 00 00 - 0607 40 00 00

APPENDIX 4 – QSE Policies

RAJA France Quality Policy



Depuis sa création, l'une des valeurs de RAJA est de garantir l'excellence de la qualité de la relation et du service à ses clients quels que soient leur taille et leur secteur d'activité.

Parce que nous sommes le leader européen de la distribution multicanale d'emballages, de fournitures et d'équipements pour les entreprises, nous sommes déterminés à poursuivre nos actions pour satisfaire les attentes de nos clients et respecter nos engagements (qualité, prix, délai, services).

Nous sommes également axés sur la qualité de vie au travail de nos collaboratrices et de nos collaborateurs et favorisons l'équité professionnelle entre les femmes et les hommes, le développement des compétences et la mobilité interne.

Notre Politique Qualité s'organise autour des principes suivants :

GARANTIR LA SATISFACTION DE NOS CLIENTS

- En proposant une gamme de produits adaptés à leurs besoins et au meilleur rapport qualité / prix
- En mettant à leur disposition une offre multicanale exhaustive et claire (catalogues, newsletters, site web)
- En les accompagnant lors de la prise de commande et en leur apportant des conseils personnalisés
- En garantissant une disponibilité de tous nos produits
- En veillant à la qualité de la préparation des commandes et à la rapidité de la livraison (en 24/48 heures)

PROPOSER DES PRODUITS CONFORMES AUX REGLEMENTATIONS EN VIGUEUR

- En garantissant à nos clients la conformité des produits (certificats CE pour les machines et systèmes d'emballages, fiches techniques pour tous nos produits et fiches de données sécurité pour les produits d'hygiène)
- En effectuant une veille réglementaire « produits »
- En proposant des produits innovants pouvant se substituer au plastique

INVESTIR DANS NOS RESSOURCES HUMAINES

- En fournissant les ressources nécessaires à la mise en œuvre efficace de notre Système de Management de la Qualité
- En développant le capital humain en anticipant et accompagnant les évolutions de nos métiers par le développement des compétences et de l'employabilité

MAINTENIR NOTRE SYSTÈME DE MANAGEMENT QUALITÉ (SMQ)

- En nous inscrivant dans une démarche d'amélioration continue pour accroître notre compétitivité et maintenir notre niveau de performance
- En mettant le client au centre de notre stratégie et de nos plans d'actions
- En fixant des cibles et des objectifs qualité et en assurant le suivi des résultats atteints
- En optimisant notre organisation et la maîtrise de nos processus
- En renouvelant notre certification ISO 9001 que RAJA a obtenue en 1998

La Direction Générale de RAJA France s'engage à mettre en œuvre les ressources nécessaires à la conduite de cette politique et demande à toutes les collaboratrices et tous les collaborateurs de s'impliquer à ses côtés dans cette démarche.


Brite KAPELUSZ
Directeur Général Opérationnel
RAJA France

RAJA France Environmental Policy

POLITIQUE ENVIRONNEMENTALE

RAJA

Depuis sa création, RAJA s'est engagée dans la préservation des ressources naturelles et a renforcé son engagement en matière de développement durable et d'amélioration de ses performances environnementales.

Parce que nous sommes le leader européen de la distribution multicanale d'emballages, de fournitures et d'équipements pour les entreprises, nous sommes déterminés à poursuivre nos actions pour réduire l'impact de nos activités sur l'Environnement et à fournir à nos clients une large gamme de produits éco responsable.

Politique Environnementale s'organise autour des principes suivants :

REDUIRE L'IMPACT ENVIRONNEMENTAL DE NOS PRODUITS

- En travaillant avec des producteurs respectueux des réglementations et législations environnementales européennes
- En incitant nos fournisseurs à s'inscrire également dans une démarche environnementale et sociétale
- En achetant des produits majoritairement fabriqués en Europe
- En promouvant des produits innovants et écoresponsables et en proposant à nos clients chaque fois que cela est possible, une gamme alternative de produits plus respectueux de l'environnement au même rapport qualité-prix ainsi que des produits recyclés et recyclables
- En conseillant et en informant nos clients sur nos produits, nos services et sur la réglementation en vigueur

REDUIRE L'IMPACT ENVIRONNEMENTAL DE NOS ACTIVITES

- En diminuant l'impact écologique de nos catalogues par l'utilisation de matières issues des forêts gérées durablement (Papiers FSC et PEFC) et par la réduction du grammage du papier
- En mettant en œuvre une organisation logistique responsable
- En diminuant l'empreinte environnementale de notre site par le tri, la maîtrise et la réduction de nos déchets, par la mise en œuvre d'actions de prévention des pollutions
- En mettant en place des actions pour réduire notre empreinte carbone

COMMUNIQUER ET SENSIBILISER SUR NOTRE DEMARCHE ECORESponsable

- En formant et en responsabilisant nos collaboratrices et nos collaborateurs sur les bonnes pratiques environnementales et sur l'application de notre Politique Environnementale
- En informant nos clients, nos fournisseurs, nos prestataires des actions mises en place pour la transition écologique

MAINTENIR NOTRE SYSTÈME DE MANAGEMENT ENVIRONNEMENTAL (SME)

- En nous inscrivant dans une démarche d'amélioration continue pour accroître notre compétitivité
- En déterminant, de façon cohérente, les orientations stratégiques en matière d'environnement
- En fixant des cibles et des objectifs environnementaux et en assurant le suivi des résultats atteints
- En effectuant une analyse environnementale identifiant les aspects environnementaux significatifs (AES)
- En effectuant une veille réglementaire afin de mettre en place les actions préventives et/ou correctives afin d'être en conformité avec la législation en vigueur
- En renouvelant notre certification ISO 14001 que RAJA a obtenue en 2011

La Direction Générale de RAJA France s'engage à mettre en œuvre les ressources nécessaires à la conduite de cette politique et demande à toutes les collaboratrices et tous les collaborateurs de s'impliquer à ses côtés dans cette démarche.


Brice KAPÉLUSZ
Directeur Général Opérationnel
RAJA France

RAJA France Occupational Health & Safety Policy



Nous considérons la Santé et la Sécurité comme un enjeu majeur dans notre stratégie et sont nos priorités au quotidien dans la planification et la mise en œuvre des activités de RAJA France. La santé et la sécurité au travail sont des conditions sine qua non de la pérennité de l'entreprise et revêtent une importance fondamentale pour la concrétisation de nos objectifs qualitatifs et quantitatifs.

La responsabilité de la Santé et la Sécurité au Travail est en premier lieu individuelle car chaque collaboratrice et chaque collaborateur doit veiller à effectuer ses tâches pour préserver son intégrité physique et mentale. Nous travaillons avec les membres de la Commission Santé, Sécurité & Conditions de Travail (CSSCT) pour mettre en œuvre les actions préventives et /ou correctives nécessaires pour fournir à tous, un lieu de travail sain et sécurisé.

Notre Politique Santé & Sécurité au Travail s'organise autour des principes suivants :

GARANTIR UN ENVIRONNEMENT & DES CONDITIONS DE TRAVAIL DE QUALITÉ

- En mettant à disposition des collaboratrices et des collaborateurs des espaces de travail ergonomiques et adaptés aux contraintes de leurs activités
- En fournissant les équipements nécessaires et en proposant des solutions innovantes pour effectuer le travail en toute sécurité et préserver la santé
- En maintenant le site et les installations en bon état de fonctionnement, en effectuant les contrôles périodiques réglementaires afin que l'environnement de travail soit en conformité au regard de la législation en vigueur
- En respectant les obligations en matière de Santé & Sécurité au Travail (gestion des compétences, formations métiers & suivi des visites médicales)

RÉDUIRE VOIRE ANNIHILER LES RISQUES PROFESSIONNELS

- En identifiant l'exhaustivité des risques auxquels les collaboratrices et les collaborateurs peuvent être exposés dans le cadre de leur fonction
- En effectuant une évaluation des risques en collaboration avec nos partenaires sociaux et en impliquant les collaboratrices et les collaborateurs afin qu'ils soient acteurs de la prévention
- En proposant des mesures de prévention et de protection pour réduire l'impact des activités et limiter les risques d'accidents (équipements de protection individuelle et collective, prévention des TMS, etc.)
- En mettant à jour le Document Unique d'Évaluation des Risques (DUR) et en mettant le plan d'actions résultant de l'analyse des risques

COMMUNIQUER ET SENSIBILISER SUR NOTRE DÉMARCHE SANTÉ & SÉCURITÉ AU TRAVAIL

- En formant et en responsabilisant nos collaboratrices et nos collaborateurs sur les bonnes pratiques en matière de Santé & de Sécurité au Travail et sur les comportements à adopter dans le cadre des situations d'urgence
- En informant nos prestataires des règles applicables sur le site en matière de Santé & Sécurité au Travail par l'intermédiaire des plans de prévention

S'ORIENTER VERS LA MISE EN ŒUVRE DE NOTRE SYSTÈME DE MANAGEMENT SANTÉ ET SÉCURITÉ AU TRAVAIL (SMSST)

- En nous inscrivant dans une démarche d'amélioration continue pour accroître notre compétitivité
- En déterminant, de façon cohérente, les orientations stratégiques en matière de Santé et de Sécurité au Travail
- En fixant des cibles et des objectifs sécuritaires et en assurant le suivi des résultats atteints
- En nous appuyant sur le référentiel ISO 45001

La Direction Générale de RAJA France s'engage à mettre en œuvre les ressources nécessaires à la conduite de cette politique et demande à toutes les collaboratrices et tous les collaborateurs de s'impliquer à ses côtés dans cette démarche.


Brice KAPEUSZ
Directeur Général Opérationnel
RAJA France

RAJA France Energetic Performance Policy



RAJA France est depuis de nombreuses années, engagée dans une démarche écoresponsable et a mis le Développement Durable et la Transition Ecologique au centre de sa stratégie pour améliorer la Performance Energétique de ses bâtiments administratifs et de ses centres de distribution.

Afin d'être en conformité avec les exigences de la loi sur la transition énergétique et la croissance verte, RAJA France a mis en œuvre de nombreuses actions pour réduire l'impact de ses produits et de ses activités sur l'Environnement.

Notre Politique de Performance Energétique s'organise autour des principes suivants :

RÉDUIRE NOS CONSOMMATIONS D'ÉNERGIE

- En suivant nos consommations énergétiques (eau, gaz & électricité)
- En maîtrisant nos consommations par la programmation de plages horaires en fonction des besoins de l'activité
- En proposant des solutions pour réduire les consommations pendant les périodes d'activité

METTRE EN PLACE DES ACTIONS POUR LUTTER CONTRE LE RÉCHAUFFEMENT CLIMATIQUE

- En achetant des matériels correspondant à la meilleure classe énergétique
- En favorisant l'économie circulaire en revalorisant et en limitant notre production de déchets, en limitant la consommation et le gaspillage des matières premières et des sources d'énergie non renouvelables et en luttant contre la déforestation
- En accompagnant nos collaboratrices, nos collaborateurs et nos clients en faisant la promotion du principe des 5R de RAJA (Réduire, Réutiliser, Remplacer, Renouveler, Recycler) dans leurs tâches et dans leur vie au quotidien
- En proposant des véhicules propres (hybrides ou 100% électriques) aux collaboratrices et collaborateurs éligibles à l'attribution d'un véhicule de fonction
- En mettant en place une organisation qui nous permette de réduire les émissions de gaz à effet de serre
- En investissant dans la consommation d'énergie propre en mettant en place des panneaux photovoltaïques qui nous permettront d'être auto-suffisants

COMMUNIQUER ET SENSIBILISER POUR ÉCONOMISER L'ÉNERGIE AU QUOTIDIEN

- En formant et en responsabilisant nos collaboratrices et nos collaborateurs sur les bonnes pratiques pour réduire nos consommations énergétiques
- En informant nos clients, nos fournisseurs, nos prestataires des actions mises en place pour la transition écologique

S'ORIENTER VERS LA MISE EN ŒUVRE DE NOTRE SYSTÈME DE MANAGEMENT DE L'ÉNERGIE (SME)

- En nous inscrivant dans une démarche d'amélioration continue pour accroître notre compétitivité
- En déterminant, de façon cohérente, les orientations stratégiques en matière de Performance Energétique
- En effectuant les audits réglementaires pour mesurer notre Performance Energétique
- En fixant des cibles et des objectifs de performance et en assurant le suivi des résultats atteints
- En nous appuyant sur le référentiel ISO 50001

La Direction Générale de RAJA France s'engage à mettre en œuvre les ressources nécessaires à la conduite de cette politique et demande à toutes les collaboratrices et tous les collaborateurs de s'impliquer à ses côtés dans cette démarche.


Brice JAPELUSZ
Directeur Général Opérationnel
RAJA France

BERNARD Quality, Safety & Environment Policy

Politique Qualité Santé Sécurité Environnement

bernard

En tant qu'acteur majeur de la distribution de produits professionnels aux entreprises et fort de sa longue expérience dans le domaine, Bernard s'engage à travers cette politique à agir en tant qu'entreprise citoyenne responsable.

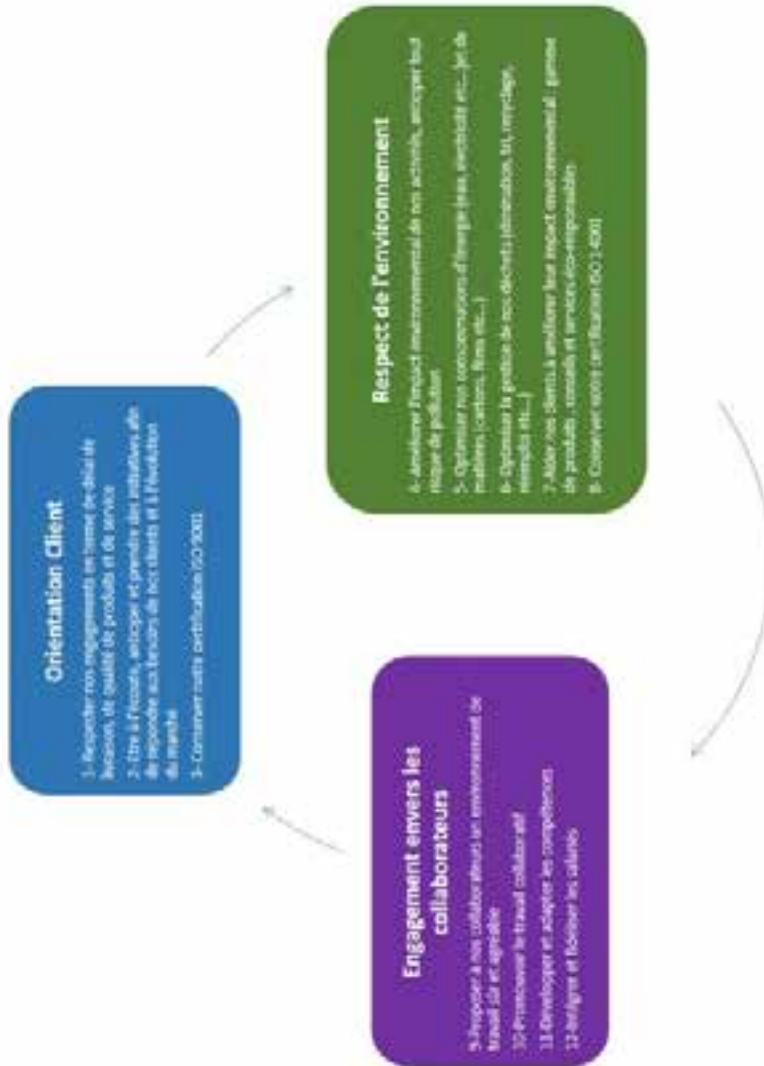
Nous affichons ainsi notre volonté d'amélioration continue de notre performance et notre engagement à respecter les exigences légales, réglementaires et normatives auxquelles nous sommes soumis ainsi que les exigences de nos clients et des autres parties intéressées que notre activité impacte.

En tant que Directeur de Bernard, je m'engage à tout mettre en œuvre afin de contribuer à son développement et son amélioration permanente.

Je compte sur une implication et collaboration active de chacun pour que ces engagements soient communiqués, compris et appliqués.

Neuville en Ferrain, le 01/01/2020

Benoît Braeckeveldt
Directeur Bernard

CENPAC Quality Policy



LA POLITIQUE QUALITÉ



CENPAC dispose d'une offre complète de produits et systèmes d'emballage et de services adaptés aux métiers, à la taille et à la structure de ses clients.

- > Mise à disposition sous 24/72 heures d'une large gamme de 5 000 références d'emballage.
- > Solutions d'emballages sur-mesure et d'impressions personnalisées : impression d'adhésifs, de sacs et papiers alimentaires.
- > Des techniciens CENPAC partout en France, qui installent et réalisent la maintenance et le dépannage des machines.

Pour atteindre et maintenir un haut niveau d'excellence de nos prestations, CENPAC est engagé depuis de nombreuses années dans une démarche de progrès, confirmée par une certification qualité ISO 9001 depuis 2005.

L'amélioration permanente de l'efficacité de notre SMQ (Système de Management de la Qualité) s'articule autour des axes suivants :

- > **L'écoute permanente de nos clients** pour bien comprendre leurs attentes et besoins et nous assurer de leur entière satisfaction.
- > **Le plein déploiement de notre politique "multicanal"** pour faciliter les contacts avec nos clients et faire connaître nos offres et services.
- > **L'innovation permanente** pour adapter nos produits et services aux besoins du marché.
- > **La surveillance continue de nos processus** pour nous assurer de leur maîtrise et de leur efficacité à atteindre les objectifs visés.
- > **L'optimisation de notre organisation**, par le développement des compétences de nos collaborateurs, le développement de nos moyens techniques, la recherche systématique des synergies et la mesure de nos performances.
- > **L'engagement dans une politique de partenariat réel** avec nos clients et nos fournisseurs.
- > **Le respect de la législation en vigueur et la conformité réglementaire** des produits que nous distribuons.

La Direction Générale de CENPAC s'engage à mettre en œuvre les moyens nécessaires à la conduite de cette politique et veillera à son application.

Je demande à tous les collaborateurs de CENPAC de s'impliquer à mes côtés dans cette démarche.

Brice Kapeluszt
Directeur Général

Les 5 valeurs CENPAC



POLITIQUE ENVIRONNEMENTALE

Participer à la **préservation**, à l'**amélioration** et à la **valorisation** de notre environnement constitue, plus que jamais, l'un des enjeux majeurs du développement durable.

Nous nous devons d'intégrer les problématiques environnementales dans nos décisions quotidiennes pour **donner du sens à nos actions**.

"L'avenir n'est pas ce qui va arriver mais ce que nous allons faire"

Henri Bergson

CENPAC renforce son engagement environnemental afin de réduire les impacts environnementaux de ses activités en menant des plans d'actions pour :



Augmenter sa gamme de produits éco-responsables.



Travailler avec des producteurs respectueux de la réglementation en vigueur en matière d'environnement et qui s'inscrivent dans une volonté d'amélioration de leur démarche environnementale.



Proposer et promouvoir des produits éco-responsables auprès de ses clients et des solutions d'emballage optimisées pour limiter les déchets et les volumes transportés.



Limiter les impacts environnementaux de ses catalogues papiers.



Réduire l'impact environnemental de ses livraisons en optimisant ses plans de transports et ses approvisionnements et en achetant majoritairement des produits fabriqués en Europe.



Sensibiliser et former ses collaborateurs aux enjeux du développement durable et aux effets environnementaux de leurs activités.



Réduire ses déchets, en favorisant leur tri et leur recyclage.



Optimiser la maîtrise de ses consommations énergétiques

La direction de CENPAC s'engage dans une **démarche d'amélioration continue** de son système de management environnemental, visant à répondre à la conformité réglementaire en vigueur en matière d'environnement et aux attentes des parties intéressées et **une certification ISO 14001** de l'ensemble des activités de ses sites de Floissy-en-France et de Châtres Val Breton.

Brice RAPELUSZ
Directeur Général



Sécurité

CENPAC agit pour la **sécurité au travail** en conseillant ses clients sur les bonnes pratiques quotidiennes, les bons gestes, les bons positionnements, la mécanisation des postes d'emballage afin de **réduire les gestes répétitifs et les troubles musculo-squelettiques (TMS)**.

cenpac
solutions d'emballage

Politique énergétique

Consciente des enjeux en matière de **développement durable** la société **CENPAC** est engagée depuis plusieurs années dans une **démarche éco-responsable**. Désirant à ce jour aller au-delà en réduisant encore de manière plus efficace son empreinte carbone, **CENPAC complète** ses considérations environnementales par un volet **"énergie"**.

DÉMARCHE ET PÉRIMÈTRE

L'objectif est d'optimiser en permanence, l'usage, la consommation et l'**efficacité énergétique** de nos activités et installations. Cette démarche s'applique au périmètre complet de nos sites et de nos activités, incluant nos partenaires prestataires et fournisseurs pertinents.

POUR ALLER PLUS LOIN

CENPAC souhaite renforcer son efficacité énergétique et s'inscrire dans une démarche d'amélioration continue de sa performance par la mise en place d'un système de management conforme au référentiel ISO 50001 et obtenir une certification d'ici fin 2021. L'objectif de cette certification permet à la fois d'établir un **constat des consommations d'énergie** de l'entreprise, d'identifier et mettre en œuvre des actions correctives et de sensibiliser l'ensemble des collaborateurs aux bonnes pratiques quotidiennes à adopter.

NOS AXES

Dans cette logique, la **politique énergétique** de CENPAC établie par la Direction, s'articule autour des axes ci-dessous, auxquels seront associés, lorsque nécessaire, des objectifs chiffrés :

- **Veiller au respect de la réglementation** applicable et aux autres exigences légales relatives à ses aspects énergétiques ;
- **Mettre en place et/ou optimiser le dispositif de surveillance** et de maîtrise visant la performance énergétique ;
- **Améliorer les performances** et la connaissance des consommations d'énergie :
 - de nos bâtiments : électricité, etc.
 - de notre flotte de véhicule : gasoil, essence, etc.Et ce, dès la conception et/ou toute nouvelle contractualisation ;
- **Intégrer cette démarche** dans une réflexion permanente lors de nos achats de matériels et de prestations.

La **direction de CENPAC** s'engage à mettre à disposition de son Système de Management de l'Énergie (SME) les ressources nécessaires pour atteindre ses objectifs énergétiques et garantir la disponibilité de l'information auprès des parties intéressées.

Brice KAPELUSZ
Directeur Général

CENPAC Occupational Health & Safety Policy



Roissy, le 12/05/2022



POLITIQUE SECURITE ET SANTE AU TRAVAIL

« L'amélioration continue de la sécurité et de la santé au travail est un enjeu prioritaire dans nos actions quotidiennes »

La direction de CENPAC s'engage à ce que chaque collaborateur bénéficie au sein de l'entreprise d'un environnement sûr.

Cet environnement comprend à la fois les locaux et les pratiques de travail, qui doivent assurer sécurité, santé physique et psychologique pour chacun. Nous veillons à nous conformer aux obligations légales et autres en matière de santé et de sécurité au travail pour l'ensemble de nos sites et de nos activités. Nous nous engageons à agir pour améliorer et préserver la qualité des conditions de travail de nos collaborateurs et/ou de toutes autres personnes / prestataires intervenant sur nos sites.

L'efficacité de notre dispositif est basée sur une démarche d'amélioration continue en matière de santé et de sécurité au travail qui s'appuie sur :

- 🕒 Une cartographie exhaustive de nos risques en matière de santé et de sécurité au travail (Document Unique d'Évaluation aux Risques – DUER) pour éliminer et/ou réduire les dangers,
- 🕒 La réalisation d'enquêtes sur les cas d'accidents afin d'en comprendre les causes et de pouvoir mettre en œuvre les moyens permettant de les éviter,
- 🕒 L'identification des besoins et la mise en œuvre de formations nécessaires pour adopter les bons comportements dans le cadre de situations d'urgence et atteindre nos objectifs en matière de sécurité et de santé au travail,
- 🕒 Le dialogue avec les partenaires sociaux, conformément aux dispositions et exigences légales nationales et autres,
- 🕒 La sensibilisation permanente de nos collaborateurs au respect des règles sécuritaires établies.

Chaque collaborateur est invité à être acteur de cet engagement en :

- 🕒 Etant vigilant à sa propre sécurité et à sa santé, comme à celles des personnes avec lesquelles il interagit,
- 🕒 Respectant les procédures relatives à la santé et à la sécurité au travail,
- 🕒 Alertant la direction de l'entreprise en cas de constat d'un non-respect des règles établies par CENPAC en matière de Santé et Sécurité au travail.

La Direction Générale de CENPAC s'engage à mettre en œuvre les ressources nécessaires à la conduite de cette politique et demande à toutes les collaboratrices et tous les collaborateurs de s'impliquer à ses côtés dans cette démarche.


Sylvain BERQUET
Directeur Général

105-105, rue de la Belle Étoile - ZI Paris Nord II - Bât 1A - CS49050 - 95700 Roissy en France
SAS au capital de 13 821 892 € - RCS PONTAISE B 652 051 630 - Siret 652 051 630 01079 - NAF 4676Z - TVA FR 55552051830

📞 09 69 37 30 30 Appeler num. surtaxe

 cenpac.fr



JPG Quality, Safety & Environment Policy

JPG

Politique Qualité Santé Sécurité Environnement

Orientation Client

- 1- Respecter nos engagements en terme de délai de livraison, de qualité de produits et de service.
- 2- Être à l'écoute, anticiper et répondre aux besoins de nos clients et à l'évolution du marché.
- 3- Optimiser notre organisation et nos process pour améliorer notre efficacité et la satisfaction de nos clients.

Engagement envers les collaborateurs

- 9- Proposer à nos collaborateurs un environnement de travail sûr et agréable.
- 10- Encourager le travail collaboratif.
- 11- Développer et adapter les compétences.
- 12- Intégrer et écouter les salariés.
- 13- Adapter l'organisation du travail à l'évolution des besoins des collaborateurs et de la société.

Respect de l'environnement

- 4- Améliorer l'impact environnemental de nos activités, anticiper tout risque de pollution.
- 5- Optimiser nos consommations d'énergie (eau, électricité etc...) et de matières (papier, films etc...).
- 6- Optimiser la gestion de nos déchets (démantèlement, recyclage, tri sélectif etc...).
- 7- Aider nos clients à améliorer leur impact environnemental : gamme de produits, conseils et services éco-responsables.
- 8- Certifier notre certification ISO 14001.

En tant qu'acteur majeur de la distribution de produits professionnels aux entreprises et fort de sa longue expérience dans le domaine, JPG s'engage à travers cette politique à agir en tant qu'entreprise citoyenne responsable.

Nous affichons ainsi notre volonté d'amélioration continue de notre performance et notre engagement à respecter les exigences légales, réglementaires et normatives auxquelles nous sommes soumis ainsi que les exigences de nos clients et des autres parties intéressées que notre activité impacte.

En tant que Directeur Général de JPG, je m'engage à tout mettre en œuvre afin de contribuer à son développement et son amélioration permanente.

Je compte sur une implication et collaboration active de chacun pour que ces engagements soient communiqués, compris et appliqués.

Survilliers, le 26/11/2020

Jean-Louis COUSTENOBLE
Directeur Général JPG



KALAMAZOO Quality & Environment Policy



POLÍTICA DE GESTIÓN

KALAMAZOO es una empresa líder dedicada a la venta de productos para cualquier tipo de negocio en España. Más de 40 años de experiencia y más de 200.000 clientes avalan nuestra trayectoria profesional y nuestro buen hacer. Nuestra misión es cubrir las necesidades que los negocios puedan tener.

La Dirección de KALAMAZOO, manifiesta expresamente su compromiso de cumplir con los requisitos definidos para el desarrollo de nuestros procesos, siendo los principales objetivos la **Satisfacción de nuestros clientes, la prevención de la contaminación y la eficiencia energética**. Para ello:

- ✓ KALAMAZOO planifica sus actividades, estableciendo pautas de actuación, controles y realizando un seguimiento de las mismas como base de la calidad ofrecida a nuestros clientes.
- ✓ La organización establece un procedimiento para la selección y el control de la calidad del servicio y de los productos de nuestros proveedores, con el objetivo de ofrecer a nuestros clientes **soluciones eficaces** e inmediatas en caso de ocurrir cualquier incidencia.
- ✓ Existe el firme compromiso de **cumplir con los requisitos solicitados por nuestros clientes y con los requisitos legales aplicables** y otros requisitos que adoptemos voluntariamente relacionados con el medio ambiente y el uso y consumo de la energía y la eficiencia energética.
- ✓ Nos comprometemos con la **protección del medio ambiente y la prevención de la contaminación**. Asimismo apoyamos la adquisición de productos y servicios energéticamente eficientes para mejorar el desempeño energético.
- ✓ Nos aseguramos de la **disponibilidad de información y de los recursos** necesarios para alcanzar los objetivos y las metas.
- ✓ El buen desarrollo de nuestros procesos exige la colaboración y participación de todos los niveles y para ello la **información, comunicación y formación son indispensables**.
- ✓ KALAMAZOO tiene orientada su política de actuación hacia la **mejora continua**, comprobando periódicamente los resultados de medición de desempeño de nuestros procesos y estableciendo las acciones correctoras/preventivas oportunas.
- ✓ KALAMAZOO realiza periódicamente **auditorías internas** con el fin verificar que nuestro sistema de trabajo es adecuado, eficaz y responde a las necesidades de nuestros clientes.
- ✓ Se asegura que su **Política de Gestión** es comunicada, entendida y aceptada por todo el personal que trabaja **para o en nombre** de la organización y se encuentra a disposición de cualquier persona, organización, o entidad pública que quiera conocer los principios básicos de nuestra organización.




La Dirección

Fecha: 27/04/2021

Edición 4

MONDOFFICE Quality, Environment, Safety & Security Policy

	POLITICA INTEGRATA	POL-SGE-001
		REV. 0 del 25.06.20
		Pagina 1 di 2

POLITICA INTEGRATA PER LA QUALITÀ, L'AMBIENTE E LA SALUTE E SICUREZZA

La Direzione è fermamente convinta che la soddisfazione dei Clienti, il miglioramento continuo dei prodotti/servizi e dei processi produttivi di erogazione, il rispetto dei requisiti, inclusi quelli cogenti, nonché la tutela della salute e sicurezza delle persone e la salvaguardia dell'ambiente, siano condizioni indispensabili per il successo dell'Azienda.

Essa pone pertanto come strategia aziendale i seguenti indirizzi fondamentali:

- identificazione e soddisfacimento delle esigenze e aspettative del Cliente nonché delle parti interessate;
- continuo adeguamento delle capacità aziendali alle esigenze del mercato;
- miglioramento continuo dell'efficienza operativa e gestionale;
- condivisione ed allineamento con le politiche definite a livello di Gruppo;
- identificazione e valutazione dei rischi e delle opportunità legate ai processi di business, pianificando le azioni per affrontarli e valutandone costantemente l'efficacia;
- valorizzazione e sviluppo delle risorse umane;
- sistematica riduzione di errori, carenze ed altri fattori indesiderati;
- rispetto dei tempi programmati e riduzione dei tempi non produttivi;
- pieno soddisfacimento delle disposizioni di legge;
- massima attenzione alla salute e sicurezza del personale;
- controllo degli impatti sull'ambiente circostante.

A tale scopo la Direzione intende, in particolare:

- assicurare un'efficace applicazione del Sistema di Gestione della Qualità, inteso come strumento per il miglioramento continuo;
- implementare un Sistema di Gestione Ambientale ed uno per la Gestione della Salute e Sicurezza dei Lavoratori (in linea con le norme UNI EN ISO 14001:2015 e UNI ISO 45001:2018), andando ad integrarli con il Sistema di Gestione della Qualità e con il Modello Organizzativo ex D.Lgs. 231/2001;
- promuovere l'utilizzo dell'approccio per processi e del risk-based thinking a tutti i livelli aziendali;
- monitorare sistematicamente la qualità dei prodotti, dei processi e dei servizi per assicurare il conseguimento degli obiettivi di miglioramento stabiliti;
- promuovere la comunicazione interna ed esterna, ponendo la massima attenzione alle informazioni di ritorno dai Clienti e dalle varie parti interessate;
- mettere a disposizione infrastrutture adeguate ai processi, valutando costantemente eventuali possibili miglioramenti e innovazioni, facendo ricorso a tecnologie più sicure, efficienti ed eco-compatibili;
- sviluppare le competenze interne attraverso la formazione e l'addestramento del personale, verificandone l'efficacia;
- richiedere il rispetto di norme comportamentali coerenti con le politiche aziendali a tutto il personale e a tutti i collaboratori esterni;
- tutelare la protezione dell'ambiente e la prevenzione dell'inquinamento, anche tramite il pieno coinvolgimento dei fornitori strategici;
- massimizzare l'impegno per la tutela della salute e sicurezza di tutti coloro che lavorano per e per conto dell'azienda, al fine di prevenire lesioni e malattie professionali.

Le linee strategiche sopra indicate sono tradotte in obiettivi quantificati a breve e medio termine. La Direzione intende assicurarne e sostenerne l'attuazione, verificando periodicamente l'adeguatezza dei risultati ottenuti a fronte degli obiettivi stabiliti.

Ogni Responsabile di Funzione risponde del conseguimento degli obiettivi di propria competenza. Ogni problema che non possa essere risolto dalla funzione responsabile della relativa attività sarà riportato alla Direzione.

Tutto il personale è chiamato a dare il proprio contributo per l'attuazione di questa politica, nella consapevolezza dell'importanza che essa riveste per l'affermazione dell'Azienda.

Data:

25/06/20

L'Amministratore Delegato

MONDOFFICE SRL

Irma Garbella

Amministratore



RAJA Germany Quality & Environment Policy



RAJAPACK

Engagement der Geschäftsführung

Rajapack setzt sich zum Ziel, in Deutschland die Nummer eins beim Versandhandel von Verpackungslösungen und Zubehör für Unternehmen zu sein.

Hierfür stützen wir uns auf Normen und Werte. Wir wünschen uns, dass unsere Mitarbeiter diese Normen und Werte teilen und sich von ihnen bei ihrer täglichen Arbeit inspirieren lassen. Darüber hinaus möchten wir Gütenormen erreichen, nämlich ISO 9001 sowie ISO 14001.

Wir bei Rajapack-Deutschland konzentrieren uns auf die Minimierung unserer Auswirkungen auf die Umwelt. Gemeinsam mit unserer Zentrale in Frankreich und unserem Schwesterunternehmen, der Logistikzentrale in Belgien, haben wir unsere Umweltziele abgeglichen.

Leidenschaft für den Service

Bei Rajapack ist alles auf den Kunden ausgerichtet: die Investitionen und die Organisation, aber vor allem unsere Vision und unsere Ideen sowie unser Streben nach perfektem Service und unsere Liebe zum Beruf.

Kontinuierliche Innovation in allen Bereichen

Die engagierte Kreativität von Rajapack äußert sich in neuen Produkten, neuen Serviceleistungen und neuen Kommunikationsmethoden. Innovation ist der Motor all unserer Aktivitäten. Wir lernen ständig aus Erfahrung.

Sich hervortun in dem, was wir tun

Wir wollen in Deutschland und in Europa (als RAJA Gruppe) die Nummer eins sein und bleiben. Dies erfordert von uns, dass wir der Spezialist auf diesem Gebiet sind und stets unseren Vorsprung aufrechterhalten.

Wir verfügen in ganz Europa über ein einzigartiges Know-how in Bezug auf den Versandhandel eines außergewöhnlich breiten Sortiments an Verpackungslösungen und Zubehör, das allen professionellen Bedürfnissen in der Industrie, dem Großhandel und dem Dienstleistungssektor gerecht wird. Dieses Know-how wollen wir erhalten und ständig erweitern.

Menschliche Werte

Wir fördern qualifizierte und engagierte Mitarbeiter, die zur Zusammenarbeit im Sinne von Verantwortung, Dialog und Respekt gewillt sind.

ISO 9001 und 14001

Um unseren Kunden einen noch besseren Service zu bieten, habe ich beschlossen, Rajapack nach ISO 9001 sowie ISO 14001 zertifizieren zu lassen. Ich engagiere mich persönlich für das Gelingen dieses Projekts und bitte alle Arbeitnehmer um ihre Mitwirkung, um das Erreichen dieser Gütenormen möglich zu machen.

Aufbauend auf unsere Zertifizierung ISO 9001 setzen wir unseren kontinuierlichen Verbesserungsprozess fort. Unsere Zertifizierung nach ISO 14001 für den Bereich Umweltmanagement wird künftig unser besonderes Engagement für Umweltschutz und Nachhaltigkeit unterstreichen. Wir setzen unseren Umwelt-Fokus hauptsächlich auf die Produkte in unserem Katalog aber auch die Minimierung von Abfällen ist eines unserer Hauptziele in Deutschland.

Damit nimmt die RAJA-Gruppe ihre Verantwortung gegenüber Umwelt und Gesellschaft wahr. Dies wollen wir durch ein weiteres Zertifikat nach außen dokumentieren.

Harald Schönfeld

General Director Rajapack Deutschland GmbH

RAJA Belgium & The Netherlands Quality & EnvironmentnPolicy



Tongeren, 21/02/2022

Kwaliteits- & Milieubeleid

De groep Raja is de Europese nummer 1 op gebied van multichannel verkoop van verpakkingsmateriaal en -toebehoren binnen het B2B segment.

Wij als Raja Benelux dragen hierin ons steentje bij door deze leidersrol op de Benelux markt te bestendigen.

Hiervoor steunen wij op enkele belangrijke en sterke normen en waarden, niet enkel vanuit de Raja groep maar ook vanuit onze eigen visie.

Wij wensen dat onze medewerkers deze normen en waarden delen en dat ze zich erdoor laten inspireren in hun dagelijks werk.

We stimuleren iedereen binnen de organisatie om te streven naar continue verbetering van onze processen, producten en dienstverlening.

Door een milieubewust en efficiënt management en door toepassing van technisch en economisch haalbare middelen hebben wij als doel de, als gevolg van onze bedrijfsactiviteiten optredende milieubelasting, continu te verminderen. Hiertoe bepalen wij periodiek de milieuprestatie van ons bedrijf. Daarbij zullen wij bij afwijkingen maatregelen nemen die noodzakelijk zijn om de belasting op het milieu te beperken.

Naast ons engagement om onze ecologische, en dankzij ons gamma ook die van onze klanten, voetafdruk te verminderen hebben we als Raja Benelux ook het engagement om te voldoen aan de geldende Europese en Nationale milieuwetgevingen.

Ons geïntegreerd management systeem dat door DQS Belgium gecertificeerd is voor de internationale normen ISO9001 en ISO14001, respectievelijk Kwaliteit- en Milieumanagement, voorziet hiervoor de nodige omkadering.

Passie voor service

Bij Raja Benelux staat alles in het teken van de klant: de investeringen en de organisatie, maar vooral onze visie en onze ideeën, ons streven naar perfecte service en onze liefde voor het vak.



Permanente innovatie op alle gebied

Via een uitgebreid netwerk aan externe partners en via onze eigen ervaringen binnen de groep, tracht Raja Benelux zich voortdurend als innovatieve onderneming te profileren. Dit komt tot uiting in de keuze van het gamma, het voorstellen van alternatieven, het optimaliseren van de processen en het voeren van een integraal beleid.

Uitmuntten in onze business

Wij willen de nummer 1 zijn en blijven, in Benelux en als groep Raja, in Europa. Dit verplicht ons dé specialist in dit vak te zijn en altijd een voorsprong te behouden.

Wij beschikken over een unieke knowhow in heel Europa inzake multichannel verkoop. We hebben een uitzonderlijk groot assortiment verpakkingsmateriaal en -toebehoren dat beantwoordt aan alle professionele behoeften in de industrie, de groothandel en de dienstensector. Die knowhow willen we handhaven en voortdurend vergroten. We streven er ook naar om het bereik van de klanten te vergroten door ook de specialisaties van de andere ondernemingen binnen de groep mee te nemen in onze klantenbenadering.

Menselijke waarden

Om onze nummer 1 positie in de markt te verzekeren hebben we de kennis en inzet van onze medewerkers hard nodig. Wij streven ernaar om een aangename werkomgeving voor onze medewerkers te creëren waarin zij hun kennis en kunde optimaal kunnen laten renderen. Mogelijkheden tot verdere professionele ontwikkeling worden aan iedereen aangeboden en initiatieven om meer flexibiliteit aan te bieden worden dan ook steeds tegen het licht gehouden.

Kwaliteitsbeleid

Raja Benelux is sinds 22/02/2012 ISO 9001 gecertificeerd met als scope "Aankoop, opslag, verpakken, verkoop via multikanalen en levering van diverse verpakkingsmaterialen en -toebehoren voor de Benelux markt alsook de logistieke afhandeling van bestellingen voor andere vestigingen van de groep."

Onze prioriteit is de tevredenheid van onze klanten en de naleving van onze engagementen te verzekeren: kwalitatief hoogstaande producten aan een correcte prijs, geleverd binnen de 24u.

Wij zijn toegewijd om zo goed mogelijk aan de verwachtingen en verpakkingsbehoeften van onze klanten te voldoen met:



- ✓ Het meest uitgebreide gamma aan kwaliteitsvolle verpakkingen en verpakkingsmaterialen.
- ✓ De continue verbetering van onze diensten.
- ✓ De knowhow van onze medewerkers.

Milieubeleid

Raja Benelux is sinds 20/02/2014 ISO 14001 gecertificeerd met als scope "Aankoop, opslag, verpakking, verkoop via multikanalen en levering van diverse verpakkingsmaterialen en -toebehoren voor de Benelux markt alsook de logistieke afhandeling van bestellingen voor andere vestigingen van de groep."

Ons doel is in te zetten op een ecologisch verantwoorde aanpak waarbij sociale waarden en respect voor het milieu centraal staan, dit om onze klanten nog beter te ondersteunen in hun streven naar duurzaam ondernemen.

Raja Benelux toont haar inzet voor het milieu en duurzame ontwikkeling door een beleid dat op 7 punten berust:

1. Milieubewuste aankoopbeleid van de groep Raja
Het **aankoopbeleid** van verpakkingen en verpakkingsmaterialen is milieuvriendelijk georiënteerd.
Bij voorkeur werkt de groep Raja samen met leveranciers die duurzaam ondernemen. Wij stimuleren onze leveranciers door de aankoop van producten met eco-keurmerken en -certificaten.
Bij voorkeur koopt de groep Raja producten aan in Europa.
2. Milieuvriendelijke alternatieven
Onze **klanten**, telkens waar het kan, milieuvriendelijke verpakking en verpakkingsmaterialen **aanbieden** met een optimale prijs-kwaliteitsverhouding.
3. Klanten informeren
Onze **klanten adviseren en informeren** over onze milieuvriendelijke en recycleerbare verpakkingen via onze eigen communicatiekanalen.
4. Medewerkers bewustmaken
Onze **medewerkers bewustmaken**, hen vormen en verantwoord leren handelen in ecologische zin.



5. Minder impact op milieu
Geleidelijk de **ecologische voetafdruk** van onze **catalogi verminderen**.
Voor onze catalogi wordt chloorvrij gebleekt papier gebruikt, afkomstig van duurzaam beheerde bossen (PEFC en FSC papier). Daarnaast verpakken wij sinds 2019 onze verstuurde catalogi in duurzame folie.
6. De **ontwikkeling** bevorderen van nieuwe interne en externe **communicatiemiddelen** die minder schadelijk zijn voor het milieu: telefoon, internet, e-procurement, intranet, videoconferenties,...
7. In onze **eigen vestigingen** onze **ecologische voetafdruk** verminderen: doorgedreven afvalsortering en -beheer, vermindering van het energieverbruik, inzetten op herbruikbare verpakkingen.

Gidi Pluym

Algemeen Directeur Raja Benelux

A handwritten signature in blue ink, appearing to read "Gidi Pluym", written over the printed name and title.

POLÍTICA DE CALIDAD

RAJAPACK, número 1 europeo de la venta a distancia de suministros y equipos de embalaje para las empresas, se caracteriza por:

- ❖ Sus productos (calidad, selección, disponibilidad)
- ❖ Sus servicios (entrega 24/48h, asesoramiento personal y fabricaciones especiales...)

Nuestro objetivo es la integración de los requisitos con las diferentes áreas de negocio, a partir de la identificación de los factores internos y externos que afectan a la Organización, la identificación de los procesos, el conocimiento profundo de las expectativas y requisitos de las partes interesadas y el análisis de riesgos son la base para asegurar el cumplimiento de estas expectativas, y promover el aumento de la satisfacción de las partes interesadas internas y externas, cumpliendo con nuestros requisitos legales y compromisos (calidad, precio, plazo de entrega y servicios).

Es por eso que nuestras partes interesadas, son siempre el centro de nuestra estrategia y de nuestros planes de acción.

RAJAPACK considera la mejora continua como fundamento para la materialización de esta política, y en la consecución de los objetivos que se derivan de la misma.

Para garantizar que nuestra Organización desarrolla sus procesos de manera rentable y controlada, **RAJAPACK** asegura:

- ❖ La mejora continua de los servicios que ofrecemos a nuestros clientes:
 - ❖ Profundidad y amplitud de gama de la oferta de productos,
 - ❖ Claridad de la información técnica y precios en el catálogo y en la web,
 - ❖ Asesoramiento personal y toma de pedidos directamente por teléfono,
 - ❖ Disponibilidad de los productos,
 - ❖ Calidad de la preparación de pedidos,
 - ❖ Rapidez en la entrega,
- ❖ La exigencia de un alto nivel de calidad de nuestros productos, una amplia gama de suministros y equipos de embalaje completo e innovador con la mejor relación calidad /precio para satisfacer en lo posible las expectativas y necesidades de las empresas de todos los tamaños en todos los sectores de actividad,
- ❖ El refuerzo de la información, de la motivación y la formación de todos los colaboradores para que realicen su misión en condiciones óptimas y la voluntad de mejorar continuamente el ambiente de trabajo,
- ❖ La elección de las inversiones en todas las áreas relevante a fin de mantener el máximo nivel de rendimiento y competitividad.

La **Alta Dirección** de **RAJAPACK**, garantizará que esta política sea entendida, aplicada y revisada para asegurar su adecuación continua y gestionará la difusión al personal interno, clientes y grupos de interés, disponiendo para ello de los equipos, medios, entornos y formación necesarios.

La **Alta Dirección** de **RAJAPACK** (08.06.2017)



POLÍTICA AMBIENTAL

RAJAPACK, Desde su creación en 2003, ha contribuido en la preservación de los recursos naturales por parte de las entidades de comercialización para su reutilización.

RAJAPACK, considera que la integración de los requisitos con las diferentes áreas de negocio, a partir de la identificación de los factores internos y externos que afectan a la Organización a nivel ambiental, la identificación de los procesos, el conocimiento profundo de las expectativas y requisitos de las partes interesadas y el análisis de riesgos en materia ambiental, son la base para asegurar el cumplimiento de estas expectativas y promover el aumento de la satisfacción de las partes interesadas.

RAJAPACK considera fundamental, el cumplimiento de los requisitos legales, reglamentarios y otros que la Organización suscriba, y la promoción de la mejora continua, para la consecución de los objetivos que se derivan de esta Política Ambiental.

La Política Ambiental de **RAJAPACK** se basa en el cumplimiento de **10 PRINCIPIOS FUNDAMENTALES**:

- ❖ **CONSOLIDAR NUESTRA VOLUNTAD DE COMPRAS ECO-RESPONSABLES:**
 - Trabajando con los productores que respeten la normativa europea y legislación ambiental
 - Sensibilizando a nuestros proveedores para que sean sostenibles con el medio ambiente, potenciando principalmente, la compra de productos fabricados en Europa.
- ❖ **OFRECER A NUESTROS CLIENTES:**
 - Siempre que sea posible una gama de productos ecológicos al mismo valor calidad-precio.
 - Envases de cartón de papel reciclado y reciclables y el embalaje de plástico reciclable.
- ❖ **ASESORAR E INFORMAR A NUESTROS CLIENTES** sobre nuestros productos, servicios y regulaciones, a través de una línea telefónica dedicada a los signos específicos de nuestros catálogos, información de sitio web, asesoramiento emitido por nuestro negocio.
- ❖ **SENSIBILIZAR A NUESTROS EMPLEADOS, FORMARLOS**, implicarlos en las **BUENAS PRACTICAS AMBIENTALES** y la aplicación de esta **POLITICA AMBIENTAL**.
- ❖ **REDUCIR LOS IMPACTOS DEL MEDIO AMBIENTE:**
 - Mediante la impresión de nuestros catálogos en papel ecológico.
 - Uso de papel blanqueado sin cloro y procedente de bosques gestionados de manera sostenible (FSC y PEFC papel)
 - Reducción del tamaño de los catálogos, el peso del papel y la paginación
 - Transporte no contaminante de mercancías, mediante la utilización de vías ferroviarias en las que lo permiten..
 - Fomento de las asociaciones con impresores Imprim Vert que acreditan sus buenas prácticas medioambientales, al adherirse al programa **ECOORGANISMO ECOFOLIO**.
- ❖ **FOMENTAR EL DESARROLLO DE NUEVAS HERRAMIENTAS DE COMUNICACION Y UN MENOR IMPACTO SOBRE EL MEDIO AMBIENTE** (Videoconferencias, conferencias telefónicas, web, intranet, contratación web...)
- ❖ **REDUCIR EL IMPACTO AMBIENTAL EN NUESTRA SEDE:**
 - Por clasificación, control y reducción de los residuos
 - Al reducir el consumo de energía.
 - Al reducir la cantidad de material consumible utilizado
 - Mediante la implementación de la prevención de la contaminación.
- ❖ **COMUNICAR NUESTRAS ACCIONES MEDIOAMBIENTALES** con nuestros clientes, nuestros proveedores u nuestros prestadores de servicios externos que actúen en nuestra sede.
- ❖ **PARTICIPAR, A TRAVES DE LA FUNDACION RAJA DANIELE MARCOVICI**, en acciones para promover el **DESARROLLO SOSTENIBLE** en apoyo a la educación, la formación y el empleo de las mujeres en el mundo.
- ❖ **MANTENIMIENTO DE LA CERTIFICACIÓN ISO 14001**, con una evaluación continua de nuestro desempeño ambiental.

La **Alta Dirección** de **RAJAPACK**, garantizará que esta Política sea entendida, aplicada y revisada para asegurar su adecuación continua y gestionará la difusión al cliente interno, clientes y grupos de interés, disponiendo para ello de los equipos, medios, entornos y formación necesarios

La Alta Dirección de **RAJAPACK** (08.06.2017)

RAJA Spain Occupational Health & Safety Policy



Política de Seguridad y Salud en el Trabajo - 1.docx

POLÍTICA SEGURIDAD Y SALUD EN EL TRABAJO

RAJA, consideramos al personal como nuestro principal activo, por lo que facilitamos e impulsamos la implicación de nuestro principal cliente interno, nuestros profesionales, reforzando la gestión para conocer y satisfacer sus necesidades y motivaciones, y conseguir el desarrollo de sus objetivos con los de la organización, apostando por la consolidación de aspectos como la Comunicación, Formación, Motivación y Diálogo, que serán las bases de nuestro éxito para conseguir la prevención de la **Seguridad y Salud de los Trabajadores de RAJA**.

Para ello, **RAJA** mantiene la firme convicción de que es necesario mantener la integridad de sus trabajadores, el desempeño ambiental y el de la **SST**, como premisa para la consecución de los objetivos del **SISTEMA**, programas y metas para los que esta Política, es el marco de referencia.

Por consiguiente, **RAJA**, considera la mejora continua como fundamento para la materialización de esta política, y en la consecución de los objetivos que se derivan de la misma, así como el cumplimiento del desempeño de la **Seguridad y Salud en el Trabajo**.

La Dirección de **RAJA**, asume los siguientes compromisos:

- ✦ Compromiso para proporcionar condiciones de trabajo seguras y saludables, para la prevención de lesiones y deterioro de la salud relacionados con el trabajo
- ✦ Compromiso de eliminar los peligros y reducir los riesgos para la **SST**
- ✦ Compromiso de la mejora continua del sistema de **SST**
- ✦ Compromiso para la consulta y la participación los trabajadores, y cuando existan, de los representantes de los trabajadores.
- ✦ Compromiso de cumplir con los requisitos legales aplicables y con otros requisitos que la organización suscriba relacionados con los riesgos para la **SST**.

La Dirección de **RAJA** asegura que esta Política, es apropiada al propósito, tamaño y contexto de nuestra organización, y a la naturaleza específica de nuestros riesgos para la **SST**, y nuestras oportunidades para la **SST**.

La Dirección de **RAJA**, garantizará que esta Política sea entendida, aplicada y revisada para asegurar su adecuación continua y gestionará la difusión al cliente interno, clientes y grupos de interés, disponiendo para ello de los equipos, medios, entornos y formación necesarios.

RAJA, cree firmemente en todo lo expuesto en esta Política de **Seguridad y Salud en el Trabajo**.

La dirección de **RAJA**

En Ripollet a 20.03.2020

Per noi la qualità dei nostri prodotti e la tutela dell'ambiente sono valori primari che intendiamo perseguire attraverso:

IL COMPRENDERE I RISCHI E LE OPPORTUNITÀ DEL NOSTRO CONTESTO ORGANIZZATIVO

IL COMPRENDERE E SODDISFARE TOTALMENTE LE ESIGENZE E LE ASPETTATIVE DI TUTTE LE PARTI INTERESSATE QUALI CLIENTI, FORNITORI, ENTI PUBBLICI

LA RICERCA DI QUALITÀ E PRESTAZIONI AMBIENTALI DEI MATERIALI E DEI SERVIZI TECNICI FORNITI, SOTTOPOSTI A CONTINUE VERIFICHE E CONTROLLI

RAFFORZANDO IL NOSTRO IMPEGNO IN MATERIA DI PROTEZIONE DELL'AMBIENTE ED ACQUISTI ECO-RESPONSABILI

- ⇒ collaborando con produttori rispettosi delle regole e delle leggi europee in materia ambientale;
- ⇒ richiedendo ai nostri fornitori di impegnarsi in un processo di rispetto ambientale;
- ⇒ acquistando prevalentemente prodotti fabbricati in Europa.

OFFRENDO AI NOSTRI CLIENTI

- ⇒ ogni volta che è possibile una gamma alternativa di prodotti ecologici allo stesso rapporto qualità-prezzo;
- ⇒ imballaggi in cartone fabbricati a partire da materiali riciclati e riciclabili ed imballaggi in plastica interamente riciclabili.

CONSIGLIANDO ED INFORMANDO I NOSTRI CLIENTI

- ⇒ sui nostri prodotti, i nostri servizi e sulla regolamentazione in vigore tramite: una linea dedicata, segnalazioni specifiche sui cataloghi, informazioni sul sito web, consigli da parte dei nostri commerciali.

DIMINUENDO L'IMPATTO AMBIENTALE DEI NOSTRI CATALOGHI CARTACEI

- ⇒ utilizzando della carta senza cloro e proveniente da foreste gestite in maniera responsabile (carta FSC e PEFC);
- ⇒ riducendo il formato dei cataloghi, la grammatura della carta e alcune impaginazioni.

SENSIBILIZZANDO TUTTO IL PERSONALE CHE OPERA PER CONTO DELLA AZIENDA

- ⇒ a cui vogliamo fornire formazione, aggiornamento ed addestramento strutturato e continuo per responsabilizzarli sulle buone pratiche e sull'applicazione della nostra politica aziendale.

FAVORENDO LO SVILUPPO DI NUOVI MEZZI DI COMUNICAZIONE CHE RIDUCANO L'IMPATTO SULL'AMBIENTE

- ⇒ come le videoconferenze, conferenze telefoniche, web, intranet, e-procurement.

DIMINUENDO L'IMPATTO AMBIENTALE DELL'AZIENDA

- ⇒ con la riduzione dei rifiuti, la riduzione del consumo di energia, la riduzione dei consumabili e con azioni di prevenzione dell'inquinamento.

INFORMANDO REGOLARMENTE DEI NOSTRI RISULTATI AMBIENTALI

- ⇒ I nostri clienti, fornitori e partner che vengono a visitarci presso la nostra sede.

PARTECIPANDO AD AZIONI CHE FAVORISCANO LO SVILUPPO SOSTENIBILE GRAZIE ALLA FONDAZIONE RAJA DANIELE MARCOVICI

- ⇒ favorendo l'educazione, la formazione e l'inserimento professionale delle donne nel mondo.

IMPEGNARE LA NOSTRA AZIENDA IN UN PERCORSO DI MIGLIORAMENTO CONTINUO

- ⇒ migliorando continuamente l'efficacia e l'efficienza del nostro sistema di gestione integrato per la qualità e l'ambiente;
- ⇒ rispettando le normative legali, tecniche, contrattuali ed i principi della norma UNI EN ISO 9001 e UNI EN ISO 14001;
- ⇒ fornendo le prove obiettive, con la registrazione dei dati, della qualità e della tutela ambientale dei prodotti forniti e del proprio sito.

Nasza Polityka Jakości

Naszym niezmiennym pragnieniem jest zapewnienie pełnej satysfakcji naszych Klientów i wypełnianie naszych zobowiązań: jakości, ceny i usług.

Zobowiązujemy się skutecznie reagować na oczekiwania naszych Klientów poprzez:

- * Pełną gamę produktów wysokiej jakości,**
- * Stałe doskonalenie naszych usług,**
- * Wiedzę i doświadczenie naszych pracowników,**
- * Utrzymanie najwyższego poziomu konkurencyjności.**

Zatwierdzam

02/2019

RAJA
NR 1 W EUROPIE W OPAKOWANIACH



NASZA POLITYKA EKOLOGICZNA

dla lokalizacji w Warszawie przy ul. Działkowej 62

RAJA W TROSCE O ŚRODOWISKO

Od początku powstania grupy w 1964 roku, Raja chroni surowce naturalne poprzez wprowadzanie na rynek kartonów wielokrotnego użytku. Od kilku lat podejmujemy intensywne działania na rzecz trwałego i zrównoważonego rozwoju oraz nieustannie doskonalimy się na tej płaszczyźnie. Nasze zobowiązanie opiera się na stosowaniu regulacji prawnych i wymogów dotyczących środowiska naturalnego oraz przestrzeganiu 10 fundamentalnych zasad stanowiących naszą politykę ekologiczną:

1 WYBIERAMY WIARYGODNYCH DOSTAWCÓW

Współpraca z producentami stosującymi europejskie regulacje prawne w zakresie ochrony środowiska naturalnego. Zachęcanie naszych dostawców do wdrożenia przez nich polityki ekologicznej. Preferujemy tych producentów, którzy dbają o ochronę środowiska.

2 OFERUJEMY EKOLOGICZNE OPAKOWANIA

Ekologiczne odpowiedniki z gamy naszych produktów zachowując zasadę: wysoka jakość w korzystnej cenie. Opackowania wyprodukowane z papieru pochodzącego z recyklingu i nadającego się do recyklingu oraz opakowania z tworzywa sztucznego nadającego się do recyklingu.

3 DORADZAMY ROZWIĄZANIA PRZYJAZNE ŚRODOWISKU

O naszych produktach, ekologicznych informujemy: za pośrednictwem specyficznej komunikacji w naszych katalogach, stronie internetowej oraz porad udzielanych przez naszych specjalistów.

4 ZMNIEJSZAMY NEGATYWNY WPŁYW NASZYCH KATALOGÓW NA ŚRODOWISKO NATURALNE

Używanie papieru białego bez chloru i pochodzącego z lasów objętych certyfikatem zrównoważonej gospodarki leśnej (papier FSC i PEFC). Zmniejszenie formatu katalogów, gramatury papieru. Promowanie współpracy z drukarniami certyfikowanymi IMPRIM'VERT (= DRUKUJ NA ZIELONO =) stosującymi dobre praktyki służące ochronie środowiska.

5 PROMUJEMY EKOLOGICZNE POSTAWY WŚRÓD NASZYCH PRACOWNIKÓW

Przeprowadzamy szkolenia i kształtujemy świadomość w zakresie stosowania dobrych praktyk służących ochronie środowiska i naszej polityki ekologicznej.

6 WDRAŻAMY NOWE NARZĘDZIA MARKETINGOWE BARDZIEJ PRZYJAZNE ŚRODOWISKU

Wideo konferencja, konferencja telefoniczna, strona internetowa, intranet.

7 OGRANICZAMY NEGATYWNY WPŁYW NA ŚRODOWISKO W NASZEJ FIRMIE

- Odpowiedzialna gospodarka odpadami.
- Zmniejszenie zużycia energii.
- Zmniejszenie zużycia materiałów eksploatacyjnych.

8 INFORMUJEMY O PODEJMOWANYCH PRZEZ NAS INICIATYWACH

Naszych klientów, dostawców i pozostałych partnerów świadczących usługi dla naszej firmy.

9 DZIAŁAMY NA RZECZ ZRÓWNOWAŻONEGO ROZWOJU, POPRZEC FUNDACJĘ RAJA DANIEŁA MARCOVICI

Wspieranie edukacji, szkolenia i ułatwienie integracji zawodowej kobietom na całym świecie.

10 DĄŻYMY DO CIĄGŁEGO ROZWOJU

W naszej grupie RAJA od wielu lat jest prowadzona polityka ekologiczna, zgodnie ze strategią rozwijania biznesu w sposób odpowiedzialny społecznie. Dlatego też zdecydowaliśmy się rozwijać w tym kierunku i przyczynić się do większego wykorzystywania rozwiązań przyjaznych środowisku w branży opakowań w Polsce.


Zatwierdzam

02/2019

RAJA
NR 1 W EUROPIE W OPAKOWANIACH



RAJA Slovakia & Czech Republic Quality & Environment Policy

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Vedení společnosti Rajapack s.r.o. (CZ)/ RAJAPACK s.r.o. (SK) tímto příkazem deklaruje svoji politiku ISM.

Naše společnost má 60-leté zkušenosti na trhu obalových materiálů. Nabízíme širokou nabídku více než 2.200 produktů skladem pro ochranu, balení, přepravu či skladování zboží. Nedílnou součástí našeho servisu je i profesionální poradenství pro zákazníky. Rádi pomůžeme s výběrem a najdeme ideální obaly na produkty a levný obalový materiál, které odpovídají požadavkům a typu použití všech našich zákazníků.

Pro udržení si kvality a nízké environmentální náročnosti našich procesů a produktů se zavazujeme, že:

- Požadavky kladené na systém managementu kvality, environmentu budou neustále plněny a vhodnost zavedených systémů bude pravidelně přezkoumávána a vyhodnocována.
- Požadavky právních a jiných obecně platných předpisů jakož i další jiné požadavky jsou průběžně sledovány a plněny. Tímto prohlášením se zavazujeme plnit veškeré právní a jiné požadavky, které se vztahují na všechny námi zajišťované procesy.
- Každý náš zaměstnanec je přesvědčen o významu kvality a správného přístupu k ochraně životního prostředí pro prosperitu společnosti a zná svoji odpovědnost a své postavení v integrovaném systému managementu. Pracovníci jsou a zůstávají díky komplexnímu zapracování, kontinuálnímu vzdělávání a podpoře vedení společnosti hlavními nositeli výkonnosti naší organizace.
- Na základě nejlepších dostupných technik trvale snižujeme environmentální dopady a předcházíme znečišťování životního prostředí a nestále zvyšujeme kvalitu našich produktů a procesů. Environmentální profil společnosti je pravidelně přezkoumáván a zlepšován a z výsledku jeho přezkoumání jsou stanoveny další inovativní cíle, cílové hodnoty a programy. Chceme snižovat produkci vlastních odpadů a zvyšovat jejich materiálové či energetické využití. Dále se neustále snažíme snižovat energetickou a surovinovou náročnost našich činností.
- Vybíráme pouze spolehlivé a kvalitní dodavatele – z tohoto pohledu je pravidelně hodnotíme a úzce s nimi spolupracujeme tak, aby splnili naše očekávání.
- Budeme neustále zlepšovat zavedený integrovaný systém managementu.

V Říčanech u Prahy, dne 31.12.2018

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Mgr. Gabriela FABIANOVÁ, MBA
Country manager

RAJA United Kingdom Quality Policy



QUALITY POLICY

The objective of Rajapack Ltd is to deliver top quality, competitively priced packaging supplies and workplace products and equipment for businesses throughout Europe, with the clear focus of reducing our impact on natural resources.

In order to achieve this objective, the company will maintain an effective, and efficient Quality Management System based upon the requirements of ISO 9001:2015.

In particular, we will:

- Set measureable objectives that will help achieve our customers requirements, including:
 - High standard of customer service and satisfaction
 - Fast turnaround of product development
 - High standard of suppliers
- Monitor and measure the effectiveness of our business processes and objectives through our Management Reviews and Internal Audit Processes.
- Proactively seek feedback from our customers on how well our products/services meet their requirements.
- Analyse the causes of any complaint or problem and take appropriate action to prevent recurrence.
- Select and work closely with suppliers to ensure that we deliver a reliable performance.
- Recruit employees who are customer focussed and support them with appropriate training and systems to ensure their competence always meets our requirements.
- Provide a work environment that promotes the wellbeing of our employees, and encourages positive teamwork.
- Encourage all employees to identify problems, and make suggestions to improve all aspects of our products/services and business processes.
- Ensure that all employees are aware of our Quality Policy and are committed to the effective implementation of our Quality Management System.
- Ensure that we comply with all relevant regulatory and legal requirements.

The continual improvement of our Quality Management System is fundamental to the success of our business, and must be supported by all employees as an integral part of their daily work.

Signed on behalf of Rajapack Ltd

A handwritten signature in black ink, appearing to read "Tom Rodda", written over a horizontal line.

Signed
Tom Rodda - Managing Director

Date: 15th March 2021

RAJA United Kingdom Environmental Policy



ENVIRONMENTAL POLICY

Rajapack Ltd recognises that our business activities interact with the environment in a variety of ways.

These activities have a significant impact in the key areas of:

- Raw material use.
- Energy use.
- Generation of waste materials.

We recognise that we have a responsibility to help protect the environment wherever we have an opportunity to do so, be a responsible neighbour, and to provide a comfortable environment for our employees to work in.

As such, we are committed to:

- Continual improvement in the environmental impact of our business activities.
- Improving the environmental benefits provided by our products.
- Preventing pollution.
- Complying with all relevant legal, customer, and other third party requirements.
- Adopting best practices applicable to our activities wherever practicable.

We will achieve these commitments by:

- The implementation and maintenance of an Environmental Management System that is independently certified as compliant with ISO 14001:2015.
- Employing processes that identify the aspects of our business that have an environmental impact and quantifying the significance of each aspect.
- Maintaining an environmental performance improvement programme to enable the objectives to be achieved.
- Ensuring that our employees, suppliers, and customers are aware of their role in supporting our commitments and environmental objectives.
- Training our employees in good environmental protection practices and encouraging employee involvement in environmental improvement initiatives.
- Continually monitoring the environmental impact of our business activities.
- Use the Waste Hierarchy as the core principle for our waste management arrangements.

The implementation of this Environmental Policy is fundamental to the success of our business and must be supported by all employees as an integral part of their daily work.

This Policy is publicly available to interested external parties upon request.

Signed on behalf of Rajapack Ltd

A handwritten signature in black ink, appearing to read "Tom Rodda", written over a dotted line.

Signed
Tom Rodda - Managing Director

Date: 15th March 2021

RAJA United Kingdom Occupational Health & Safety Policy



OCCUPATIONAL HEALTH AND SAFETY POLICY

Rajapack Ltd. recognises that our site activities give rise to a range of hazards, in particular the use of Manual Handling Equipment (MHE) within the Warehouse environment. We also recognise that our employees may be exposed to hazards when providing on-site support to our customers. We believe that despite the presence of these hazards, all accidents and incidents of work related ill-health are preventable. We also recognise that we have a legal responsibility to ensure the health, safety, and welfare of persons affected by our activities.

As such we are committed to:

- Preventing and eliminating work related injury or ill health to anyone who may be affected by our work activities.
- Complying with all relevant legal, customer and other third party requirements.
- Continually improving our risk management and occupational health & safety performance.
- Communicate and consult with our employees and interested parties on all matters relating to health & safety.

We will achieve these commitments through the following means:

- The implementation and maintenance of an Occupational Health and Safety Management System that is independently certified as compliant with ISO 45001:2018.
- The systematic identification of hazards present and the application of a risk assessment procedure that will identify and implement appropriate control measures and safe systems of work.
- The maintenance of a set of objectives and a supporting programme of work that is focussed on achieving our commitments and eliminating or reducing any major hazards present.
- The definition of individual management and employee responsibilities for implementing the Occupational Health and Safety System and achieving our commitments.
- The maintenance of effective systems of communication, and consultation on Health and Safety issues with our employees and other persons affected by our activities.
- The provision of appropriate information, instruction, training and supervision so that all employees:
 - are aware of their responsibilities and legal duties, and
 - can support the implementation of the Occupational Health and Safety System and the development of a proactive Health and Safety culture

The appropriateness and effectiveness of this Policy and the means identified within it for delivering our commitments will be regularly reviewed by the Top Management.

The implementation of this Occupational Health and Safety Policy is fundamental to the success of our business and must be supported by all employees as an integral part of their daily work. This Policy is publicly available to interested external parties upon request.

Signed 
Tom Rodda - Managing Director

Date: 15th March 2021



Umweltrichtlinien der UDO BÄR Group

Die Ressourcen, die uns unsere Erde bereitstellt, sind endlich. Bei zentralen Rohstoff- und Energiequellen ist das Ende der Versorgung schon heute absehbar. Vor diesem Hintergrund hat UDO BÄR sich ausdrücklich zum Ziel gesetzt, bei allen unternehmerischen Aktivitäten im Einklang mit unserer Umwelt zu handeln und somit einen entscheidenden Beitrag zum Schutz und Erhalt dieser zu leisten. Wir sind bestrebt, Emissionen, die ins Wasser, in die Luft und die Umgebung abgegeben werden, weitestgehend zu beschränken. Das beschränkt sich nicht nur auf den Verkaufsprozess unserer Produkte, sondern bezieht sich auch auf den gesamten Rahmen unserer Geschäftstätigkeit. Alle Mitarbeiterinnen und Mitarbeiter sind gehalten, natürliche Ressourcen und Energiequellen zu erhalten, Abfall zu vermeiden und zu reduzieren. Insgesamt setzen wir uns aktiv für ein ausgewogenes Verhältnis zwischen Ökologie und Ökonomie ein, um unseren Kindern eine lebenswerte Umwelt zu hinterlassen.

Die vorliegenden Umweltrichtlinien der UDO BÄR Group gelten für alle Niederlassungen des Unternehmens in Deutschland, Österreich und der Schweiz und somit für alle Mitarbeiter des Unternehmens.

Zur Realisierung unseres Anspruches haben wir die nachstehend aufgeführten Umweltrichtlinien als verbindliche Inhalte unserer Geschäftspolitik definiert:

Compliance

- Wir verpflichten uns, die relevanten Gesetze und Verordnungen wie auch die uns auferlegten Auflagen bezüglich Umwelt- und Gesundheitsschutz sowie Arbeitssicherheit einzuhalten und darüber hinaus eigene Zielsetzungen zu erreichen.

Umweltschutz

- Wir achten schon bei der Konzeption und Erstellung unserer Geschäftstätigkeiten auf umweltgerechte Verfahren.
- Wir gliedern umwelt-, gesundheits- und sicherheitsbezogene Zielstellungen in relevante Geschäftsfunktionen ein, die auch Einkauf, Produktmanagement, Vertrieb und Marketing einbeziehen.
- Den Schutz der Umwelt und sparsamen Umgang mit natürlichen Ressourcen betrachten wir als unsere gesellschaftliche Verpflichtung. Wir orientieren uns am Leitgedanken des nachhaltigen Wirtschaftens.
- Mit Energie, Rohstoffen und Wasser gehen wir sparsam um.
- Umweltbelastungen wie Abfall, Abwasser, Emissionen und Lärm vermeiden wir oder halten sie so gering wie möglich.

Umwelteigenschaften von Produkten

- Wir berücksichtigen umwelt-, gesundheits- und sicherheitsbezogene Einflüsse und Auswirkungen vor der Auswahl von neuen Produkten die wir vermarkten möchten.
- Wir bevorzugen in der Vermarktung Produkte, die energieeffizient und umweltfreundlich sind.
- Wir betreiben zuverlässige Rücknahmeprogramme von Produkten in den Regionen in den wir agieren.

Lieferkette

- Wir gewährleisten, dass die Umweltschutzanforderungen von UDO BÄR in der Lieferkette eingehalten und unterstützt werden und verpflichten Lieferanten, Umweltziele einzuhalten, die die langfristigen Ziele von UDO BÄR fördern.
- Mit Hilfe unserer Beschaffungsverfahren fördern wir vorbildliche, geeignete Umweltpraktiken und Engagement für Energieeffizienz und Emissionsminderungen in unserer Lieferkette.

Ständige Verbesserungen

- Die Auswirkungen unserer Tätigkeiten auf die Umwelt werden erfasst, beurteilt und in Ziele und Maßnahmen für Verbesserungen abgeleitet. Wir verpflichten uns, kontinuierlich an der Verringerung der Umweltbelastungen zu arbeiten.
- Wir integrieren alle umweltrelevanten Geschäftsprozesse in unser Managementsystem und suchen permanent nach Verbesserungen.
- Wir fördern das Umweltbewusstsein unserer Mitarbeiterinnen und Mitarbeiter, um gemeinsam in allen Bereichen des Unternehmens die Umwelt zu schützen und mit Rohstoffen und Energie sparsam umzugehen.
- Wir definieren quantitative Umweltziele nach dem SMART-Prinzip und dokumentieren diese in den „UDO BÄR Umweltzielen“.
- Wir führen gesundheits- und sicherheitsbezogenen Audits in regelmäßigen Abständen durch und überwachen unsere Umweltziele durch geeignete KPI sowie die Definition von quantitativen Zielen nach dem SMART-Prinzip.

Unternehmensstrategien, -richtlinien und -bestimmungen müssen mit der angestrebten Führungsrolle von UDO BÄR im Umweltschutz im Einklang stehen. Jede Mitarbeiterin und Mitarbeiter und jeder Vertragspartner von UDO BÄR muss diese Richtlinie einhalten und jegliche Bedenken mit Bezug auf Umwelt, Gesundheit oder Sicherheit an das Management von UDO BÄR melden, welches umgehend Abhilfemaßnahmen ergreift.



Thorsten Louis, CEO UDO BÄR GmbH

VIKING (All Entities) Quality, Environment & Safety Policy



QEHS-Policy for Our Integrated Management System (IMS)

Viking as a part of RAJA Group is committed to providing a great customer journey and delivering on our mission to be the preferred supplier of workplace solutions.

Based on our values: **Integrity, Accountability, Innovation, Teamwork and Respect** we have defined the following Quality, Environmental Protection and Health & Safety (QEHS) Policy for us:

- We operate a programme of continual improvement of our quality, occupational health and safety, and environmental management system to enhance our performance.
- We pledge ourselves to sustain and continuously improve our IMS in order to fulfil the requirements of the actual standards of ISO 9001, ISO 14001 and ISO 45001 families.
- Together with our suppliers, we will meet all product, environment and health & safety related laws, regulations and guidelines.
- We're passionate about sustainability and strive to create a positive impact by using sustainable resources, products and encouraging biodiversity as well as prevent pollution.
- Climate change and other global challenges that we must face and consider appropriate countermeasures, within the framework of our commercial activities.
- The CSR Strategy and the IMS are the frameworks to achieve our QEHS objectives.
- In occupational health and safety, we are committed to the active consultation and participation of employees and, where applicable, their representatives
- We will provide safe and healthy working conditions for the prevention of work-related injury and ill health which are appropriate to the specific nature of the OH&S risks
- We lead our employees by example with respect to quality, environmental protection, health and safety, and sustainability.
- We continuously subject our business processes to independent QEHS audits
- We will openly communicate our integrated management system policy to all interested parties.

By adopting this policy, the Senior Management Team commits to the provision of the requisite resources, priorities and training to fulfil its obligations and requires all associates to comply with the requirements of the Integrated Management System and this policy.

We expect our employees, contractors and partners to embrace these principles and reflect them in every aspect of the work they perform. The long-term business success of Viking depends upon our ability to continually improve the quality and value of our products and services in order to enhance customer satisfaction while protecting people and the environment.

This commitment is in the best interests of our customers, our employees, our stakeholders and the communities in which we live and work.

A handwritten signature in black ink, appearing to read "Christa Furter".

CEO
Christa Furter

Monday 14 February 2022

APPENDIX 5 – Human Resources

RAJA Group Human Resources Policy



POLITIQUE RESSOURCES HUMAINES GROUPE

Parce que nos valeurs, le respect de nos engagements et notre capital humain font la force de notre entreprise depuis 67 ans, aujourd'hui, notre croissance nous conduit à poursuivre plus que jamais le déploiement de notre culture d'entreprise et de nos valeurs, et le développement de nos équipes à travers le Groupe, et place ainsi les ressources humaines au cœur de la stratégie de développement et de la croissance européenne du Groupe RAJA.

Notre politique Ressources Humaines repose sur 8 thèmes fondamentaux :

- ▶ Partager, transmettre l'ambition, les objectifs et les valeurs fondatrices du Groupe
- ▶ Promouvoir la marque employeur RAJA
- ▶ Renforcer l'organisation
- ▶ Améliorer les processus et les outils
- ▶ Développer les talents
- ▶ Renforcer les capacités RH
- ▶ Promouvoir la culture RSE et le développement durable
- ▶ Promouvoir le bien-être, la Santé et la Sécurité au travail

1. RAJA, UNE CULTURE FORTE ET PARTAGÉE

Dans le Groupe RAJA et dans chacune de ses filiales, nous sommes déterminés à préserver et faire rayonner les valeurs qui fondent notre culture : l'exigence et la bienveillance, la solidarité et l'esprit d'équipe, la collaboration et le dépassement de soi.

C'est pourquoi nous veillons à ce que chaque nouvelle collaboratrice et chaque nouveau collaborateur les partage. C'est un gage de bonne intégration et de collaboration à long terme. Elles nourrissent l'esprit entrepreneurial, le sens de l'engagement et le professionnalisme de nos équipes.

Ces valeurs sont le socle d'une culture ouverte aux différences personnelles et multiculturelles de chacune et chacun des 4.500 collaboratrices et collaborateurs du Groupe RAJA.

Elles favorisent l'audace, l'inspiration et la capacité d'innovation qui ont permis à RAJA de continuer à grandir, à rayonner et à s'imposer comme le partenaire préféré et de confiance des entreprises et des professionnels.

2. LA MARQUE EMPLOYEUR RAJA

Notre valeur ajoutée est constituée par le sens du service de nos équipes comme leur capacité à s'adapter et à innover constitue, depuis toujours. Parce qu'une entreprise, sans les femmes et les hommes qui la compose n'est qu'une coquille vide, chez RAJA, nous considérons que notre capital humain est la clef de la réussite de notre entreprise.

Entrer chez RAJA, c'est saisir l'opportunité d'un véritable tremplin de développement et de se réaliser à long terme au travers de missions évolutives et de projets ambitieux, dans un univers de challenge, d'exigence où chacun est à la recherche de toujours plus de performance pour mieux répondre aux attentes de nos clients.

Entrer chez RAJA, c'est surtout rejoindre une organisation qui a su conserver sa taille humaine et son esprit entrepreneurial. Un Groupe dans lequel l'initiative, l'engagement, l'enthousiasme et l'esprit d'équipe sont encouragés et récompensés. Une entreprise où les rapports humains sont authentiques, traduisent un profond sens du service et sont reconnus comme créateurs de valeur ajoutée. Des équipes encadrées par des managers de proximité qui sont attachés au développement de chacune et chacun et formés pour permettre l'éclosion et le développement des talents.

Entrer chez RAJA, c'est travailler dans une entreprise leader convaincue que pour continuer à croître, partout en Europe, il est nécessaire d'anticiper les évolutions de nos métiers, de nos méthodes, de nos organisations et de nos outils et de permettre aux collaboratrices et collaborateurs de continuer à grandir pour réussir à relever, ensemble, les défis d'aujourd'hui et de demain.

3. UNE ORGANISATION EVOLUTIVE

Depuis sa création en 1954, le Groupe RAJA n'a cessé de se développer, par croissance interne ou par acquisitions, grâce aux femmes et aux hommes qui ont œuvré depuis toutes ces années, ou ayant rejoint le Groupe plus récemment.

Ainsi, il est tout naturel chez RAJA de toujours poursuivre le travail sur le design organisationnel et d'identifier les opportunités de gain d'efficacité et productivité.

Les équipes en place se sont développées, renforcées, et continueront à se renforcer, notamment avec la mise en œuvre de pratiques de référence, visant à optimiser les synergies fonctionnelles et réfléchir aux opportunités de modéliser des organisations cibles selon les pays ou les business, tout en renforçant et responsabilisant toujours et davantage les équipes locales.

4. L'AMELIORATION CONTINUE DES PROCESS ET DES OUTILS

Nos certifications et labels obtenus chaque année dans toutes les filiales du Groupe nous conduisent à toujours viser des pratiques d'excellence, que ce soit au service de nos clients, partenaires, mais également au profit de nos collaboratrices et collaborateurs.

Qu'il s'agisse de mettre en place des nouveaux process de travail, ou encore de former les équipes en favorisant les outils digitaux, les équipes ressources humaines, et les managers se mobilisent pour favoriser le déploiement de méthodes et outils modernes, et agiles, en constante évolution.

5. LE DEVELOPPEMENT DES TALENTS: DEVELOPPEMENT, FORMATION, MOBILITE, PROMOTION, EGALITE DES CHANCES ET REMUNERATION

Le développement : Pour révéler les potentiels, mieux répondre à nos enjeux d'aujourd'hui et se préparer aux évolutions de demain, nous avons à cœur de faire progresser nos collaboratrices et collaborateurs pour les préparer aux évolutions de nos métiers et à ceux de demain et leur permettre de trouver l'épanouissement professionnel.

La formation : Notre politique de développement et de formation est donc centrée sur l'accompagnement de nos managers, les évolutions prévisibles de nos organisations et l'accélération de la digitalisation de l'entreprise. Nous aidons également à faire évoluer nos pratiques managériales et organisationnelles en formant nos managers au management à distance, au leadership et aux méthodes agiles.

La mobilité des collaboratrices et des collaborateurs, qu'il s'agisse d'apporter son savoir-faire à une autre société du Groupe ou de prendre davantage de responsabilités au sein d'un métier, est dans l'ADN de RAJA.

L'histoire du Groupe est celle d'une entreprise qui n'a cessé de se développer avec ses collaboratrices et collaborateurs et où les talents engagés et performants accèdent prioritairement à des missions et des responsabilités qui les font grandir avec nos organisations.

Nous sommes persuadés que la richesse de nos équipes s'accroît avec le temps, raison pour laquelle nous faisons de la promotion interne un levier essentiel et prioritaire de notre politique de Ressources Humaines. Elle nous permet de fidéliser nos talents, de développer leurs compétences et leur employabilité, et, d'assurer la pérennisation et le transfert de nos savoir-faire.

Les promotions se font sur les compétences, le niveau d'engagement et de potentiel dans le strict respect de la diversité et de l'égalité des chances. L'entreprise se veut exemplaire dans l'accès à l'emploi, la promotion et la politique salariale.

L'égalité des chances professionnelles : A l'instar de Danièle Kapel-Marcovici, Présidente Directrice Générale du Groupe RAJA, personnellement très engagée pour les droits des femmes, l'ensemble des équipes de Direction sont mobilisées sur l'égalité des chances professionnelles dans toutes les sociétés du Groupe. Sur les 4500 collaboratrices et collaborateurs du Groupe, plus de 50 % de l'effectif est féminin.

La rémunération : Désireux de récompenser avec équité la performance, notre politique de rémunération prend en compte la performance individuelle comme la performance collective avec des systèmes attractifs de redistribution de nos bénéfices, et d'organisation du travail.

Nos systèmes reconnaissent également l'assiduité et la fidélité de nos collaboratrices et collaborateurs et des règles sont en place pour lutter contre la discrimination salariale et garantir l'équité salariale.

La plupart des sociétés du Groupe ont organisé le don solidaire de journées de congés pour soutenir des collègues dans des moments difficiles.

6. RENFORCER LES CAPACITES RH

Les ressources humaines sont placées au cœur de la stratégie de développement et de la croissance européenne du Groupe RAJA.

Aussi, dans nos filiales et au Siège du Groupe, une communauté RH européenne interagit et partage les meilleures pratiques afin de garantir à toutes les collaboratrices et collaborateurs un accompagnement au même niveau de service que celui porté à nos clients.

L'excellence de service ne se décline pas qu'en externe, elle est portée au quotidien par des équipes RH pluridisciplinaires et mobilisées pour faire de l'expérience collaborateur une expérience unique.

7. PROMOTION DE LA CULTURE RSE ET DU DEVELOPPEMENT DURABLE

Notre volonté est d'être le partenaire responsable et privilégié des entreprises pour tous leurs achats en emballages, fournitures et équipements, partout en Europe, et notre ambition est d'agir comme un acteur majeur de la transition écologique sur nos marchés. Nous plaçons la satisfaction de nos clients, la qualité de nos produits et l'excellence de nos services, ainsi que notre engagement sociétal et en faveur du développement durable au cœur de nos valeurs, de nos enjeux et de notre développement.

En tant que distributeur, nous apportons à nos clients des solutions qui répondent à leurs besoins et leur permettent d'améliorer leur efficacité opérationnelle et de réduire leurs coûts, tout en limitant leur impact sur l'environnement. Nous collaborons avec nos partenaires industriels pour trouver des solutions innovantes, efficaces et écologiques.

Nous développons notre Groupe en privilégiant le management par la confiance et la proximité, le respect de la diversité, et la transmission à nos collaboratrices et collaborateurs de nos valeurs d'excellence, de solidarité et d'éthique. Nous veillons au bien-être et à la sécurité de nos collaboratrices et collaborateurs, nous donnons du sens à leurs missions quotidiennes en les impliquant dans les engagements pris par l'entreprise.

En tant qu'acteur de référence dans son secteur d'activité, conscient depuis sa création de sa responsabilité sociétale et environnementale et doté d'une culture éthique forte, le Groupe RAJA a formalisé ses engagements RSE (Responsabilité Sociétale des Entreprises). Ces engagements concernent les collaboratrices et collaborateurs, les clients, les fournisseurs et l'environnement social de RAJA et s'articulent autour de 6 axes :

- ▶ Promouvoir les initiatives RSE & les Objectifs de Développement Durable
- ▶ Garantir l'excellence à nos clients
- ▶ Conforter notre politique sociale axée sur le respect des droits humains et de l'organisation internationale du travail
- ▶ Poursuivre notre démarche d'achats responsables
- ▶ Préserver les ressources naturelles
- ▶ Garantir l'éthique à toutes nos parties prenantes.

8. PROMOUVOIR LE BIEN ETRE AU TRAVAIL

Pour favoriser l'épanouissement personnel, véritable levier de réussite et de performance professionnelle, de nombreux services, ou activités sont proposés aux collaboratrices et aux collaborateurs du Groupe.

L'association RAJAsport, créée en 2009 à l'initiative de Danièle Kapel-Marcovici, Présidente Directrice Générale du Groupe RAJA, basée au siège social du Groupe à Tremblay-en-France propose plus de 15 activités sportives et de bien être telles que : une salle de sport et de musculation, des cours de fitness, de course à pied, de boxe anglaise, de Pilates, de danse mais aussi du yoga, de la sophrologie, du chant ou du dessin.

Un salon de bien-être installé dans les locaux permet à chacun de prendre rendez-vous avec une esthéticienne, une énergéticienne, un ostéopathe ou l'une de nos deux coiffeuses. Un relais est organisé dans les filiales, à la libre initiative des équipes locales, et chaque année une équipe de marathoniennes et de marathoniens venant de toutes nos sociétés en Europe participe à l'un des 'grands marathons' européens.

Des moments de convivialité et de partages sont également organisés tout au long de l'année et rythmés par le calendrier événementiel de l'entreprise : petits marchés proposés par des partenaires agriculteurs biologiques, offre sur site de restauration équilibrée et de qualité, fêtes événementielles de saison, etc.



La diversité est le fondement d'une société performante socialement et économiquement. Inscrite dans la politique globale de l'entreprise ou de l'organisation, la Charte de la diversité a pour objet de favoriser l'égalité des chances et la diversité dans toutes ses composantes.

La Charte de la diversité contribue à développer un management respectueux des différences et fondé sur la confiance. Elle améliore la cohésion des équipes, source d'un meilleur vivre-ensemble et donc de performance.

Les engagements de la Charte de la diversité, traduits en actions mesurées et évaluées régulièrement, sont facteurs de progrès social et économique. Leur mise en œuvre dans toutes les activités de l'entreprise ou de l'organisation renforce la reconnaissance auprès de toutes les parties prenantes internes et externes en France et dans le monde.

**Par la signature de la Charte de la diversité,
nous, entreprise ou organisation, nous engageons à :**

- 1 Sensibiliser et former nos dirigeants et managers** impliqués dans le recrutement, la formation et la gestion des carrières, puis progressivement l'ensemble des collaborateurs, aux enjeux de la non-discrimination et de la diversité.
- 2 Promouvoir l'application du principe de non-discrimination** sous toutes ses formes dans tous les actes de management et de décision de l'entreprise ou de l'organisation, et en particulier dans toutes les étapes de la gestion des ressources humaines.
- 3 Favoriser la représentation de la diversité de la société française** dans toutes ses différences et ses richesses, les composantes culturelle, ethnique et sociale ; au sein des effectifs et à tous les niveaux de responsabilité.
- 4 Communiquer sur notre engagement** auprès de l'ensemble de nos collaborateurs ainsi que de nos clients, partenaires et fournisseurs, afin de les encourager au respect et au déploiement de ces principes.
- 5 Faire de l'élaboration et de la mise en œuvre de la politique de diversité** un objet de dialogue social avec les représentants du personnel.
- 6 Évaluer régulièrement les progrès réalisés**, informer en interne comme en externe des résultats pratiques résultant de la mise en œuvre de nos engagements.

www.charte-diversite.com

RAJA

APPENDIX 6 – Sustainable Procurement

Sustainable Procurement Policy & Supplier Code of Conduct



CHARTRE DES ACHATS RESPONSABLES ET DU DEVELOPPEMENT DURABLE

Le développement durable consiste à répondre aux besoins du présent sans compromettre la capacité des générations futures à répondre aux leurs. Il couvre trois dimensions : économique, sociale et environnementale. La responsabilité sociétale est la contribution des organisations au développement durable. Elle se traduit par la volonté de l'organisation d'assumer la responsabilité des impacts de ses décisions et activités sur la société et sur l'environnement et d'en rendre compte.

Le Groupe Raja est pleinement engagé dans le développement durable et a positionné la responsabilité sociétale des entreprises comme un de ses enjeux stratégiques majeurs. Implanté dans 19 pays Européens (France, Allemagne, Belgique, Pays-Bas, Luxembourg, Suisse, Autriche, Espagne, Portugal, Italie, Danemark, Suède, Norvège, Pologne, République Tchèque, Slovaquie, Hongrie, Angleterre, Irlande), le Groupe a adhéré au Global Compact des Nations Unies confirmant ainsi sa volonté de se conformer aux 10 Principes définis par l'ONU.

En charge du choix des fournisseurs et de l'offre produits, La fonction Achats est une composante essentielle de la politique de développement durable du Groupe Raja.

Constituée en Centrale d'Achats Européenne et complétée d'équipes achats locales implantées au plus près de nos partenaires-fournisseurs, la Direction Achat du Groupe Raja s'engage à :

- ▶ Garantir à nos clients une qualité de produits et une qualité de service irréprochables
- ▶ Jouer un rôle moteur dans la transition écologique en améliorant en permanence notre offre de produits écoresponsables, en collaboration avec nos fournisseurs
- ▶ Veiller au bon respect des réglementations environnementales européennes en vigueur
- ▶ Garantir une conduite des affaires éthique et responsable
- ▶ Inciter nos fournisseurs à s'engager dans une démarche durable et obtenir les certifications répondant aux référentiels qualité les plus exigeants (ISO 14001, Ecovadis...)

De manière à clarifier nos attentes, partager nos engagements et déployer le plus largement possible les bonnes pratiques RSE (Responsabilité Sociétale des Entreprises), nous demandons à tous nos fournisseurs de cosigner notre Charte des Achats Responsables et du Développement Durable. Il s'agit d'un préalable indispensable à tout référencement. La RSE est un critère de sélection aussi important que nos exigences qualité, service et coûts.

En adhérant à cette Charte et au Code de Conduite qui l'accompagne, nos fournisseurs s'engagent à respecter et à promouvoir ses principes et à mettre en œuvre les moyens nécessaires pour en assurer l'application au sein de leur entreprise, chez leurs fournisseurs et sous-traitants.

Les équipes Achats de Raja seront très attentives au bon respect de cette Charte et s'associeront aux fournisseurs pour construire avec eux une démarche de progrès continu : évaluations qualité annuelles (comportant notamment les critères de qualité produits, qualité de service et réalisations RSE), transition écologique de l'offre, circularité des produits (recyclés, recyclables, écocertifiés), obtention de nouvelles certifications écoresponsables.

LES ENGAGEMENTS DE RAJA

1. Traitement Loyal

Raja s'engage à traiter ses fournisseurs avec honnêteté, équité et respect.

2. Sélection Impartiale

Raja sélectionne ses fournisseurs de manière impartiale en fonction de critères prédéfinis, explicites et transparents : qualité, service, coût, impact environnemental et social des produits proposés.

3. Assurance d'équité financière

Raja met tout en œuvre pour ne pas établir avec ses fournisseurs un lien de dépendance économique qui pourrait mettre en péril l'une des deux parties.

4. Amélioration des Performances

Raja cherche à construire avec ses fournisseurs des relations à long terme, dans une démarche commune d'amélioration continue.

5. Lutte contre la Corruption

Raja agit conformément à son Code de Conduite Anticorruption disponible à https://www.raja.fr/INTERSHOP/static/WFS/RAJA-Site/-/RAJA/en_US/PDF/DPO/Code-de-conduite-anti-corruption-Groupe-RAJA-2019-FR.pdf

6. Confidentialité et Droits de Propriété Intellectuelle

Raja respecte les droits de propriété intellectuelle et le caractère confidentiel des informations techniques et commerciales communiquées par ses fournisseurs.

7. Sécurité et Protection des Données Personnelles

RAJA s'engage à respecter les lois applicables relatives à la protection des données personnelles, ainsi que toutes les exigences spécifiques relatives à la protection et à la sécurité des données collectées.

8. Droits Humains

Raja s'engage à respecter la protection du droit international relatif aux droits de l'Homme dans sa sphère d'influence. Raja s'assure que ses propres opérations ne sont pas complices d'abus en matière de droits de l'Homme.

Raja offre l'égalité des chances et ne fait pas de discrimination à l'encontre de ses collaboratrices et collaborateurs.

9. Droit du Travail

Raja soutient la liberté d'association et de reconnaissance effective du droit aux conventions collectives, l'élimination de toutes les formes de travail forcé ou obligatoire, l'abolition effective du travail des enfants et l'élimination de toute forme de discrimination en matière d'emploi et de profession.

RAJA embauche des collaboratrices et collaborateurs sur la base de contrats documentés en conformité avec les exigences de la loi.

10. Environnement

Raja s'engage à appliquer l'approche de précaution face aux problèmes de l'environnement, à entreprendre la recherche constante de diminution des impacts de leurs activités sur l'environnement et à encourager le développement et la mise en œuvre de technologies respectueuses de l'environnement.

RAJA prend les mesures nécessaires pour préserver les ressources naturelles et éviter la dégradation de l'environnement.

Ulrick Parfum

Directeur Achats et Marketing Produits Groupe

CODE DE CONDUITE DES FOURNISSEURS

1. Dimension Economique

Confidentialité et transparence

Le Fournisseur s'engage à travailler dans la transparence et à transmettre à Raja des informations exactes. Le Fournisseur respecte la confidentialité des informations reçues qui sont la propriété de Raja et n'utilise jamais ces informations pour son propre bénéfice.

Lutte contre la corruption

Le Fournisseur s'abstient de toutes formes de corruption y compris l'extorsion de fonds et les pots-de-vin.

Le Fournisseur s'abstient d'offrir, de promettre ou d'accorder des avantages illégaux à des fonctionnaires nationaux ou internationaux, ni à des décideurs nationaux ou internationaux opérant dans le secteur privé, afin de se voir accorder un traitement préférentiel ou d'obtenir une décision favorable dans le secteur public ou privé. Il en est de même concernant les dons, les cadeaux ou les invitations à des repas d'affaires ou à des événements commerciaux.

Le Fournisseur s'interdit d'offrir aux collaboratrices et collaborateurs Raja tout avantage qui viserait à faciliter ses activités avec Raja.

Le Fournisseur doit éviter également les conflits d'intérêt qui pourraient engendrer des risques de corruption.

Le Fournisseur s'engage à promouvoir le respect de la réglementation applicable et des principes du Code de Conduite de Raja auprès de ses propres fournisseurs et sous-traitants, et à le faire appliquer.

Concurrence

Le Fournisseur doit respecter les règles de concurrence libre et loyale dans l'ensemble des relations commerciales et doit en particulier ne pas agir à l'encontre de toute loi relative à la concurrence.

Sécurité et protection des données personnelles

Le Fournisseur doit respecter toutes les lois applicables relatives à la protection des données personnelles, ainsi que toutes les exigences spécifiques relatives à la protection et à la sécurité des données prévues dans le contrat signé avec Raja.

2. Dimension Sociale

Le Fournisseur promeut et respecte la déclaration de l'Organisation Internationale du Travail (OIT) sur les principes et les droits fondamentaux au travail ainsi que la législation internationale en matière de droits de l'homme. A ces fins, le Fournisseur met en œuvre des mécanismes garantissant le respect des principes suivants :

Elimination du travail forcé et obligatoire.

Le Fournisseur s'engage à n'avoir en aucun cas recours au travail forcé ou obligatoire tel que défini dans les Conventions fondamentales 29 et 105 de l'OIT.

Abolition du travail des enfants. Le Fournisseur s'engage à ne pas faire travailler des personnes n'ayant pas l'âge minimum requis pour travailler comme défini dans les Conventions fondamentales 138 et 182 de l'OIT.

Protection de la santé et de la sécurité au travail.

Le Fournisseur met en œuvre une politique de santé et de sécurité qui vise à garantir à chaque salarié un milieu de travail sûr et sain et à maintenir un environnement dans lequel la dignité des personnes est respectée.

Respect de toutes les lois applicables en matière de salaires, avantages et temps de travail.

Le Fournisseur doit accorder une rémunération conforme à la réglementation nationale relative au salaire minimum et bénéficier des avantages légaux. Le temps de travail, y compris les heures supplémentaires, doivent être au moins conformes aux lois nationales applicables. En l'absence de lois nationales, les normes de l'OIT doivent s'appliquer.

Elimination de la discrimination et traitement équitable sur le lieu de travail.

Le Fournisseur doit interdire et lutter contre toute discrimination basée sur des critères liés à la race, la couleur, le sexe, l'orientation sexuelle, la langue, le handicap, la religion, les opinions politiques et autres, l'origine nationale ou sociale, la fortune, la naissance et autre situation. Il doit promouvoir la diversité, l'égalité des chances et de traitement en matière d'emploi et de travail. Le Fournisseur doit traiter tous les employés avec respect et ne doit pas infliger de châtiments corporels, utiliser des coercitions physiques ou morales, toute forme d'abus, de harcèlement ou de menaces d'un tel traitement.

Liberté d'association et droit de négociation collective.

Le fournisseur s'engage à respecter la liberté d'association et le droit d'organisation et de négociation collective comme défini dans les Conventions fondamentales 87 et 98 de l'OIT.

3. Dimension environnementale et Réglementaire

Le Fournisseur doit se conformer aux lois et aux réglementations applicables dans tous les pays où il exerce son activité ainsi que la réglementation européenne (règlements ou directives) en vigueur. Le Fournisseur doit engager ses propres fournisseurs et/ou ses sous-traitants à respecter la législation applicable et les principes de cette Charte.

Plus spécifiquement, le Fournisseur déclare respecter l'ensemble des lois et réglementations environnementales en vigueur. Une liste non-exhaustive de la réglementation européenne en matière environnementale est accompagnée aux présentes.

Il conserve et tient à jour tous les agréments requis en matière réglementaire et environnemental.

Le Fournisseur s'efforce d'atteindre les meilleurs standards en matière de protection de l'environnement, tant pour ses produits que pour son système de management, notamment en ce qui concerne la protection de la nature, la gestion des déchets et des substances toxiques.

Le Fournisseur intègre des critères de respect de l'environnement, de santé et de sécurité dans la conception de leurs produits, afin d'éliminer ou de réduire les impacts négatifs tout au long de leur cycle de vie, tout en maintenant et/ou en améliorant leur qualité.

Le Fournisseur applique le principe de précaution dans l'approche des problèmes environnementaux.

4. Surveillance et audits sociaux/environnementaux/de conformité

Afin de garantir la conformité à cette Charte pendant toute la durée du Contrat, le Fournisseur transmettra sur demande et à tout moment à Raja tous les éléments permettant d'établir une telle conformité et informera immédiatement Raja lorsqu'il a connaissance, ou a des raisons de croire, qu'il a lui-même manqué, ou qu'un de ses sous-traitants a manqué, à son obligation de respect de la Charte et des mesures correctives adoptées afin de rétablir la conformité aux principes énoncés ci-dessus.

M./Mme, Représentant(e) dûment habilité(e) de la société, confirme avoir pris connaissance des dispositions de la Charte et m'engage à les respecter et à les faire respecter au sein de mon Entreprise.

Date :

Cachet de l'entreprise :

Signature :

ANNEXE 1 –DIRECTIVES ET REGLEMENTATIONS (liste non exhaustive)

Nom		Description	Produits du Groupe RAJA concernés
Directive européenne 94/62 Directive (UE) 2018/852 du parlement européen et du Conseil	Réglementation liée aux emballages et déchets d'emballages	Ces directives ont pour objet d'harmoniser les mesures nationales concernant la gestion des emballages et des déchets d'emballages afin, d'une part de prévenir et de réduire leur incidence sur l'environnement des Etats membres et des pays tiers et d'assurer ainsi un niveau élevé de protection de l'environnement et, d'autre part, de garantir le fonctionnement du marché intérieur et de prévenir l'apparition d'entraves aux échanges et de distorsions et restrictions de concurrence dans la Communauté.	Tous les produits d'emballage : cartons, sacherie, calage, film, caisses, ...
Règlement (CE) 1935/2004 du parlement européen et du Conseil	Matériaux et objets destinés à entrer en contact avec des denrées alimentaires	Le présent règlement vise à garantir le fonctionnement efficace du marché intérieur en ce qui concerne la mise sur le marché communautaire de matériaux et objets destinés à entrer en contact, directement ou indirectement, avec des denrées alimentaires, tout en constituant la base pour assurer un niveau élevé de protection de la santé humaine et des intérêts des consommateurs.	Toute la vaissellerie, les boîtes, barquettes, sachets pain, sandwich..., papiers aluminium et alimentaires de la gamme Alimentaire, certains sachets plastique de la gamme sacherie, certains bacs de la gamme manutention...
Directive européenne 2006/121/CE et Règlement du parlement européen et du Conseil	REACH	Une liste de substances chimiques dangereuses a été élaborée et est régulièrement complétée. Les fabricants de produits doivent déclarer la présence de ses substances en fonction de la teneur. A terme, l'utilisation de ces substances sera interdite et ils devront intégrer des substitutifs. Les distributeurs doivent communiquer à leur client la teneur de ces substances dans les produits vendus. L'objectif est d'améliorer la protection de la santé humaine et de l'environnement.	Tous les produits contenant des substances chimiques (plastiques, colles, additifs, encres, produits d'entretien, ...)

Nom		Description	Produits du Groupe RAJA concernés
Directive européenne 2002/95/CE du parlement européen et du Conseil	RoHS	Elle vise à limiter l'utilisation de certaines substances dangereuses dans les équipements électriques et électroniques.	Tous les équipements qui fonctionnent à partir d'un courant électrique : Banderoleuse, machines à filer et à cercler, soudeuses, compresseur, imprimantes, calculatrices, aspirateurs, ...
Directives européenne 2002/96/CE et 2003/108/CE du parlement européen et du Conseil	DEEE	Elle régit la collecte et le traitement des déchets des équipements électriques et électroniques. L'objectif est d'améliorer le recyclage et la valorisation de ces déchets contenant des substances nocives pour l'environnement.	Tous les équipements qui fonctionnent à partir d'un courant électrique : Banderoleuse, machines à filer et à cercler, soudeuses, compresseur, imprimantes, calculatrices, aspirateurs, ...
Eco-contribution sur les papiers (France) Article L541-10 code de l'environnement	Taxe CITEO	Tout donneur d'ordre qui émet plus de 5 tonnes d'imprimés papiers et tout metteur sur le marché (fabricant ou importateur) de papier à copier est redevable de la taxe Citeo (contribution à la collecte, à la valorisation et à l'élimination des déchets d'imprimés papiers).	Papier d'impression, enveloppes et pochettes postales ...
Ecocontribution mobilier Décret 2012/22 du 6 janvier 2012 (France)	Gestion des déchets d'éléments d'ameublement	Mise en place d'un système de responsabilité élargie des producteurs pour la prévention, la collecte et le traitement des déchets d'éléments d'ameublement.	Rayonnages et tablettes, armoires, vestiaires, chaises et tabourets, dessertes et certains chariots, établis, tables de travail, armoires à clés...

APPENDIX 7 – RAJA-Danièle Marcovici Foundation

Projects supported by the Foundation

PROJETS EN FAVEUR DU DROIT DES FEMMES

Association Nationale d'Assistance aux Frontières pour les Etrangers

Country of Intervention: France

Project: Strengthen the defence and access to the rights of foreign women held in waiting areas

Number of Beneficiaries: 384 women

Project duration: Continuously



Fédération Nationale GAMS

Country of Intervention: France

Project: Fight against the practice of female genital mutilation
91,250 visitors to the website

Project duration: Continuously



Futur au Présent

Country of Intervention: Senegal

Project: Fight against the early work of young girls from disadvantaged backgrounds by allowing them to be educated

Number of Beneficiaries: 90 girls

Project duration: Continuously



ANAK, Aide aux Enfants d'Indonésie

Country of Intervention: Indonesia

Project: Give precarious young girls the opportunity to build their life project

Number of Beneficiaries: 46 girls

Project duration: Continuously



El-Camino

Country of Intervention: Mexico

Project: Strengthening the financial autonomy of Mayan craftswomen

Number of Beneficiaries: 130 women

Project duration: 3 years



Gynécologie Sans Frontières

Country of Intervention: France

Project: Provide health care for migrant women

Number of Beneficiaries: 476 women

Project duration: Continuously



Femmes pour le Dire, Femmes pour Agir

Country of Intervention: France

Project: Fight against violence against women with disabilities

Number of Beneficiaries: 227 women

Project duration: Continuously



Essentiel

Country of Intervention: Burundi

Project: Improve the sexual and reproductive health of fishmongers and fishermen in the port of Rumonge

Number of Beneficiaries: 919 women

Project duration: Continuously



PROJECTS IN FAVOUR OF ENVIRONNEMENT

blue Energy

Country of Intervention: Nicaragua

Project: Ensure food security and a healthier and more diversified diet through the development of bio-intensive family vegetable gardens among two groups of vulnerable women: women with disabilities and elderly women

Number of Beneficiaries: 40 women

Project duration: 1 year



Carton Plein

Country of Intervention: France

Project: Allow the socio-professional integration and the reconstruction of the social bond of people living on the street, through the valuation of boxes

Number of Beneficiaries: 45 women

Project duration: 2 years



GRET

Country of Intervention: Vietnam

Project: Promoting economic empowerment and participation of ethnic minority women to ensure sustainable forest conservation in Pu Luong Nature Reserve

Number of Beneficiaries: 80 women

Project duration: 1 year



Objectif France Inde

Country of Intervention: India

Project: Foster the empowerment of Tamil women and promote their role in preserving the environment through the implementation of natural resource management activities for sustainable and responsible agriculture

Number of Beneficiaries: 1 250 femmes

Project duration: 1 year



Agir pour le Cambodge

Country of Intervention: Mexico

Project: Strengthen the role of women in the protection of the environment and the fight against climate change by training them in sustainable agricultural practices

Number of Beneficiaries: 150 girls

Project duration: 1 year



Rejoué

Country of Intervention: France

Project: Develop actions in favour of the integration of women in difficulty and the reuse of toys

Number of Beneficiaries: 36 women

Project duration: 18 months



Association Humanitaire pour l'Afrique

Country of Intervention: Benin

Project: Accompany women farmers in an activity to promote surplus tomato crops by transforming them into preserves and juice

Number of Beneficiaries: 80 women

Project duration: 15 months



Chaussettes Orphelines

Country of Intervention: France

Project: Support the economic integration of women in precarious situations by making clothes from scraps of fabric and recycled socks

Number of Beneficiaries: 16 women

Project duration: 20 months



D'Antilles & D'Ailleurs

Country of Intervention: France (Martinique)

Project: Enable women in a situation of prostitution to reintegrate professionally through an activity of making sanitary napkins and washable diapers

Number of Beneficiaries: 25 women

Project duration: 2 years



Envol Vert

Country of Intervention: Colombia

Project: Revitalise and feminise the wheat and honey agricultural sectors while applying agroecological practices

Number of Beneficiaries: 50 women

Project duration: 34 months



LAAFI

Country of Intervention: Burkina Faso

Project: Train rural women in the profession of beekeeper and preserve biodiversity of the area thanks to the activity of bees

Number of Beneficiaries: 80 women

Project duration: 16 months



the

SOL

Country of Intervention: Burkina Faso

Project: Promote the establishment of women from non-agricultural backgrounds in organic farming activities

Number of Beneficiaries: 10 women

Project duration: 1 year

Number of Beneficiaries: 10 women

Project duration: 1 year





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